

# Enhancing Staff Competency by Developing a Structured Preceptorship/Mentorship Manual for RPhT at the RAH

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## Abstract

To address the issues of inadequate knowledge and lack of confidence for Royal Alexandra Hospital (RAH) inpatient pharmacy technicians when becoming a preceptor. A manual has been prepared for first time preceptors to provide guidance for teaching and sharing inpatient pharmacy knowledge with incoming students. In addition, a working group of experienced preceptors has been formed at RAH pharmacy to give support for first time preceptors.

## Introduction

RAH is a teaching hospital. RAH inpatient pharmacy has an average of 6 to 8 pharmacy technician students doing their practicum on a yearly basis. The demand for preceptors is high. Many preceptors don't have enough confidence or knowledge in mentoring new students, so we created the RAH Pharmacy Technician Preceptor manual to support preceptors during students hospital practicum.

As AHS pharmacy staff members, we play an important role within the interdisciplinary team provided to patients to give the best care possible. A positive hospital practicum experience will provide pharmacy technician students insight of what it feels like to work in a hospital pharmacy setting which, in turn, trains them to become qualified pharmacy technicians in the future. Better mentorship will have a positive impact on patient care when students become fully licensed technicians.

AHS is a teaching and learning organization that welcomes student placements from all health disciplines. Preceptors play a vital role in successful student placement by:

- Helping students better understand their role
- Increasing students self- confidence and improving their skills
- Enhancing students abilities to apply theory into practice
- Easing transition from student to working pharmacy technician
- Providing students the foundation for their own committed learning, which will benefit them as they begin careers as pharmacy technicians.

Preceptors connect with students in ways others cannot, by building trust and easing the student's transition into professional practice. An effective preceptor is a major factor leading to the retention of new health care professionals. Understanding the value preceptors have in their role is of the utmost importance.

## References and Acknowledgement

Alberta Health Services: Provincial Preceptor Development for Pharmacy Technicians  
Bow Valley College: Pharmacy Technician Program Preceptor Resource Manual  
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## Methodology

RAH pharmacy technician were reluctant to volunteer to be the preceptors for incoming students due to lack of confidence and inadequate knowledge. Surveys were generated by experienced preceptors to assess the need for pharmacy staff. According to the survey, staff reported not being confident in a preceptor role, and a lack of supportive training material. Most staff were unaware of available resources from Alberta Health Services as well as learning modules from colleges. Some found it hard to navigate between the AHS website and college training modules. Some found the available resources too general and not helpful in addressing RAH pharmacy technician staff needs.

We surveyed the majority of the staff and collected feedback from various staff members as what would help to enable them to become successful preceptors. Most staff suggested combining the available resources, and creating a preceptor manual specifically dedicated to the RAH pharmacy site. Some staff also suggested a rotation template, preceptor checklist, and mentorship from the senior preceptors. Thus a rotation template and checklist is included in the preceptor manual and a working group for senior preceptors has been formed to assist new preceptors.

## Proposed Rotation Schedule

MM/YYYY						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Dispensary Triage (DT) 0700-1515	Dispensary Compoundin g 0730-1545	Unit Dose (U1) 0700-1515	Warehouse (am)/ Receiving (pm) 0730-1545	TB/STI (am)/ Purchasing (pm) 0730-1545	OFF
OFF	Pentapack (am)/Automated (pm) 0730-1545	Batching (BT) 0700-1515	NICU 0730-345	Unit Dose (US/UA) 0815-1630	CIVA Setup (CS) 0700-1515 Midpoint Evaluation	OFF
OFF	OFF	CIVA 2 (C2) 0730-1345	Civa 1 (C1) 0700-1515	Narcotics (NS/NA) 0730-1545	Unit Dose (US) 1100-1915	Evening (E1) 15:15-11:00
Float (FL) 1300-2115	OFF	Sterile Products (SP)/Sterile Products Checker (SK) 0700-1515	Pyxis (am) / Pre-Admission Clinic (PAC) (pm) 0730-1545	Wardstock 3 0630-1445	OPEN (Area prefer to shadow again)	OFF
OFF	Mar4 Dispensary 0700-1515 Final evaluation				If you are sick or cannot come in: Please call: Preceptor: Secretaries: Manager:	

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## Preceptor Checklist

<b>Drug Allergies</b>	Do they have any drug allergies that we need to be aware of		
<b>Create Student Training Schedule (Template in G drive)</b>	Shift start/end time Trainer's name Ensure no other staff training in that area Send student schedule to staff TB/STI: call depot before selecting a training date/time Pyxis: ask Pyxis Super user before selecting a training date NICU: call before selecting a training date Be aware of stat holidays Check student's availability on weekends and evenings Rearrange your own shifts so you are working with students as much as possible (At least once per week)		
<b>Contact names/ numbers if sick or late</b>	Preceptor's name and contact information (Email, Phone) Manager : (780)XXX-XXXX Admin: (780)XXX-XXXX Dispensary: (780)XXX-XXXX		
<b>Pharmacy hours and expectations</b>	Pharmacy hours: 0630-2300 Explain customer service excellence behavior		
<b>Dress code in department and in CIVA room</b>	Clothing: No jeans, leggings or vulgar graphics Shoes: Closed toe, no sandals RAH is a scent free environment: No perfumes as many staff have sensitivities or allergies CIVA: no make-up, eyelashes, fake nails, facial piercings, jewelry, tattoos. Freshly showered. Proper dress code Jewelry: Nothing loose that can get caught in machines ID badge must be worn at all times		
<b>RAH Site Layout</b>	Parking Train station Cafeteria/gift shop Staff lounges/washrooms lockers Washroom/kitchen/flex area/ coat lockers TB/STI drug depot/Purchasing/NICU		
<b>Pharmacy Layout</b>			
<b>Glove Finger-Tip Sample (GFS)/ Media fill test</b>	Give GFS certificate to Manager Make sure school has an incubator for GFS Arrange media fill test prior to CIVA shifts Student to provide one GFS and media fill test certification		
<b>Student Evaluations</b>	Schedule midpoint evaluation: When, where Schedule final evaluation: When, where Follow up on student's checklist		

## FAQ and Feedback

### Frequently Asked Questions and Staff Feedback

- Am I qualified to become a preceptor?**
  - Preceptor must be a registered technician or pharmacist for two years or more.
- I found that I have no time to train a student or forced to become a mentor on that day**
  - When preceptor is making the practicum schedule, he/she needs to ensure staff are willing to train and mentor student on that day
  - Preceptor need to express to staff that we are all here to train and help student to learn and becoming our future colleague.
  - If unable to properly prepare for students arrival, please ask management for time to prepare and read over preceptor manual
- I want to be a preceptor but I have vacation plans for that month**
  - If you are precepting a student, please make sure you limit your vacation plans as you need to follow up with students and provide feedback to students on a regular basis.
- I am not a preceptor, what should I do to help the student learn?**
  - Please provide more feedback to preceptor if any concerns or comments arise. Student needs constructive feedback from both staff in general as well as preceptors. Please engage students in daily activities.
- The student needs to change the schedule due to an unforeseeable circumstances, what should I do?**
  - Negotiate with students with alternative shift option before the end of the courses. The student needs to work full hours in order to meet the program requirements.
- When do I schedule student's midpoint and final evaluation?**
  - Please schedule midpoint evaluation approximately half way through practicum and final in the last few days of practicum. If time is required away from your work area to complete evaluations please ask management for coverage. Approximate time to complete each session is 1-2 hours.

## Conclusion

Successful preceptorship will improve professional growth, competency, and productivity for pharmacy technicians from entry to practice. We received positive feedback from staff members after they used this manual as they feel more supported and confident in their new role as preceptors. Both students and preceptors are more clear about their roles and responsibilities as they are listed in the manual. New preceptors appreciated the guidance and feedback from the senior preceptor working group. By providing mentorship we hope to support growth and develop skills to prepare for future pharmacy technicians. Our hope is to create a positive and supportive environment for current staff and practicum students for all of us to learn and grow together.

