

**Community Practice Outcomes**  
for Advanced Pharmacy Practice Experiences  
University of Minnesota College of Pharmacy

*It is expected that student achievement of these outcomes includes awareness and application of cultural competence. There also should be incorporation of principles specific to the care of geriatric and/or pediatric patients in discussions of patients in these populations.*

**1. Conduct a thorough patient-specific medical and medication history**

- a. Introduces self to patient and explains services.*
- b. Demonstrates a good assessment of a patient's primary language, literacy, and communication ability.*
- c. Evaluates a patient's understanding, expectations and concerns about their drug therapy.*
- d. Medical and medication history is complete*

Activities in which outcomes can be taught and/or evaluated:

1. Engages in patient- specific discussions with preceptor and other healthcare professionals.
2. Participates and/or leads case-based topic discussions.
3. Applies principles of Pharmacokinetics/Pharmacodynamics to identify necessary changes in drug dosage and monitoring in patients.
4. Interacts with the patient/caregiver and health professionals to assess drug response.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Patient/caregiver
2. Medical records
3. Preceptor
4. Other health professionals (e.g., nurses; physicians; PT/OT; dietary; RT)

**2. Assesses patient-specific medical conditions\***

- a. Demonstrates understanding of the pathophysiology of common conditions encountered in the community/retail setting.*
- b. Obtains and interprets data from the patient profile and discussions with patient and/or health care providers to assess a patient's medical condition.*
- c. Integrates and applies knowledge to assess the current status of each patient-specific condition.*
- d. Identifies the goal of therapy for each patient-specific condition.*

Activities in which outcomes can be taught and/or evaluated:

1. Conducts patient interviews
2. Gives patient case presentations
3. Gives didactic presentations
4. Interacts with preceptor and other health professionals

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Patient/caregiver

2. Medical records
3. Preceptor and/or health professionals
4. Geriatric Curriculum forms for evaluations (web CT)
5. Geriatric and other information sources
6. AV equipment for presentation (as necessary)
7. Rounds
8. Health professional surveys (to evaluate student)

**3. Accurately evaluates a patient's current therapy\***

- a. *Demonstrates understanding of the pharmacotherapy of the most common medications used in the community/retail setting.*
- b. *Obtains and interprets data from the patient profile, discussions with patient, etc, used to objectively assess a patient's therapy.*
- c. *Applies physical assessment skills as appropriate to assist in evaluating a patient's therapy.*
- d. *Assesses the current regimen based on drug-specific, patient-specific and disease-specific data.*
- e. *Assesses patient adherence to medications and any factors that may predispose the patient to non-adherence.*

Activities in which outcomes can be taught and/or evaluated:

1. Applies Drug Regimen Review regulations for long-term care in assessing patients' pharmacotherapy (regardless of the institutional setting).
2. Becomes familiar with policies and procedures (P&P) for pharmacy services in Long-term Care through discussion with their preceptor and/or web site.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Patient/caregiver
2. Medical records
3. Preceptor and/or health professionals

**4. Effectively monitors a patient's therapy**

- a. *Identifies patient-specific, disease-specific and drug-specific monitoring parameters (subjective and objective).*
- b. *Inquires of patients about monitoring parameters.*
- c. *Identifies patient-specific drug-drug, drug-food, drug-herb and herb-herb interactions and monitors accordingly.*
- d. *Follows up to evaluate if outcomes have been met, either in person or by telephone.*
- e. *Follows up appropriately when a concern/problem is identified in monitoring.*

Activities in which outcomes can be taught and/or evaluated:

1. Collects needed information and clarifies the question, if needed, in providing drug information.
2. Provides clinical consultation to patients and/or health professionals.
3. Uses the literature when needed and appropriate.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Patient/caregiver
2. Preceptor or other facilitator
3. Rounds
4. Other health professionals
5. Health professional surveys (to evaluate student)
6. Other information sources
7. On-line primary literature search engine or library

**5. Demonstrates knowledge and skills in assisting patient in the selection and use of non-prescription medications and health-related information including but not limited to the following topics:**

**Hypertension**

**Hypercholesterolemia**

**Diabetes**

**Asthma**

**Otitis media**

**Chronic lung disease**

**Osteoarthritis/pain**

- a. *Demonstrates good listening skills in delineating the problem*
- b. *Provides patient education at a level appropriate to the patient*
- c. *Gears discussion to include appropriate amount of information for optimal understanding*
- d. *Is knowledgeable of the indications, side effects and dosages of individual OTC products and the combinations of these.*

Activities in which outcomes can be taught and/or evaluated:

1. Assists the patient in selecting appropriate non-prescription medications.
2. Asks appropriate questions to assure that the patient comprehends important self-care and monitoring information. This includes utilizing appropriate written information, drug administration devices, and compliance aids when needed.
3. Discusses with preceptor the most common OTC products, including their dosage, indications, and potential side effects.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. time around OTC aisle devoted to answer questions about OTC
2. OTC reference books
3. preceptor discussion about OTC
4. access to information about compliance
5. access to information about administration devices
6. online access to OTC information

**6. Efficiently utilizes the references accessible on site while providing pharmaceutical care**

- a. *Can appropriately utilize primary, secondary, tertiary and Internet information sources.*
- b. *Identifies and utilizes the different non-prescription references available.*
- c. *Understands and applies evidence-based medicine concepts.*
- d. *Understands and applies basic biostatistical principle.*

- e. *Demonstrates knowledge of clinical guidelines for common conditions encountered in the retail setting.*

Activities in which outcomes can be taught and/or evaluated:

1. Uses information references and journal resources at all times.
2. Retrieves, analyzes, applies and transmits drug information to the patient and health care providers.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Access to different journals and references books
2. Access to online information
3. discussion with preceptor
4. interaction with patient and health care providers

## **7. Demonstrates an understanding of professional and administrative activities**

- a. *Identifies concepts and issues of personnel management*
- b. *Recognizes the need for marketing pharmacy services*
- c. *Understands the complexity of reimbursement systems and how to negotiate them for successful outcome*
- d. *Understands the role of formularies in product selection*

Activities in which outcomes can be taught and/or evaluated:

1. Performs an inventory control with preceptor and discuss the purchasing system.
2. Uses the formulary system required by the site and/or third party payers and select the appropriate product.
3. Discusses cases about personnel management issues provided by the preceptor.
4. Assists in the development of techniques to market and promote pharmacy services (e.g. brochures).

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Access to inventory control forms
2. 1:1 preceptor discussion
3. access to computer and computer database(s)
4. access to formularies
5. list/codes of third party payer participants and reimbursement criteria
6. access to managerial/administrative material
7. access to material about marketing strategies and business plan

## **8. Displays professional behavior and work ethic**

- a. *Maintains professional behavior at all times.*
- b. *Is a responsible member of the health care team.*
- c. *Follows HIPAA regulations.*
- d. *Applies ethical principles to patient care.*
- e. *Is reliable, responsible, infrequently late, and finishes work that is started.*
- f. *Initiates activities, and utilizes time effectively, and demonstrates independence and assertiveness.*
- g. *Displays appropriate response to feedback and is open-minded to recommendations for improvement.*
- h. *Is able to resolve conflict appropriately.*

Activities in which outcomes can be taught and/or evaluated:

1. S>Student observation of model Feedback from other health professionals (role models)
2. R>Preceptor observation of student

Resources needed at site (services, facilities, people) to conduct needed activities:

1. R>Preceptor
2. S>Pharmacy staff
3. S>
4. Other health professionals

## **9. Demonstrates ability to properly compound prescriptions**

- a. Utilizes professional procedures with regards to product integrity and work area clean-up and disposal.*
- b. Selects appropriate equipment and containers.*
- c. Effectively prepares pharmaceutically elegant compounded dosage forms.*
- d. Correctly calculates and documents amounts and procedures.*

Activities in which outcomes can be taught and/or evaluated:

1. Compounds prescriptions involving different procedures/techniques (if applicable)
2. Discusses with preceptor problems that occur.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. preceptor teaching/practice
2. reference book (e.g. Remington)
3. appropriate equipment

## **10. Demonstrates ability to perform prescription processing**

- a. Correctly interprets a prescription order that is obtained in oral and/or written form.*
- b. Analyzes the prescription for appropriateness.*
- c. Correctly prepares the prescription and counsels the patient.*
- d. Efficiently addresses billing issues.*

Activities in which outcomes can be taught and/or evaluated:

1. Receives and correctly interprets prescriptions.
2. Analyzes the prescription, including as assessment of efficacy and safety of the medication as well s drug interactions.
3. Dispenses prescriptions using appropriate patient counseling and monitoring skills.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. preceptor supervision
2. reference texts
3. computer system
4. good prescription volume and variety
5. technician collaboration
6. preceptor supervision
7. appropriate counseling area

## **11. Cultural competency (optional)**

- a. Respectful of different patient groups and cultural/ ethnic/ religious traditions*
- b. Displays an open-minded attitude to cultural perspectives different from his/her own*
- c. Applies knowledge of a patient's geographic location, socioeconomic status and environment to their assessment of health care needs, access, and health risk.*
- d. Patient – student interactions are conducted at appropriate language and educational levels.*
- e. Care plans are designed to appropriately reflect the patient's cultural identity*
- f. Patient Care is delivered in a culturally sensitive manner*

Activities in which outcome can be taught and/or evaluated:

1. Student interviews conducted via interpreters/ family member care giver/ relay service for the hearing impaired.
2. Preceptor observation of student interactions with patients of different cultural/ ethnic/ geographic/ or religious backgrounds
3. Discussion of particular patient populations regarding: Health care needs, health understanding, barriers to care and stereotypes.

Resources needed at site (services, facilities, people) to conduct needed activities:

1. Preceptor
2. Access to patients or people of diverse cultural/ethnic/religious/ socioeconomic or geographic groups
3. Feedback from other health professionals
4. Feedback from patients and their families