

Implementation of a Preceptor Development Program

Focus on Provision of Meaningful
Feedback

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- **Group Model Health Maintenance Organization (HMO)**
- **483,000 members in the Colorado region**
- **17 outpatient medical offices in the Denver/Boulder area**
- **Clinical Pharmacy Specialty Services (centralized and decentralized)**
- **Clinical Pharmacy Specialists located at each clinic**
- **72 preceptors with varying preceptor experience**

- **Primary Care Residency program established in 1994**
- **ASHP Accreditation Site visit June 2007**
 - **PGY2 Ambulatory Care Pharmacy Residency**
- **Program Purpose:**
 - **prepare PGY2 residents for positions as ambulatory care clinical pharmacy specialists across a variety of ambulatory care settings**
- **6 residency positions offered**

- **Identified the need for a formalized preceptor development program**

- **Purpose:**
 - **To enhance skills necessary to provide timely and meaningful feedback to residents**

- **Small group sessions with preceptors**
- **Targeted preceptors about to take a resident on their rotation**
- **Orientation to goals/objectives of residency**
- **Expectations during rotation to meet ASHP requirements**
- **Importance of providing specific rotation expectations in writing**

- Provided a completed “mock” evaluation form of fictitious resident
- Included example commentaries with underlined text to HIGHLIGHT areas the resident should continue to focus on throughout the rotation/residency year
- Emphasized importance of providing not only an assessment of performance, but also feedback on **HOW** to continue to improve

■ Old assessment scale

- **NI = Needs Improvement**
- **SP = Satisfactory Progress**
- **ACH = Achieved**

■ New Assessment Scale

- **1 = No Progress**
- **2 = Some Progress, but below expectations**
- **3 = Progress meets expectations**
- **4 = Progress exceeds expectations**

- **Goal R2.4: Collect and analyze information specific to an ambulatory patient**
 - **JD has improved significantly throughout the rotation on identifying key information from the electronic medical record**
 - **Remember to always consider the “big picture” when reviewing the chart. If you are spending too much time on a patient, check-in with the preceptor to ensure you are on the right track**

■ Pre-Workshop

- Narrative commentary section was most often left blank or had limited text
- e.g. “Nice job”

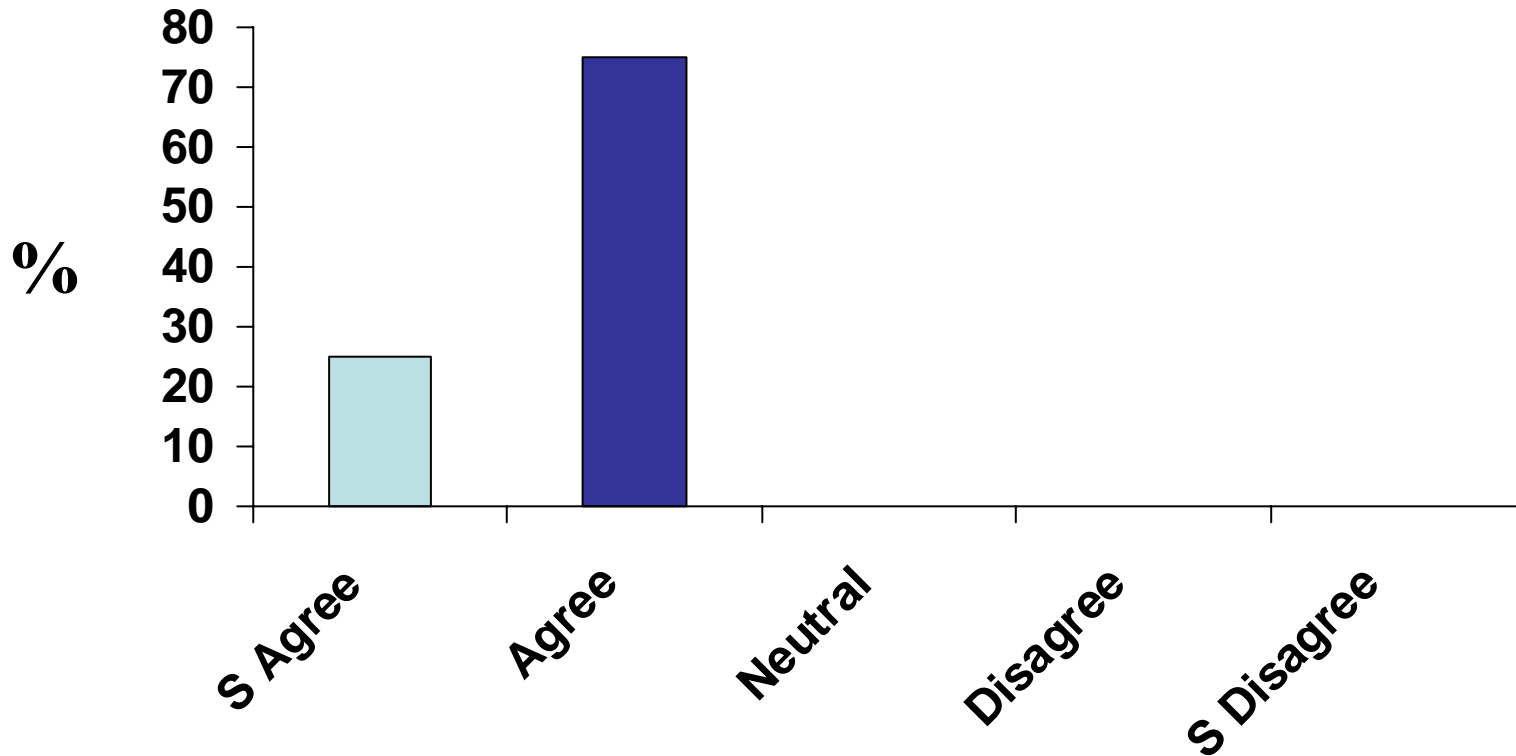
■ Post-Workshop

- Described what actions to take in order to further improve performance
- e.g. “Improvement made in ability to prioritize daily activities. I encourage JD to be proactive in letting preceptors know when he is caught up and able to take on more responsibilities.”

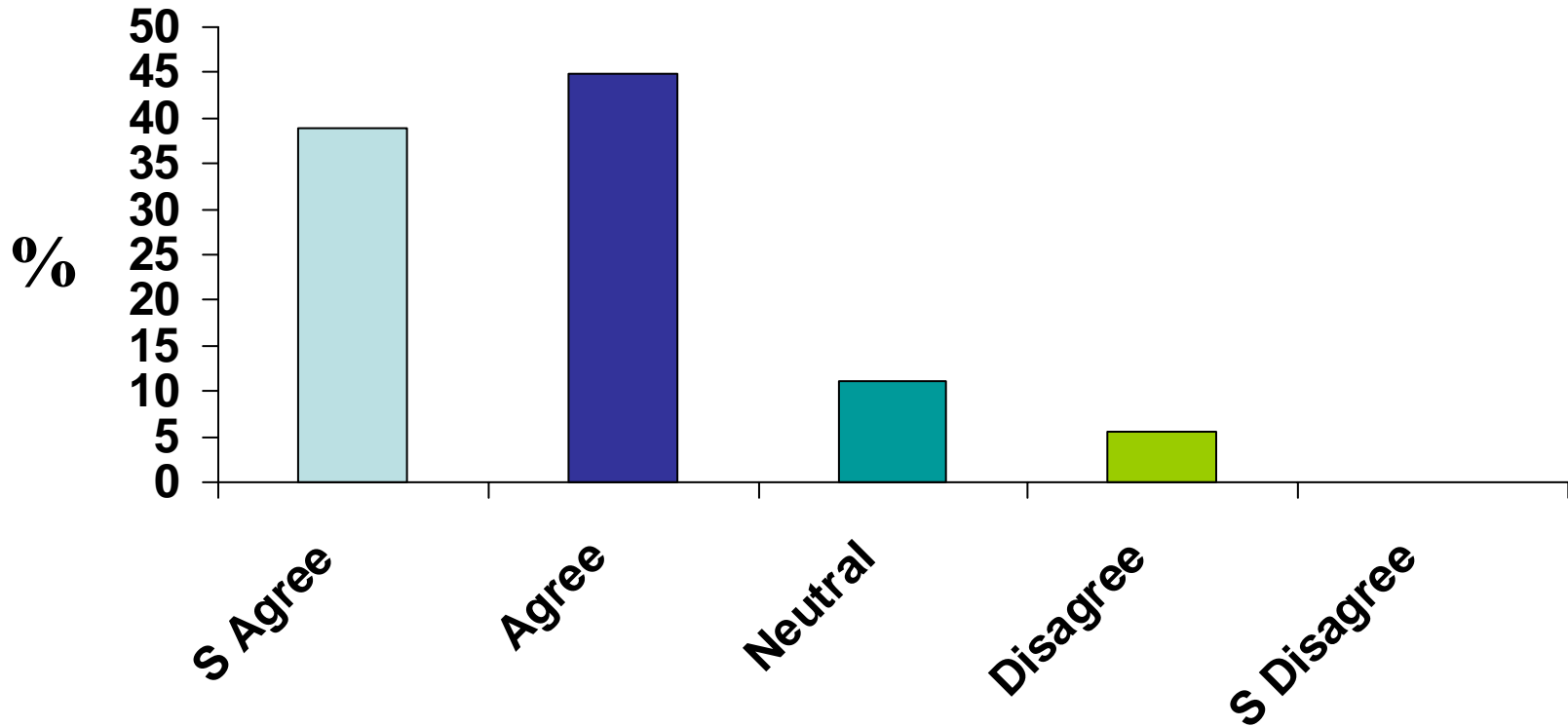
- **Emailed an anonymous survey to preceptors**
- **Purpose:**
 - **To determine if the preceptor workshops were considered to be beneficial**
 - **To identify areas of future skill enhancements**

- **n=30 preceptors**
 - **Participated in workshops**
 - **Precepted class of 3 residents**
- **Various levels of practice experience**
 - **40% = <5 years**
 - **40% = 5-10 years**
 - **20% = > 10 years**
- **76% survey response rate**

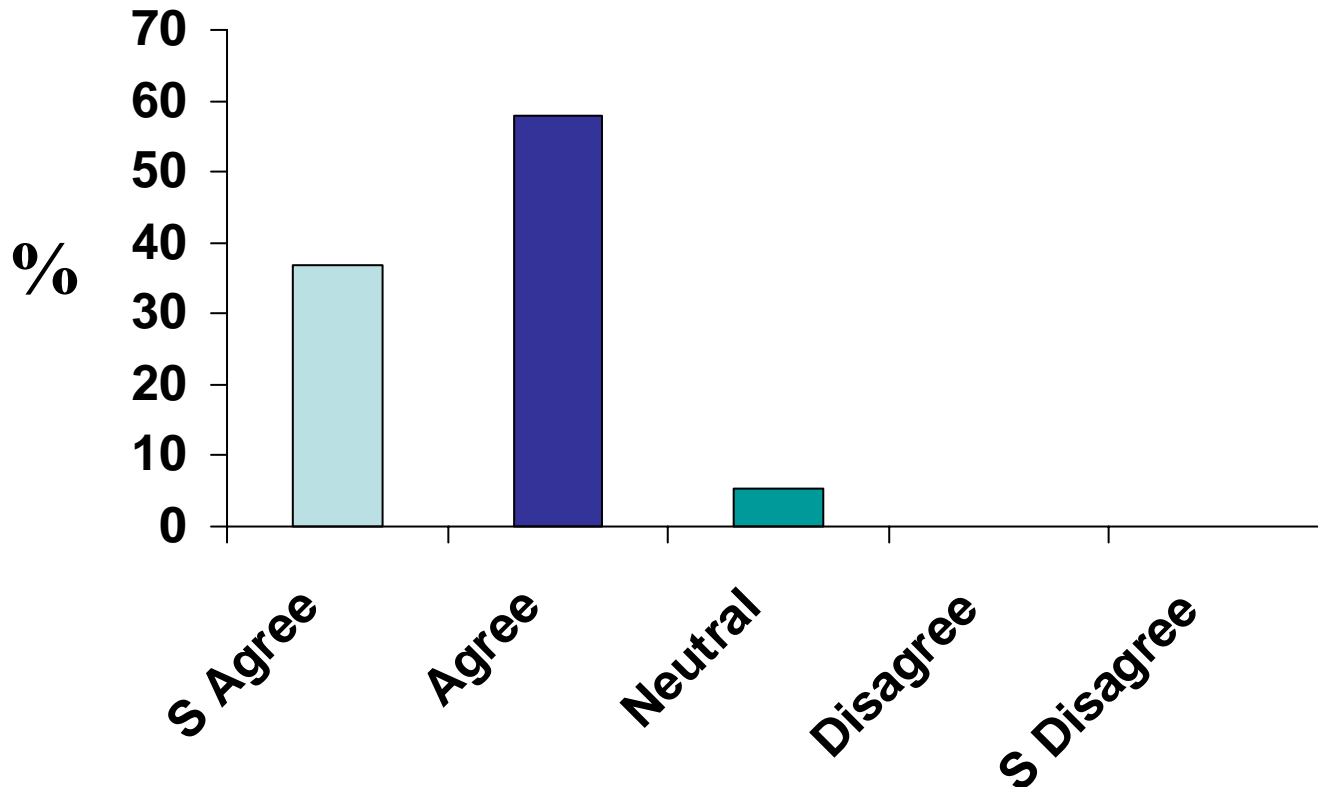
As a result of the workshop, I feel more comfortable with my knowledge regarding the goals and objectives of our PGY2 residency program



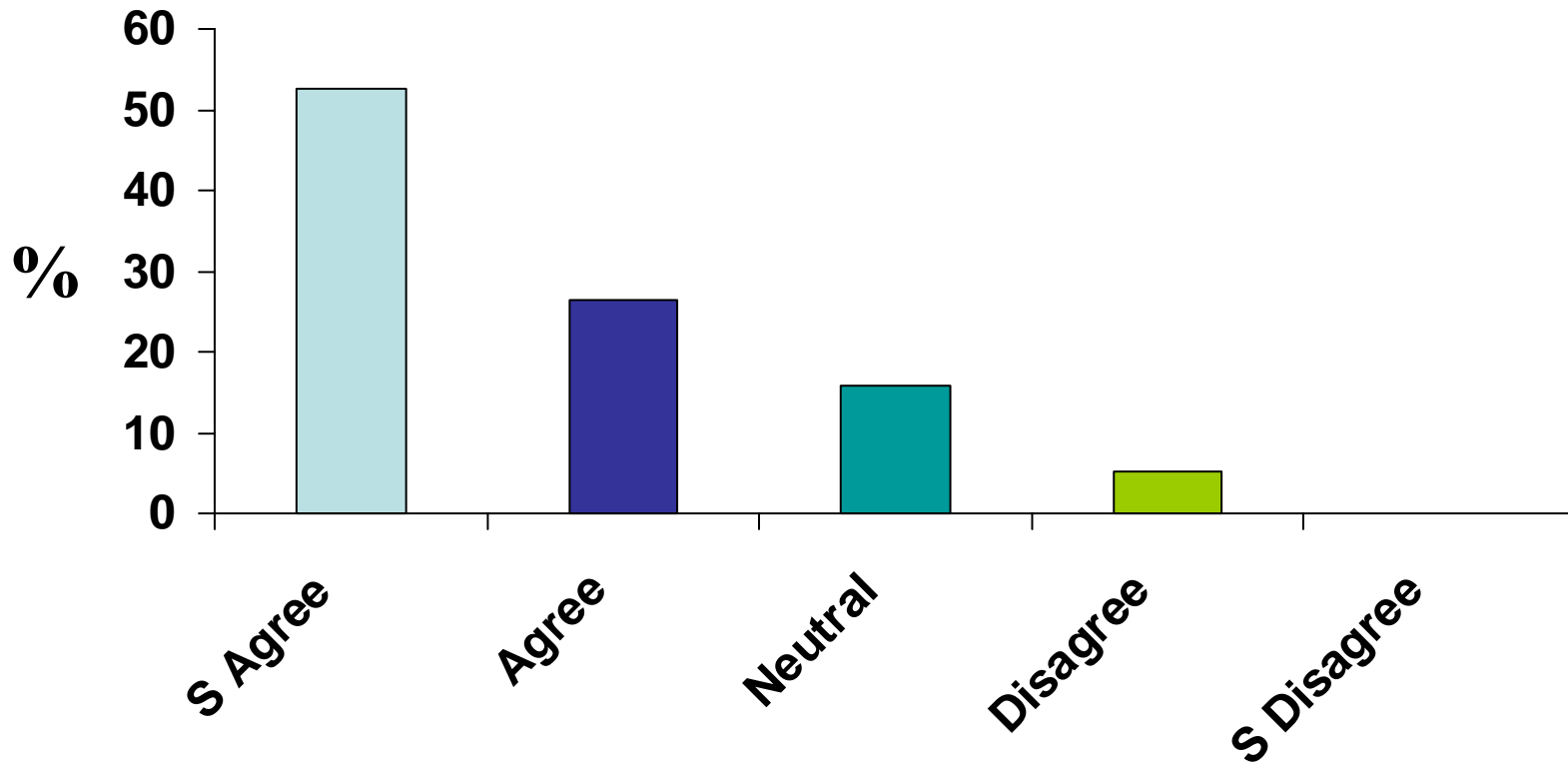
The workshop helped me understand the value of developing written expectations specific to my rotation experience



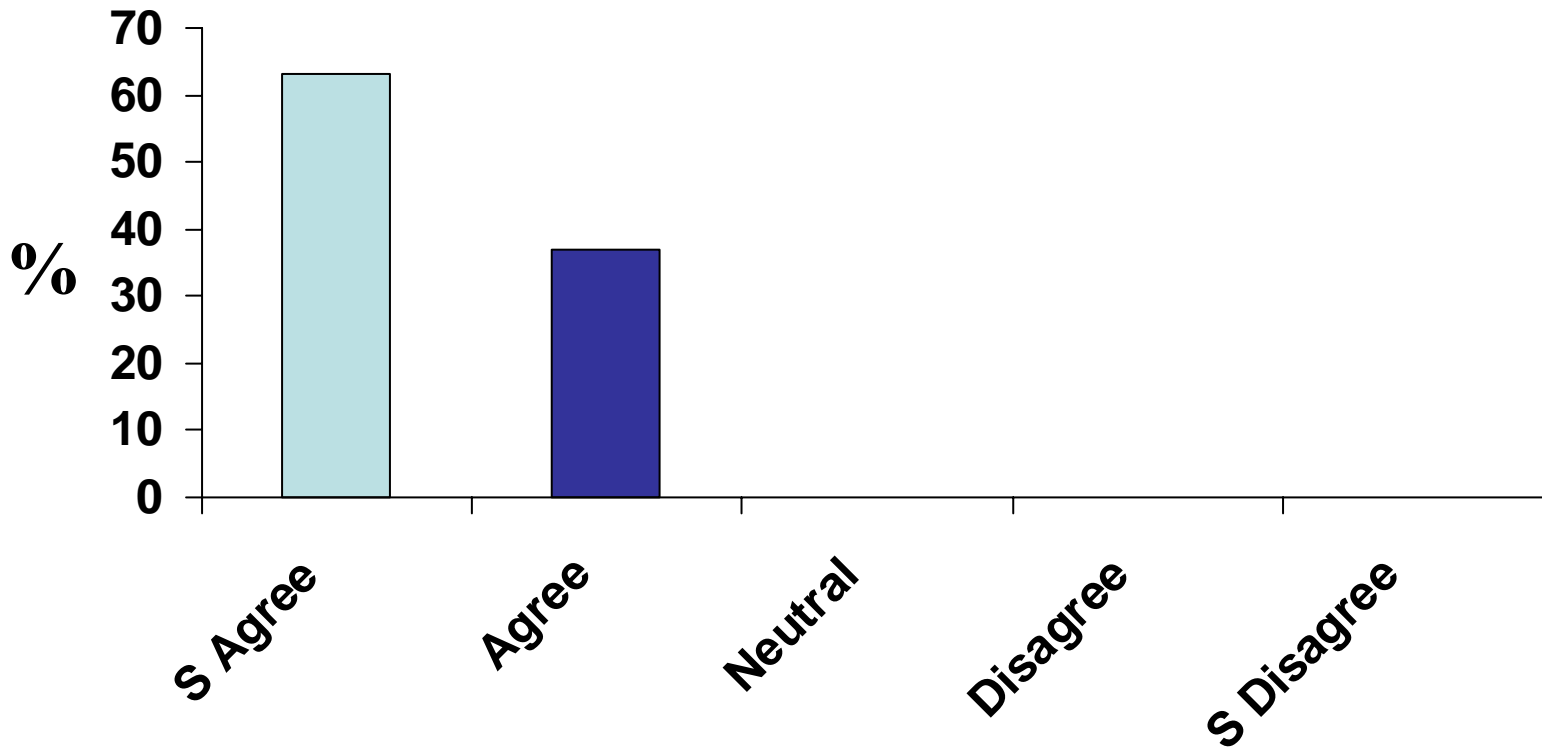
I feel the example evaluation provided at the workshop helped me provide more meaningful feedback to the residents



I feel the open discussion and sharing of ideas during the workshop helped me provide more constructive feedback to the resident



I feel our residency program prepares our PGY2 residents for positions as ambulatory care clinical pharmacy specialists across a variety of ambulatory care settings



- How to match teaching strategies with resident learning styles (#1 request)
- How to mentor and improve time management skills
- How to mentor a resident who is precepting a student
- How to become a more effective communicator
- How to prevent preceptor burnout

- Overall, the workshops were considered beneficial
- The sample evaluation form was a useful tool to demonstrate the value of narrative commentary
- Witnessed significant improvement in completed evaluation forms with more meaningful feedback provided to residents
- The open discussion during the sessions was appreciated by preceptors of variable practice experience
- Hope to address areas identified by preceptors in future sessions