



The *voice* of the  
community  
pharmacist.

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# Easy-to-Use Tools for Crafting a Fantastic Student Rotation With Minimal Time Investment

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# Disclosure

There are no relevant financial relationships with ACPE defined commercial interests for anyone who was in control of the content of the activity.

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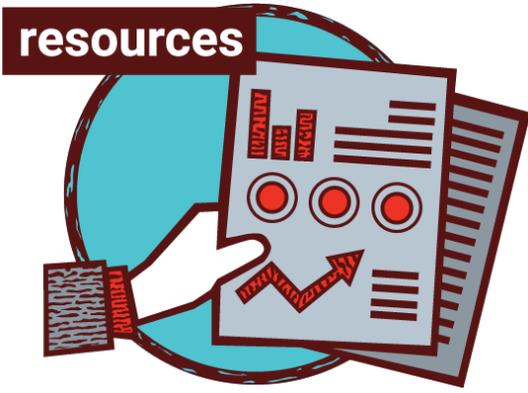
# Pharmacist and Technician Learning Objectives

1. List tools and resources to provide to incoming student pharmacists.
2. Discuss strategies for engaging students in new pharmacy services without adding additional staff.
3. Discuss how to incorporate students into the existing pharmacy workflow.

# Streamline Student Onboarding & Training



- Know your learners
- Background reading
  - Workflow
  - Clinical activities
- Optimize time
  - Resource hub
  - Protocols
- Templates and scripts
- Peer to peer learning



RESOURCES



DISCUSSION



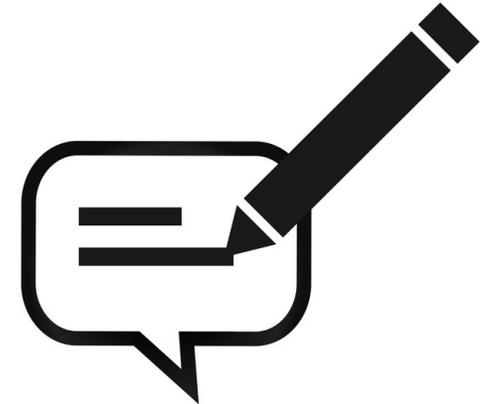
ROLE PLAY



GO TIME



IMPROVEMENT



SCRIPTS, PROTOCOLS,  
RESOURCES,  
QUESTIONS

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# Before Rotation



Welcome email



Background reading



Student information

# Hi, my name is Intern and I start my rotation soon!



- Welcome email
  - First day orientation
  - What to bring
  - Parking
- Student information Form
- Syllabus & Expectations
- Background reading
  - Motivational Interviewing
  - MedSync
  - eCare plans
  - Pharmacy workflow

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# Templates are Friends



## Student Introduction email

Good afternoon \_\_\_\_\_,

We are excited to have you join the team next month!

We aim to make your \_\_\_\_\_ **Rotation** worthwhile. You will learn the daily operations of our pharmacy, how we set ourselves apart from other pharmacies, and a host of other things necessary for a successful community pharmacy practice that integrates patient care.

For [Day, Date] your report time will be 10am. We will complete an onsite orientation, introduce you to the team and go over the schedule and expectations for your rotation. Please bring your laptop with you (if you have one) and a notebook to take notes on pharmacy workflow processes. We have a fridge and breakroom onsite for your lunch as well.

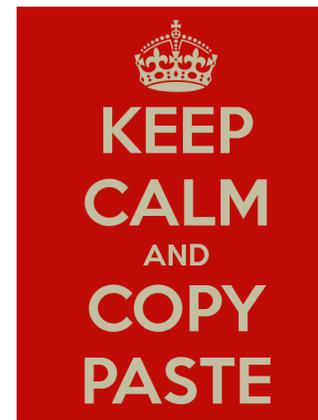
**Our Address is:**

**Parking:**

**Dress-code:** Professional Attire, White Coat, Enclosed Shoes, Name Badge

**Schedule:**





### **Before You Start:**

So we can get to know more about you, please send us 10 Fun Facts about yourself including things you like, dislike, fears, etc.

Please review the documents in this folder and complete the Student Information Form. [insert links if applicable]

Also, please download (and log in to) any mobile drug information applications that your school has made available to you (ie. Micromedex, Lexicomp, Clinical Pharmacology) *prior the start of your rotation*.

### **COVID-19 Safety & Precautions**

In regard to COVID-19, we will provide you with a mask and hand sanitizer is available at the register for you to use after each patient/customer interaction. We also have face shields available as an option in addition to face mask if you prefer.

We do conduct COVID Testing at our pharmacy and all testing takes place in the parking lot.

Please don't hesitate to reach out to me with any questions or concerns. My phone number is [insert cell phone] if you need to contact me urgently.

# Background Reading

## How do I create a Medication-Related Problem List? Here's how: (Chart from module 3)

Complete your MTM and then review the common causes listed below. Align what you have found during your interaction with the associated medication therapy problem. The more you review the common causes, the easier it will be to recognize medication therapy problems and to document them appropriately.

Categories and Common Causes of Medication-Related Problems	
Medication Therapy Problem	Common Causes
Unnecessary medication therapy	<ul style="list-style-type: none"><li>• No valid indication</li><li>• Multiple medications used for a condition that requires single medication</li><li>• Medical condition is more appropriately treated with nondrug therapy</li><li>• Medication therapy is being taken to treat an avoidable adverse drug event associated with another medication</li></ul>
Need for additional medication therapy	<ul style="list-style-type: none"><li>• Medical condition requires the initiation of medication therapy</li><li>• Preventive medication therapy is required to reduce the risk of developing a new condition</li><li>• Medication condition requires additional pharmacotherapy to attain synergistic or additive effects</li></ul>
Ineffective medication therapy	<ul style="list-style-type: none"><li>• Medical condition is refractory to the medication product</li><li>• Dosage form of medication product is inappropriate</li><li>• Medication product is not an effective product for the indication being treated.</li></ul>

# Pharmacist CarePLAN INITIATIVE

For Pharmacists

For Technology Companies

For Payers

Laboratories

History of the Standard

Supporters

**Asthma Use Case**

**Diabetes Use Case**

**Heart Failure Use Case**



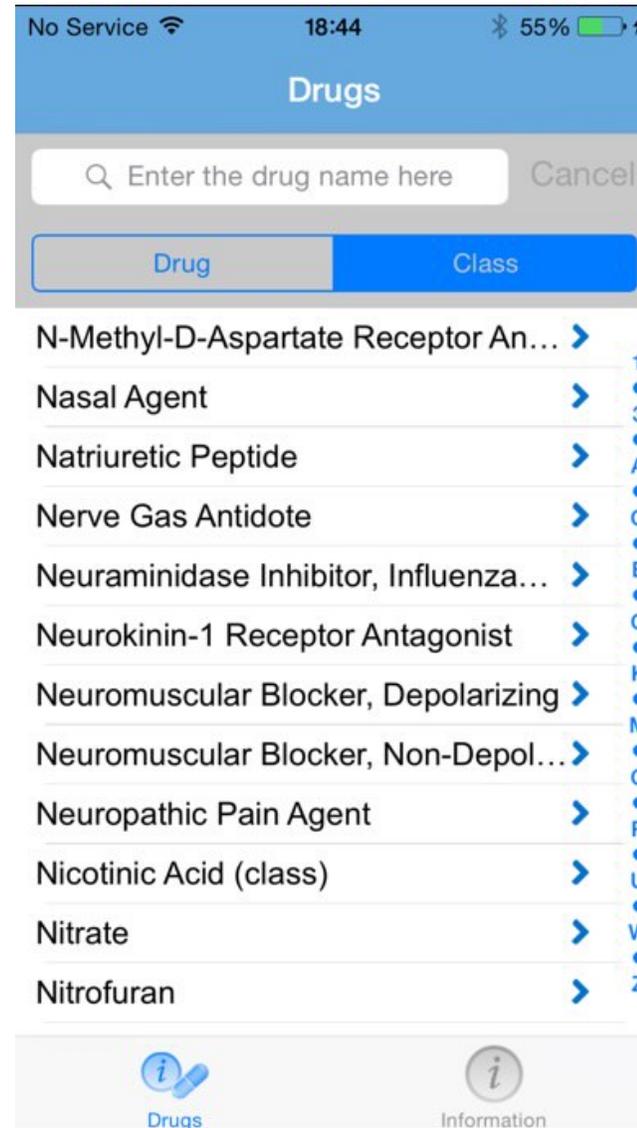
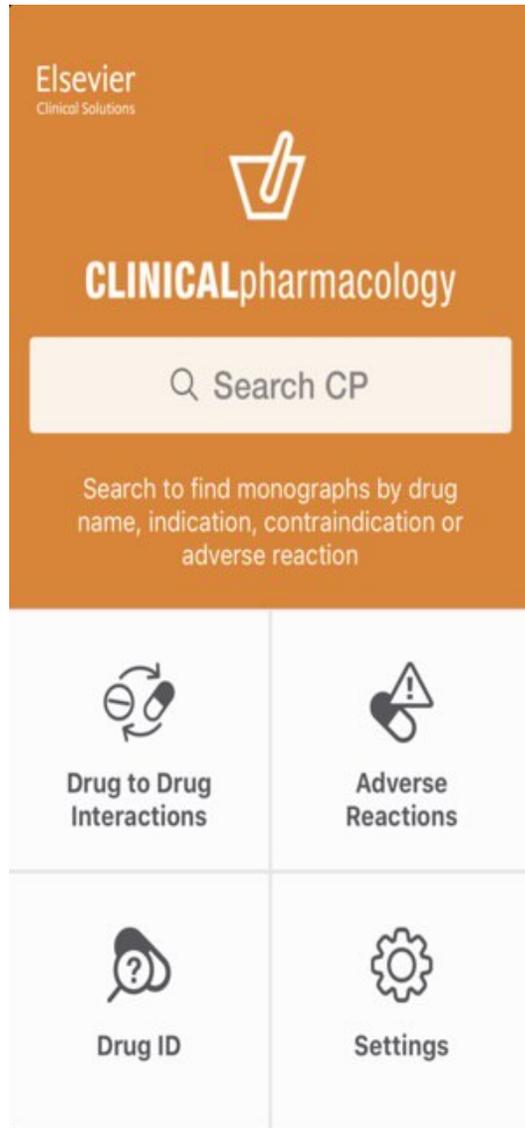
**Get Updates!**

**What is it?**

**What is the value?**

**Why Care Planning?**

# Download these apps!



## CDC Vaccine Schedules App for Health Care Providers



Download "CDC Vaccine Schedules" free for iOS and Android devices.

[Download the app](#)

# Student Information Form



# Student Information Form

What pharmacy experience do you have? \*

I have 2 years of experience working with CVS

What are your main goals/objectives for this rotation? \*

To learn more about how a pharmacy operates and things needed for an independent pharmacy to be successful

What are some of your professional interests? \*

To potentially open up a pharmacy of my own one day back in my home town.

# Student Information Form

Please rate your confidence in vaccine administration. \*

	1	2	3	4	5	
Not confident	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Confident

Please rate your confidence in medication reconciliation. \*

	1	2	3	4	5	
Not confident	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Confident

Please rate your confidence in patient communication and education. \*

	1	2	3	4	5	
Not confident	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Confident

# Student Information Form

Which day(s) (if any) do you need to request off during your rotation?

Tuesday Sept. 8, 2020 (as of now) I learned that Monday Sept. 7, 2020 is considered a holiday for all APPE students at my school.

What special skills (if any) do you have that we should know about? ie. marketing, web design, etc

Marketing, however, I will need to brush them up a little as that was my first undergrad degree several years back.

Anything else we should know? Please tell us!

\*In relation to the above question about activities with experience, I left compounding, blood glucose, and BP blank as it's been a few years since learning and performing those in school, as my student intern jobs do not require me to perform them. However, as related to compounding, I do reconstitute meds in both my jobs.

In reference to checking BP, I have loss of hearing in both ears and am not confident in performing this skill due to that reason; it was a struggle for me in school to learn and perform such.

- In reference to Outcomes and CMR, I only have experience through my first APPE rotation that was with Walgreens. I performed these tasks as my preceptor instructed me to, based on his experience with his type of patients. With that said, I would feel more comfortable being trained in a way that was conducive to your standards in order to provide what is best for your particular patients.

\*Also, I have learning accommodations, and would be willing to discuss this more face to face in private if necessary.

# Student Information Form

Please identify which of the following activities you have experience with:

- Filling Prescriptions
- OutcomesMTM Platform
- Comprehensive Medication Reviews (CMR)
- Vaccine administration
- Screening patients for ACIP recommended vaccines
- Using a Sphygmomanometer to measure blood pressure
- Using a glucometer to check blood glucose
- Providing patient education
- Delivering a presentation to patients/non-healthcare persons
- Compounding
- Communicating with prescribers' offices

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# Start of Rotation

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Navigating student portal or folder

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Assignments and Projects

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Timeline and Deadlines

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Important Dates

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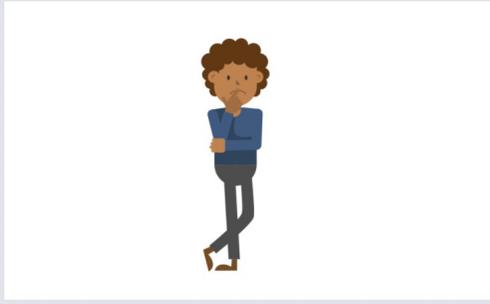
Competency Quiz

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Student Portal



Student Syllabus



Submit Weekly Reflection



Student Manual



Orientation Checklist



Student Project Ideas



Clinical Activities

# Student Portal

## Week 1

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# Student Syllabus



- Preceptors + Contact information
- Expectations
- Outline of activities
  - “Activities may be adapted depending on pharmacy needs and plans change often, so **flexibility is key.**”
- Remember to always prioritize patient care over projects!

# Student Syllabus - Activities

Activity	Description
Workflow/ Dispensing	Student pharmacists spend time in workflow and assist with dispensing, phone calls, counseling, transfers, compounding, vaccine administration, etc. Students are expected to incorporate clinical knowledge into workflow and communications. APPE students will spend time discussing final pharmacist verification.
Medication Therapy Management	Students assist in providing medication therapy management (MTM) services through the <a href="#">Outcomes</a> platform. During the first 1-2 weeks, students work closely with preceptors to complete MTM cases and will be evaluated on each type of MTM case before working more independently. MTM Activities include: <ul style="list-style-type: none"><li>- Comprehensive medication reviews + provider communication and patient follow-up</li><li>- Targeted interventions (ie. statin in DM, inhaler utilization encounters, drug substitution requests, etc)</li><li>- New medication counseling + adherence check-ins</li></ul>
Immunizations + Screenings	Premier Pharmacy delivers immunizations year round and hosts flu shot clinics throughout flu season. Students may be asked to help with clinics on weekends or outside of business hours if needed.
Drug Information	Drug information inquiries arise daily. Generally, verbal responses or brief written responses are adequate.

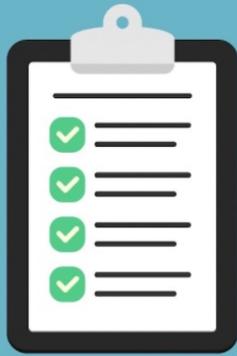
# Student Syllabus - Activities

Topic Discussions (as assigned)	Topic discussions provide awareness around practice topics and medication updates. Students should submit topics of interest for approval in advance. The use of supplemental worksheets or outlines is encouraged.
Journal Club (as assigned)	Choose an interesting, recent journal article relevant to community practice to present to the team <u>Example Topics:</u> Practice innovation, new medication findings, disease state management, guideline/treatment updates, patient safety, provider collaboration, pharmacist value, transitions of care
Patient Case Presentation (as assigned)	Student pharmacists will give a <b>15 minute</b> presentation on an interesting patient case or situation encountered while on rotation at [Pharmacy]. <u>Presentation Components:</u> Topic background, Case summary, Pertinent medications and drug therapy problems (DTPs) Clinical recommendations/interventions + rationale, Pertinent guidelines, Key Takeaways, Application in community pharmacy practice

## Additional Activities Include:

- Monthly clinically adherence calls to sync patients (includes common monitoring questions)
- Patient friendly handouts, newsletter articles, social media posts

# Orientation Checklist



Orientation Checklist

Check-in throughout Week 1

- ✓ Review [process] with [person]
  - ✓ Delivery
  - ✓ Refills
- ✓ Controlled substance rules
- ✓ Emergency & safety protocols
- ✓ Create a patient profile
- ✓ Assignment + deadlines

# Orientation Checklist

## Workflow

Roles and responsibilities	<input type="checkbox"/>
Basket colors	<input type="checkbox"/>
Inventory (inputs, transfers, ordering meds)	<input type="checkbox"/>
Filling controlled substances	<input type="checkbox"/>
Marking "X" on open bottles	<input type="checkbox"/>
Partial Fills	<input type="checkbox"/>
Delivery workflow	<input type="checkbox"/>
Refrigerated items	<input type="checkbox"/>
Answering phones	<input type="checkbox"/>
Calling providers offices	<input type="checkbox"/>
Transferring Prescriptions	<input type="checkbox"/>
Controlled Substances policy	<input type="checkbox"/>

# Student Manual



Student Manual

## Important Workflow reminders

- Expectations
  - If you're not early, you're late
  - Workflow 1<sup>st</sup>, projects 2<sup>nd</sup>
- Basket colors
- Double-count controls
- Partial fills
- Liquids
- Compounding BUDs
- Transfers

## New Medication Counseling

### Collect Background

Patient initials:	Drug:	Sig:	Qty:	RF:
Co-pay:	Prescriber:			
Indication/Benefit/MOA (patient friendly):				
Drug/Food Interactions (relevant to patient):				
Adverse Events (At least 2 common and 1 serious)				
Average onset of medication/time to benefit:				
Administration Considerations: <input type="checkbox"/> with food <input type="checkbox"/> without food <input type="checkbox"/> no regards				
Storage:				
Metabolism:				
<input type="checkbox"/> Check patient profile for upcoming medications				

## New Medication Counseling

### Conversation

- Introduction (name, title), ask permission to talk about new medication
- Identify drug name (brand name and generic if necessary)
- Assess patient knowledge
  - What did your prescriber tell you about why you were taking this medication and how to take it?
- Discuss indication and benefit of medication
- Describe drug regimen, administration considerations, w/ or w/o regards to food, refills.
- Discuss onset. If drug takes a while to demonstrate effect, encourage compliance
- Discuss Adverse Events. Reiterate benefits if patient seems reluctant or nervous
- Discuss any drug interactions. If none, mention that to the patient.
- Closing
  - What questions do you have for me?
  - If anything comes up feel free to give the pharmacy a call.

### Top 3 Points (just in case)

- 1.
- 2.
- 3.

### Additional questions to ask patient

## Medication Therapy Management

MTM Resources

New Med Counseling (Download or Copy to edit)

Med Rec Template

Sample Med Rec

eCare Plan Codes



# Student Portal

## MTM Resource Hub

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# MTM Resources

## Statin in Diabetes MTM Script

### Introduction:

- Hello, my name is [insert] student pharmacist calling from \_\_\_\_\_ Pharmacy.
  - How are you today?
  - Do you have a few moments to speak with me about your medications?

### Confirm Diagnosis

- Confirm diagnosis (Do not refer to patients as their diagnosis; i.e. do not call a patient a diabetic, instead refer to the patient being diagnosed with diabetes.)
  - I see that you take [med name]. Have you been diagnosed with diabetes?
  - Has your doctor told you that you have diabetes?

### Assess Knowledge

- Ask what they know about the risk of CV events and complications due to diabetes
  - What do you know about how diabetes affects your heart?
  - People with diabetes are at a higher risk for heart attack and stroke
- Ask if it is okay to share information with them concerning adding a statin medication to their medication regimen.
  - There is a medication that can reduce your risk, would you like to hear about it?

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# MTM Resources

## MTM Adherence Monitoring Checkpoint

**Use open-ended questions to better engage the patient.**

Please tell me how you take your medication every day.

- Verify adherence; Identify any discrepancies; Add to their knowledge

What do you use (if anything) to help you remember to take your medications?

How many times in a week do you forget to take this medication?

What about on non-routine days such as weekends or when traveling?

Are you experiencing any side effects from this medication like      (list common side effects)      ?

Do you feel like you have too many medications or too many doses per day?

Do you have a concern that your medication is not helping you or that you do not need this medication?

# MTM Resources – CMR Patient Takeaway Points

[Heart Failure](#)  
[Blood Pressure](#)  
[Diabetes](#)

[Statin/Cholesterol](#)  
[Bone Health](#)  
[Vaccines](#)

[Asthma/COPD](#)  
[Random](#)

Heart Failure	
What We Talked about:	What I need to do:
<p><u>Fluid Overload</u>: When our bodies retain too much fluid, it makes our heart have to work extra hard to move blood throughout our body. Signs you may be retaining fluid include swelling of the legs, difficulty breathing when lying down flat, or a wet cough.</p>	<p>Discuss with your doctor what to do when you gain weight, have signs of fluid overload or notice changes or worsening in your heart failure symptoms. Ask specifically about adjusting your diuretic (fluid pill).</p>
<p><u>Worsening Heart Failure Symptoms</u>: Signs your heart failure may be getting worse include: Sudden weight gain (2 to 3 pounds overnight or 4 to 5 pounds in one week), increased swelling in your legs, feet, or ankles, bloating or swelling in the stomach/abdomen, shortness of breath that is new, becomes worse or occurs even when at rest or wakes you up at night, the need to use more pillows to elevate yourself in order to sleep, having to sleep in a chair, feeling extremely tired all the time, or a new cough or worsening of existing cough or wheezing.</p>	<p>Contact your doctor right away if you experience any of these signs and symptoms that your heart failure may be getting worse.</p>

# MTM Resources

## Drug Adherence Work-up (DRAW<sup>®</sup>)

Ask each question and note each “YES” response. For each YES, consider the suggested actions and refer to guide sections on page 2.

Patient Interview	Yes	Suggested actions & GUIDES
1) Please tell me how you take your medication every day.	N/A	Verify adherence; Identify any discrepancies; Add to their knowledge
2) Do you feel like you have too many medications or too many doses per day?	<input type="checkbox"/>	Reduce number of meds per day by stopping/changing medications; Simplify regimen <b>A, C, D</b>
3) Do you sometimes forget to take your medication on routine days?	<input type="checkbox"/>	Adherence aid, alarm or specialized packaging; Med calendar; Memory aid; Rule out anticholinergic meds <b>A, E</b>
4) Do you forget on non-routine days such as weekends or when traveling?	<input type="checkbox"/>	
5) Do you have a concern that your medication is <b>not</b> helping you?	<input type="checkbox"/>	Patient education; Guided counseling <b>B, C</b>
6) Do you feel that you <b>do not</b> need this medication?	<input type="checkbox"/>	

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# During Rotation



Workflow and patient care



Assignments and presentations



Special projects



Continuous feedback



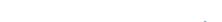
Midpoint evaluation

# Resource Organization

 Assignment Submissions by Student  Shared folder with students

 Current Events 

 Drug Info Requests 

 Journal Club 

 Patient Presentations 

 Topic Discussions 

 Worksheets / Quizzes 

Shared folder with students

Instructions

Rubric

Template

Examples from past students

Additional Assignments, if time

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# Streamline Assignment Submission

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 Student 1

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 Student 2

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 Student 3

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 Student 4

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 Student 5

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 Student 6

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- File sharing vs emailing
- Feedback, edits, comments
- Compiled for future reference

# Sample Assignment – Current Events



- Weekly presentations to pharmacy staff on a “current event”
- Topics (relevant to practice):
  - COVID updates
  - New research
  - New (relevant) medications
- Provide feedback
- Develop presentation skills

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# Sample Assignment Instructions – Current Events

## Below are steps to help you:

- Choose a reputable news source. Locate a few sources that offer well-written and well-researched pharmacy-related news
- Read entire articles and jot down notes or highlight important information.
  - Look up any words or ideas you are unfamiliar with because if you mention something, you can (and will) be asked for more information about it
- Write a summary of the topic
  - Think about the The five Ws: Who, What, When, Where, Why (+ How)
  - Most importantly, think about how this impacts community pharmacy practice and what we need to do differently or definitely know as a pharmacy based on the new information
- Outline your thoughts about the article
- Finalize your summary and practice your presentation

# Special Projects – Social media



- Patient-friendly captions
  - [Health condition] Awareness Posts
  - Get your \_\_\_\_\_ shot at our Pharmacy!
  - Vaccine Fact vs Fiction
  - OTC advertisements
    - Nutrient depletion
    - Immune support
    - Evidence-based recommendations
- Go live on social media!
- Go viral on the popular apps!



# End of Rotation



Final presentations



Process improvement

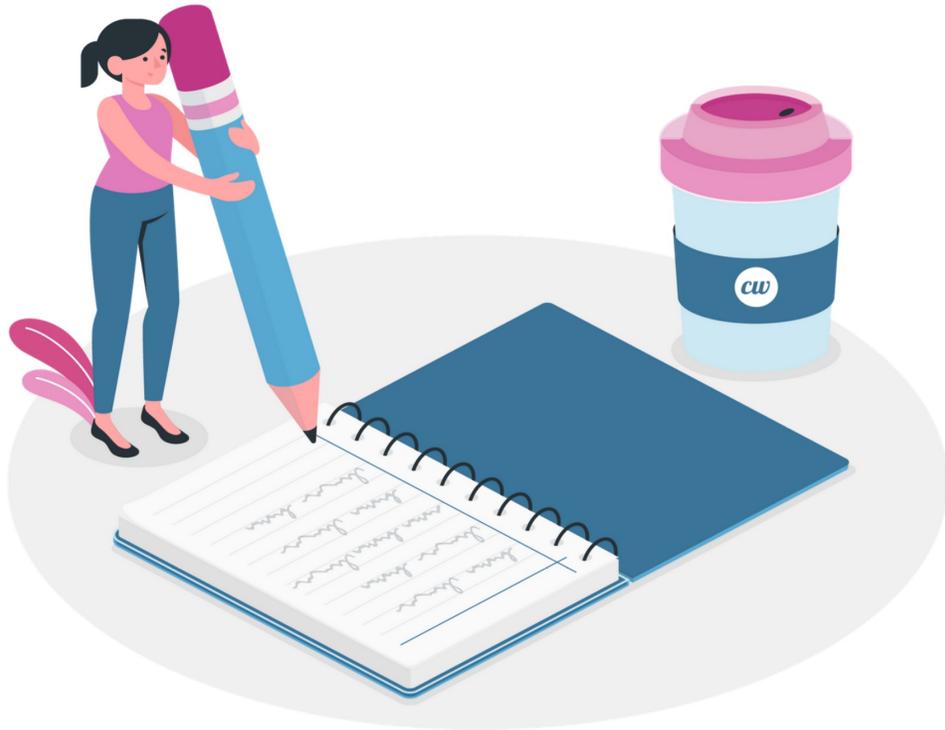


Resource development!



Final Evaluation

# Resource Development



- “During your rotation you \_\_\_\_\_”
  - Took charge of eCare plan workflow
  - Assisted with flu clinics
  - Optimized our delivery process
  - Helped with implementation of [new service]
- Now we need you to \_\_\_\_\_
  - Develop a HowTo guide that illustrates the process
  - Improve our current protocol for workflow operations
  - Create a spreadsheet of additional contacts for flu clinics

# Yay Resources!

## Flu Clinic Resources



Flu Clinic Contact List

Flu Clinic Outreach Script

Flu Clinic Check List

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# Final Evaluation

**What has been your favorite part/experience of rotation?**

- MTM TIP counseling a patient about statin in DM and Narcan

**What has been your least favorite part/experience of rotation?**

- Cutting pills in half

**What have you learned the most about while on rotation?**

- How to communicate better and choose appropriate words

**What do you wish you could learn more about?**

- More patient counseling



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# Final Evaluation

**What do you think you have improved on the most since starting rotation?**

- Communication, paying more attention/focusing

**What have the pharmacists done that helped you learn while on rotation?**

- Role playing, practicing communication, ask questions about mistakes

**What can the pharmacists improve on as preceptors?**

- More hands-on learning





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The *voice* of the  
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