

University of Colorado Hospital Academic medical center for the Rocky Mountain region 407 licensed beds Tertiary care center affiliated with the University of Colorado Anschutz Medical Campus - School of Pharmacy 4 PGY1 positions 5 PGY2 positions

Introduction

- ASHP Accreditation Standard 4.3 states:
 RPDs will devise and implement a plan for assessing and improving the quality of preceptor instruction
- What does meaningful compliance look like?



Learning Objectives

- Actively discuss top preceptor development issues identified among peers.
- Describe the development of a preceptor plan based on needs assessment, and discuss strategies to enhance preceptor development activities.
- Share additional methods that can be used to complement a meaningful learning experience for residency preceptors.



Poll Question #1

What is your <u>number</u> <u>one</u> precepting challenge?

- 1. Providing feedback
- 2. New tactics for seasoned preceptors
- 3. Effectively precepting while meeting employment responsibilities
- 4. Motivating and challenging residents to enhance performance
- 5. Active teaching methods



2009 University HealthSystem Consortium Survey Results

- 1. Providing feedback
- 2. Effectively precepting while meeting employment responsibilities
- 3. Active teaching methods
- 4. New tactics for seasoned preceptors
- 5. Motivating and challenging residents to enhance performance
- 6. Writing goals and objectives
- 7. Learning styles of residents
- 8. Mentoring

https://www.uhc.edu/docs/003740133 Pharmacy Preceptor Development Tools.do



Getting Started – Assess the Need

Identify your needs from a program perspective

- Tools and Approaches:
 - * Roundtable or e-mail
 - Electronic survey
 - Open ended question to solicit responses
 - * Ranking tool with pre-determined issues
- Consider resident evaluations of preceptors and learning experiences
- Ask your residents



Find a Focus and ENGAGE

- Focus on the top 2 or 3 priorities
- Advertise these priorities to preceptors
- Require preceptor
 participation in a
 "think tank" session
 or other development
 activities



Identify Resources

- Ask "What do I already have access to?"
 - ❖ On-line learning systems
 - Academic programs offered through schools of pharmacy
 - ❖ Human Resource classes
 - ♦ On-line CE offerings
 - ❖ Experts within your preceptor pool
 - ❖ ResiTrak™
 - Current residents



Design Learning Opportunities

- Roundtables
- Create case-based scenarios
- CE sessions
- Pearls
- Newsletters
- Create a preceptor mentoring program
- Recognize development efforts on performance evaluations



Summary

- Assess specific departmental needs
- Make it <u>fun</u> and <u>meaningful</u> for preceptors
- Recognize experts and involve them in providing education to newer preceptors
- Use your resources!
- Acknowledge and reward precepting activities

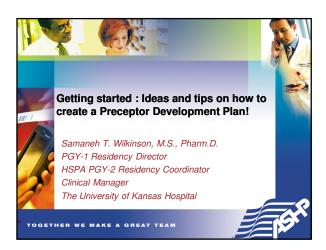


Poll Question #2 **Learning Assessment**



When starting to design a preceptor development program, it is best to address all identified areas of need.

- TrueFalse



Learning Objectives

- Discuss tools necessary to implement a Preceptor Development Program
- **Provide examples of Preceptor Development Programs**
- Discuss importance of accountability related to the Preceptor Development Program



The University of Kansas Hospital (KUH)

- 606 Staffed Beds
- Level I Trauma Center
- 200 medical specialties
- 24,209 inpatient discharges
- Located in Kansas City, Kansas
- University HealthSystem Consortium (UHC) "Top Performer" in Quality, Safety



The University of Kansas Hospital (KUH) – CLINICAL MODEL

- EVERYONE is a preceptor at KUH.
- Integrated patient centered practice model
 - * The good, the bad, the ugly
- Primary rotation site for KU School of Pharmacy
- 4 Residency Programs = 14 residents
 - KUH program history



Poll Question #3

Do you routinely perform a survey to determine the needs of your preceptors for the upcoming year?

1.Yes

2. No



Tools Needed for Successful Plan

- Time
- Baseline data
 - Input from preceptorsInput from residents

 - Input from students
- - * Discussion (leadership, staff, residents +/- students)
 - Timeline
 - * Implement



What should your plan be?

- 1. Survey staff/preceptors/leadership what are the weaknesses
- 2. Discuss findings
- 3. Require education for everyone
 - a. Some exclusions
- 4. Evaluation period
- 5. Feedback residents and students
- 6. Additional monthly discussion sessions



Baseline Data: KUH 2008 Survey conducted of staff to determine where to focus our PDP. Survey results (I feel comfortable:)

Baseline Data : KUH 2008

Survey conducted of staff to determine where to focus our PDP.

I understand the difference between student and resident	TRUE	FALSE
learning activities	2, 12.5%	14, 87.5%
(n=16)		



Focus areas Survey results (I feel comfortable:) 1. Developing projects 2. Feedback 3. Evaluation of staffing 4. Rotation development

Poll Question #4 What types of preceptor development programs do you currently have in place? 1. Weekly preceptor meetings (roundtable) 2. Off site retreat 3. Teaching certificate programs 4. Nothing 5. I don't know

KUH Plan

- 1. Preceptor 'Boot Camp'
- **Teaching Certificate Program**
- 3. Preceptor Score Cards
 - a. Including attendance
- 4. Mandatory Learning Experience Guidelines
- 5. Residency Leadership Meeting
- 6. Annual Appraisal Evaluation
- 7. Preceptor Development Series



Preceptor Boot Camp

- Developed to review key concepts and core basics identified by staff
- 3: 1-hour sessions, mandatory, attendance
- Held twice a year by residency leadership
- Topics included:
 - Becoming an effective preceptor
 - Creating a win-win experience for residents Expectation and Feedback



Preceptor Boot Camp

- Additional activities:
 - * Learning Types: Doer, Watcher, Thinker, Feeler
 - * How to set expectations
 - How to evaluate goals
 - Developing project ideas for residents
 Using Resitrak



Teaching Certificate Program

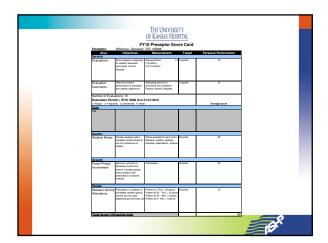
- Initiated to support Preceptor Development Plan:
 higher level precepting
 12 month program
- Limited to 5 preceptors and 10 residents
- Participants will be required to attend <u>all 7 core</u> 90 minute seminars and <u>3 elective</u> 60 minute seminars
- Objectives:
- Teach pharmacists the fundamental basics of teaching Give the participants the tools to create their own, effective lectures
- Give the participants the tools to be effective teachers outside of the classroom
 Help participants develop their own teaching styles

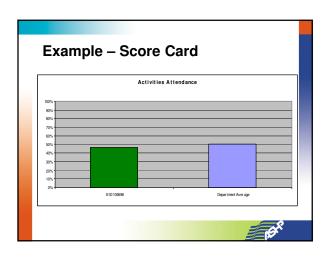


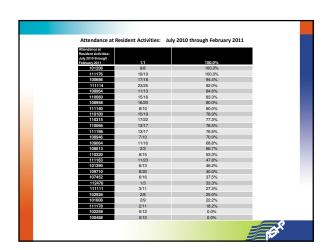
Preceptor Score Cards

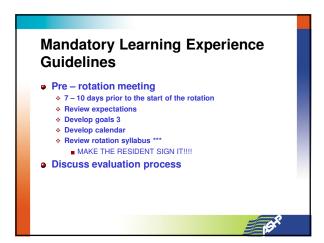
- Developed to 'grade' preceptors on their skills at the end of the year
- Performance Tool
 - ❖ Department expectations
 - · Benchmark
- Evaluation Content is on areas of focus for PDP
- Assist in Accountability











Pre	Hospital Administration Rotation ceptor: Samaneh T. Wikinson, MS, PharmD Jessica Freets, PharmD January - February 2009	Rotation Expectations Time spent on the rotation will allow the resident to develop leadership
Resident Rotation Coals	1. Dissace and analyse from an department works as well as a bean, interestly as well as with other departments, where we are all as different and with not seen operation. Joint and for bean thinks pollors, desirable analysis of the control of t	expert pharmacy management skills in an academic modical center. Reside will develop a stemp foundation in pharmacy services management thre experiences in clinical management, operations, formulary management, mid- information beforedacy, automation, medication management, medication sis and education. The resident is expected to be prompt in attending all rotation activities. Absol
	Rotation Assignments	in any rotation activity and late assignments will be deemed unsatisfactory a failing grade will be submitted irrespective of other grades.
Career Development Meeting Coordination	Review articles provided on first day of intation – be prepared for discussion. Participate in Primar Leadership Book Discussion. Hebra Full is Your Bur lart Book Discussion. Attend weekly Chical Services meetings and detafloute minutes after each meeting by the Tuesday blokwing the day of each meeting. If unable to fulfill	Duties and objectives of the resident will include, but are not limited to, following:
	this responsibility, discuss with and make arrangements with Leigh Anne, Samanah or Heather. P Prepare agendas for Clinical Services meetings by noticing topics that need to be covered withingharmacists in other meetings that you attend and by discussing with Leigh Anne and/or Samanah. Sawa all most files in Pharma ShawaStatt Meetino/Clinical Services 2009	 Understand the network of individuals and organizations with whom pharmacy leadership team must interact in order to achieve the pharma mission Maintain a current understanding of national, regional, and local health policy
Departmental Education	7 Identify 2 program sthat may be implemented to improve percepting skills at KIHI (i.e. certain presentations from ASIP) your own datas, brown bags witspecific information () 7 Provide an in-service or lecture to pharmacy students discussing leadership tools of holisie	Participate in the creation of effective strategies to market the value pharmacists and the implementation of pharmacy plans and programs Participate in department meetings, staff meetings, medical staff commit and other interdisciplinary committees.
Clinical Management	7 Wildo with Sam work and Ruchoth Progen. Limit of Names Manager to collect and one Call works used to transplant passed against information and an obsignation of Call works and the Sam and design of Call works and the Sam and the Sam and the Sam and the Sam and professional information on CASS guidelines for an amendment on the transplant en ancient growth as alternative wash to been so when the soft professional collection in an East Sam and Sam	- Unforstand Human Recuroes Management: Interviewing, recruitm relaterion and performance - Unforstand the importance of leadership and membraship for the polessic Pharmacy - Present a Brown Bag to the pharmacy staff or administrative staff (depen or project) - Casher information, prepare verbal and review reports necessary to comproation in a firmly manner
Residency Coordination	por vases de reuseing conse. Vivos with Sam and his coordinate all PGV+1 Residency interviews Determine appropriate information to collect and report for new wave of Planmatical Proport Grove Cases. Update the Resident Graduate Wall in the Conference Room Planears a Precipitation Companiescy to be used in Planmatic Premarket Planears a Precipitation Companiescy to be used in Planmatical Foundat completed in a power point format Update current Planmatical Training Manual	Residents are encuraged to be creative and develop ideas and inter- based on their experiences during the relation. Opportunities for rasi- initiated projects that will aid in the improvement of pharmacy services strongly encuraged. The proceptors will serve as mentors and resour throughout the rotation; however, the resident is ultimately responsible their own professional growth.
Management	Update Current Prammobil I Internity Manual Update Who Do I Page (Socument with all new pharmacy teams Participate in Pharmadist Appraisal Process Covert Resident Staffing Performance Tool to electronic laurery morkey format (must be complianted by 115)	Rotation evaluations will not be completed and residents will not prog through the program until all projects and assignments from rotation to been completed in a satisfactory tashion.
Additional Comments	7 7	-

Polling Question #5

Do you have a forum for preceptors to openly discuss programmatic and/or specific resident issues?

1. Yes 2. No



- Monthly meeting
- Includes Program RPDs and Coordinators

Residency Leadership Meeting

 Discuss obvious topics as well as plan for following month's Preceptor Development Series



Preceptor Development Series

- Monthly preceptor only meeting
- Held after staff meeting
- Limited to 45 minutes
- Attendance
- Variety of topics including resident performance issues
- Buy in from preceptors for programs
- Various forms of 'education': discussion, presentations, role play – change it up!



Accountability

- Preceptor Score Card
- Department Goal appraisal tool
- Attendance
- Resitrak evaluations
- Student evaluations



Get the residents involved!

- Set up pre-rotation meetings
- Syllabus format
- Evaluations are included in Preceptor Score Cards
- Exit surveys
- Preceptor of the Year



Results: 2010

I know what a pre- rotation meeting is and what should be covered	TRUE	FALSE
(n=23)	22, 95.5%	1, 4.5%

Results: 2010

I always have a pre- rotation meeting with	TRUE	FALSE
my resident prior to the rotation	16, 69.5%	7, 30.5%
(n=23)		

Results: 2010

I have a rotation binder that I give all of my residents prior to the start of the rotation (n=23)	TRUE	FALSE
	15, 65.3%	8, 34.7%

Results: 2010

My binder contains the fol	ly binder contains the following information:	
Optional readings	72.2%	
Required readings	66.7%	
Rotation syllabus and description	61.1%	
Rotation objectives	61.1%	
Rotation calendar	38.9%	
I don't know	11.1%	
N/A	5.6%	

What should your plan be?

- Survey staff/preceptors/leadership what are the weaknesses
- 2. Discuss findings
- 3. Require education for everyone
 - a. Some exclusions
- 4. Evaluation period
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What will work best for your preceptors?

- Meeting vs. Electronic
 - Time of day
 - ❖ Conference call
- Self vs. Group
 - ❖ Personal goals
 - ❖ Department goals
- WRITE IT DOWN!!
- EVALUATE IT!!
 - ❖ On going process
 - Will need to change yearly



Praise, praise, praise

- Preceptor of the Year School of Pharmacy
- Preceptor of the Year PGY-1
- Admin Preceptor of the Year
- Annual Resident Banquet
- Staff Meeting Announcements

