Engaging Large Classes in Active Learning

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SETTING THE STAGE
Thinking of what you want to get out of your pharmacy education and 314, which of the following is most important to you?

1. Acquiring information (facts, principles, concepts)
2. Learning how to use information and knowledge in new situations
3. Developing lifelong learning skills.
My thoughts....
All three are clearly important.

Which do you think you can make headway on outside of class by your own reading and study?

- Acquiring information
- Developing lifelong learning skills

Which do you think would be best achieved in class working with your classmates and me?

- Learning how to use information and knowledge in new situations
- Developing lifelong learning skills
Learning is not a spectator sport....
You need to find your OWN path to strong communications skills.
The forest may look like for Pharm 334 in Jan.
My job is to provide you the tools to find your own path to “good communication”
Notes from Past Students

• Dr. Guirguis will teach you a process of communication in patient care process.
• The process you will learn is a starting point for you to develop your own communication style.
• You have to go past the material, make it our own, and understand principles to apply to many situations.
GETTING INPUT
How would you describe “good” communication between a patient and pharmacist?
Class of 2015 “Good Communication”

- Ideas
  - More Ideas
This is the vision for this class.

This is what I want to help you achieve in Pharm 314 & 334!
Words to Describe Patient-Pharmacist Communication

http://www.wordle.net/
Class of 2015

Respectful first-name
Brief
Understanding
Professionalism
Approachable
Nonjudgmental
Compassionate
Non-verbal
Eye-Contact
Know-the-person
Patience
Privacy
Confidentiality
Confidence
No-textbook-talk
Active-Listener
PLEASE bring your iClicker to class.
What is the pharmacists’ **primary** role when interacting with a patient who has a new prescription medication?

a) Educate the patient  
b) Assess medication therapy  
c) Gather patient history  
d) Determine long term monitoring plan
1-MINUTE ESSAY
Coping with Hitchhikers and Couch Potatoes on Teams

• Please write half a page on how does the hitchhiker apply to your past or present situations?
• Place Name at top of page.
• You will receive 0.5 bonus marks for a relevant, thoughtful, and legible answer.

http://www.public.iastate.edu/~goodwin/spcom322/coping.pdf
SELF-CARE
Burnout

- Burnout symptoms include exhaustion, depersonalization, and low sense of accomplishment.
- 60% of physicians experience symptoms of burnout which has been linked to poorer quality of care, medical errors, & decreased empathy.
- Likely to be similar for pharmacists and students??
Pharmacist Self-Care

- Mindfulness
- Breathing
- Meditation
- Goal Setting
- Humour
DEBATE
The Refill Debate:
Setting the Stage - From Reading

- US statistics (p 175)
  - 100,000 deaths per year
  - ADRs may be the 4th to 6th leading cause of death
- Medications are focus of Safety chapter
- “Effective communication is the cornerstone of patient safety” p175
Sue, a new pharmacy grad, had been working at Drugs'R'Us for 6 months.

Sue enjoys her work and is starting to build relationships with her patients, despite the busy workload.

Yesterday, her store managers asked to speak with her.
   - “Sue, we do not routinely counsel patients at refill. There is just not enough time in the day. Could you please save your time for counseling for the new prescriptions that really need your help? Leave the techs to hand out the refills. They can find out if the patients have any questions and get you if needed.”

Sue is not sure what to do. What is your opinion?
Should pharmacists routinely counsel patients at refills?
Be prepared to take a position and defend it.
• Consult Refills

• Skip Refill Consults
GAMES
History Taking Game

• Goal: Pharmacist replicates the patient’s picture in 4 minutes.

• Rules of Engagement
  – Pharmacist may NOT look at patient’s picture
  – Patient may look at, but not touch pharmacists’ picture
  – Pharmacist may ask questions
  – Patients only responses are “yes”, “no” or “I don’t understand”
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Questions?