

Early Professional Practice Clerkship Manual



Early Practice Experience Service-Learning
PHA4580

Department of Pharmacy Practice
3200 S. University Drive
Ft. Lauderdale, FL 33328
Telephone (954) 262-1308

Editors:
Elizabeth Frenzel Shepherd, B.S. Pharm., M.B.A.
Ruth E. Nemire, Pharm.D.

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PURPOSE OF PRACTICAL EXPERIENCE ROTATIONS

The application and synthesis of didactic information to the day-to-day activities of a pharmacist, along with the development of professional maturity, judgment and skills are the emphasis of all experiential education (“Early” and “Advance Practice”) courses. These practice experiences encourage the student to use knowledge and technique gained in the classroom to interact with a select population of patients enrolled in the health care system and a diverse number of health care practitioners. During the practice experiences, students may have the opportunity to apply information learned in biochemistry to the dietary regimen of the homeless population or offer counseling to a patient with diabetes based on information learned in therapeutics.

Early experience preceptors should encourage students to concentrate on those activities that are beneficial to development as a professional. The student should become proficient in communication, gain confidence in their abilities and develop the competencies set forth by the College of Pharmacy and the American College of Pharmaceutical Education. Practical experiences in the pharmacy school curriculum aid the student in developing a deep respect for individual life as well as learning that as professionals, pharmacists treat patients not diseases.

The early practice experiences lead toward the next phase of experience, advanced practice. The advanced practice faculty exposes students to pharmaceutical care in hospitals, communities and other environments. Separate manuals address the goals and objectives for other early experience rotations, as well as advanced practice as defined by the College of Pharmacy, NSU.

ADMINISTRATIVE REQUIREMENTS FOR STUDENTS

- A. Successful completion of early practice experiences is required to progress through the scheduled curriculum for experiential education. Incomplete scores or grades lower than 70% are not allowed on any previous practice experience.
- I. Failure to successfully complete the community early practice experience, upon repeating it will result in automatic suspension and referral to the Dean for academic affairs. This will apply regardless of the student's GPA.
 - II. Students obtaining two or more failure grades in any practice experience are suspended and referred to the Dean for academic affairs. Dismissal from the College may follow if recommended by the Student Progress Committee. This will apply regardless of the student's GPA.
 - III. Students who are dropped by preceptors for behavioral or academic reasons during the early practice experience course will not be rescheduled in the same year at another site. The student may drop the course if it falls under University policy to do so. If it is past the drop/add period, students will receive a grade of 35 and will be required to register for the course in the following academic year. Students will be referred to the Dean for academic affairs.
- B. Placement Information:
- I. An undergraduate Doctor of Pharmacy candidate upon matriculation is eligible for early practice experience. The Department of Pharmacy Practice Director of Experiential Education or appointee schedules all site placements. Students may be given the option to prioritize their preferences, however all assignments are final.
 - II. Early practice experience will be completed following various schedules as you progress through the curriculum. First year students will attend practice sites from 8:30 to 12:00 PM one day a week for 21 weeks during two semesters from October through April (73.5 hours). Second year students will attend sites from 2:00 P.M. to 6:00 P. M. one day per week for 30 weeks during two semesters from August through April (120 hours). Third year students will attend sites from 8-5:30 PM one day per week for two semesters (240 hours).
Additional time beyond allotted classroom and site attendance will be required to perform assigned readings and complete written assignments or projects. Students should expect to receive grades that reflect their performance, for example, an average performance will result in average grade.
- C. **No more** than **3.5** hours per week for the first year students; **4** hours **per week** for second year students; and **8** hours per week for third year students will be credited toward internship experience. Prior arrangements with preceptors for a make up session will be allowed only at the preceptor's discretion
- D. No early practice experience will be scheduled at a student's current place of employment. Students **must** notify the Department of Pharmacy Practice if scheduled at a place of current employment. Failure to do so may result in failure of the rotation or suspension.
- E. All placements are subject to preceptor and site availability.
- F. There are **NO** circumstances when it is appropriate for students or preceptors to schedule their own courses. Students are not to contact preceptors directly to determine availability or placement.

- G. There will be NO student-initiated change in early practice experience course site assignments.
- H. Data must be entered into PEP website for scheduling. Students must update information as needed.

INSTRUCTIONS FOR ENTERING DATA INTO THE DATABASE VIA PEP WEBSITE

The Professional Experience Program (PEP) website is designed to provide a set of tools for students, preceptors and administrators to facilitate information gathering/distribution, communication and site assignments.

To access this website:

- 1) Go to the College of Pharmacy website (<http://pharmacy.nova.edu>).
- 2) Choose "PEP Online" from the Experiential Education menu on the bottom of the page.
- 3) You will be linked to the Professional Experience Program page where you log on as a student.

Once the website is displayed:

- 1) Login by clicking on the radio button next to the word "Student" and type in the word "rotations" as the username (no quotation marks around the word, all small caps.) This will log you into the system as the first time user. Press the "Enter Key" or click on the arrow button.
- 2) You will see a form for entering your personal information. All items with an "*" are required. The section containing the Immunization information is for future use. Do not enter anything there. Once you have entered all other information clicks on the **submit** button.
- 3) A confirmation message will be displayed. You may now either finish your session (sign off) or continue with creating your resume.
- 4) Note that from now on you can access this website by using your SSN as Username.

To create your resume:

- 1) While the confirmation message is being displayed (after you have entered your info as the first time user), click on "Return Home" button on the top menu.
- 2) Login to the system again - this time with your own username, which is your SSN typed without the hyphens (i.e. 382904912).
- 3) You will be presented with several links. You may select "Resume Create/Update Form".
- 4) On the Resume Form enter all information. Once finished, click on the "Submit" button.

Note: The "Return Home" button at the top menu will take you back to the list of links. You might want to print your resume now. To do so: select "View my Resume" and while it is displayed on the screen, go to File menu on your browser and click on "Print". Make sure that the set up of your printer is such that the header and footer of the page are not printed. To turn them off - go to Set-up menu and blank out the header and footer fields.

ADDITIONAL REQUIREMENTS OF SITES

Students assigned to the following institutions must comply with these requirements:

A BROWARD GENERAL MEDICAL CENTER

All students placed at BGMC must complete a non-NBHD safety standard of competency exam. Reading materials and exams are available from the Department of Pharmacy Practice Room 1308. The exam must be completed prior to beginning BGMC rotations. Exams should be given to Dr. Robert Kraljevich on first day of the rotation.

B CORAL SPRINGS MEDICAL CENTER: Students must complete a Confidentiality Statement and an acknowledgment that they have received and read the orientation manual. The orientation manual **must** be turned in to the preceptor on Day 1 of the rotation.

C HEALTH SOUTH DOCTOR'S HOSPITAL: Students must submit proof of Hepatitis B vaccination and negative PPD test to the Volunteer Office and Employee Health before beginning rotations at HSDH. Students are required to have a second PPD test at Employee Health two days prior to beginning the course.

D HIALEAH HOSPITAL: Students assigned to Hialeah Hospital should provide Dr. De la Cova with a copy of their immunizations and proof of a negative TB test on the first day of rotation.

E JACKSON MEMORIAL HOSPITAL: Students scheduled for rotations at JMH must obtain a student ID badge. Students must present their social security card, passport, or a W2 form for identification to obtain the ID badge.

F KENDALL REGIONAL MEDICAL CENTER: Students must complete a Confidentiality Statement and Medical Clearance form. Forms are available from the Department of Pharmacy Practice Room 1308.

G MERCY HOSPITAL: Students assigned to Mercy Hospital should send a copy of their MMR, Hepatitis B, and proof of a negative TB test to Robert Westfall, Senior Organizational Development Specialist. Mr. Westfall may be contacted at 305-285-2665(fax), 305-854-4400X2067 (telephone), or Rwestfall@Mercymiami.org (email). Please inform Mr. Westfall that you are a NSUCOP student and indicate the month that you are scheduled at Mercy Hospital for a rotation.

H MIAMI VAMC, and the MIAMI VAMC OAKLAND PARK Clinic Rotation Requirements: All students scheduled for rotations at the VA must take:

1. Proof of citizenship or student visa.
2. A driver's license, intern license, and proof of negative TB test.

I WEST PALM BEACH VAMC: Students doing rotations at the West Palm Beach VAMC must submit an application, a determination of citizenship and English language proficiency form, proof of a recent medical exam, and proof of a negative TB test within 30 days prior to the beginning of the rotation. Forms are available from the Department of Pharmacy Practice Room 1308. The forms should be submitted to Jennifer Gilchrist at West Palm Beach VAMC 60 days prior to beginning any rotations.

STUDENT REQUIREMENTS

1. Exhibit **professionalism** in manner and dress. Demonstrate a level of maturity required in a professional practice environment. Adhere at all times to the standards of dress and behavior specified by the preceptor. White lab jackets are required of all students while on their assigned rotation unless designated otherwise by preceptor.
2. Punctuality is essential. Notify the preceptor, as soon as possible, of any tardiness or absence. A predetermined schedule will be distributed or verbally arranged. Attendance is **MANDATORY** for licensure requirements. College holidays **APPLY** while on rotations but the total hours must equal 73.5 for the early practice service-learning experience; 120 hours for early practice community; 120 hours for early practice hospital; and 120 hours for the early experience general clinical skills course.
*An absence from rotation will only be excused if in accordance with University policy by the office of student affairs in the College of Pharmacy (See Handbook) If your absence is excused the time missed must be made up in order to complete the course. **For each unexcused absence, you are deducting 10-points from your final grade.** Four combined classroom and assigned site unexcused absences will result in failure of the course. Being tardy three times results in an unexcused absence.*
3. Make a copy of the Internship Certificate issued by the Florida Board of Pharmacy prior to commencing early practice experience courses. Provide one copy to the Director of Experiential Education. Carry a copy with you at all times, there are **no** exceptions to this requirement.
4. Maintain and submit copies of the following:
 - a) Proof of current immunizations including Hepatitis Vaccine
 - b) Valid CPR certification
 - c) Health Insurance
 - d) Yearly negative TB test
 - e) Current physical examination*Students may be required to present these documents to their preceptors prior to a scheduled early practice experience. Copies submitted to the College of Pharmacy Office of Student Affairs will not be distributed to the sites and will serve for informational and registration purposes only. Students should keep copies for distribution if required.*
5. Wear a nametag, identifying student as a pharmacy intern or student at **all** times in their assigned practice environment.
6. Respect any and all confidences revealed during the rotations, including pharmacy records, fee systems, professional policies, patient data, patient charts, etc.
7. Keep in mind that the primary objective of these courses is learning. Learning is not a passive process, it occurs actively and requires ongoing commitment by the student.
8. Maintain malpractice insurance (provided by the College) while on rotations.
9. Recognize that the optimum learning experience requires mutual respect and courtesy between the preceptor and the student.
10. Encourage clear, concise and effective communication with all persons involved in the rotation, including pharmacists, physicians, other health professionals, patients and other students.

11. Responsibility for all transportation, housing and other incidental expenses associated with early and advanced practice experiences.
12. Do not make professional decisions without prior discussion with the preceptor, particularly when filling prescriptions or medication orders, or advising patients and other health care providers on therapeutic and drug related matters.
13. Take the initiative in communicating with physicians and patients, but do not step beyond the bounds of professional courtesy or common sense.
14. Be constantly alert to the laws, regulations and policies that govern the practice of pharmacy, and seek clarification of any points that are not clear.
15. Responsibility for adhering to his/her predetermined schedule. It may be necessary to devote more than the scheduled time to take advantage of certain experiences and exposures.
16. Master the basic pharmacy procedures as soon as possible so that time can be devoted to those aspects of the practice of pharmacy which involve professional judgment and the decision making process.
17. Do not accept assignment to a preceptor if related to that preceptor.
18. Submit the Affidavit of Internship Hours to the Director of Experiential Programs **upon completion of the 12 required rotations.**
19. Do not accept or receive any form of payment, financial or otherwise, from the assigned preceptor during any rotation.
20. Responsible for submitting all evaluation forms to the Department of Pharmacy Practice assistant. **All forms are due on or before 8:00 AM on the day of the last final exam for the winter semester.** A grade of 35 for the course will be posted if the final paperwork is not completed and turned in on time. The student will be scheduled to repeat the course in the following year.
21. Responsible for and encouraged to maintain a personal portfolio of all projects and worksheets assigned by preceptors.
22. Letters of guidance will be issued to students upon a complaint from a preceptor regarding the students' lack of compliance with the above guidelines. Copies of the letters will be sent to the student, Dean's office, preceptor, student progress committee, and file. Three or more letters of guidance may be cause for disciplinary action.
23. Some sites require applications and fingerprinting before beginning rotations. It is the responsibility of the student to obtain the forms in advance and follow special procedures for the course. Practice experience sites will not be changed due to lack of compliance with procedure. Lack of following proper procedure may result in delayed graduation.
24. **Responsibility for all material in this manual.**

PRECEPTOR GUIDELINES

"It is not so much what is poured into the student, but what is planted that really counts."

1. Instill in the student the principles of professional ethics and serve as a teacher and role model for the student.
2. Be in good standing with the Florida Board of Pharmacy for the Community, Hospital and Pharmacy Service Early Experience rotations. Professionals may serve as early practice preceptors with the approval of the Experiential Education Advisory Committee. **All preceptor licenses and certifications must be in good standing and on file with the Department of Pharmacy Practice.**
3. Provide an initial interview with the student or group to develop mutual learning objectives.
4. Explain to the student what is expected; particularly appearance, attitude, scheduling of hours, required projects, and general characteristics of practice.
5. Foster open communications with the student and be willing to discuss any aspect of professional practice that does not violate responsibilities to employer, employees or patients.
6. The preceptor-student relationship should be built on trust, communication, respect and understanding.
7. Discuss the objectives of the rotation with all employees to avoid misunderstanding and conflict about the students' role.
8. Supervise the students' activities at all times; however, the preceptor may delegate this responsibility to his/her agent.
9. Take responsibility for evaluation of student progress. Criticism should be in the form of constructive feedback, and conveyed to the student in private, whenever possible. Feedback should be given on an ongoing basis.
10. The preceptor can terminate the rotation due to poor professional conduct at any time.
- 11. Provide the student with at least one midterm evaluation during the rotation and the final evaluation upon completion of the rotation.**
12. Certify the student's hours for each rotation on the Certification of Hours form.
13. The preceptor is encouraged to attend one preceptor training conference per year.
14. Faculty members may visit sites for quality assurance purposes at a time that is acceptable to the preceptor and faculty members. These visits are to ensure quality training of students and communication with the College.
15. Maintain a representative portfolio of student work completed at the site.
16. Maintain a commitment to pharmacy education and Nova Southeastern University, College of Pharmacy students. Preceptors who continuously drop students from their rotation may be asked to resign their clinical affiliate position with the College.

GUIDELINES FOR THE ORIENTATION MEETING

" Setting an example is not the main means of influencing another; it is the only means."

Albert Einstein

1. Discuss the student's previous community pharmacy experiences.
2. Tour the facility and introduce the student to those individuals with whom they will be interacting.
3. Orient the student to the general operation of the facility.
4. Orient the student to the duties of other personnel in the facility.
5. Orient the student to the communication system within the facility (telephones, computers, messenger service, etc.)
6. Explain the guidelines for patient contact in the facility.
7. Provide the student with general information about the facility (parking, cafeteria, lockers, and hours of operation, etc.).
8. Allow the student or group time for procedural questions and discuss how attendance sign in sheets will be handled. Identify an individual to call in case of absence and emergencies.
9. Provide directions for getting a site badge (if required) and dress code if different than the standard NSUCOP dress expectations.
10. Discuss course requirements at your site and your approach and expectations for grading.

STANDARD (UNIVERSAL) PRECAUTIONS IN THE CARE OF ALL PATIENTS

Persons of all ages and backgrounds may be sources of infections for the examiner. It is important to take proper precautions when working with blood and body fluids from all patients. (EXAMPLES: tuberculosis, HIV infection, or any potentially infected body fluids or discharge)

- * Hand washing is essential in the prevention of the spread of an infection. Soap and water or germicidal solutions are appropriate. There is reason to be compulsive and to wash your hands before and after you have had direct physical contact with the patient, whether or not you have been using gloves. This is particularly urgent if you have come into contact with blood or any potentially infected body fluids or discharge.
- * Use gloves whenever the possibility exists of contact with a patient's blood or potentially infectious body fluids or discharge EXAMPLES: starting IV, drawing blood, performing CPR or other emergency procedures, handling soiled linen and waste performing genital or rectal examination.
- * Wash your hands after removing gloves (do not wash gloves, discard them.) and use clean gloves with each patient.
- * Do not wear gloves or protective clothing when contact with the patient is unlikely to result in exposure to blood or potentially infectious body fluids or discharges, EXAMPLES: shaking hands, delivering supplies and medications, removing trays. If there is to be even casual contact with a patient, however; gloves should be worn by anyone who has any break in the skin or open lesion. At all times, used gloves **must** be discarded in plastic bags, which should be readily available.
- * Wear gowns, masks, and protective eyewear in addition to gloves during procedures in which splattering of blood or body fluids may occur. EXAMPLES: arterial punctures, endoscopies, insertion of arterial lines, hemapheresis, and hemodialysis. Do not rely on eyeglasses; they do not offer complete protection. Remember, too, that gowns that get wet are not protective when they are saturated.
- * Always be cautious when working with needles, scalpels, or other sharp instruments. Know in advance procedures for the disposition of sharp nondisposable instruments.
- * Always dispose of needles and sharp instruments in the impervious containers that should be readily available in health care facilities. Do not recap, clip, or bend needles, or throw them in the trash. Do not separate needles from disposal syringes or break them off purposely. Do not try to fill the available containers too full. In addition, there should be a disinfectant solution in an impervious container available for sharp nondisposable instruments.
- * If you are going to clean spilled blood or potentially infectious body fluids or discharges, wear gloves and use disposable products and appropriate, disinfectants.

STUDENT GUIDELINES FOR DEVELOPING COMMUNICATION SKILLS

Chapter 3: Pharmacy Clerkship Manual- A Survival Manual for Students
Nemire/Kier

1. Provide privacy, confidentiality, and reduce or eliminate interruption.
2. Be attentive to nonverbal communication; eye contact, body language, appearance, etc.
3. Begin with general open questions, and then ask more specific questions as the interview progresses.
4. Be an attentive and empathetic listener.
5. Encourage spontaneity in patient responses.
6. Avoid judgmental questions.
7. Avoid statements that imply social criticism.
8. Be aware of any impairments or hindrances to the communication process, (visual and hearing impairment, level of comprehension, etc.).
9. Incorporate written and/or visual material into the counseling process to reinforce or clarify your statements.
10. Structure your interview so that the information progresses logically, usually from easier topics to concepts that are more difficult.
11. Avoid overloading the patient with too much information during an interview session.
12. Encourage questions throughout the encounter.

PRE-ROTATION CHECKLIST

- Did I **update** my resume on the PEP website to include correct address and phone and all prior completed clerkships, listing projects and presentations?
- Did I **mail** or email my next preceptor my resume and letter of introduction?
- Did I **phone** my preceptor before the first week of rotation? (Remember to ask about readings prior to starting rotation, parking, handbooks to be purchased, etc.).
- If my preceptor is unavailable, did I ask to speak with his or her designee?
- Did I **review** the goals and objectives listed in the Early Practice Experience Manual?
- Do I have a copy of my proof of immunizations (MMR, TB, Hepatitis etc.) records?
- Did I **submit any additional required paperwork** and/or proof of immunizations to the preceptor, when required?
- Did I do a drive by before the scheduled first day?



Nova Southeastern University, College of Pharmacy
CERTIFICATION OF EARLY PROFESSIONAL PRACTICE HOURS FORM
EARLY EXPERIENCE SERVICE-LEARNING

Student Name: _____ Internship number: _____

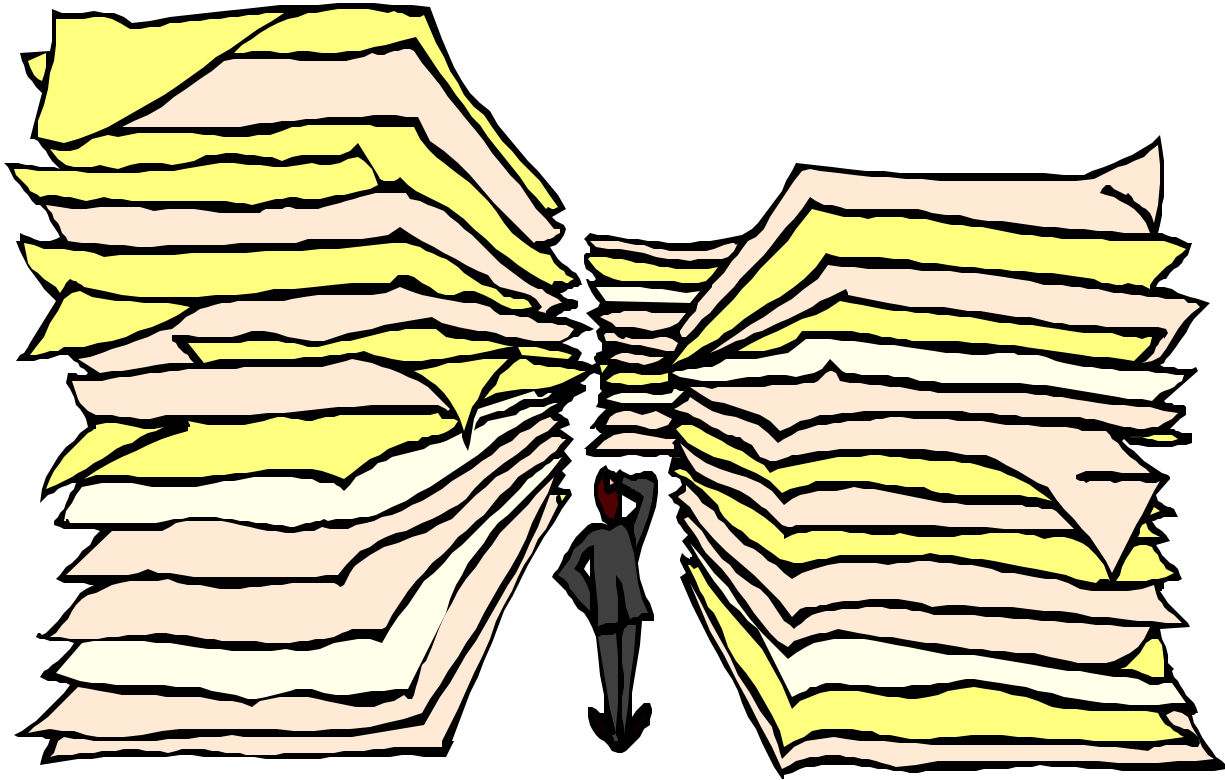
Service Learning Site:	Week 1	Week 2	Week 3	Week 4					
Date:									
Service Learning (Continued)	Week 5	Week 6	Week 7	Week 8					
Date:									
Service Learning (Continued)	Week 9	Week 10	Week 11	Week 12					
Date:									
Service Learning (Continued)	Week 13	Week 14	Week 15	Week 16	Week 17				
Date:									
Service Learning (Continued)	Week 18	Week 19	Week 20	Week 21	Total Hours			I certify the correctness of these hours	License Number
Date:									

I certify that the total hours as listed for each rotation are correct and completed under the supervision and/or authorization of the preceptor signing for each rotation.

Student's Signature _____ Date _____

The student is responsible for accurately completing this form and maintaining it for the duration of their rotation schedule. This **original form completed in blue ink** must be **submitted to the Department of Pharmacy Practice** at the end of your last advanced practice rotation during your fourth year. Submit all certification of hours at one time.

COURSE PAPERWORK REQUIREMENTS



SUMMARY OF PAPERWORK

All of your rotation hours must be logged and summarized on the *Certification of Hours* form (**page 16**). You must turn in the original (completed in pen) with the preceptor's signature when you have completed the entire 12 practice experiences. *Activities Summary forms* (**page 21**) are to be completed on a weekly basis. Written description of activities, experiences, and projects are to be concise. The completed forms are to be given to the Department of Pharmacy Practice assistant at the end of the course.

When the Service-Learning rotation has ended complete the *Summary Service-Learning* form (**page 22**) one time only and turn in with other forms.

The intent of the *Interim Evaluation form* (**Page 27**) is to help guide you and your preceptor toward attainment of course goals and objectives. By reviewing your progress during week 10 of the rotation you can optimize the remaining time and focus on those areas identified as needing more experience or exposure. The interim evaluation form is not part of the final grade (required); turn the interim in at the end of the course with all other paperwork.

Another measure of your progress is the *Final Competency Form*. (**Page 28-29**) Your preceptor is encouraged to complete oral performance appraisals as you progress through your rotation. The performance appraisals will help you identify your strengths and weaknesses, in addition to providing a forum for constructive feedback. The preceptor will record an evaluation for all project, paper, exam, etc., grades on the Final Evaluation form. This form should be signed by both you and the preceptor and turned in at the end of the course. **This must be turned in on or before 8: 00 AM of the last day of final exams week. If it is not, you will receive a 35 for the course.**

Upon completion of each course, you are required to complete an online *Site Evaluation of the classroom instruction and the instruction at the site*. You will log on with your password, and social security number for the NSU classroom evaluation choose the faculty member coordinating the course at your site. You will log into the PEP website for the evaluation of the site. Your answers will be anonymous. Modifications and corrections to each site, and course content are determined by considering your comments. Therefore, we encourage you to be candid.

All required documentation for each rotation must be submitted to the Department of Pharmacy Practice office at your campus in a timely fashion. Your paperwork is due in the office mailbox on or before 8: 00 AM the same day as the last final exam of the winter semester. If your paperwork is not received by that time, you will receive a 35 for the rotation. There are no exceptions to this requirement and no grade changes will be processed. You will be scheduled for the same rotation at a different site in the next semester.

GENERAL ROTATION INSTRUCTIONS

1. Complete summaries on a weekly basis. The activity summaries are to be submitted to the Department of Pharmacy Practice Assistant at the end of the course with your other paperwork.
2. Prepare and submit project to preceptors as directed.
3. Follow the academic calendar for your rotation. Make note of holidays and **remind** your preceptor of school holidays.
4. Early experience course projects and hours must be completed by the first of finals week during the winter semester.
5. Keep your Certification of Rotation Hours form in a safe place!
6. Additional forms required to complete the assignments for rotations can be copied from the originals in this manual.
7. The telephone number you may use to contact the Ft. Lauderdale office is (954) 262-1308 for the assistant. The telephone number you may use to contact the West Palm Beach office is 561-622-8682. The telephone number you may use to contact the Ponce office is 787-841-2000 x2427.

REVIEW: WHAT GETS TURNED IN AT THE END OF THE SEMESTER BEFORE THE DAY OF THE LAST FINAL EXAMINATION? *****

- Weekly Summary Forms- 21 weeks of information**
- One Service-Learning Rotation Summary Form
- Midterm Evaluations: One at week 10 **
- Final Evaluation signed by preceptor**

Complete an Online Preceptor Evaluation: **Do not** print off and turn in. **Submit online**

pharmacy.nova.edu

Login as student

Choose Preceptor Evaluation

**Put these together in a packet with your name on the front, and in the order listed here.

ROTATION ACTIVITIES WEEKLY SUMMARY:
Early Practice Experience Service-Learning

Student: _____ Rotation: _____

Preceptor: _____ Site: _____

This form **must** be completed on a weekly basis and submitted to the Department of Pharmacy Practice upon completion of the rotation. If you are experiencing any problems, please call immediately.

Week #	Dates:	Please summarize your experiences outlining the goals and objectives accomplished this week.
Week #	Dates:	Please summarize your experiences outlining the goals and objectives accomplished this week.
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Week #	Dates:	Please summarize your experiences outlining the goals and objectives accomplished this week.

MAKE ADDITIONAL COPIES OF THIS FORM FOR EACH 5-WEEK INTERVAL.

Rotation Activities Summary: Service-Learning

Student: _____ Preceptor: _____

This form **must** be completed at the end of the rotation and submitted to the Department of Pharmacy Practice.

1. What was the most difficult aspect of your work at your service site?

2. What do you feel you accomplished at your service site for:

Others

Yourself

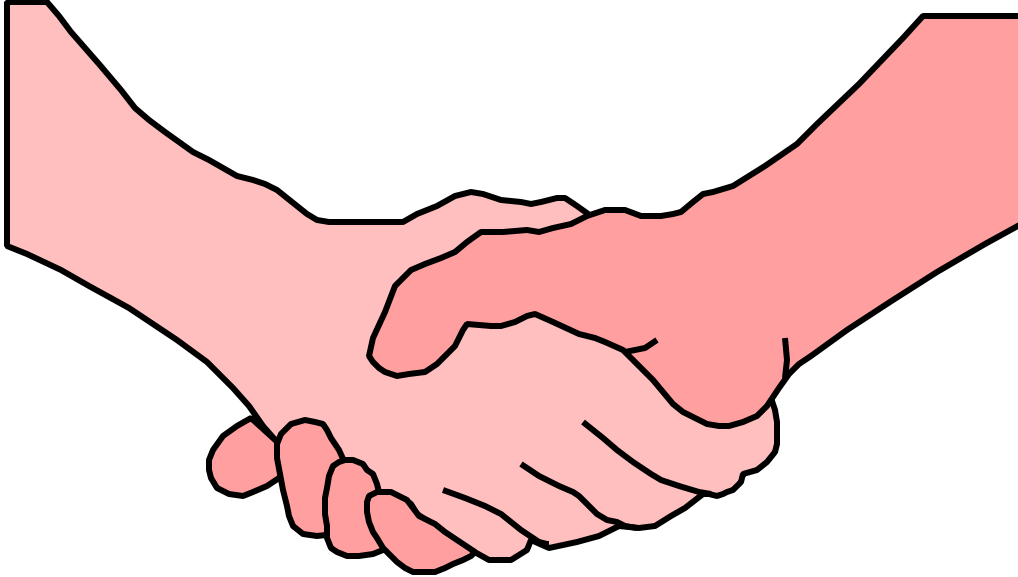
3. Do you feel your service site's goals are related to social justice or charity?

In its basic form, social justice implies that you have an obligation to be an active and productive participant in society and that society has an obligation to enable all of its members to be active and productive participants. Charity implies that you "help" others.

4. Where do your personal reactions to service fall on the continuum of social justice to charity (use the above definitions)?

SERVICE LEARNING CLERKSHIP

COMMUNITY PARTNERS



Ft. Lauderdale

ARC Broward

Broward County Schools

Broward County Mental Health Association

Cooperative Feeding Program

First Call for Help

Junior Achievement

Red Cross

Tender Care Centers, Inc.

West Palm Beach

Junior Achievement

Palm Beach County Mental Health Association

Hope House Of The Palm Beaches

Washington Elementary School

Communities in Schools of Palm Beach County, Inc.

Ponce

Albergue La Providencia

Inmaculado Concepción de María

Sor Isolina Ferré Center

Cristo Pobre Homeless Home

Portal de Amor Homeless Children Home

COURSE SYLLABUS

Course Title: Service Learning Clerkship

Course Number: PHA 4580 (Must register under appropriate section)

Instructor: Clinical Affiliate Faculty
See experiential education schedule for name and contact information

Description: Service-Learning fosters a sense of community involvement for the pharmacy student. The student learns to be a team member, improves listening and observation skills and involvement enables the student to improve in their professional demeanor. The student participates one/half day per week in community programs including the local school system. The student will volunteer time and knowledge to meet the needs of the clients of these organizations. Classroom time will be assigned to provide reflection on activities. Topics pertinent to the diverse communities we live in will help the student integrate didactic information into their role as a professional outside the walls of the pharmacy.

Course Hours: 2

Goals: The goal of Service Learning is to develop a standard of conduct becoming to a pharmacist and to help students appreciate why community service should be a significant and ongoing part of life.

This rotation enhances the student's awareness of the need for and role of volunteers in the community. The student will attend to needs of the community that are not being met; see aspects of illness or dying that cannot be learned through didactic study; and learn the importance of developing and nurturing a moral and ethical conduct individually and among peers. Many topics discussed in the classroom combine other didactic lectures and lessons learned at the service sites.

Objectives:

Upon completion of this course, the student will be able to:

1. Display attitudes, habits and values becoming to a pharmacist.
2. Promote awareness of health and prevention of disease independently.
3. Articulate their personal values and ethical principles.
4. Furnish examples of unmet community needs and explain how social attitudes cause or cure these situations. Displays an understanding of; and discusses issues of diversity.
5. Choose the level of communication that is appropriate
6. Adapt and work to solve or correct any given challenge
7. Completes projects in a timely manner and develops and follows through on details as necessary.

In addition to the specific goals and objectives of the course, the student should endeavor to attain these outcomes in part or in whole as a result of participation in the Service-Learning rotation.

Educational Outcomes:

1. Display habits, attitudes, and values associated with mature critical thinking.
2. Dress and speak in ways that convey a professional image.
3. Communicate clearly, accurately, and effectively with the general public, patients, peers, and health care professionals using information technology and a variety of innovative methods and media.
4. Read and listen effectively.
5. Speak and write clearly.
6. Adapt topics, content, style, tone and arguments to a specific audience.
7. Recognize the influence of personal values in professional settings.
8. Respect the values of others within decision-making.
9. Integrate personal and professional values into decision-making.
10. Participate in volunteer activities in the community.
11. Use appropriate interpersonal and inter-group behavior during professional interactions.

Course Policies:

Attendance: The student must be punctual and is obligated to notify the preceptor, as soon as possible, of any tardiness or absence. The preceptor will determine a schedule. Attendance is **MANDATORY** for licensure requirements. College holidays **APPLY** while on rotations but the hours must total 120 at the site.

An absence from rotation will only be excused if in accordance with University policy by the office of student affairs in the College of Pharmacy. (See Handbook) If your absence is excused the time missed must be made up in order to complete the rotation. For each unexcused absence, you are deducting 10-points from your final grade. Four unexcused absences will result in failure of the rotation. Being tardy three times results in an unexcused absence.

Cheating: It is dishonest to forge a classmate's name on an attendance sign in. If anyone is found signing for another student, both students will be reported to the Director of student affairs for further action.

Dismissal: Any student dropped in the first semester by a preceptor from a rotation will be required to repeat the classroom and experiential components in the next academic year. A new site will not be assigned in the same academic year. No grade will be assigned and the student will drop their registration from the course in the first semester. If the student is dropped in the second semester of the course, the student will receive a grade of 35 or the points assigned to them at the time they are dropped, whichever is higher. The entire course, classroom and early practice experience will be repeated in the next academic calendar year.

Course Paperwork: Course paperwork must be complete and turned in by 8:00 AM of the last day of finals week during winter semester. A grade of 35 will be recorded for any student who fails to turn in all of the required paperwork. There will be no grade changes and the student will be scheduled to complete the course again in the next year.

Other Policies: While on rotation, University dress code **MUST** be followed at all times. Failure to comply with the dress code may result in being sent home with an unexcused absence for the day.

Required Text: Pharmacy Clerkship Manual: A Survival Manual for Students
Eds: Nemire/Kier 0-07-1361195-2

Grading:	Competency evaluation	70%
	Effort in developing and achieving competencies	10%
	Classroom	20%

This course is a combination of classroom learning, activities and experiential learning. A student can fail the PHA 4580 course by not attending all classroom lectures and discussions. Each unexcused absence from the classroom or failing to sign an attendance log will result in a 10-point loss for the day. Four or more unexcused absences or failure to sign in will result in failing the course, no matter what point value the preceptor assigns.

No points are assigned to the interim evaluation.

The classroom grade will consist of maintaining a journal, and a written examination that may be unannounced.

Required Activities:

Each of the following activities is a minimum standard requirement for completion of the Service-Learning rotation. The mechanism to achieve these requirements may require specific guidelines tailored to the individual rotation site, however each requirement must be fulfilled to successfully complete the rotation.

A. Participate in duties as assigned by preceptor.

B. Written assignment or Projects

The written assignment is to discuss a problem at the site of the service experience. This can be an administrative problem, or deal directly with the day to day workings or can be a social issue that the site addresses. The paper must be typewritten and should have a cover page attached. Maintain one copy of your paper in a portfolio.

1. State the Problem
2. Discuss the cause(s) of the problem
3. Discuss ways that the problem can be addressed and perhaps diminished or eliminated.
4. What are ethical and moral issues that make the problem difficult to resolve or have been the cause (?) of the problem.
5. Discuss ways that future students can participate in a service program.
6. Discuss how doing this rotation has altered your views and standard of conduct.
7. A summary section should resolve all the issues brought forth during your rotation and your feelings toward this rotation.

Nova Southeastern University, College of Pharmacy

EARLY PRACTICE EXPERIENCE SERVICE-LEARNING MID -TERM EVALUATION

Student Name:		Date:
Site:	Rotation:	Preceptor:

THIS FORM IS TO BE COMPLETED AT THE END OF WEEK 10 OF YOUR COURSE.

Instructions: Review the following categories and apply them to each student's performance. There is **NO GRADE** associated with this review. It serves to guide the student and preceptor in planning rotation activities. For further description of competency requirements see final evaluation form.

Competency Area*	5	4	3	2	1	Preceptor: Please include any additional comments you feel may help this student improve their performance.
1. Communication Skills: Peers, Professionals						
2. Communication Skills: Clients, Patients						
3. Maintains Professional Ethical Standards						
4. Completes All Projects and Reports in a Timely Manner						
5. Displays Independence/Assertiveness						
6. Handles Detail:						
7. Ability to Adapt to New Settings and Tasks						
8. Organizes/Plans:						
9. Takes on new challenges with Enthusiasm						

*A defining rubric for the competencies may be found on the final evaluation form.

Student: Indicate those objectives, activities, or areas in which you feel you would like to participate.

Preceptor Signature: _____ **Student Signature:** _____ **Date:** _____

EARLY PRACTICE EXPERIENCE SERVICE-LEARNING FINAL EVALUATION

Instructions: Multiply the competency score by the specified value for each area. Multiply the total by **0.70** and write it on the line provided.

Student Name:		Date:			
Site:		Preceptor:			
Competency Area	5	4	3	2	1
1.Communication Skills: Peers, Professionals (3) Score 3 x _____ = _____	Always uses clear, correct language; effective communication. Both verbal and nonverbal skills are above professional at all times. Works to communicate information in the appropriate format.	Always uses clear, correct language; effective communication.	Maintains good dialogue; occasional use of unclear, unprofessional or inappropriate terminology	Impersonal & abrupt manner; generally provides correct info	Use of unclear language, incorrect terminology, or offensive tone
2.Communication Skills: Clients, Patients (3) Score 3 x _____ = _____	Uses clear, correct language; effective communication with patient/client. Both verbal and nonverbal skills are above professional at all times. Works to communicate information in the appropriate format.	Directs conversation; allows patient/client to easily provide & receive info	Maintains good dialogue; occasional use of unclear, inappropriate terminology	Impersonal & abrupt manner; generally provides correct info	Use of unclear language, incorrect terminology, or offensive tone
3.Maintains Professional Ethical Standards (3) Score 3 x _____ = _____	Always professional in interactions with preceptor, peers, clients/patients. Knows & always follows professional clinical standards of practice with patients & peers (confidentiality, honors patient preferences while balancing good clinical judgement, respecting patient culture & health beliefs, compassion towards patients and families). Always dressed in professional attire	Consistently professional in interactions with preceptor, peers, clients/patients. Knows & consistently follows professional clinical standards of practice with patients & peers. Consistently in professional attire	Able to adhere to minimal standards of professional conduct. Knows but does not always adhere to professional clinical standards with patients and peers. Attempts to wear professional attire	Inconsistently able to adhere to minimal standards of professional conduct with both patients and peers. Disregard for professional attire.	Unprofessional and unethical in conduct towards preceptor, peers, clients/patients.
4.Completes All Projects and Reports in a Timely Manner (3) Score 3 x _____ = _____	No late assignments	Work completed on time	Work usually completed on time, notifies if cannot complete by deadline	Misses numerous assignments with prior notification; assignments must be repeated before acceptable	Misses numerous deadlines without prior notification
5.Displays Independence/Assertiveness (2) Score 2 x _____ = _____	Initiates projects/tasks, completes assignments with minimal guidance from preceptor, seeks outside assistance/other team member input if needed	Completes assignment with minimal guidance from preceptor, seeks outside assistance if prodded	Completes assignments/tasks after several consultations with preceptor, does not seek outside assistance	Unable to complete projects or tasks without substantial assistance from preceptor	Unable to complete tasks/projects without constant reminders and corrections, only seeks outside assistance if accompanied by preceptor
6.Handles Detail (2) Score 2 x _____ = _____	Effectively obtains complete data/information for projects/tasks. Able to explain principles/details with sophistication/depth	Usually collects obvious & detailed data from proper sources. Able to explain principles/details with moderate depth	Collects obvious data/info, but usually does not collect proper details. Able to explain basic principles	Collects some data, but omits several basic details. Usually unable to explain basic principles	Consistently fails to obtain proper information from proper sources. Major misconceptions of basic principles
7.Ability to Adapt to New Settings and Tasks (2) Score 2 x _____ = _____	Essential team member; actively participates & contributes in all aspects of rotation	Succinct/tactful interactions; shares information w/ team members	Interacts with other team members when asked	Usually observes rather than participates in activities	Does not speak or act independently of other team members
8.Takes on New Challenges with Enthusiasm (2) Score 2 x _____ = _____	Consistently initiates activities, uses spare time wisely	Makes decisions independently, but acts only after consultation with preceptor	Sometimes motivated if need is obvious	No self-motivation; but completes work if directed by the preceptor	Speaks and acts on request only; often refuses to participate

*See back of page for scoring information and final course grade

STUDENTS AND PRECEPTORS:

THIS FORM **MUST** BE TURNED IN TO THE OFFICE OF EXPERIENTIAL EDUCATION BY THE STUDENT OR RECEIVED BY MAIL ON OR BEFORE 8:00 AM OF THE LAST EXAM DAY OF WINTER SEMESTER OR THEY WILL RECEIVE AN **F** FOR THE ROTATION. **THERE ARE NO EXCEPTIONS.**

FOR ANY ABSENCE THAT HAS NOT BEEN EXCUSED DEDUCT 10 POINTS PER ABSENCE.

Sum of Sections _____ x 0.70 = _____

Preceptor grade (1-10) _____

Reduction for absences - _____

Total Points = _____

OEE USE ONLY	Class period grade	_____
	TOTAL SCORE	_____

Preceptor: Any additional comments that you feel may help this student?

What contribution did this student make to your practice site during this rotation?

Preceptor Signature: _____ **Student Signature:** _____ **Date:** _____