

**California Northstate University College of Pharmacy
2nd Quarterly Preceptor Advisory Council (PAC) Meeting**

Friday, August 12, 2016

9700 W. Taron Dr.

Elk Grove, CA 95757

Present: Dr. Tony Eid, Dr. Martha Pauli, Dr. Teal Howard, Dr. Aleta Harvey, Dr. Zahra Parsafar, Dr. Inaya Hazime, Jacque Garcia, Mallory Smith, Sienna Wheeler, Nicole Jepsen

Agenda Item	Discussion	Plan of Action
I.ACPE Standard 20 Overview A. Intro B. Key Elements	A. Review of Standard 20: “The college or school has a sufficient number of preceptors...to effectively deliver and evaluate student in the experiential component of the curriculum. Preceptors have professional credentials and expertise commensurate with their responsibilities to the professional program.” (please see last page) B. Introduction of Key Elements 20.1 – 20.5 (and parameters available on last page)	N/A
C. 20.1 Preceptor Criteria	C. [the College] “makes available and applies quality criteria for preceptor recruitment, orientation, performance, and evaluation” 1) Preceptors express the need to establish criteria for 1 st time preceptors including a) Positive Attitude/Willingness to devote time to students; preceptors should be good “role models” b) Adequate experience c) Preceptors familiarized with syllabi	a) Possibly provide Preceptors with pointers on how to be a good role model in the field of Pharmacy through educational opportunities b) Discussion of possible implementation of a minimum amount of experience precepting students c) Continue encouraging onboarding Preceptors to consult the Welcome Packet, which includes syllabi and other important information
D. 20.2 Student-to-Preceptor Ratio	D. “Student to precepting pharmacist ratios allow for the individualized mentoring and targeted professional development	1) During onboarding, EE will emphasize the importance of the Preceptor

	<p>of learners”</p> <ol style="list-style-type: none"> 1) emphasize the need to be realistic in the number of slots offered by a given preceptor <ol style="list-style-type: none"> a) Concern that some preceptors may overload themselves at their site 	<p>Availability form</p> <ol style="list-style-type: none"> a) Preceptors can choose the number of students to precept on the availability form; <ul style="list-style-type: none"> -When Preceptor’s availability or site capacity changes, EE must be notified so the necessary changes can be made
<p>E. 20.3 Preceptor Education and Development</p>	<p>E. “Preceptors are oriented to the program’s mission, the specific learning expectations for the experience outlined in the syllabus, and effective performance evaluation techniques before accepting students.”</p> <ol style="list-style-type: none"> 1) Education - call to establish a Preceptor training process, as well as more opportunities for ongoing improvement and learning <ol style="list-style-type: none"> a) Preceptors like the idea of a webinar training because it would allow them to access it around their busy schedules, as opposed to a class, which could have a lower turnout b) Expectations are established and Preceptors are taught the “do’s and don’t’s” of being a good preceptor c) How to use E-Value database more effectively 2)Development- Preceptors would like feedback from the students/college <ol style="list-style-type: none"> a) importance of midpoint assessment- students provide comments about preceptors that are useful for learning and development as an educator 	<ol style="list-style-type: none"> 1) Revamp the COP’s preceptor education/training <ol style="list-style-type: none"> a) COP may create a webinar training which includes possible scenarios Preceptors may be faced with b) webinar can address expectations for Preceptors so they are adequately prepared c) Continue to offer E-Value tips in the Preceptor Newsletter; ensure that Preceptors know how to access midpoint and final evaluations about students. Ensure preceptors have access to comments from student evaluations of preceptors. 2) Increase communication of adequate feedback on the part of the college <ol style="list-style-type: none"> a) EE will emphasize to students the importance of completing a midpoint assessment about the preceptor, as well as the final

		<p>assessment</p> <p>3) The College will develop a way to provide more formal feedback to preceptors after a certain number of de-identified students submit comments</p>
F. 20.4 Preceptor Engagement	<p>F. “[The college] solicits the active involvement of preceptors in the continuous quality improvement of the education program, especially the experiential program”</p> <p>1) Preceptors provide positive feedback about past summits because they provided an opportunity to share information; very useful for Preceptors and students since the field changes constantly</p> <p>a) possibly conduct quarterly summits</p> <p>b) talk of possibly using Adobe for the summits</p> <p>c) could allow for a “teach-a-topic” opportunity for Preceptors; Preceptors would like to receive CE credits if included</p> <p>2) Continue to hold more CE events</p>	<p>1) Work on re-establishing APPE summits and fine-tuning them so that they are most effective, possibly once per 6-week block</p> <p>a) Measure effectiveness through student and preceptor feedback, then hold them more often if they are thought to be successful</p> <p>b) implement the most effective strengths of the summit; figure out the best mode of communication</p> <p>c) establish opportunities for CE credit within the program</p> <p>2) COP will hold the Annual CE Conference, and will remain open to Preceptor ideas about new events/topics</p>
G. 20.5 Experiential Education Administration Department Updates	<p>G. “The experiential education component of the curriculum is led by a pharmacy professional with knowledge and experience in experiential learning. The experiential education program is supported by an appropriate number of qualified faculty and staff.”</p> <p>1) Dr. Tony Eid is now serving as “APPE Director,” and Dr. Martha Pauli is “IPPE Director”; both Co-Chair the Department</p> <p>2) The resignation of Ms. Nicole Jepsen as Assistant Director of APPE has led to changes within the Department; Jacqueline Garcia is now serving as the “Acting Assistant Director of Experiential Education”</p>	<p>G. The EE Department will remain fully staffed; currently in the process of hiring another Experiential Education Coordinator, in addition to Ms. Mallory Smith and Ms. Sienna Wheeler, who have boarded within the last 6 months</p>

	2) The Experiential Education Department is now an entirely Separate department; it is the third department (after Clinical & Administrative Sciences and Basic Sciences Departments)	
II. First Annual Preceptor CE Conference A. Preceptor Feedback B. Brainstorming/suggestions for future CE	A. Attendees mentioned that they found the discussion topics to be very useful and informative; 3 hour length was beneficial for CE credits and appropriate B. Suggestions 1) Continue holding the presentation in the morning, and maintain the 3 hour length of the program 2) Possible future topics include: Diabetes, "De-prescribing" the elderly; Geriatric Specialty topics, infectious disease, cardiology	1) COP will announce a date/time for next year's CE Conference within the next couple of months 2) EE will seek preceptors and other figures in the field of pharmacy who are interested in presenting a topic, plus possibly poll preceptors about the topics that they are interested in learning more about
III. Open Forum Discussion A. Issues with students and preceptors	A. Some preceptors have had issues with students in the past 1) All are in agreement that students must be taught the significance of professionalism a. Students need to be taught how to ask for scheduling accommodations and flexibility b. Belief that students should be taught the basics in customer service-Preceptors have expressed that a few students have upset their patients/clients in the past c. Preceptors feel it is crucial that students learn how to act with integrity; to be honest, even when mistakes are made d. Preceptors would like to be given tips on how to deal with challenging students, and would like to know what the process is when dealing with difficult students e. All agree that students should also be able to notify EE members when they are experiencing problems with being treated unfairly by a Preceptor, as some students have dealt with this issue in the past and not	1) Incoming students will be required to take an Introduction to Professionalism course, and it is now mandatory that students have "College 30" (part of a course that teaches professionalism and communicates COP's and Preceptors' expectations to students) instilled into their curriculum in longitudinal lab courses a. Students will be taught how to interact professionally with their Preceptors b. Students can be removed from rotation(s) if they are causing problems for Preceptors and/or clients/patients c. Students will learn the significance of maintaining professionalism at all rotation sites. Staff members have offered to demonstrate/role play how appropriate student behavior in difficult

	felt properly supported	<p>situations, or when mistakes are made. Labs and law courses are starting earlier for students so that students gain more practical knowledge, thus, hopefully, decreasing frequency of mistakes</p> <p>d. Preceptors are encouraged to contact EE directors and/or staff to report challenges with a student or students so that any necessary corrective action can be taken, and documentation of incident(s) will be recorded. Perhaps the potential webinar course can include pointers regarding this subject</p> <p>e. Directors and staff have offered to mediate between a student and a Preceptor, if necessary, during the rotation block in order to prevent unpleasant experiences such as negative consequences to the Preceptor's practice or student failure/removal of student from a site</p>
<p>IV. Conclusion</p> <p>A. Announcement of ACPE Breakfast</p> <p>B. Determination of next meeting time</p>	<p>A. It is expected that members of ACPE may wish to have breakfast with the Preceptors during the audit</p> <p>B. Preceptors favor Friday mornings</p>	<p>A. Dr. Pauli will send out the dates and invite Preceptors if and when this is confirmed</p> <p>B. EE Dept. will send out another Doodle poll to all Preceptors in the next few weeks with a couple of potential meeting times for various Friday mornings in the month of December</p>

Respectfully Submitted,

Mallory Smith

ACPE STANDARD 20

Standard 20: Preceptors

- The college or school has a sufficient number of preceptors (practice faculty or external practitioners) to effectively deliver and evaluate students in the experiential component of the curriculum. Preceptors have professional credentials and expertise commensurate with their responsibilities to the professional program.

Key Elements:

- **20.1 Preceptor criteria** – The college or school makes available and applies quality criteria for preceptor recruitment, orientation, performance, and evaluation. The majority of preceptors for any given student are U.S. licensed pharmacists.
- **20.2 Student-to-preceptor ratio** – Student to precepting pharmacist ratios allow for the individualized mentoring and targeted professional development of learners.
- **20.3 Preceptor education and development** – Preceptors are oriented to the program’s mission, the specific learning expectations for the experience outlined in the syllabus, and effective performance evaluation techniques before accepting students. The college or school fosters the professional development of its preceptors commensurate with their educational responsibilities to the program.
- **20.4 Preceptor engagement** – The college or school solicits the active involvement of preceptors in the continuous quality improvement of the educational program, especially the experiential component.
- **20.5 Experiential education administration** – The experiential education component of the curriculum is led by a pharmacy professional with knowledge and experience in experiential learning. The experiential education program is supported by an appropriate number of qualified faculty and staff.