

USING PHARMACISTS' BASELINE PERCEPTIONS AND KNOWLEDGE TO GUIDE THE IMPLEMENTATION OF PHARMACY PRECEPTOR TRAINING

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

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Define Problem/Set Aim

Opportunity for Improvement

Pharmacists serve as preceptors in their daily practice as they guide new practitioners and those in training. Two pharmacist preceptor training programs are accredited by the Singapore Pharmacy Council to ensure that pharmacist preceptors are equipped with effective precepting skills and to ensure that trainees are adequately prepared for practice.

However, content of such preceptor training courses may not be tailored to practices of individual settings and the ability of pharmacist preceptors to attend such training courses may also be limited by their institutions' manpower needs.

Workplace-based preceptor training is an attractive option to ensure that pharmacist preceptors are equipped with the knowledge and skills for precepting. Such training enjoys greater flexibility to tailor program content to the specific education needs of the institutions' pharmacist preceptors and may be attended by a larger number of pharmacists who may not have the opportunity to pursue external training.

Aim

- To develop a workplace-based preceptor training session that addresses specific learning needs of pharmacist preceptors
- To assess pharmacists' satisfaction of a workplace-based preceptor training session

Establish Measures

A pre-session needs analysis was performed by administering an anonymous baseline survey to assess pharmacists' knowledge of the four preceptors' roles as described by the American Society of Health-System Pharmacists (ASHP) (i.e. instructing, modelling, coaching, facilitating).

Table 1. Perceptions & Baseline Knowledge (N = 44)

Statement	Agreement, N (%)
Good precepting is important	43 (98%)
I am enthusiastic about precepting	23 (52%)
I feel ready to precept	15 (34%)
I have heard of the 4 preceptors' roles	10 (23%)

Analyse Problem

There is a large proportion of young practitioners in the department and indeed, 37 respondents (84%) reported less than 3 years of precepting experiences. Consequently, few pharmacists felt ready to precept (34%) and most were unfamiliar with the 4 preceptors' roles (23%).

Despite limited experience, pharmacists recognize the importance of precepting (98%) and many are enthusiastic about doing so (52%).

Select Changes

Additional training is necessary to familiarize pharmacists with preceptors' roles in order to empower them in the precepting of pharmacists in training

Test & Implement Changes

Figure 1. Implementation of Preceptor Training

3 sessions were piloted between Dec 2017 – Feb 2018 to gather preliminary feedback, improve session content and pre-test survey instrument used for session evaluation. Final preceptor training session was conducted and evaluated in May 2018.

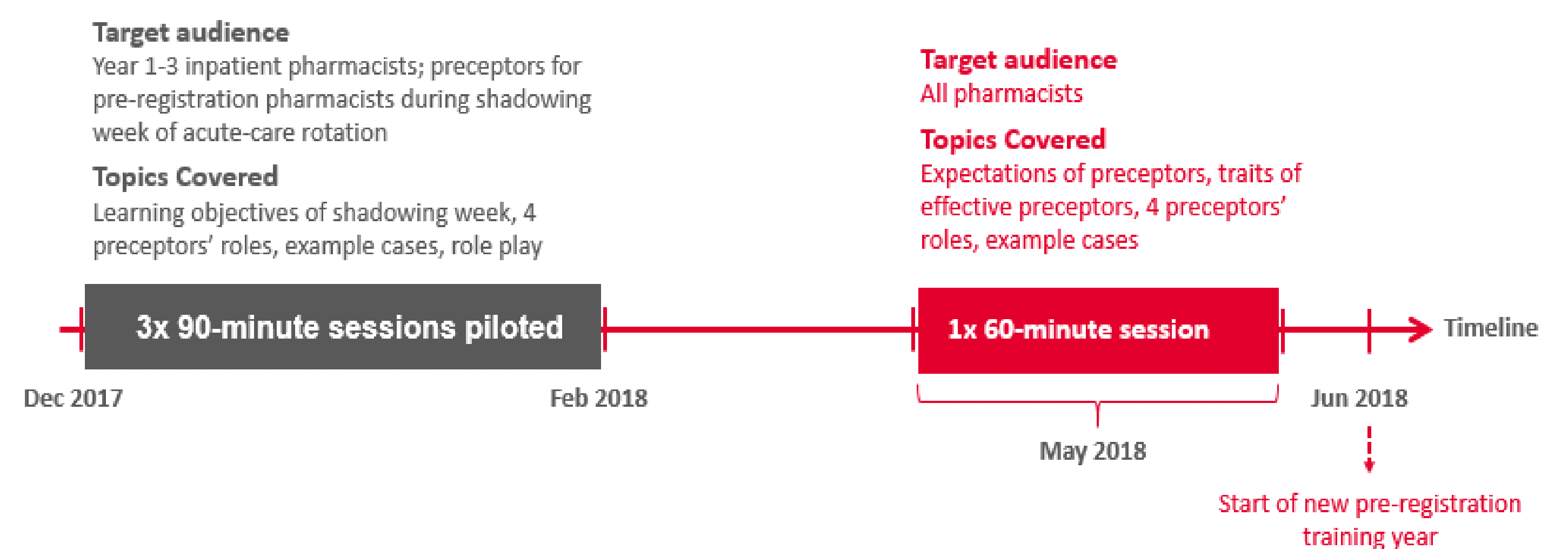


Table 2. Pharmacists' Satisfaction with Final Preceptor Training Session (N = 29)

Statement	Agreement, N (%)
Session is helpful	25 (86%)
I gain new insights from the session	26 (90%)
I plan to utilize at least 1 preceptors' roles	29 (100%)
Amount of content covered is about right	23 (79%)
In-house preceptor training is as valuable as external training programs	26 (90%)

New practitioners within their first year of practice were more likely to find the session useful compared to their seasoned counterparts (100% versus 77%, $p = 0.042$).

Pharmacists who had versus had not attended external preceptor training programs were equally likely to believe in the value of in-house preceptor training (92% versus 88%, $p = 0.765$).

Spread Change/Learning Points

In-house preceptor training session developed to address pharmacists' baseline knowledge gap was well-received and perceived by pharmacist preceptors to be as useful as external training programs.

An implementation approach that required minimal additional sources and minimized workflow disruptions increased the acceptance and participation among pharmacist preceptors.