Evaluation of Resources Provided to Preceptors in Pharmacy Residency Programs

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Background & Rationale
- Preceptors of pharmacy residents are an essential component to any residency program.
- Continual support and training of preceptors will ensure the success of pharmacy residents.

Current Level of Service
- Current preceptor resources include access to information via the Lower Mainland Pharmacy Services (LMPS) residency website.
- Information provided is brief with links to external resources.
- Content includes the following categories: New Preceptor Orientation and Preceptor Development.
- New Preceptor Orientation:
  - Practitioners are referred to external resources to complete online preceptor training courses.
- Preceptor Development:
  - Topics include the following: Resources to Develop Your Precepting Skills; Advance Precepting; and Toxic Preceptor Behaviors.
- UBC Office of Experiential Education (OEE) offers Practice Educator Preceptors (n=136).
- New Preceptor Orientation:
  - 5
  - Varied interpretation of survey questions
  - >10 learners: 43%

Methods
- Literature search conducted in MEDLINE and EMBASE.
- An environmental scan of preceptor resources provided by other residency programs in Canada was executed.
- LMPS pharmacists surveyed to assess their current level of resource use, their preferred modality of preceptor development; and barriers that prevent them from precepting.

Environmental Scan Findings
- Environmental scan included email correspondences with 33 residency programs across Canada.
- 10 programs responded.

Table 1: Summary of Responses
<table>
<thead>
<tr>
<th>Resources provided by other Canadian Residency programs</th>
<th>Count ≥ 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preceptor Training Courses (primarily online modules)</td>
<td>7 (70%)</td>
</tr>
<tr>
<td>Guest Speaker Talks (example topic: “The Learner in Difficulty”)</td>
<td>1 (10%)</td>
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<tr>
<td>Facilitated group discussions</td>
<td>1 (10%)</td>
</tr>
<tr>
<td>“Coached Preceptors’ Sessions” where feedback can be received from preceptorship coaches</td>
<td>1 (10%)</td>
</tr>
</tbody>
</table>

Table 2: Types of Learners Precepted by Pharmacists
<table>
<thead>
<tr>
<th>Types of Pharmacy Residents Precepted</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Science in Pharmacy Student</td>
<td>110 (34%)</td>
</tr>
<tr>
<td>Entry-to-Practice PharmD Student</td>
<td>71 (22%)</td>
</tr>
<tr>
<td>Pharmacy Resident</td>
<td>106 (32%)</td>
</tr>
<tr>
<td>Post-Graduate PharmD Student</td>
<td>41 (13%)</td>
</tr>
</tbody>
</table>

Table 3: Resources Preferred by Non-Preceptors
<table>
<thead>
<tr>
<th>Resources</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online OEE Preceptor Training Module</td>
<td>17%</td>
</tr>
<tr>
<td>On-Site Preceptor Workshop</td>
<td>48%</td>
</tr>
<tr>
<td>Preceptor Help Website</td>
<td>48%</td>
</tr>
<tr>
<td>Site Specific Preceptor Manual</td>
<td>48%</td>
</tr>
<tr>
<td>Lunch Talks</td>
<td>27%</td>
</tr>
<tr>
<td>LMPS Residency Website</td>
<td>27%</td>
</tr>
<tr>
<td>UBC Office of Experiential Education Website</td>
<td>27%</td>
</tr>
</tbody>
</table>

Figure 1: Baseline Characteristics
- Responding Pharmacists (n=145)

Figure 2: Top perceived challenge and most commonly perceived challenge by preceptors when asked to rank all applicable options (n=118 respondents)
- Overall satisfaction with resources was 58.5% ± 21.9%

Figure 3: Resources available that preceptors had accessed, not accessed, or were not aware about (n=118 respondents)
- Resources provided by other Canadian Residency programs
- 41% (Accessed)
- 41% (Not Accessed/Unaware of)
- 39% (Know nothing about)

Figure 4: Resources that preceptors have accessed and found useful and unaccessed or unknown resources that would be considered in the future.
- Resources for Preceptors
- Accessed Resources Found Useful
- Unaccessed or Unknown That Would Be Considered

Figure 5: Most desired resource and most commonly desired resource by preceptors (n=117 respondents)
- Future Resources
- Top Desired Resource
- Most Commonly Desired Resource

Other Suggestions Gathered from Survey
- Tiered learning model.
- Round table discussions/hang-outs/group learning.
- Updated manuals for both preceptors and residents.

Limitations
- Small sample size from non-preceptors (n=9).
- Varied interpretation of survey questions.

Conclusions
- The top perceived challenge was balancing patient care workload and precepting.
- Most accessed resource that was found useful was LMPS Residency Website.
- Top desired resource is 1-on-1 Training with Experienced Preceptor.
- Overall satisfaction with resources was 58.5%.

Importance to Future Practice
- Results of this evaluation will inform future preceptor support initiatives considered by the LMPS Residency Advisory Council and improve the current level of preceptor resources.