

**Canadian Pharmacy Residency Board**  
**Conseil canadien de la résidence en pharmacie**

*Program Interviews – What to Expect – Year 1 2018 Accreditation Standards (In-Person)*

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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 share this document with those who will be involved in the interview process.*

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**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 your 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
- Role of the pharmacy department in the overall planning and delivery of patient care services within your 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 resident
- Pharmacy Services and resident involvement in research and teaching activities

*\*Please provide a handout in any format (e.g., Word, PowerPoint) which outlines the department's strategic plan and any major changes to either the organization or to the pharmacy department since the last accreditation visit. Allow time for further questions from the surveyors.*

### 3. Meeting with the Residency 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 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

### 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 these are 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 First Nations, Métis, and Inuit peoples living in Canada
- How you develop and document the resident's individual learning plan

## 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

## 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 knowledge and skills
- 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 you 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 First Nations, Métis, and Inuit peoples living in Canada

**7. Tour of the patient care area(s) where resident(s) are currently working or have recently completed a rotation**

It is proposed that the area selected be suitable to permit surveyors to ask questions of the health care team. Please ensure the healthcare team is informed to expect questions from surveyors pertaining to:

- The resident's working relationship with the health care team
- The extent to which the healthcare team participate in the training of the resident

The purpose of this tour is to familiarize the surveyors with:

- The training environment for the pharmacy residency program
- The medication cycle from prescription to drug administration
- Documentation in the health record by the pharmacists and pharmacy residents
- Access to workspace

**8. Meeting with Interdisciplinary 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 and the level of performance of the resident
- 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
- Evidence of safe medication practices including adverse drug event reporting, errors, and near misses
- Documentation in the health record by the pharmacists and pharmacy residents; and,
- Access to drug information resources and workspace

## 9. Tour of the Pharmacy Department

The purpose of this tour is to familiarize the surveyors with:

- The training environment for the residency program
- The pharmacy portion of the medication cycle
- Access to drug information resources
- Safe medication practices including adverse drug event reporting

*Brief tour of the pharmacy department (i.e., 20-30 minutes) explaining the distribution system, including IV admixture, chemo preparation, compounding, investigational drugs, narcotics, use of samples, ward stock, inventory & quality assessment. If there are outpatient pharmacy services, please include them as well.*

## 10. 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 can be addressed at this time.

## 11. Surveyors' Closing Remarks

The purpose of this meeting is to:

- Discuss the strengths and opportunities for improvement in the residency program
- Review the next steps in the accreditation survey process
- Answer any questions