

Canadian Pharmacy Residency Board Conseil canadien de la résidence en pharmacie

Program Interviews - WHAT TO EXPECT – 2018 Accreditation Standards (Virtual Surveys)

CPRB has provided the following information so that the individuals we will be meeting with have a better understanding of the objectives of the surveyors. We hope this assists in the interview process for a productive exchange of information.

Please distribute this document to those who will be involved in the interview process. Thank you.

1. Meeting with the CEO or Executive Delegate

The purpose of this meeting is to respond to questions regarding:

- Accreditation Canada (AC) or other nationally applicable standards and regulatory requirement findings as they pertain to pharmacy;
- Major issues being faced by the organization;
- Organizational commitment to advancing research, education, and patient care;
- Organizational commitment to learning environments that promote a safe learning environment and freedom from intimidation, harassment and other forms of abuse;
- Safety and quality of the medication use system; and,
- Role of the pharmacy department in the overall planning and delivery of patient care services within the organization.

2. Introductory Meeting with the Pharmacy Administrative Team

The purpose of this meeting is for the Pharmacy Administrative Team to discuss* the following information with the surveyors and respond to questions regarding:

- Broad overview of the pharmacy department and services provided;
- Role and contribution of pharmacists, technicians/assistants, and resident(s) to patient care;
- Drug information services including formulary, safe medication practice policies and adverse drug event reporting;
- Initiatives undertaken to advance the safety and quality of the medication use system;
- Methods to ensure adequate learning resources for residents; and,
- Pharmacy services and resident involvement in research and teaching activities.

**Prior to the meeting, email the surveyors a summary document that outlines the department's strategic plan and any major changes to either the organization or to the pharmacy department since the last accreditation visit.*

3. Meeting with the Director

The purpose of the meeting is for the residency director to respond to questions about:

- Overview of the major changes to the administration of the residency program;
- Progress made with the recommendations from the last survey;
- How the director contributes to the strategic planning and ongoing quality improvement of the residency program;
- The residency program activities related to leadership and management;
- The extent to which the coordination and administration functions of the program are delegated;
- Procedures to ensure resident safety;
- Role of the Residency Advisory Committee; and,
- How the residency program was adapted during the COVID-19 pandemic (if applicable).

4. Meeting with the Residency Coordinator(s) (No presentation required)

The purpose of the meeting is to discuss the following with the surveyors:

- Efforts to comply with revised standards – success and challenges;
- How you translate the competencies into learning objectives;
- How you set the levels of expected performance within a rotation and throughout the program. How is this communicated;
- How you assess and document that the resident has met the set levels of performance and expectations;
- How you track completion of requirements over the course of the program;
- How residents’ knowledge and skills are developed and assessed;
- How coordinators support residents and preceptor training and supervision;
- Any particular challenges you are facing;
- Any innovations, opportunities or successes you wish to highlight;
- The role of the Residency Advisory Committee;
- How you promote curricular content that advances the process of reconciliation with Canada’s First Nations, Métis, and Inuit peoples;
- How you develop and document the resident’s individual learning plan;
- Residents’ access to drug information resources and work space; and,
- How the residency program was adapted during the COVID-19 pandemic and how it was determined that residents had met the educational outcomes (if applicable).

5. Meeting with the Residency Preceptors

The purpose of this meeting is for the preceptors to respond to questions about:

- The role of the preceptor regarding rotation design, educational content, and evaluation;
- How residency program competencies (educational outcomes) are assessed;
- Processes used for preceptor orientation;
- Ongoing preceptor support and training provided by the program;
- Preceptor self-assessment;
- Experience precepting projects;
- Residents’ access to work space;
- Documentation of resident interventions and pharmaceutical care plans in the patient medical record; and,
- How rotation activities were adapted during the COVID-19 pandemic to ensure achievement of educational outcomes and adequate preceptor supervision (if applicable).

6. Meeting with the Pharmacy Residents

The purpose of this meeting is for the pharmacy residents to respond to questions about:

- The knowledge and skills they are expected to learn;
- The methods used to achieve these;
- The evaluation of their learning experiences;
- Opportunities to promote a culture that recognizes, supports and responds effectively to colleagues in need;
- Opportunities to continuously improve their personal practices and to contribute to collective improvements in practice;
- Their abilities to meet the program educational outcomes;
- The overall administration of the program;
- The role of the Residency Advisory Committee;
- How residents track completion of requirements over the course of the program;
- Personal learning objectives;
- How the program supports curricular content that advances the process of reconciliation with Canada's First Nations, Métis, and Inuit peoples;
- Residents' access to drug information resources and work space;
- Documentation of resident interventions and pharmaceutical care plans in the patient medical record; and,
- How rotation activities were adapted during the COVID-19 pandemic and whether residents feel they met all the educational outcomes (if applicable).

7. Meeting with Interdisciplinary Healthcare Team (with whom the resident(s) are currently working or have recently completed a rotation with)

Formal virtual meeting with the healthcare team.

It is proposed that the team selected be suitable to permit surveyors to ask questions of the healthcare team.

Please ensure the healthcare team is informed to expect questions from surveyors pertaining to:

- The resident's working relationship with the healthcare team;
- The extent to which the healthcare team participates in the training of the resident;
- The extent to which the pharmacy resident provides patient care and collaborates with the team;
- Whether there have been adaptations on the unit due to the COVID-19 pandemic, and if so, have these impacted the interactions between the team and the pharmacy residents;
- The training environment for the pharmacy resident;
- The medication cycle from prescription to drug administration;
- Evidence of safe medication practices including adverse drug event reporting;
- Documentation in the health record by the pharmacists and pharmacy residents; and
- Access to drug information resources and work space.

Note - Tour of the Pharmacy Services (removed for virtual survey visits)

8. Clarification Meeting with the Residency Director and Residency Coordinator(s)

The purpose of this meeting is to clarify and/or review any points or outstanding issues.

In addition, any questions the residency director and/or residency coordinator(s) may have for surveyors which can be addressed at this time.

9. Surveyors Closing Remarks

The purpose of this meeting is to:

- Discuss the strengths and opportunities for improvement in the residency program.

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