Disclosure

- I have no relevant financial relationship or commercial interest to disclose in conjunction with this presentation.
Learning Objectives

- Recognize potential student problems during pharmacy practice experiences
- Devise a plan to handle difficult student situations and describe the logical order in handling them
- Describe grounds for failing a student and the proper steps of documentation
Handling Potential Problems

- Preventing problems is one of the primary goals of the preceptor. This may be accomplished by appropriate orientation on day one.
  - Required objectives, activities, expectations
  - Starting and ending times
  - Policies and procedures
    - Dress code, absence policy, sick days, parking, etc.
  - HIPPA compliance
  - Introduction to appropriate health professionals and staff
  - Tour of the facilities
Handling Potential Problems

- If you detect problems, speak with the student immediately
- Make sure they are aware of the consequences of their behavior
- If the student continues, the preceptor must decide to impose sanctions.
  - Progressions
  - Grade reduction
  - Failing rotation
  - Contact Experiential Director at any time
Professionalism

- Pharmacy practice is a profession that requires adherence to strict professional and ethical standards

- Students represent the University, College and the Profession and are expected to act with honor and integrity at all times

- Unprofessional behavior may result in the student being placed on probation or expelled from the program
Examples of qualities that constitute professional and ethical behavior, the student should:

- Be consistent
- Be prepared
- Be punctual
- Be respectful
- Have good interpersonal skills
- Be receptive to feedback
- Follow all policies and procedures
- Promote trust
- Maintain a professional appearance
- Be accountable
- Be empathetic towards others
Handling the Difficult Student

- **Scenario:** A student is creating a problem.

- **Subjective:**
  - What do you and others say? Get feedback from other preceptors or staff that have had this student.

- **Objective:**
  - Document specific incidences or situations with dates.

- **Assessment:**
  - Based upon your subjective and objective findings coupled with input from others, try to diagnosis the problem.

- **Devise a Plan:**
  - Talk with the student about your concerns
  - Talk to the college to see if they are aware of previous problems?
  - Make sure the student is aware of the consequences if problems continue.
    - Progressions, grade reduction, failing the rotation.
Potential Problem Scenarios

**Problem:** Preceptor is busy and does not have time for the student.

**Solution:**
- Have them start tomorrow's assignment.
- Have them look up labs and explain each indices.
- Have them interview patients.
- Have them start an Excel spreadsheet indicating the Clcr on each patient.
- Have them prepare a presentation on a specific topic or prepare for an in-service.
- Finds something for them to do that is not just busy work.
Potential Problem Scenarios

- Problem: The subject for today is not one of your strong points.
  - Have the student teach you.
  - “This isn’t one of my strong points. Why don’t you teach me about this tomorrow and we will both learn something.”
  - Bring in a colleague who has more experience on the subject, i.e. Oncology, IVs, etc.
  - Don’t pretend to know something you don’t.
Potential Problem Scenarios

- Problem: Student is not motivated. Does not do assignments.

- Solution:
  - Relay your feeling to the student as soon as possible. Make sure the student knows the problem.
  - Determine if there is a reason for the problem.
  - Contact the Experiential Director to see if this has happened on other rotations.
  - If the problem continues make sure the student is aware of the consequences.
  - Progressions, grade reduction or rotation failure.
  - Document everything.
Potential Problem Scenarios

- **Problem: The student is continually late or wears inappropriate attire.**

- **Solution:**
  - Relay your feelings to student as soon as possible.
  - Explain that the policies and procedures of the facility were explained during orientation and they will be followed.
  - If that solves the problem, no further action is required.
  - If the problem continues the student should be asked to leave the rotation site with a failure.
Potential Problem Scenarios

■ Problem: Student and preceptor do not get along.

■ Solution:
  ■ Talk with the student and express your concerns.
  ■ The student may not always agree with you, but he or she MUST be respectful at all times.
  ■ Contact the college if you do not get satisfaction after the initial talk with the student.
  ■ Do not continue back and forth with the conversation.
  ■ If the problem is not resolved, ask the student to leave the facility.
  ■ The preceptor, like the boss, is always right.
Potential Problem Scenarios

- **Problem: Suspected plagiarism.**

  - **Solution:**
    - Ask the student to supply the references used.
    - The student must comply with the request.
    - On the basis of the information, the preceptor may decide to impose a penalty.
    - If the penalty is only a warning or a demand that the work be resubmitted, no further action is needed.
    - If it's decided that academic dishonesty has occurred, the preceptor may decide to impose a sanction.
    - Progressions, grade reduction or failing the rotation.
Potential Problem Scenarios

■ Problem: Continued Absences

■ APPEs consist of 6 weeks, 40 hours a week for total of 240 hours per rotation.

■ Students are required to be at the practice site in accordance with the schedule of the particular site, including nights and weekends.

■ Absences may be excused in the even of:
  ■ Unforeseen emergencies
  ■ Unusual circumstances
  ■ Illnesses
  ■ Severe weather
Potential Problem Scenarios

Problem: Absences Continued:

- Any foreseeable absences must be pre-approved by the preceptor.
- All absences are expected to be made up.
- Continual unexcused absences or tardiness are grounds for failure of the rotation.
- The only designated holiday during the APPE year is during the Christmas break between blocks 5 and 6.
Failing A Student

■ **Problem:** Failing a student.

■ **Solution:**

■ **No Surprises:**
  • Make sure that this is not a surprise to the student.
  • If a student is not doing well on rotation, this should be discussed weekly with the student.

■ **Documentation:**
  • Documenting why the student is failing is absolutely necessary.
Warning:

- Warning the student prior to failing is also necessary.
- Giving a student an update on how they are doing once every 2 weeks is appropriate with a mid-term review at 3 weeks.

Reporting:

- The primary preceptor and the Experiential Director should be aware of the situation.
APPE ROTATIONS

APPE Core Rotations

- Advanced Community
- Ambulatory Care
- Hospital (Institutional)
- Medicine
APPE Continued

P-Care Rotations

- Anticoagulation
- Cardiology
- Consulting
- Critical Care
- Drug Information
- Diabetes/Endocrine
- Emergency/OR
- Geriatrics
- Home Health
- Implementing Quality
- Infectious Disease
- Intensive Care
- Long Term Care
- Managed Care
- Medication Safety
- Mental Health
- Nuclear Medicine
- Nutrition
- Oncology
- Pediatrics
- Pediatric Intensive Care
- Rehabilitation
- Surgery
- Transplantation
APPE CONTINUED

Elective Rotations

- Academics
- Board of Pharmacy
- Compounding
- Consulting
- Pharmacy Management
- Research
ASSESSMENT QUESTIONS
Preventing the majority of problems on a rotation can be accomplished by appropriate orientation on day one.

1. True
2. False
Professionalism problems, such as continually being tardy, can result in failure of the rotation.

1. True
2. False
When failing a student, documentation of why the student is failing is absolutely necessary.

1. True
2. False