

## Inside this Issue

1

What's New with E\*Value?

Save the Date: All Pharmacy Reunion and Diabetes Update

2

Peer mentor training positively impacts student experiences

Profile of a preceptor: Chasity Mease

Expo 2011: Take advantage of 4 certificate program opportunities

3

Students find unique experiences in MTM with Outcomes®

Polish your precepting skills with new educational opportunities from CEI

4

News at Drake

5

Outcomes and Peer mentor education, cont.

6

Drake University College of Pharmacy and Health Sciences  
**Office of Experiential Education**  
2507 University Avenue  
Des Moines, IA 50311  
Ph: 515-271-3191  
Fax: 515-271-4569  
Email: [exp.pharmacy@drake.edu](mailto:exp.pharmacy@drake.edu)

# OFFICE OF EXPERIENTIAL EDUCATION



## What's new with E\*Value?

We continue to be grateful for your ongoing patience, flexibility and willingness to try new things as we work through the E\*Value implementation process that began last May.

The result is a system that is providing us with data which is both valuable and accessible and will assist us over the long term in improving the quality of students' experiences and learning while providing stronger and more convenient support for preceptors.

Here's a quick overview of your role as a preceptor within the system:

### For IPE preceptors:

Complete a final evaluation. Final evaluations are generated automatically within the system and you are notified of its availability by email. We also encourage you to provide ongoing feedback and to complete a mid-point evaluation where appropriate. These can be generated manually as needed for IPE students.

*Continued, page 2*

## Save the date: All-Pharmacy Reunion and Diabetes Update 2011

Make plans now to attend the **2011 Diabetes Update** held in conjunction with the 2011 All Pharmacy Reunion **May 1, 2011**



Final agenda and registration materials will be available soon at [www.theCEInstitute.org](http://www.theCEInstitute.org).

Reunion activities are scheduled during the entire weekend from April 29 – May 1. For more information on reunion details, contact [john.brown@drake.edu](mailto:john.brown@drake.edu) or visit the reunion website at [www.alumni.drake.edu/aphr](http://www.alumni.drake.edu/aphr)



## Mease Recognized as Preceptor of the Year by NACDS

By Jennifer Dixon  
Pharm.D. Candidate 2012

Chasity Mease, PharmD  
Assistant Professor of Pharmacy Practice, Clinical Coordinator at Walgreens Patient Care Center

Dr. Mease serves as a lab assistant for the Advanced Pharmacy Skills and Applications course and as a co-instructor for Pharmacy Based Immunization Delivery. She serves as clinical coordinator at Walgreens Patient Care Center, where she works with both Advanced Pharmacy Practice Experience (APE) and the Introductory Pharmacy Practice Experience (IPE) students. Mease graduated from Drake University in 2005 and completed a Community Care Pharmacy Practice Residency through the University of Iowa at Main at Locust Pharmacy Clinic in Davenport, IA. She joined Drake University in 2006.

Both IPE and APE students who have Mease as a preceptor learn skills in ambulatory care, diversity service learning, patient care, drug therapy problem solving, and specialty care.

IPE students participate in patient counseling, immunizations, health screening at the pharmacy and various community events,

*continued on p. 4*

## Mentoring program successfully encourages APE students.

In response to the Accreditation Council for Pharmacy Education (ACPE) Standards 2007, experiential education professionals have sought to improve the value and breadth of opportunities for students during their 1st, 2nd, and 3rd professional years (P1, P2, and P3, respectfully) without placing undue burden on the current preceptors. They also wanted to cultivate interest and build skills for future preceptors.

In order to achieve this goal, Drake set out to help P3 students who would soon be embarking on their APE experiences begin developing their mentoring skills. The hope was that they could assist in educating IPE students at the same site. Data was collected in conjunction with this educational activity to determine the impact of providing this training on workload at the practice site, the quality of the experience for both APE and IPE students and the extent to which it impacted the APE students' desire to precept upon graduation.

All Drake P3s were invited to participate in the first phase of this educational activity. A pre-assessment was performed to determine students' knowledge-base related to mentoring skills and their perceived likelihood of becoming a preceptor after they had graduated. Interactive training sessions were

*Continued on p. 6*

*E\*Value, continued from page 1*

For APE Preceptors:

- Review activity logs
- Review and confirm interventions (PxDx)
- Confirm checklist topics
- Complete mid-point evaluation
- Complete final evaluation

Processes for review and grading have been much improved since the initial system roll-out. To review a series of brief recorded video tutorials (each about two minutes in length), click the topic areas below.

- [Login/Password/Homepage](#)
- [Accessing Your Schedule](#)
- [Overview of Grading Requirements](#)
- [Evaluations](#)
- [Activity Logs](#)
- [Checklist](#)
- [Interventions \(PxDx\)](#)
- [CEI Preceptor Development](#)
- [MyFolio](#)

These tutorials, along with a downloadable .pdf are also available on our website. Visit this link and bookmark it for future use. [http://www.drake.edu/cphs/experiential/pharmacy/evaluate\\_preceptors.php](http://www.drake.edu/cphs/experiential/pharmacy/evaluate_preceptors.php)

We will continue to communicate future updates to you by email as they occur. Look for changes in how activity logs are viewed soon. We have been working to make these more accessible to you and will be converting to the new method during the spring 2011 semester.

## Students find unique experience with Outcomes

By Kelsey Vinzant  
Pharm.D. Candidate, 2012

Outcomes Pharmaceutical Health Care® is a national leader in Medication Therapy Management (MTM) services. Founded in 1999, Outcomes has experienced exponential growth since the implementation of Medicare Part D in 2006. Outcomes offers students a unique experience assisting pharmacists to impact the quality and rising cost of health care by providing patient-oriented, medication therapy management services.



As part of a unique 5-week non-patient care elective rotation, P4 students are provided the opportunity to learn about managed care and the role of the managed care pharmacist in the health care system.

Ryan Nimtz, PharmD Candidate 2011, completed a rotation with Outcomes in 2010 and appreciated the opportunity to integrate business practices with the clinical knowledge gained from coursework. Students gain experience in medication therapy management, managed

*Continued on page 5*

## Expo 2011: Expand practice and develop new skills

There is still time for students, pharmacists and pharmacy technicians to take advantage of the many educational opportunities offered by CEI at this year's Educational Expo.



In addition to hours of educational activities focused on timely healthcare issues and pharmacy practice applications, look for information on certificate programs in the following areas:

- **Anticoagulation**
- **MTM**
- **Immunization Training**
- **Diabetes**

These programs require the completion of various self-study activities in advance of the live event, so visit the CEI website now to register and receive additional details.

[www.theCEInstitute.org](http://www.theCEInstitute.org)

## Polish your precepting skills with opportunities from CEI

### **Assessing Patient Vitals (Students Can Help!)**

Accurately assess a patient's vital signs and utilize experiential students to support the addition or expansion of this patient care service.

### **Using Reflection to Enhance Student Learning Activities at Your Practice Site**

Engage in reflective learning techniques. Identify reflection opportunities for students during their experiential activities at your site.

### **CPD for Preceptors**

Utilize Continuing Professional Development (CPD) tools and exercises to enhance precepting skills while providing guidance to students in developing their commitment to life-long learning.

### **ALWAYS AVAILABLE:**

#### **Preceptor Development – Core Programs for Drake Preceptors**

Topics covered include Providing Constructive Feedback, The Role of the Preceptor, Developing Your Experience and E\*Value Tutorial.

#### **Developing and Implementing an Introductory Pharmacy Practice Experience**

Understand the important role introductory experiences play in the pharmacy curriculum and learn how you can develop a quality experience at your site.

**For these and other valuable preceptor programs, visit the [CEI website](http://www.theCEInstitute.org) at [www.theCEInstitute.org](http://www.theCEInstitute.org)**

**Mease honored by NACDS, continued from pg. 2**

medication therapy management (MTM) and also work on pharmacy management related projects. Mease works closely with students assigned to her site and describes her driving goal as “providing opportunities for students to utilize the skills and knowledge they are developing at Drake and to build confidence in the application of those skill areas.”

Dr. Mease’s efforts do not go unnoticed. One student expressed the value of her experience with these words. “Dr. Mease was an engaged and active mentor in my training as a future pharmacist...Her care and concern for my development as a professional and person are characteristics you don’t find in everyone. Anyone can teach, but not everyone can make a connection while teaching. This is what Dr. Mease does differently. I gained valuable learning experiences at her site.”



Students do not see Mease simply as a preceptor, but as a contributor to the profession in general. Another student writes, “Dr. Mease is a great example of someone who is active in the profession of pharmacy, constantly trying to change and grow the role of the pharmacist.”

The National Association of Chain Drug Stores (NACDS) Foundation clearly agrees, awarding Dr. Mease with The Community Pharmacy Preceptor of the Year Award at the NACDS’s Pharmacy and Technology Conference held in early September 2010. This award recognizes a pharmacy preceptor who has made significant contributions to patient care through the education of pharmacy students in a community pharmacy practice setting. Congratulations and many thanks to Dr. Mease for her ongoing commitment to both pharmacy education and patient care!

**A Little Dose of Drake**

**Hoping to expand services?**

Drake continues to expand experiential opportunities by focusing on a particular patient care programs, such as immunization services, anticoagulation, diabetes, wellness and patient education. By providing services in these areas, pharmacists are able to expand practice with the additional resources students bring, and students benefit from a unique experience.

**Have a service you’d like to expand and think students could help?** Contact us!

*Questions, Comments, or Need More Information?*

**Denise Soltis**  
Assistant Dean for Clinical Affairs  
515-271-3191  
[denise.soltis@drake.edu](mailto:denise.soltis@drake.edu)

**Trudi Holst**  
Academic Support Specialist  
Quality Assurance  
515-271-3191  
[trudi.holst@drake.edu](mailto:trudi.holst@drake.edu)

**Jeannie Nielsen**  
Academic Support Specialist  
515-271-3191  
[jeannie.nielsen@drake.edu](mailto:jeannie.nielsen@drake.edu)

Or, visit the **preceptor page on our website** to access forms, syllabi, teaching support, library access and other resources.  
<http://www.drake.edu/cphs/experiential>

**Nora Stelter**  
Assistant Professor, Pharmacy Practice  
Early Experience Coordinator  
515-271-2751  
[nora.stelter@drake.edu](mailto:nora.stelter@drake.edu)

**Cheryl Clarke**  
Assistant Professor, Pharmacy Practice  
Early Experience Coordinator  
515-271-3899  
[cheryl.clarke@drake.edu](mailto:cheryl.clarke@drake.edu)

**Kathy Schott**  
Director, Experiential External Affairs  
515-271-4016  
[kathy.schott@drake.edu](mailto:kathy.schott@drake.edu)

*Outcomes, continued from page 3*

health care, marketing, and administration by designing and implementing clinical programs for clients, providing quality assurance for MTM claims, participating in meetings and conference calls, contributing journal article reviews for Outcomes' e-newsletters, and other related activities.



Ryan Nimtz,  
PharmD  
Candidate  
2011

“As cliché as it sounds, you never have the same day twice. There are always new activities, and as you get more experience, you are given more responsibility,” reports Nimtz.

This clerkship is an excellent opportunity for PharmD candidates interested in business, pharmacy benefit management, or the pharmaceutical industry or for those seeking a dual degree.

Tim Sullivan (PH '10) is currently completing a 1-year residency with Outcomes and also completed a 5-week rotation during his P4 year at Drake.

Sullivan describes the site and rotation itself as unique. “There are not many rotations that allow students to see MTM from the administration and

implementation perspectives. Students get hands-on experience in the business side of MTM through exposure to pharmacy benefit management, client acquisition, and program implementation.



Tim Sullivan,  
PharmD,  
PGY1  
Resident

The Outcomes Clinical Services Residency program is a 1 year post-graduate program offering the resident an opportunity to participate in account management, marketing and communication, claims assessment, MTM benefit design, clinical protocol design, research, training of pharmacists and support staff, and precepting PharmD candidates. Outcomes typically receives 5-20 applicants for this position each year.

“The applicant should expect to work in a fast paced environment that encourages innovation,” says Sullivan. “Residents are expected to participate in research projects, determine ways to improve company processes, and spread the Outcomes message through pharmacy site visits and travel to professional meetings.”

An experience with Outcomes comes with both challenges and rewards. “Although the profession

has come a long way, it is always a challenge to explain to pharmacists how rewarding it can be to provide Medication Therapy Management to their patients. It is rewarding to learn, however, that the Outcomes MTM program allows thousands of pharmacists to be reimbursed for providing patient care,” says Sullivan.



Jessica Frank,  
Director of  
Clinical  
Services,  
Outcomes

Different from a health insurance company or pharmacy benefit manager, Outcomes is a company helping consumers, employers, and health plans get more value from their medication purchases, reduce medication waste and improve health care. Preceptor and Director of Clinical Services, Jessica Frank, says “The most rewarding aspect of my work is the opportunity to provide so many patients with access to the care they need. Likewise, it is rewarding to provide pharmacists with the opportunity to receive reimbursement for the medication therapy management services they deliver for these patients.”

For additional information, contact the Outcomes office at 515.237.0001 or [info@getoutcomes.com](mailto:info@getoutcomes.com)

*Peer mentor training, continued  
from page 2*

completed over the course of two sessions, totaling three hours. The training included reflection and discussion of the qualities of a good mentor and preceptor, brief lectures covering the basics of mentoring, skill development and providing feedback, and a number of supporting group and individual activities. A post-assessment was given to determine if their views changed regarding the skill set required to be a good mentor and whether or not they hoped to precept in the future.

In the second phase of the activity, any IPE student who is subsequently scheduled to work in conjunction with an APE student during the following year is asked to complete an evaluation of that APE student. The assessment

focuses on mentoring skills exhibited by the APE student and the impact they may have had on that IPE student's overall experience. This data collection is ongoing.

The figure below illustrates one of the concepts covered during the mentoring sessions – the appropriate use of open-ended and closed-ended questions when guiding student experiential learning. Students understood that open-ended questions lead to the use of higher order thinking skills such as analysis, synthesis of new ideas and the evaluation of those ideas as a possible solution.

**Results:** After the training, students were better able to describe the role that preceptors

play in experiential education, to identify core behaviors needed to be a successful mentor/preceptor, and to describe the impact they may have on IPE students by serving as a mentor. Most students understood what constructive feedback was before the training, but not many felt comfortable providing it. After the training, students better understood and felt able to give constructive feedback. Most students reported that they were more likely to serve as a preceptor following the training session.

Data collection is ongoing and Drake hopes to share the findings through both publication and posters at national meetings.

