



# PHARMACIST INTERNSHIP MANUAL

Pharmacy Council

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## **Introduction**

The purpose of the programme is to prepare pharmacists for the practice of pharmacy in the St. Lucia. The programme requires pharmacists to complete the internship period of six (6) months. This will consist of two consecutive three (3) month orientation periods. One orientation period each at a hospital and a community pharmacy approved by the Council.

The programme will provide experiences that support and supplement the pharmacist's classroom education and create the opportunity for the pharmacist to apply their education and competencies gained through their education and work experience to the practice of pharmacy.

At the end of each rotation period, Pharmacists will be evaluated in many areas including clinical judgement, pharmacy practice, pharmacist/ team relationship, pharmacy law, innovation and technical skills.

## **Objectives**

- Use the knowledge and skills learned in the classroom and work experience to develop skills in providing patient centered care for clients.
- Understand all aspects of pharmacy practice at a hospital and in community pharmacy.
- Understand all aspects of the two rotations.
- Be knowledgeable of and maintain ethical and professional standards of pharmacy practice.
- Comply with all legal requirements in the practice of pharmacy in St. Lucia.

## **Pharmacist Responsibilities**

As a Pharmacist on internship, it is your responsibility to:

- Review this document with your Preceptor.
- Be aware of, and adhere to, all of the policies and procedures of the practice site.
- Exhibit a professional appearance in manner, attire and attitude.
- Be punctual.
- Assume responsibility for your own learning.
- Approach the internship with a commitment to actively participate in all learning experiences.
- Keep all practice site policies, operations, records and patient information strictly confidential.
- Acquire knowledge and develop new skills by observing, asking questions, researching information, being open minded and willing to cooperate.
- Perform a variety of tasks and activities to apply your acquired knowledge and skills in practice situations under the direct supervision of your Preceptor.
- Receive approval or advice of your Preceptor or another pharmacist before making professional decisions or judgements.
- Do not question the advice, direction or criticism of your Preceptor or another pharmacist in public; discuss any concerns in private.
- Seek regular consultation with your Preceptor or other pharmacists to obtain feedback on your performance.
- Seek help when you are unsure of what you should do.
- Evaluate your experience fairly and objectively offering constructive feedback to your Preceptor.
- Comply with the Pharmacy Act Cap. 11.21.
- At the end of the internship fill out and send to the Council and the Preceptor the Pharmacist Feedback on Internship Programme Form.

## Preceptor Responsibilities

As a Preceptor, it is your responsibility to:

- Become knowledgeable about the goals and objectives of the training programme of the Pharmacist for whom you are serving as preceptor.
- Establish a learning plan for the pharmacist for the training period.
- Act as a role model in the development of the pharmacist's professional and ethical values and attitudes by mentoring and coaching.
- Encourage active participation and involve the pharmacist in appropriate decision making situations under supervision.
- Provide time to answer questions or discussion with the pharmacist.
- Provide instruction and demonstrate desired skills to the pharmacist before they undertake new tasks or skills.
- Make the pharmacist feel at home by including him or her in informal discussion and any pharmacy activities for e.g. continuing education sessions or social events.
- Encourage critical thinking or problem solving by frequently posing problems to the pharmacist and asking him or her to formulate answers or responses.
- Supervise the pharmacist and provide constructive feedback to assist in further development of him or her skills and competencies.
- Review the pharmacist's progress and revise the learning plan accordingly. Discuss accomplishments and any areas that need improvement.
- Discuss questions, criticisms or disagreements in private.
- Notify the Council if the pharmacist withdraws or ceases training at your site.
- At the end of the rotation period, constructively review the Pharmacist's training plan with him or her and provide feedback. Collect feedback from the other pharmacists who may have worked the pharmacist to provide areas of strength or weakness.
- Fill out the evaluation form and discuss it with the pharmacist.
- Send the completed and signed evaluation form to the Council.

## Programme

### *Community Pharmacy*

#### Practice Experience for the Rotation

The pharmacist is required to complete three (3) months of the assigned rotation consisting of several practice activities. This is to familiarize the pharmacist with the much needed interaction with the public healthcare system of St. Lucia. Pharmacists are to report to work at the community pharmacy every day including Mondays through Friday from 8:30am to 4:00pm. It is your responsibility to call the preceptor to say whether you will be late at any time. You should always dress professionally and always wear the pharmacy lab coat when on the premises.

After working in each assigned activity, you should demonstrate knowledge of:

1. Drug Knowledge
  - a. Each drug which you dispense- including the pharmacological class, its actions, main side effects and contraindications, dosage
  - b. The advantage of one drug over another
2. Patient Counselling or information- The pharmacist should be able to:
  - a. Counsel patients on indications, administration, proper storage, management of any adverse effects/ side effects, allergies, how to deal with missed doses, keep medication out of the reach of children, finish all medication when necessary.
3. Evaluate prescriptions- The pharmacist should be able to:
  - a. Validate the completeness and accuracy of a prescription. This would include:
    - i. The appropriateness of the prescription
    - ii. Correct route of administration
    - iii. Correct dosage (within therapeutic range)
    - iv. Correct dosage interval
    - v. Any drug interactions, Drug Food interactions, Drug nutrient interaction
4. Become familiar with pharmaceutical care planning and its importance to the practice of pharmacy
  - a. Be familiar with the Pharmaceutical Care Process (PC)
5. Knowledge of dispensing- the pharmacist should be able to ensure that the product dispensed is that which the prescriber desires and should:
  - a. Perform appropriate calculation
  - b. Reconstitute powdered pharmaceuticals

- c. Choose the appropriate auxiliary labelling
6. Monitor drug compliance and detect problems
    - a. Determine from patient drug history where available whether there is clinically significant problem in the patient's total drug history
    - b. Recognize any drug interactions, adverse drug effects, drug toxicities
    - c. Determine alternatives to present regimen
  7. Drug information
    - a. The pharmacist should have knowledge of basic drug information sources and be able to evaluate, interpret, and disseminate the information which these sources provide.
  8. Management principles- The pharmacist will become familiar with the following:
    - a. Written policies and procedures for pharmacy operations, including those that will help to prevent will prevent and detect errors.
    - b. Inventory control mechanism.
  9. Forensic pharmacy- the pharmacist should be familiar with the following:
    - a. The laws which govern the practice of Pharmacy in St. Lucia
    - b. The role of the pharmacist where professional liability is concerned
    - c. Understand the pharmacist professional, legal and ethical responsibility in providing services to clients
    - d. Understand how the other professional's ethics and laws impact and relate to pharmacy laws
  10. Drug supply management principles- The pharmacist should be able to:
    - a. Manage drug inventory
    - b. Be familiar with FIFO/LIFO
    - c. Understand various technologies in managing inventory within the pharmacy and in delivering care to patients
    - d. Understand principles of drug supply management
    - e. Understand various areas of drug procurement and management

### ***Hospital Pharmacy***

#### ***Pharmacy Department Rotation***

##### Practice Experience for the Rotation

The pharmacist is required to complete three (3) months of the assigned rotation consisting of several practice activities. This is to familiarize the pharmacist with the much needed interaction with the healthcare system of St. Lucia. Pharmacists are to report to work at the

hospital pharmacy every day including Monday through Friday from 8:00 am to 4:00pm. It is your responsibility to call the hospital's Senior Pharmacist to say whether you will be late at any time. You are required to sign the time register on arrival at the pharmacy every morning and on leaving every afternoon. You should always dress professionally and always don the pharmacy lab coat when on the premises. You should wear the name tag provided to you at all times. On your arrival at the hospital pharmacy please see the Senior Pharmacist for your introduction.

**After working in each assigned activity you should demonstrate knowledge of:**

1. Drug Knowledge
  - a. Each drug which you dispense-including the pharmacological class, its actions, main side effects and contraindications, dosage.
  - b. The advantage of one drug over another.
2. Patient Counselling or information-The pharmacist should be able to :
  - a. Counsel patients on indications, administration, proper storage, management of any adverse/side effects, allergies, how to deal with missed doses, keep medication out of the reach of children, finish all medications when necessary.
3. Evaluate Prescriptions-The pharmacist should be able to:
  - a. Validate the completeness and accuracy of a prescription. This would include:
    - i. The appropriateness of the prescription
    - ii. Correct route of administration
    - iii. Correct dosage (within therapeutic range)
    - iv. Correct dosage interval
    - v. Any drug interactions, Drug Food interactions, Drug Nutrient interaction.
4. Become familiar with pharmaceutical care planning and its importance to the practice of pharmacy
  - a. Become familiar with the Pharmaceutical Care Process (PC)
5. Knowledge of dispensing- the pharmacist should be able to ensure that the product dispensed is that which the prescriber desires and should:
  - a. Compound where necessary any ingredients according to the prescription formula or instructions
  - b. Perform appropriate calculations
  - c. Perform dilutions
  - d. Reconstitute powdered pharmaceuticals
  - e. Choose the appropriate auxiliary labels
6. Knowledge of extemporaneous compounding-the pharmacist should be able to:
  - a. Apply pharmaceutical science/technology to the formulation of dosage forms.
7. Monitor drug compliance and detect problems



- a. Determine from patient drug history where available whether there is a clinically significant problem in the patient's total drug history.
  - b. Recognize any drug interactions, adverse drug effects, drug toxicities.
  - c. Determine alternatives to present regimen.
8. Drug information
- a. The pharmacist should have a knowledge of basic drug information sources and be able to evaluate, interpret, and disseminate the information which these sources provide.
9. Management principles-The pharmacist will become familiar with the following:
- a. Written policies and procedures for pharmacy operations, including those that will help to prevent and detect errors
  - b. Inventory control mechanisms
  - c. Inventory control for hospital wards
10. Forensic Pharmacy- The pharmacist should be familiar with the following:
- a. The laws which govern the practice of Pharmacy in St. Lucia
  - b. The role of the pharmacist where professional liability is concerned
  - c. the pharmacists' professional, legal and ethical responsibility in providing professional services to clients
  - d. Understand how the other professionals ethics and laws impact and relate to pharmacy practice laws
11. Drug supply management principles-The pharmacist should be able to:
- a. Manage drug inventory
  - b. Be familiar with FIFO/LIFO
  - c. Understand various technologies in managing inventory within the pharmacy and in delivering care to patients on clinical wards
  - d. Understand principles of drug supply management
  - e. Understand various areas of drug procurement and management.
12. Participate in Clinical Pharmacy ward rounds with other registered pharmacist. The pharmacist should be able to:
- a. Perform medication chart reviews, finding relevant Pharmacy Related Problems
  - b. Develop a Pharmaceutical Care Plan
  - c. Perform medication histories
  - d. Perform medication discharge counselling
  - e. Adverse drug reaction reporting.
13. Organization of Eastern Caribbean states/Pharmacy Procurement Service (OECS/PPS)– The pharmacist will become familiar with the various functions and

operations of OECS/PPS and its importance to the public health system drug supply such:

- a. Become familiar with the OECS/PPS and its functions
- b. Performing Drug Utilization review
- c. Pharmacovigilance
- d. Formulary Revision
- e. Post-marketing surveillance

#### Pharmacist Output for rotations at Hospital Pharmacy

- Select one drug daily and complete the information described in drug knowledge section
- Select a patient with a chronic condition each day for counselling. Plan and review the evening before the information on the chronic disease condition on which you will counsel and review with other pharmacist in the department. Record any comments provided by your patient
- Prepare a pharmaceutical care plan for one patient with a disease condition
- At the end of the rotation a presentation will be made by the pharmacist on a topic of their choice, of the role of the pharmacist in Health System Pharmacy
- Make a note of any prescription which you have evaluated and sound incomplete. Bring to the attention of other senior pharmacists and make a plan to deal with it
- Outline the drug distribution system at the practice site from the point that the order is written through to the administration to the patient. Also identify the advantages and disadvantages of the distribution system used
- Identify other drug distribution activities including sterile products, narcotic control and inventory control
- Prepare a brief pharmaceutical care plan identifying especially Pharmacy Related Problems (PRP's) for a patient taking six or more drugs. Discuss with other senior pharmacists.

## Pharmacist Internship Evaluation Form

### Evaluation of Pharmacist's Performance

<b>Pharmacist's name</b>	
<b>Preceptor's name</b>	
<b>Institution</b>	
<b>Period of evaluation</b>	

### Competency Evaluation

Criterion	Not Acceptable	Poor	Average	Good	Excellent
	1-2	3-4	5-6	7-8	9-10
Standard of prescription keeping					
Clinical judgement/knowledge					
Pharmaceutical care skills					
<b>Pharmacy practice</b> <ul style="list-style-type: none"> <li>• Prescription processing</li> <li>• Pharmaceutical labelling</li> <li>• Medication counselling</li> <li>• Professional ethics</li> <li>• Compounding and dispensing</li> </ul>					
Patient focused					

Utilizes patient profiles or medication records					
Pharmacist/ team relationship					
Understands managerial procedures and responsibilities					
Initiative					
Depoartment					
Punctuality					
Firm grasp of Pharmacy Law					
Adherence to workplace Code of Conduct					
Communication					
Perceptive					
Demonstrates emotional maturity					
Effective negotiator					
Demonstrates respect for others					
Innovation					
Technical skills					
Maintained files and records e.g. (bin cards and goods received notes)					
Prepared requisition from stock piles for distribution to pharmacies.					
<b>Clinical Pharmacy Practice</b>					
Knows and understands how to perform a Chart Review					
Knows and understands how to perform a Medication History					
Knows and understands how to perform Discharge Counselling					

Is comfortable in communicating with members of an interdisciplinary ward round team					
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**Assessment as per above scores**

<b>Pharmacist's score</b>	
1-20	Not Acceptable
21-40	Poor
41-60	Average
61-80	Good
81+	Excellent

**Comments by Head of Department**

Signature	Date (day,mo,yr.)

**Comments by Pharmacist**

Signature	Date (day,mo, yr.)

**Pharmacist Feedback on Internship Programme Form****Pharmacist Feedback on Internship Programme**

<b>Pharmacist's name</b>	
<b>Preceptor's name</b>	
<b>Institution</b>	
<b>Period of evaluation</b>	

To help us improve the Internship Programme, please answer the following questions and provide comments.

1. The internship manual contained just the right level of information and depth?
  - Yes
  - No
  
2. Was the internship of sufficient length?
  - Yes
  - No
  
3. Do you feel the programme improved your competence and confidence?
  - Yes
  - No
  
4. How would you improve the Internship Programme?
  
5. How would you improve the Internship Manual?
  
6. Please provide any additional comments.

<b>Pharmacist</b>	
Signature	Date (day,mo,yr.)