

# SSPPS Office of Experiential Education Preceptor News

## Preceptor Spotlight: Thien H. Nguyen, Pharm D, BCPS



Manager of Pharmacy Services, Scripps Green Hospital, La Jolla, CA

Training: University of Michigan, College of Pharmacy, Ann Arbor, MI

Specialty: Hospital Practice, Internal Medicine

Recipient: SSPPS Office of Experiential Education Preceptor Excellence Award 2019, IPPE Institutional

**SSPPS:** *What inspired you to become a preceptor, and how long have you been precepting?*

**Thien:** I have been a preceptor since 2010 when I took my first student as a pharmacist and Captain in the U.S. Air Force. The opportunity found me as there was a student doing distance learning who needed a site rotation, and being stationed in England, there were few opportunities for this student. I really enjoyed the experience of being able to teach future pharmacists what I've learned, and also learned from the experience and grew as a professional. When I became a manager, I started taking IPPE students, which I also found very rewarding. Although a shorter rotation, it seemed for most IPPE students, this was their first experience in the hospital and it was refreshing to have that experience as a preceptor. I have grown to love teaching and instructing students and watching them develop.

**SSPPS:** *Are there some specific challenges for future pharmacists you feel are important to address with your students?*

**Thien:** I think one of the biggest challenges for future pharmacists is healthcare reform and with it decreasing reimbursements, value-based healthcare and increasing regulation. The pharmacy marketplace continues to increase in competition and distinguishing yourself as a pharmacist will be more important now and in the future. I think future pharmacists will also face the challenge of escalating drug costs and changes in the landscape of pipeline drugs with the trend towards biosimilar drugs vs. small drug molecules.

**SSPPS:** *Explain how your team and facility benefit from precepting our pharmacy students.*

**Thien:** Pharmacists who precept students are able to keep their skills and clinicians up to date and the experience provides a different mechanism for professional growth for our pharmacists. Past students have participated in projects, drug utilization reviews and education programs which have been used to advance the pharmacy department.

# Progress Notes and Updates from Renu Singh, Assistant Dean for Experiential Education



**OEE UPDATES:** Wow, what a difference a couple of months make. As we were finalizing our Winter OEE Newsletter for an early March release, the COVID-19 pandemic unfolded around us. Governor Newsom had issued his shelter-in-place mandate for the Bay area, with San Diego and the rest of California following suit thereafter. It's not an exaggeration to say that the next month was a blur, as all health systems and pharmacies had to quickly deal with the realities of physical distancing, obtaining adequate PPE for staff, and daily briefings from management around workflow changes. Simultaneously, some health systems and other sites were given corporate directives to remove all trainees from sites, including pharmacy students. During this time, we were immensely fortunate to have

incredibly dedicated preceptors who continued to precept our students, some virtually and some still on-site with hybrid arrangements. Our preceptors allowed students to telephone in to present their patients, deliver oral presentations and to complete other assignments remotely. As it became clear to our office that both preceptors and students were feeling overwhelmed by the rapid changes around them, including the fear of coronavirus exposure, the OEE and our school leadership made the decision to reduce APPE hours for the remaining two rotations from 6 weeks to 4 weeks each. In addition, for the final, seventh rotation, students who had already met their core rotation requirements and had been scheduled for a direct patient care rotation were removed from their sites and enrolled in a new virtual non-direct patient care APPE elective that we created rapidly with the assistance of several clinical faculty and UC San Diego Health PGY1 pharmacy residents. Students who still had a core rotation remaining continued to complete four weeks of their final rotation. We are extremely appreciative of all our community pharmacies, health systems, pharmaceutical industry, and other partners who worked with us to make these adjustments enabling our students to finish their final rotation either on site or virtually.

In addition, the Class of 2020 is very grateful for your support. Thanks to you all, they will be receiving their diplomas this week, for an on-time graduation. The class has chosen to postpone their commencement ceremony until mid-November, when we hope that students and their families can come together on campus to celebrate their achievement for their Doctor of Pharmacy degrees.

**APPE Updates for the Class of 2021:** Schedules have been finalized for the Class of 2021 for a June 29 start date. All preceptors and site directors with assigned students should have received their student schedules for 2020-2021. We are in the process of conducting weekly orientation sessions with the Class of 2021 until early June, to discuss topics such as practices to prevent spread of COVID-19 at practice sites/rotations, experiential policies and guidelines, how to work-up patients, receiving feedback/reflections, providing feedback to preceptors, professionalism, wellness and counseling resources, and best practices for virtual rotations. We are also sharing CDC guidance ( <https://www.cdc.gov/coronavirus/2019-ncov/hcp/pharmacies.html> ) on recommendations for COVID-19 response in community pharmacies to help our students prepare for physical distancing, masking and frequent hand hygiene that will be required at practice sites.

Students are being advised to contact their preceptor two weeks in advance of each rotation to confirm the location and time of arrival for their first day in addition to any other requirements they need to bring, such as masks. Please share any other COVID-19-related requirements that need to be followed at your site with the students, as well as with us.

**IPPE Updates:** Community and Health-System IPPEs are currently being scheduled for summer 2020. We have finalized the community IPPE schedules, we will complete health-system IPPE schedules next. Our annual Orientation to IPPE presentation will be provided to the students next week, which will include topics such as the IPPE community and health-system syllabi and activity/domain requirements, practices to prevent spread of COVID-19 in the workplace, receiving and providing feedback, professionalism, experiential policies and guidelines.

Please let Pam McGlynn [pmcglynn@health.ucsd.edu](mailto:pmcglynn@health.ucsd.edu) know your PPE requirements for students, and whether students need to bring their own masks on-site.

### **Preceptor Development and News:**

1. In this issue, we recognize and congratulate our Preceptor Excellence Award recipients for 2020. Congratulations to all our awardees!
2. The Office of Experiential Education has created several NEW preceptor orientation presentations and other precepting guides:
  - Orientation to APPEs (short, narrated PowerPoint presentation)
  - Orientation to IPPEs (short, narrated PowerPoint presentation)
  - Experiential Education Manual for Students and Preceptors
  - APPE Syllabi –Revised and updated for 2020
  - APPE Evaluation Tools –Revised and updated for 2020 (short, narrated PowerPoint presentation explaining how to use these new tools)

These materials will be emailed to preceptors and site directors by late May/early June. They will also be uploaded to a future Preceptor Portal on our school's website.

**STUDENT UPDATES:** We are excited to announce a **new Office of Experiential Education Student Leader Program**. 1-2 student leaders have been selected from each of the P1-P3 classes. In this issue, we announce our students leaders for 2020. P2 students, **Amanpreet Sarai** and **Kathryn Becker**, share their IPPE experiences from last summer. You may have met **Matthew Mitchell** and David Kim at our APPE rotation fair on January 14 guiding you to the parking areas in the Osler parking structure next to the SSPPS building. Matthew and David share their experience of the APPE Rotation Fair from a P3 student perspective.

Thank you for partnering with our school's Office of Experiential Education to train the next generation of strong, compassionate and caring pharmacists.

## **Transitions and Achievements**

Sallie Rafie, PharmD, BCPS, Aph, NCMP, FCCP was inducted as a Fellow of the American College of Clinical Pharmacy and also awarded a "Changemakers in Family Planning" career development grant from the Society of Family Planning.



## Preceptor Excellence Awards 2020

Each year, we recognize outstanding preceptors in our community. Criteria for receiving an award include frequent preceptorship of our students, the number of students precepted, student evaluation scores of their preceptors, nominations from students, and commitment to our school and students. We would like to congratulate the following preceptors for being awarded our Preceptor Excellence Awards for 2020:

**APPE Health System:** Dr. Omar Hassanein (Scripps Encinitas) and Dr. Christine Joy Vo (VA San Diego Healthcare System)

**APPE Ambulatory care:** Dr. Lucas Hill (UC San Diego Health) and Dr. Christina Dang (VA San Diego Healthcare System)

**APPE Community:** Dr. Yousuf Rahyab (Costco Pharmacy) and Dr. Peter Min (Walgreens Pharmacy)

**APPE Elective:** Dr. Caitlin Richardson (Scripps Encinitas) and Dr. Yazdi Pithavala (Pfizer)

**IPPE Community:** Dr. Tan Carlin (Rite Aid) and Dr. Michael Saad (Pt Loma Shelter Island Drug)

**IPPE Institutional:** Dr. Matthew Gainey (UC San Diego Health), Dr. Christine Kircher (Scripps Encinitas)

**IPPE Service Learning:** Dr David Bao (OptumRx)

Due to social distancing restriction, certificates will be mailed out to all awardees. Congratulations!

## Site Updates:

Richard J. Donovan Correctional Pharmacy

Several exciting new initiatives and projects were implemented during 2019: Polypharmacy reviews are now being conducted by Correctional clinic pharmacists; 20 new Omnicell for Controlled Substance storage within healthcare clinics were installed; a new Pharmacy space was completed in the RJD Central Health Facility, which has greatly improved pharmacy work productivity and efficiency; 23 Correctional Clinics will be licensed with the BOP and storage of medications in clinic pill rooms will be changed to a “floor stock” system to help reduce waste of medications; a statewide initiative, called the Medication Assisted Treatment Program, is being implemented and will involve pharmacists assisting in treating patients with Substance Use Disorders.

## Preceptors: Do You Have an Appointment with SSPPS?

### Benefits of an Appointment

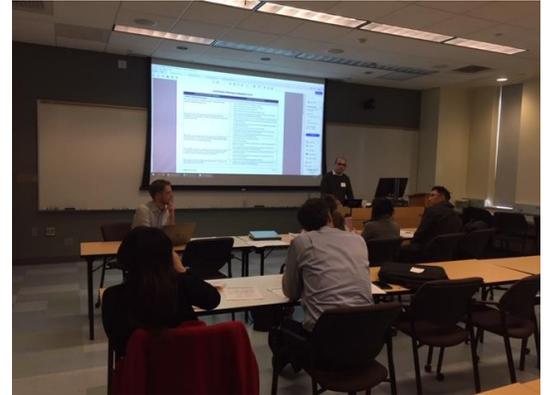
- Physical and VPN access to the UC San Diego [library system](#)
- Utilize the UC San Diego [shuttle bus service](#) (shuttles serve campus, UC San Diego medical centers and key points off campus)
- May be eligible for reimbursement for poster presentations and/or meeting registration (see SSPPS website for details)
- Eligible to attend SSPPS Preceptor Development Programs, with CAPE credit. For more information visit our Experiential Education website at: <https://pharmacy.ucsd.edu/faculty/experiential-education-preceptors>

## Upcoming Preceptor Development Program: August 8

Our April continuing education (CE) seminar was cancelled due to COVID-19 restrictions. However, on Saturday August 8th the SSPPS Office of Experiential Education will offer a virtual preceptor development CE program. The topic is TBD. Please save the date. More details to follow.

## Winter Preceptor Development Event: EPA Retreat

On Friday, February 7<sup>th</sup>, 2020 the SSPPS APPE/IPPE Curriculum Committee (SAICC), Office of Experiential Education (OEE), and Office of Assessment and Accreditation (OAA) hosted an Entrustable Professional Activities (EPA) Retreat for APPE Assessment for preceptors and clinical faculty. Dr. Renu Singh kicked off the event by providing a definition and background of EPAs and their value in medical and pharmacy education, including didactic and experiential education. EPA-based assessments are focused on preceptors setting a measurable level of entrustment of an activity for a trainee, as opposed to traditional grading rubrics that are subjective and not measurable (satisfactory, excellent, outstanding, etc). Later in the afternoon, SAICC faculty facilitated small breakout



groups to share our new EPA-based APPE syllabi and determine an appropriate level of entrustment/supervision for an APPE student for each learning objective in the four core APPE syllabi (Acute Care, Community, Ambulatory, Health-System). Breakout groups incorporated lively discussion as preceptors and faculty debated what level of entrustment they felt was appropriate for each learning objective. students require and include that information in updated APPE syllabi and evaluation rubrics. This program was conducted in preparation for the school's ACPE Accreditation site visit that will occur in November of this year. We are very grateful that this talented, hard-working group was able to provide their feedback to us.

## The Pharmacist's Letter as an IPPE and APPE Resource.

Through our partnership with the Pharmacist's Letter, you have access to the Preceptor Training & Resource Network. Here's what your access to Preceptor Training & Resource Network includes:

- Sample student syllabi, activities, assignments and schedules
- Targeted professionalism, patient safety and practice-based teaching resources
- PL Journal Club (APPE teaching tools)
- Pharmacy 101 (IPPE teaching tools)

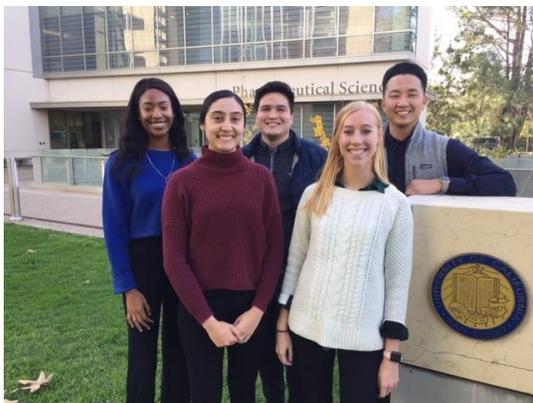
To access these benefits please log in through the following link and create an account:

<http://info.therapeuticresearch.com/pharmacists-letter-journal-club-application>

If you have any questions or require assistance accessing the Preceptor Training & Resource Network, please contact Pam McGlynn at [pmcglynn@ucsd.edu](mailto:pmcglynn@ucsd.edu)

## Office of Experiential Education Student Leaders

The SSPPS Office of Experiential Education (OEE) has developed a new Student Leader program, the Experiential Education Advisory Council (EEAC). Its purpose is provide leadership opportunities for students to represent their class at Experiential Education Advisory Council (EEAC) meetings, strengthen OEE-student-preceptor communication, and engage students in OEE-related student and preceptor activities. We welcome Penelope Nwaukwa (P1), Amanpreet Sarai (P2), Kathryn Becker (P2), Matthew Mitchell (P3) and David Kim (P3) as OEE Student Leaders for 2020. For this newsletter, we have asked two student leaders to describe their IPPE experiences:



### Amanpreet Sarai, class of 2022:

This past summer, I did my community IPPE at Point Loma Shelter Island Drug with Dr. Michael Saad. I was lucky to get to experience working in an independent pharmacy and enjoyed my experience very much due to the welcoming and encouraging staff.

On my first day I was nervous as can be expected, however, my preceptor told me to ask him as many questions as I could think of in order to maximize my learning. Hearing him say this encouraged me to ask questions and it reassured me that he was there to teach me. During my rotation, I filled many

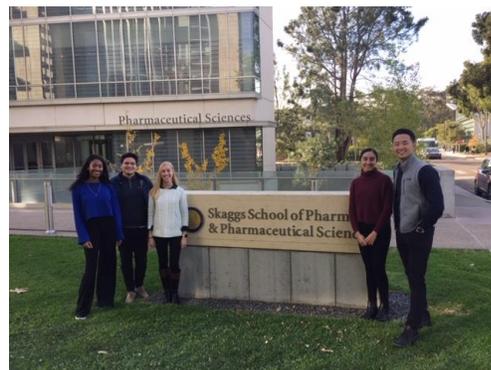
prescriptions, counseled patients, took prescriptions from doctors on the phone, and transferred prescriptions. It was exciting to finally apply everything I learned from my P1 year and fill in any gaps of knowledge that exist between the classroom and a real pharmacy setting.

Whenever there was any downtime, my preceptor would have me look around the rest of the store so I could familiarize myself with OTC medications and the other things that the pharmacy sold. Since I had never been in a pharmacy that sold durable medical equipment, I was confused, but I was also intrigued with all that was available for patients in need. It was a unique opportunity to familiarize myself with wheelchairs, walkers, and sitz baths. All of these seem out of the realm of traditional pharmacy, however, these items are sold at many stores and people turn to pharmacists for advice since we are the only health professional available there.

Because the pharmacy has been around for a long time, the staff knows all the patients very well. During my experience I saw how much the patients trusted the pharmacist and how they relied on him for information about their medication and even their overall disease state. This was my favorite part of the rotation and has made me look forward to one day working in a setting where I am familiar with the patients I am serving and can provide them with answers and support on their way to better health.

### Kathryn Becker, class of 2022:

My name is Katie Becker, and I am a second year pharmacy student at Skaggs School of Pharmacy and Pharmaceutical Sciences. Last summer, I was given the opportunity to complete my community pharmacy's Introductory Pharmacy Practice Experience (IPPE) at CVS in Target with my preceptor Christine Tran. On my first phone call with Christine, she inquired about my previous pharmacy experience, and what I hoped to gain through my rotation. Once acquainted, she checked in with a colleague to set up my first week at a slower paced store in North Park. With lower prescription volumes at this new store, I was able to learn the flow of their operations and computer systems, as well as expand my knowledge



of over the counter (OTC) medications with fewer interruptions. The final two weeks were spent with Christine and June, the Balboa Ave store's other pharmacist

At that Balboa Ave location, I navigated the computer system with enough proficiency to aid with transfers, new prescriptions, and patient questions. My rotation was in late August, which granted me the opportunity to immunize many patients against the flu. Additionally, I learned key counseling points of common prescription medications, and applied this knowledge with patients when given the chance. Near the end of my IPPE, I witnessed a visit from CVS management, and learned first hand the metrics often examined, and the techniques utilized to improve individual stores and numbers. Through these experiences during my community pharmacy rotation, I have gained invaluable knowledge of what it means to be a community pharmacist.

## 2020 APPE Rotation Fair

By Matthew Mitchell, class of 2021:

On January 14<sup>th</sup>, the Office of Experiential Education (OEE) held the annual P4 Rotation Fair. This was a day of full of excitement and nervous energy as the class of 2021 took another step toward starting our 4<sup>th</sup> year APPE rotations and becoming practicing pharmacists. The fair was such a great opportunity to network and learn about each of the unique rotation options we are so fortunate to have available to us at UCSD. We were lucky enough to have a wide variety of representatives from 30+ pharmacies, pharmaceutical companies and healthcare systems including Sharp, Scripps UCSD health.



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The rotation fair also allowed us to explore more unconventional fields of pharmacy that I never knew were available to us or that were seldom discussed in pharmacy school. While originally rotations sites such as home infusion, specialty pharmacies, correctional facilities, and veterinary pharmacy were not on my radar, the fair really opened up my interests to these professional learning experiences. Additionally, it gave us the chance to ease some nerves by discussing the general expectations of each rotation firsthand with our future preceptors. The rotation fair in all really helped me to solidify my interests in some rotations, reconsider my interest in a few and uncover newfound interest in others.

By David Sung Kim, class of 2021:

Overall, the APPE rotation fair hosted by OEE is a tremendous event where the network and the cohesiveness of UCSD SSPPS is emphasized. The fact that there were numerous rotation sites and preceptors that accommodate for a class size of 66 students made us truly grateful for the smaller class size that we uniquely have at UCSD. It was amazing to see some sites make the drive down all the way from LA/OC area just to meet and greet us with a smile.

The rotation fair covered almost every single aspect of pharmacy, ranging from acute care, ambulatory care, community, specialties, industry, and so much more. First, I think it was imperative for us students to realize and understand how many different areas of pharmacy are offered through UCSD's in-network rotations. But more importantly, I think the rotation fair also helped us students offering a great introduction to ease us into a year of rotations, which is a completely different learning experience compared to all



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other years – one that many of us are nervous about. The APPE rotation fair is certainly an SSPPS event that I would imagine will grow every single year!

## APPE Progression Policy Reminder

- Students are to contact both their preceptor and the Office of Experiential Education (Jayne Laity for APPEs and Pam McGlynn [pmcglynn@ucsd.edu](mailto:pmcglynn@ucsd.edu) for IPPEs) if they are unable to attend the rotation due to illness or emergency.
- Missed rotation time will need to be made up at the discretion of the preceptor.
- The preceptor’s approval needs to be secured in advance if a student needs to be absent on a scheduled rotation day.
- A plan should be developed by the preceptor and student for the completion of missed time from the rotation, if the preceptor deems necessary.
- Conditions for excused absences: Students are encouraged to attend professional meetings and interviews required for residency application activities. It is the responsibility of the student to organize these dates in ways to minimize the impact on their educational experiences. Students are expected to work with their preceptors when planning/scheduling interview dates.

## Has your contact information changed?

Links	Questions? Comments? Ideas?
<a href="#">SSPPS Home Page</a> <a href="#">OEE Website</a> <a href="#">Oasis Log In Page</a>	<p>Please feel free to contact the OEE</p> <p><b>Renu Singh</b>, Pharm.D., BCACP, APh, CDE, Assistant Dean, Experiential Education  <a href="mailto:rfsingh@health.ucsd.edu">rfsingh@health.ucsd.edu</a> 858-822-5585</p> <p><b>Felix Yam</b>, Pharm.D., Director, APPEs <a href="mailto:fyam@health.ucsd.edu">fyam@health.ucsd.edu</a> 858-822-3648</p> <p><b>Sarah Lorentz</b>, Pharm.D., Director, IPPEs <a href="mailto:slorentz@health.ucsd.edu">slorentz@health.ucsd.edu</a> 858-822-5720</p> <p><b>Jane Laity</b>, APPE Experiential Education Coordinator <a href="mailto:jlaity@health.ucsd.edu">jlaity@health.ucsd.edu</a> 858-822-2458</p>