Community Introductory Pharmacy Practice Experience

Course Description: The Community Introductory Pharmacy Practice Experience (C-IPPE) consists of eighty (80) hours of experience. Examples of C-IPPE sites are community independent pharmacy, chain pharmacy, health departments with an outpatient pharmacy, and ambulatory care clinics.

Purpose: To expose students to community-based pharmacy practice, to provide the opportunity to explore the community pharmacists’ approach to patient care, the role of pharmacists in patient care decision making, and how the community pharmacist and staff provide for the well-being of the patient.

Goals: The competency based objectives in the C-IPPE will allow the student to acquire a better understanding of the profession of pharmacy as it relates to community pharmacy. Students will develop and expand an appreciation for the practice of pharmacy in a community setting and comprehend the pharmacist’s ultimate goal of enhancing patient care. The hallmark skills that will be enhanced are professionalism, knowledge, communication and patient care. These skills will be fostered by:

- Mentorship
- Hands-on experiences with real patients
- Working within a community pharmacy
- Involvement in the inner-dynamics of the health-care team

Time Frame: The 80 hours of C-IPPE will follow the 2nd, 3rd or 4th professional year and be completed as part of the course requirements for Profession of Pharmacy 301, Patient Care Assessment Module (PCAM 1), and Capstone respectively.

Objectives:
1. Students shall understand the role of the pharmacy department within the business model of the community pharmacy.
2. Students shall understand the role and function of the community pharmacy within the health care system
3. Students shall be able to define and describe the role and function of:
   a. Pharmacy Technician
   b. Pharmacy Manager
   c. Store Manager
   d. Support Staff
4. Students shall understand the prescription filling and dispensing process in a community pharmacy:
   a. Prescription orders
      i. Verbal
      ii. Written
      iii. Faxed
      iv. Electronic
   b. Prescription processing
      i. Data entry
      ii. Clarification with prescriber when necessary
      iii. Patient profiles
      iv. Labeling prescription
      v. Pharmacist’s check
c. Dispensing prescriptions
   i. Health Insurance Portability and Accountability Act (HIPAA) issues
   ii. Pharmacist Counseling
   iii. Patient Communication

5. Students will explain and demonstrate how to use, as many as time will allow, various dosage forms including but not limited to:
   a. Inhalers
   b. Injectables
   c. Eye drops/ointments
   d. Topical patches
   e. Nasal sprays
   f. Topical creams, ointments, lotions

6. Students shall observe and understand basic Pharmacy Operations
   a. Opening the pharmacy
   b. Closing the pharmacy
   c. Dealing with difficult patients
   d. Pharmacist and staff scheduling
   e. Inventory management
      i. Over-the-Counter products (OTCs)
         1. Pricing
         2. Special orders
      ii. Prescription products
         1. Pricing
         2. Ordering
         3. Ordering and receiving controlled substances

7. Students shall demonstrate and understand: Professional Activities, Roles and Responsibilities
   a. Community Involvement
   b. Local Pharmacy Organizations
   c. State Pharmacy Organizations
   d. National Pharmacy Organizations

8. Students shall demonstrate and understand Legal & Regulatory Issues:
   a. Controlled substance recording keeping
      i. Ohio Automated Rx Reporting System (OARRS)
      ii. Reporting theft
      iii. Drug diversion
   b. Impaired health care workers services (i.e. Pharmacist Rehabilitation Program: PRO)
   c. Restricted access/Behind the counter medications
   d. Technician vs. Intern vs. Pharmacist roles
   e. Health Insurance Portability and Accountability Act (HIPAA)
   f. Occupational Safety and Health Administration (OSHA)

9. When appropriate, preceptors shall allow for students to:
   a. Aid in the provision of direct patient care
   b. Communicate with other healthcare professionals
   c. Counsel and communicate with patients
**Student Requirements:**

A. Identification of a site and preceptor
   a. The student will identify his/her own site(s) and preceptor(s) for IPPEs
   b. The site must provide medications or pharmaceutical services in a community setting
   c. The preceptor must be a licensed pharmacist in good standing with the governing state board
   d. The preceptor must complete Preceptor Education CE

B. Attendance
   a. The student is expected to complete eighty (80) hours at the Institutional site
   b. All absences must be approved by the preceptor and the time must be made up

C. Required Readings
   a. Oath of a Pharmacist
   b. APhA’s Code of Ethics

D. Completed immunization records with the student health center

E. Evaluations:
   a. The student will evaluate the preceptor, site and experience
   b. The student will evaluate him/herself on provided checklist
   c. The preceptor will evaluate the student on provided evaluation
   d. Evaluations will be turned in next academic year as part of Profession of Pharmacy 301 (POP 7), Patient Care Assessment Module 401 (PCAM 1), or Capstone 546 (details will be included in appropriate syllabus).

F. Daily Journal
   a. The student will keep a daily log throughout the C-IPPE noting what he/she experienced and learned each day
   b. Journal will be turned in and reviewed next academic year as part of Profession of Pharmacy 301 (POP 7), Patient Care Assessment Module 401 (PCAM 1) or Capstone 546 (details will be included in appropriate syllabus).

G. Reflective Paper
   a. The reflective paper will be 2-3 pages in length (typed, double spaced, 12 point font) and will include descriptions of the I-IPPE as well as information indicating how the experience will affect the student’s pharmacy career
   b. The paper will be turned in and reviewed next academic year as part of Profession of Pharmacy 301 (POP 7), Patient Care Assessment Module 401 (PCAM 1), or Capstone 546 (details will be included in appropriate syllabus).
Community Introductory Pharmacy Practice Experience
Student Self-Assessment

Orientation

- Student and preceptor discussion of previous experience
- Introduction to staff
- Tour of facility
- Expectations of preceptor
- Policy and procedures of the site
- Telephone and pager system
- Preceptor contact information
- Plan for completion of 80 hours

Communication Skills:

- Able to critically think
- Able to apply classroom knowledge to current experience
- Able to read and listen effectively
- Able to speak and write effectively
- Able to communicate with a diverse population
  - Patients
  - Health care professionals
  - Preceptor
  - Patients and Health care professionals from a variety of backgrounds
- Minimal non-verbal distractions
  - Good eye contact
  - Limited “ums”, “you know”, and “like”
- Counsel patients on medication use
  - Prescription product
  - Over-the-counter product
  - Dietary Supplements
  - Medical Devices (i.e. blood glucose machine)

Overall I feel my communication skills:

- Exceed expectations
- Meet expectations
- Do not meet expectations

Specific areas in which I can improve my communication: 

________________________________________________________________________
________________________________________________________________________
Professional Skills

- Able to read and interpret prescriptions
- Able to identify potential drug-related problems and causes
- Able to recommend appropriate drug therapy
- Able to determine appropriate mode of drug delivery for specific patient
- Able to identify and remedy medication errors
- Able to document medication therapy management interventions
- Able to evaluate and interpret laboratory values
- Able to interpret medical information that is relevant to patient care
- Able to organize and compile (written and/or verbal) medical information for:
  - [ ] Health Care Professional(s)
  - [ ] General Public
- Able to show empathy and compassion

Overall I feel my practice skills:

- [ ] Exceed expectations
- [ ] Meet expectations
- [ ] Do not meet expectations

Specific areas in which I can improve my practice skills:

________________________________________________________________________
________________________________________________________________________

Professionalism

- Appearance is that of a pharmacy professional (dress, hygiene)
- Attitude is that of a pharmacy professional (positive attitude, respectful)
- Behavior is that of a pharmacy professional (arrive on time, responsible)
- Appropriate conduct when referring to patients
- Appropriate conduct when referring to other health care professionals
- Adheres to all pharmacy rules, regulations, and laws
- Seeks to apply new/learned knowledge and skills
- Deals ethically with colleagues and patients

Overall I feel my professionalism:

- [ ] Exceeds expectations
- [ ] Meets expectations
- [ ] Does not meet expectations

Specific areas in which I can improve my professionalism:

________________________________________________________________________
Introductory Pharmacy Practice Experience
Evaluation
(to be filled out by preceptor)

Student Name: _________________________________________________
Student Rank: _____________________ (P2, P3, P4, P5)

Site Name: ___________________________________________________________________________
Site Address: _________________________________________________________________________

Type of Experience: Community Institutional (circle one) Number of Hours Completed:_____

Preceptor Name: ______________________________________ Phone #:__________________________
(Print)

Email Address:__________________________________ Fax #:_________________________________

Preceptor License Number: ______________________________________________________________

Communication Skills

☐ Able to think critically
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Able to organize information
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Able to read and listen effectively
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Able to speak and write effectively
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Able to communicate with a diverse population (Patients, Health Care Professionals, etc)
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Minimal non-verbal distractions
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Counsels patients on medication uses
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

Comments:_____________________________________________________________________
_____________________________________________________________________________
______________________________________________________________________________

Professional Skills and Understanding

☐ Able to read and interpret prescriptions
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Able to understand and participate in prescription processing and filling
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations

☐ Able to identify potential drug-related problems and causes
☐ Exceeds expectations ☐ Meets expectations ☐ Does not meet expectations
Professional Skills and Understanding (continued)

<table>
<thead>
<tr>
<th>Task</th>
<th>Exceeds expectations</th>
<th>Meets expectations</th>
<th>Does not meet expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to understand legal and regulatory issues in this setting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to identify and remedy medication errors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to document medication therapy management interventions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to research and provide (written and/or verbal) medical information to:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Care Professional(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Public</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Professionalism

<table>
<thead>
<tr>
<th>Task</th>
<th>Exceeds expectations</th>
<th>Meets expectations</th>
<th>Does not meet expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appearance is that of a pharmacy professional (dress, hygiene, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attitude is that of a pharmacy professional (positive attitude, respectful, etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behavior is that of a pharmacy professional (arrives on time, completes tasks, etc)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriate conduct when referring to patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriate conduct when referring to other health care professionals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adheres to all pharmacy rules, regulations, and laws</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seeks to apply new/learned knowledge and skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seeks to complete and exceed given objectives for IPPE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deals ethically with colleagues and patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Able to show empathy and compassion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Preceptor Signature: ___________________________ Date: ___________________________
IPPE Preceptor & Site Evaluation Form  
Ohio Northern University Raabe College of Pharmacy

Rotation Site: ____________________________  Rotation Preceptor: ______________  Rotation Type: ______________

Name of Student: ______________________________________

Please read each of the statements carefully, and then indicate your level of agreement or disagreement:

<table>
<thead>
<tr>
<th>Preceptor Evaluation</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicated clearly goals and objectives of the rotation</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Reviewed the college expectations with me (e.g. objectives, daily journal, self evaluation)</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Introduced me to the other personnel, provided contact information, etc.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Assessed my abilities, needs, and career goals</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Gave me specific assignments</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Emphasized to me performance standards</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Resources were adequate to complete the rotation objectives</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>My preceptor or mentor was sufficiently accessible to facilitate attainment</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>My preceptor or mentor spent sufficient time with me to guide me</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Stimulated problem solving through interaction</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Had an organized approach to precepting</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Treated me with respect</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Promoted an environment conducive for learning</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Taught me things I did not already know</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Provided me with feedback on my performance</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Site Evaluation:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Site was conducive to learning</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>The site provided sufficient opportunity for me to meet all the general objectives</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Other personnel were receptive to the student</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
In the space provided, please identify the primary strengths and suggestions for enhancement of the rotation site and the instructor

Preceptor Strengths:

Preceptor suggestions for enhancement:

Site Strengths:

Site Suggestions for Enhancement:

What I liked most about the experience:

What I would change about the experience:

Student Signature: ___________________________ Date: ___________________