Appendix 1. Outcomes and Assessment Document Used to Assess Students’ Performance During Community Pharmacy Advanced Practice Experiences

Albany College of Pharmacy  
Community Pharmacy Advanced Practice Experience

OUTCOMES AND EVALUATION FORM

Student: __________________________  
Preceptor: __________________________  
Site: __________________________  
Module: __________________________

Please use the following:  
1 = Unacceptable    4 = Commendable  
2 = Marginal         5 = Outstanding  
3 = Acceptable       NA = No opportunity to observe

Through the advanced practice community clerkship experience the student will be able to demonstrate the following competencies

I. PROFESSIONAL PRACTICE BASED OUTCOMES: Provide Pharmaceutical Care to Individual Patients in the Community Setting:

A. Gather and Organize Patient Information in Order to Identify Ongoing or Potential Drug-Related Problems and the Root Cause of the Problems: Identify and collect all information needed (from pharmacy records, patient/caregiver interviews or other health care providers) to prevent or resolve medication-related problems or to respond to information requests

- Patient interview/assessment:
  - Identify patient’s primary complaint(s)/reason(s) for seeking medical care.
  - Collect accurate, comprehensive and relevant information from patient
  - Perform selected aspects of patient assessment and collect laboratory information from patient records (peak flow, BP, blood glucose diaries).
  - Provide a comfortable environment for the patient to allow for two-way communication.

B. Evaluation and Interpretation of Data: Integrate basic knowledge as needed to design, implement and evaluate patient-specific pharmacotherapeutic regimens to prevent or resolve medication-related problems or to respond to information requests.

- Disease Knowledge: Is able to provide the etiology, clinical presentation, pathophysiology, and the pharmacologic approaches to the management of specific disease states common to the ambulatory population.
- Pharmacotherapy Knowledge: Is able to supply the following for prescription products during case presentations and routine daily activities:
  - brand and generic name
  - drug interactions
  - appropriate place in therapy
  - monitoring criteria
  - the mechanism of action
  - dose and dosing adjustments
  - adverse effects
  - information for consultation

- OTC Knowledge: Is able to supply the following information for OTC products during case presentations and routine daily activities:
  - brand & generic ingredient names
  - drug interactions
  - appropriate place in therapy
  - monitoring criteria
  - the mechanism of action
  - dose and dosing adjustments
  - adverse effects
  - information for consultation

C. Identification of DRP (Problem Solving Ability)
- Reviews available information to prospectively identify DRP
- Explores problems in orderly, logical manner
- Applies risk factors or % incidence occurring in given patient

D. Develop Pharmacy Care Plan: Collaborate with physicians, other health care professionals, patients and/or their care givers to formulate a pharmaceutical care plan, including the recommendation of pharmacotherapy specific to patient needs and desired outcome.
- States desired clinical outcomes
- Identifies therapeutic alternatives and chooses an appropriate therapy.
- Determines the appropriate drug delivery system for the patient based upon individual patient needs and characteristics.
- Recommends therapeutic regimen (medication doses and dosage schedules) based upon relevant patient factors, such as pharmacodynamic, physiologic and pharmacokinetics parameters.
- Evaluates patient’s clinical situation to select appropriate OTC medications or referral to a health care provider when appropriate.
- Devises appropriate monitoring plan.
E. Implementation of Pharmaceutical Care Plan

- Accurately prepares prescriptions complying with federal, state and local laws and related regulations which affect the practice of pharmacy
- Communicates recommendations clearly and concisely to health care providers.

- Patient Counseling: Provide counseling to patients and/or caregivers (provide knowledge and skills to effectively utilize medication)
  - Uses effective written, visual, verbal and nonverbal communication skills when providing pharmaceutical counseling to patients and/or caregivers.
  - Utilizes an interactive approach that ensures patient understanding of the correct use of medications and the goals, risks, and benefits of the drug therapy being implemented to optimize patient participation.
  - Relates to patients in a professional manner, responds discreetly to questions.
  - Demonstrates proper administration technique for a given drug delivery system. (MDI, DPI, Injectable products)
  - Provide counseling relative to the proper use of medical goods and devices.
    - Spacers
    - Peak flow meters
    - Blood pressure monitors
    - Home diagnostic products (i.e. pregnancy, HIV, cholesterol)

F. Monitoring and Follow-up: Plan and perform ongoing patient evaluation to identify additional drug-related problems and implement changes in the pharmaceutical care plan.

- Develops logical monitoring plan with appropriate endpoints and parameters
- Assesses patient compliance
- Monitor the safety and efficacy of therapeutic plans

G. Documentation: Documents pharmacy practice activity in patient record

- Maintains patient history records and documents interventions as indicated
- Prepares correspondence to other providers/prescribers as indicated
**H. Drug Information and Literature Evaluation Skills:** Provides pharmaceutical information to health professionals and the general public.
- Determines nature and specific aspects of the request
- Obtains complete background information to determine the full drug information question.
- Utilizes appropriate references, including primary journal articles and standard textbooks to support information and recommendations (lecture notes are never acceptable references).
- Critically evaluates literature with respect to reliability of study results and applicability to a particular patient where appropriate.
- Delivers timely, complete and accurate oral or written answers to drug information questions, taking the particular patient into account, where appropriate.

**I. Professionalism:** Displays the attitudes, habits and values required to render pharmaceutical care.
- Provides pharmaceutical care ethically and compassionately.
  - Gives the well-being of the patient highest consideration in provision of pharmaceutical care.
  - Exhibits empathy and a caring attitude when dealing with patients.
  - Facilitates the resolution of ethical dilemmas in the provision of optimal pharmaceutical care.
- Respects the dignity and autonomy of individual patients.
- Provides pharmaceutical care in a professional manner.
  - Dresses and speaks in ways that convey a professional image.
  - Maintains personal self-control and professional decorum.
- Compliance with policies and procedures of the practice site.
- Maintains confidentiality while fulfilling professional responsibilities.
- Demonstrate reliability and dependability to fulfill expectations.
- Is punctual, attentive to deadlines and uses time efficiently.

**II. GENERAL ABILITY BASED OUTCOMES**

**A. Social Interaction and Citizenship:** The student shall demonstrate effective interpersonal and intergroup behaviors in a variety of situations and circumstances.
- Functions independently and effectively in interpersonal and intergroup situations.
- Considerate of other professionals’ expertise and viewpoints.
- Develops a good rapport with pharmacy personnel.
B. Communication Abilities:
- Confidently/professionally communicates with health care providers.
- Uses appropriate terminology, body language and vocabulary for audience.
- Communicates assertively and appropriately. He/she is not afraid to provide his/her viewpoint.
- Effectively communicates via telephone to health care providers.
- Is able to present concepts concisely and accurately.
- Effective presentation of patient cases

C. Self-Learning Abilities and Habits: The student shall effectively self-assess and satisfy learning needs on an ongoing basis.
- Uses self-assessment and feedback from others to improve performance.
- Initiates action to correct identified learning deficiencies without prompting.
- Aggressively seeks new knowledge and demonstrates desire to continue to expand their knowledge base.
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<thead>
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<th>Minimum Quantity Completed</th>
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<th>Preceptor Initials once completed</th>
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All forms associated with required activities should be turned in to the Division of Experiential Education by the student with the evaluation form and this checklist.

* Other suggested activities are assigned at the preceptor’s discretion or completed in conjunction with corporate objectives. Have student attach a brief description of their role in these optional activities.