

Faculty: Yatsko, Joshua A.

Site:

Highpoint Health

Status: Active

Required

Description:

Outpatient pharmacy is a required 6 week learning experience at Highpoint Health. The outpatient pharmacy is a closed pharmacy in which the pharmacist processes prescriptions for employees, dependents of employees, retirees, medical staff, and registered patients of the hospital. Pharmacy residents will be active in all aspects of the outpatient pharmacy.

Topics to be covered:

Prescription Processing

Inventory/Ordering

Prescription Verification

Patient Counseling

Medication Therapy Management

Pharmacy Law

Expectation of Learners:

Pharmacy residents will work directly with pharmacists and pharmacy technicians during the outpatient pharmacy experience. The resident will thoroughly learn how to process a prescription from receiving the prescription to completing patient counseling at pick-up. The resident will also review pharmacy law, particularly the legal differences of inpatient and outpatient pharmacy. Throughout the experience, the pharmacists will use direct instruction, modeling, coaching, and facilitation as fit for the resident. The resident will participate in topic discussions and complete an "OPRx" project which will be determined by the preceptor and the resident at the beginning of the learning experience.

Expected progression of the resident for this learning experience:

Day 1: Preceptor to review the learning experience description and evaluation strategy with the resident. Baseline self-assessment of the resident will be completed. OPRx project assigned.

Week 1: The first week will focus on prescription processing. The resident will work closely with a pharmacy technician and pharmacist to learn the QS1 prescription processing system. The resident is expected to gain the knowledge required to process prescriptions in the absence of a pharmacy technician, as well as place an order for medication that is not in stock.

Week 2: The resident will spend the second week transitioning to prescription verification. The resident will spend little time in the modeling phase and quickly move to coaching. Prescription transfer requests will also be the responsibility of the resident.

Week 3: The resident will continue to practice in the coaching phase and transition to the facilitation phase of prescription verification. Patient counseling will become the focus during week 3. The resident is to begin monitoring for opportunities for medication therapy management (MTM) services and offering them when appropriate. The resident will update preceptor on progress of OPRx project.

Week 4: The resident will continue to verify prescriptions independently. All prescription verification, transfer requests, patient counseling opportunities, and medication therapy management opportunities will be the responsibility of the resident. The resident will be expected to have completed at least one MTM by the end of this week.

Week 5: The resident will continue with all expectations of week 4, and will perform a comprehensive audit of the outpatient pharmacy. This week will focus heavily on the principles of pharmacy jurisprudence with an emphasis on category II facilities.

Week 6: The resident will continue with all expectations of week 4, and will submit OPRx project.

			Activities
Goal R1.1	In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process		
OBJ R1.1.2	(Applying) Interact effectively with patients, family members, and caregivers	Taught and Evaluated	Interact with patients, family members, and caregivers with respect and empathy Provide counseling in an appropriate setting, utilizing either the dispensing phone or the private counseling room.
OBJ R1.1.8	(Applying) Demonstrate responsibility to patients	Taught and Evaluated	Assist patients with navigating the health care system, as needed. Prioritize the order of verification by the most critical prescriptions down to routine refills. Through counseling, determine barriers to patient compliance and make appropriate recommendations to overcome any hindrances.
Goal R1.3	Prepare, dispense, and manage medications to support safe and effective drug therapy for patients		
OBJ R1.3.1	(Applying) Prepare and dispense medications following best practices and the organization's policies and procedures	Taught and Evaluated	Maintain accuracy and confidentiality of the patients' protected health information. Provide any necessary written or verbal counseling Verify appropriateness of the prescription
OBJ R1.3.2	(Applying) Manage aspects of the medication-use process related to formulary management	Taught and Evaluated	Assure that medications that are not stocked for outpatient use are filled as a full bottle when appropriate and legally authorized Evaluate appropriateness for medication changes to those included in the DCH Cost Savings Opportunity program
OBJ R1.3.3	(Applying) Manage aspects of the medication-use process related to oversight of dispensing	Taught and Evaluated	Effectively utilize available technology to assist in decision-making and increase safety, such as pill ID, Facts and Comparisons, etc. Prioritize work load and organize work flow, reassessing as it may change throughout the day Verify the accuracy of the work of technicians
Goal R2.1	Demonstrate ability to manage formulary and medication-use processes, as applicable to the organization		
OBJ R2.1.4	(Applying) Participate in medication event reporting and monitoring	Taught and Evaluated	Appropriately and accurately determine, investigate, and report adverse drug events, medication errors, and near misses Assure the appropriate people are aware of the medication error, including the patient and the physician. Report medication events using an occurrence report and include any appropriate hard copy information
Goal R4.2	Effectively employs appropriate preceptor roles when engaged in teaching students, pharmacy technicians or fellow health care professionals		
OBJ R4.2.1	(Analyzing) When engaged in teaching, select a preceptor role that meets learners' educational needs	Taught and Evaluated	Identify the preceptor role that is most applicable to a situation, for teaching technicians, patients, family members, and caregivers.

Evaluations:

	Evaluator	Evaluated	Timing
Summative Evaluation	All Preceptors	Each Resident Taking this Learning Experience	Ending and Quarterly if Needed
ASHP Preceptor Evaluation	Residents	All Preceptors of this Learning Experience	Ending and Quarterly if Needed
ASHP Learning Experience Evaluation	Residents	Learning Experience	Ending and Quarterly if Needed
Summative Evaluation	Residents	Each Resident Taking this Learning Experience	Beginning
Summative Evaluation	All Preceptors	Each Resident Taking this Learning Experience	50.00%