Alberta Health Services

Preceptor Development

Please provide a description of the practice or copy of the tool and indicate how this practice/tool is linked to Accreditation Standards.

Our program offers a structured 1-day preceptor development workshop intended to support new and current preceptors in their roles. Topics covered include how to design rotations, setting expectations, delivering feedback and teaching process of care. Participants are identified by residency coordinators or other pharmacy leadership. This program directly supports Accreditation Standard 2.1.4.1(b) by providing continuing preceptor development.

The program consists of 5 modules and many of the modules have cases embedded for discussion purposes.

a) Introduction to precepting
   - Benefits of precepting
   - Challenges of precepting
   - Strategies to overcome these challenges

b) How to design a rotation
   - Designing a calendar
   - Checklist for necessary activities
   - Compiling suggested reading lists
   - Create rotation orientation activities
   - Reviewing teaching and learning styles

c) Setting expectations
   - Reviewing undergraduate curriculum
   - Reviewing expectations of preceptors
   - Reviewing expectations of the various learners (2nd and 4th year students, and residents)
     - Categories of expectations (knowledge, skills, attitude, decision making)
     - Levels of performance for each category
   - What to do when expectations are not met

d) Delivering feedback
- What is feedback
- Why is it important
- Why we don't give feedback on problems
- Types of feedback
- Advocacy-Inquiry model

e) Teaching process of care
- Principles of adult learning
- Roles of the preceptor
- Review process of care in your own practice
- Review pharmaceutical care components
- Review patient care process (standardized, systematic approach co-developed by Faculty of Pharmacy and Pharmaceutical Sciences and AHS)
- Care plan formats
- Evaluating care plans

Why did your program decide to implement this practice/tool?

Preceptor support programs offered by our organization and the local Faculty of Pharmacy did not meet the needs of our program in ensuring our preceptors were given the best tools available to support quality rotations for our residents. While "general" information was available, specific issues related to precepting pharmacists (e.g. teaching process of care) were absent in these external programs. As such, our program researched several available programs and developed our own, encompassing the best of the general skills and creating a "pharmacist specific" portion. We have since been able to work with the Faculty of Pharmacy to align our teaching philosophies to ensure all preceptors within Alberta Health Services for all levels of learner (undergraduate or resident) are taught a standard way to set expectations and assess learner performance.

What makes this practice/tool creative and innovative?

We have not only developed the module based on best practices, but have the ability to offer it province-wide via our provincial network of Clinical Practice Leaders (using a "train the trainer" methodology) as well as technologies such as Telehealth (videoconferencing).

Which processes or educational outcomes has this practice/tool improved in your program?

Our program is now confident that all residency preceptors have received a high standard of training including a standard for assessment of residents. This format also allows us an opportunity to roll-out new initiatives in a learning environment for ideas to be discussed and feedback provided. Finally, we are able to track which pharmacists/preceptors have completed the workshop and therefore target development of more preceptors.

Which resources are required for this practice/tool to be implemented by other pharmacy residency programs?

Resources required to develop the workshop include clinical leaders and experienced preceptors to develop a curriculum based on best practice and responsive to local needs of preceptors. Ongoing delivery requires engaged clinical leadership and managers to identify participants and support their participation in the workshop.

Pharmacy Residency Leading Practices Report

Summary describing the impact is has had on the Alberta Health Services Residency Program.

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Contact information if you require more details about this practice/tool.

Name: Tania Mysak

E-mail: tania.mysak@albertahealthservices.ca

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