

The Effective Pharmacy Preceptor

Mate M. Soric, PharmD, BCPS

Clinical Pharmacy Specialist
University Hospitals Geauga Medical Center
Chardon, Ohio
Associate Professor
Northeast Ohio Medical University
Department of Pharmacy Practice
Rootstown, Ohio

Stacey R. Schneider, PharmD

Associate Professor
Pharmacy Practice
Northeast Ohio Medical University
Department of Pharmacy Practice
Rootstown, Ohio

S. Scott Wisneski, PharmD, MBA

Vice Chair, Practice-Based Education
Associate Professor
Northeast Ohio Medical University
Department of Pharmacy Practice
Rootstown, Ohio

Any correspondence regarding this publication should be sent to the publisher, American Society of Health-System Pharmacists, 7272 Wisconsin Avenue, Bethesda, MD 20814, attention: Special Publishing.

The information presented herein reflects the opinions of the contributors and advisors. It should not be interpreted as an official policy of ASHP or as an endorsement of any product.

Because of ongoing research and improvements in technology, the information and its applications contained in this text are constantly evolving and are subject to the professional judgment and interpretation of the practitioner due to the uniqueness of a clinical situation. The editors and ASHP have made reasonable efforts to ensure the accuracy and appropriateness of the information presented in this document. However, any user of this information is advised that the editors and ASHP are not responsible for the continued currency of the information, for any errors or omissions, and/or for any consequences arising from the use of the information in the document in any and all practice settings. Any reader of this document is cautioned that ASHP makes no representation, guarantee, or warranty, express or implied, as to the accuracy and appropriateness of the information contained in this document and specifically disclaims any liability to any party for the accuracy and/or completeness of the material or for any damages arising out of the use or non-use of any of the information contained in this document.

Director, Special Publishing: Jack Bruggeman

Acquisitions Editor: Jack Bruggeman

Editorial Project Manager: Ruth Bloom

Editorial Project Manager: Bill Fogle

Cover & Page Design: Carol Barrer

Library of Congress Cataloging-in-Publication Data

Names: Soric, Mate M., author. | Schneider, Stacey R., author. | Wisneski, S. Scott, author. | American Society of Health-System Pharmacists, issuing body.

Title: The effective pharmacy preceptor / Mate M. Soric, Stacey R. Schneider, S. Scott Wisneski.

Description: Bethesda, MD : American Society of Health-System Pharmacists, [2017] | Includes bibliographical references and index.

Identifiers: LCCN 2016045570 | ISBN 9781585285549

Subjects: | MESH: Education, Pharmacy | Preceptorship | Educational Measurement

Classification: LCC RM301 | NLM QV 18 | DDC 615.1--dc23 LC record available at <https://lccn.loc.gov/2016045570>

© 2017, American Society of Health-System Pharmacists, Inc. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, microfilming, and recording, or by any information storage and retrieval system, without written permission from the American Society of Health-System Pharmacists.

ASHP is a service mark of the American Society of Health-System Pharmacists, Inc.; registered in the U.S. Patent and Trademark Office.

ISBN: 978-1-58528-554-9

10 9 8 7 6 5 4 3 2 1



Dedication

Mate M. Soric

To my wife and family, your support throughout the writing and editing process has sustained me. To all of the preceptors from which I learned, your example laid the foundation for the lessons contained in these pages. To my coauthors, your hard work and counsel made this book a reality.

Stacey R. Schneider

I dedicate this book to all of my preceptors and mentors who have inspired me to pursue my true passion and believed in me enough to know I would make it a reality. To all of my students who have taught me more about myself than I was able to teach them: you hold a special place in my heart. To my coauthors, I give my sincerest gratitude for providing me the opportunity to work with such brilliance, compassion, and dedication on this project.

S. Scott Wisneski

To my loving wife Diana for encouraging me through the many evenings and Sunday afternoons writing and editing this book. To all the Northeast Ohio Medical University preceptors who continually strive to provide positive learning experiences for our future pharmacists.



Table of Contents

Contributors	v
Preface	vii
Acknowledgments	ix

Part I: Building the Experience

1. The Lay of the Land: Assessing Your Practice Site for Learning Experiences	3
<i>Mate M. Soric</i>	
2. Tailoring the Experience	13
<i>S. Scott Wisneski</i>	
3. Writing Your Syllabus or Learning Experience Description	29
<i>Mate M. Soric</i>	

Part II: Conducting the Experience

4. Orientation	47
<i>Mate M. Soric</i>	
5. The Art of Teaching	55
<i>Stacey R. Schneider</i>	
6. Assessing Learner Performance	69
<i>S. Scott Wisneski</i>	
7. Dealing with Difficult Situations	87
<i>Stacey R. Schneider</i>	
8. Wrapping Up the Rotation	105
<i>S. Scott Wisneski</i>	

Part III: After the Experience

9. Guidance Beyond the Learning Experience..... 121
Stacey R. Schneider

10. Preceptor Assessment and Development 135
Jaclyn Boyle

11. Using Learners to Improve Your Practice Site..... 147
Lukas Everly

Index..... 159



Contributors

Jaclyn Boyle, PharmD, MS, BCPS

Assistant Professor for Community
Pharmacy Innovation
Pharmacy Practice Department
Master Teacher, Master Teacher Guild
Northeast Ohio Medical University
Rootstown, Ohio

Lukas Everly, PharmD, BCPS

Assistant Clinical Professor
University of New England College of
Pharmacy
Portland, Maine



Preface

After years of preparation and training, pharmacists graduate into the healthcare environment prepared to effect meaningful improvements to patient care. We seek postgraduate training and board certification to further develop our skills. As we establish our practices and build relationships with the healthcare providers around us, we are often tasked with a challenge for which few of us are prepared: precepting pharmacists-in-training. Preceptor development is a topic rarely covered in pharmacy education, although pharmacists across the country are routinely asked to give back to their profession by precepting student and resident learners. Resources exist to help preceptors gain the skills and understand the theories of experiential education, but they are scattered across numerous sources, presented in an academic tone, or not comprehensive. As such, the quality of precepting can vary significantly from practitioner to practitioner.

In an effort to remedy this situation, we set out to create a practical, approachable guide for new and seasoned preceptors alike. *Part I, Building the Experience*, focuses on the topics of assessing a practice site for potential learning experiences, tailoring rotations to different learners, and writing a syllabus or learning experience description. *Part II, Conducting the Experience*, provides guidance for rota-

tion orientation, the best practices for delivering experiential education, learner evaluation, dealing with difficult situations, and guidance on how to effectively conclude a learning experience. *Part III, After the Experience*, goes beyond the confines of a single rotation to show where training future pharmacists fits into the big picture of your practice, with chapters covering career guidance, expansion of existing experiential offerings, and preceptor assessment.

Throughout each of the chapters you will find common elements to enhance your learning. To anchor these concepts to the real world, cases are provided that demonstrate concepts in action. *Case Questions* will be used to promote critical thinking. If you are looking at the back of the book for an answer key, look no further than the contents of the chapter you've just read, as the questions are designed to help you apply the key points to the case scenario. *Quick Tips* are also scattered throughout the text to provide precepting pearls. For the busy preceptor looking for a quick reference, flip to the back of each chapter for an element called *The Gist*. Here, the essential points of the chapter are condensed into a handful of bullet points for easy review. Finally, if you are looking for a more thorough explanation of the contents of a chapter, seek out the Suggested Reading for detailed resources.

This work would not have been possible without the hard work of our contributing authors, Jack Bruggeman, Ruth Bloom, Robin Coleman, and the rest of the incredibly hard-working ASHP publishing team. We all sincerely hope you will use what you learn here to become an effective pharmacy preceptor, shaping future generations of pharmacists to come.

Mate M. Soric

Stacey R. Schneider

S. Scott Wisneski