

# IPPE Community and Pharmacy Technician Community Externship Evaluation

Explanation of categories:

**Opportunity available but student does not attempt:** The practice experience supports this type of opportunity but student does not attempt

**Needs Improvement:** The student inconsistently demonstrates the ability to perform at a minimum standard of practice.

**Satisfactorily Progressing:** The student usually demonstrates the ability to perform at a minimum standard of practice. Student is able to practice safely under the supervision of a licensed pharmacist. Student requires limited prompting to complete tasks.

**Achieved:** The student demonstrates the ability to perform at a minimum standard of practice. Student is able to perform skill safely and independently (pharmacy technician students – under appropriate supervision of a licensed pharmacist).

**Opportunity not available:** The practice experience does not support this type of opportunity.

1.1	Learner: <i>develop, integrate, and apply knowledge from the foundational sciences (i.e., pharmaceutical, social/behavioral/administrative, and clinical sciences) to evaluate the scientific literature, explain drug action, solve therapeutic problems, and advance population health and patient-centered care.</i>	Opportunity available but student does not attempt	Needs Improvement	Satisfactorily Progressing	Achieved	Opportunity not available
	<b>Medication Information</b>					
	Demonstrates knowledge of brand names/generic names including mechanism of action, indication and strength of the top 200 drugs					
	Demonstrates knowledge of common medical devices or non-drug products used in the treatment of disease					
	<b>Drug Information Analysis and Literature Research</b>					
	Collects accurate and comprehensive drug information from appropriate sources to make informed, evidence-based, patient-specific or population-based decisions (technician students should demonstrate proficiency in obtaining drug information for pharmacists use)					
2.1	Caregiver ( <i>patient-centered care</i> ): <i>provide patient-centered care as the medication expert (collect and interpret evidence, prioritize, formulate assessments and recommendations, implement, monitor and adjust plans, and document activities).</i>					
	Accurately processes and transcribes prescriptions, prescription refills or medication orders (including verifying patient information, drug names and directions)					

	Accurately completes register transactions, including Rx and OTC purchases (if permitted by pharmacy)					
	<b>Basic Patient Assessment</b>					
	Participates in the physical assessment of a patient					
	<b>Identification Assessment and Resolution of Drug-related problems</b>					
	Understands how to follow established processes and procedures in the event of a product recall or medication shortage					
	Evaluates a patient's medication profile to identify medication allergies, appropriate doses and sigs, duplicate medications, and clinically relevant drug interactions (technician students should assist the pharmacist in performing these functions)					
	Verbalizes understanding of Pharmacists' Patient Care Process and demonstrates the necessary level of responsibility for patient health outcomes <b>(IPPE ONLY)</b>					
	Participates in the administration of a drug <b>(IPPE ONLY)</b>					
2.2	<b>Manager</b> <i>(medication use systems management): manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems</i>					
	<b>Patient Safety</b>					
	Accurately counts/measures finished dosage forms as specified by the medication order and accompanies dispensed medication with appropriate patient education (auxiliary labels, drug or disease state labeling, instructions for use, etc.)					
	Compounds or simulates compounding of non-sterile, sterile, and extemporaneously prepared products using appropriate techniques and beyond use dating					
	Selects appropriate medication for filling a prescription by utilizing NDC numbers or visual inspection for verification when obtaining medications from automated devices or inventory					
	Follows safety policies and procedures in the preparation of all medications, and abides by specific policies and procedures for hazardous, REMS, and chemotherapy drugs					

	Explains the process for handling a medication error (including patient injury/non-injury)					
	Explains the process for handling an adverse event					
	Explains the process of electronic prescription processing and how it maximizes patient safety					
	Demonstrates knowledge of and proficiency in basic computer skills and technologies used in the pharmacy setting					
	Places a medication order and adds a new shipment to inventory for both scheduled and non-scheduled medications					
	Explains the process of medication acquisition and inventory management					
	Maintains pharmacy facility and equipment, including automated dispensing equipment					
	Explains what quality improvement measures are utilized at the site to improve patient safety					
2.3	<b>Promoter</b> ( <i>health and wellness</i> ): design prevention, intervention, and educational strategies for individuals and communities to manage chronic disease and improve health and wellness.					
	<b>Health and Wellness</b>					
	Promotes the importance of patient health, wellness, disease prevention (e.g. immunizations, tobacco cessation counseling), and management of patient diseases and medication therapies to optimize outcomes					
2.4	<b>Provider</b> ( <i>population-based care</i> ): describe how population-based care influences patient-centered care and influences the development of practice guidelines and evidence-based best practices.					
	Demonstrates proficiency in activities that promote health and wellness and the use of preventative care measures, such as point of care testing					
3.1	<b>Problem Solver</b> ( <i>problem solving</i> ): identify problems; explore and prioritize potential strategies; and design, implement, and evaluate a viable solution.					
	<b>Mathematics</b>					
	Performs accurate pharmaceutical calculations, especially those involved in compounded preparations					

3.2	<b>Educator:</b> <i>educate all audiences by determining the most effective and enduring ways to impart information and assess understanding.</i>					
	<b>Patient Education</b>					
	Participates in patient counseling (or in patient interviews, for technician students), including proper self-care and assessment for need of referral, and takes into account patient's health literacy, cultural diversity, behavioral issues, and economic issues					
3.3	<b>Advocate</b> <i>(patient advocacy): assure that patients' best interests are represented.</i>					
	<b>Insurance/ Prescription Drug Coverage</b>					
	Verifies and accurately inputs third party coverage for a medication order					
	Effectively communicates with patients and/or their agents on all third party requirements (non-formulary medication(s), claims rejections, prior authorizations and co-pays).					
	Communicates effectively the requirement(s) and possible patient implications of Medicare Part B and D with patients, their agents, peers and other healthcare workers.					
3.4	<b>Collaborator</b> <i>(interprofessional collaboration): actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.</i>					
	Accurately accesses physician information and demonstrates how to contact physician for refill authorization or clarification of prescriptions via phone, fax, or electronic submission					
	Explains the roles, duties, and responsibilities of the various personnel within the team					
3.5	<b>Includer</b> <i>(cultural sensitivity): recognizes social determinants of health to diminish disparities and inequities in access to quality care.</i>					
	Demonstrates cultural sensitivity, assertiveness, effective listening skills, self-awareness, and confidence					
3.6	<b>Communicator</b> <i>(communication): effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.</i>					
	<b>General Communication Abilities</b>					

	Demonstrates effective communication skills (verbal, non-verbal, and written) at an appropriate level for patients, caregivers, healthcare providers, and the general public					
	Documents patient interventions in a clear and concise manner <b>(IPPE ONLY)</b>					
4.1	<b>Self-aware</b> ( <i>self-awareness</i> ): examine and reflect on personal knowledge, skills, abilities, beliefs, biases, motivations, and emotions that could enhance or limit personal and professional growth					
	Demonstrates qualities necessary for active, life-long learning					
4.2	<b>Leader</b> ( <i>leadership</i> ): demonstrate responsibility for creating and achieving shared goals, regardless of position.					
	Describes the leadership style(s) utilized by managers and supervisors.					
4.3	<b>Innovator</b> ( <i>innovation and entrepreneurship</i> ): engage in innovative activities by using creative thinking to envision better ways of accomplishing professional goals.					
	Demonstrates critical thinking and problem solving techniques using real and/or simulated scenarios					
4.4	<b>Professional</b> ( <i>professionalism</i> ): exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.					
	<b>Ethical, Professional and Legal Behaviors</b>					
	Maintains professional and ethical behavior in all practice environments, including abiding by HIPAA					
	Performs all duties and tasks in accordance with all legal and professional pharmacy regulations, standards, and guidelines					
	Demonstrates respect and empathy towards coworkers, patients and families, colleagues and other medical professionals					
	Demonstrates punctuality, and exhibits professionalism when unforeseen tardiness occurs					
	Demonstrates ethical conduct in all job-related activities					
	Works independently to complete student checklist as well as assigned tasks by scheduled deadlines					
	Wears professional attire and practices personal hygiene					
	Knows and adheres to policies and procedures for preparation, distribution, and controlled substances record-keeping; describes how CII prescriptions are different from other controlled substances					

Follows established policies and procedures for prevention of theft and/or medication diversion					

Number of days tardy \_\_\_\_\_ Number of days absent \_\_\_\_\_

PharmD Students: I confirm that the student was at site the required 160 hours \_\_\_\_\_ Yes \_\_\_\_\_ No

Pharmacy Technician Students: I confirm that the student was at the site for the required number of hours: (please list number of hours)

*Hidden question:*

*Would you want to work with this person as a peer? \_\_\_\_\_ Yes \_\_\_\_\_ No*

A passing score is  $\geq$  69.5% of competencies achieved