

I. COURSE DESCRIPTION:

The learner's pre-graduation field placement experience in a retail setting is 40hrs/week for 3 weeks. (120 hours). Students will each be supervised directly by a pharmacist or their delegate and are expected to perform at a student level within the scope of practice for the pharmacy technician in Ontario.

This course is designed to enable students to attain competencies specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice September 2007. (Full document available at www.napra.ca)

This course is designed to enable students to attain the educational outcomes specified in the Canadian Pharmacy Technician Educators Association (CPTEA) Educational Outcomes for Pharmacy Technician Programs in Canada.(March 2007). (Full document available at www.cptea.ca)

This course is designed to enable students to meet and maintain the standards of practice expected within the pharmacy technician's role. The standards are specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards of Practice for Canadian Pharmacy Technicians. November 2011. (Full document available at www.napra.ca)

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Meet legal, ethical and professional responsibilities

Potential Elements of the Performance

- comply with legal requirements, including federal and provincial legislation and standards applicable to pharmacy practice
- maintain confidentiality of all patient and workplace information
- demonstrate personal and professional integrity when dealing with patients and other health care workers
- accept responsibility and accountability for his or her actions and decisions
- understand their professional boundaries
- respond to evaluations and constructive criticism to enhance professional development
- to be punctual, adhere to policies and procedures and maintain a professional appearance

2. Professional collaboration and team work

Potential Elements of the Performance

- cooperate with and show respect for all members of the pharmacy team
- demonstrate willingness to work with and contribute to the daily activities of the pharmacy staff
- demonstrate professionalism when interacting with other health care providers

3. Drug distribution: prescription and patient information

Potential Elements of the Performance

- accurately gather, review, update and create a patient profile
- accurately assess a prescription for clarity, completeness, authenticity and legal requirements
- perform pharmaceutical calculations with accuracy
- demonstrate the knowledge to accurately enter prescription information in patient records and alert the pharmacist of potential problems with the prescription
- understand the legal requirements surrounding prescription transfers

4. Drug distribution: product preparation

Potential Elements of the Performance

- apply knowledge of brand and generic names, dosages and dosage forms in product selection
- accurately retrieve, count, pour, weigh, measure and reconstitute commercially available products
- prepare non sterile and sterile compounds according to established formulations, guidelines, policies and procedures
- apply knowledge when selecting packaging for products and affixing appropriate labels

5. Drug distribution: product release

Potential Elements of the Performance

- ensure accuracy of the final product, including verify the product against the prescription
- participate in the independent double check process
- recognize situations that require pharmacist intervention prior to product release

6. Drug distribution: system and inventory controls

Potential Elements of the Performance

- follow distribution policies and procedures
- determine and maintain inventory levels according to work place policies
- participate in generating purchase orders for pharmaceutical products and supplies
- participate in scheduled cleaning and checking for expired products
- understand the legal requirements required for returning and destruction of pharmaceutical products

- understand the process and legal requirements of reporting loss and expired narcotic and controlled drugs for destruction
- participate in receiving, reconciling and appropriate storage of pharmaceutical products
- participate in completing all documentation pertaining to inventory management, including narcotics and controlled substances

7. Communication and education

Potential Elements of the Performance

- communicate effectively with all health care members and patients
- demonstrate the knowledge to assist clients with the selection and use of diagnostic and monitoring devices, home health aids and other non-drug related products
- utilize pharmaceutical resources
- document information accurately, clearly and in a timely manner

8. Management knowledge and skills

Potential Elements of the Performance

- manage workflow by using effective prioritisation, organizational and time management skills
- organise, file and store documents according to legal requirements
- demonstrate an understanding of the adjudication and billing process of third party insurance plans

9. Quality assurance

Potential Elements of the Performance

- acknowledge, identify and respond to actual or potential problems within his or her work environment
- ensure cleanliness, functionality and integrity of equipment and work space
- acknowledge the importance of incident reporting and its role in corrective measure
- acknowledge the importance of patient safety

III. TOPICS:

1. Fieldwork Placement Requirements

All students are required to have submitted documentation of having completed the following criteria:

- Current (within one year) Police Records Search
- CPR, First Aid Certificate
- WHMIS,
- Immunization & Health Record Form
- Mask Fit test.

All costs associated to these requirements are the responsibility of the student.

2. Complete all required information on the WSIB form.**3. To do if this is a new pharmacy to you:**

- Take your Police Record Check and show to manager if requested.
- Provide an introductory letter/brief resume.
- Read the sections relating to fieldwork in the Student Success Guide.

4. Throughout all of the placement experiences the student will:

- apply knowledge and skills from class and lab courses to fulfill the expectations of a retail pharmacy setting, under the supervision of a pharmacist or experienced pharmacy technician/assistant.
- demonstrate an awareness of self and behaviours which comply with the legal, ethical and professional responsibilities of the pharmacy technician.
- demonstrate the ability to prepare pharmaceutical products for release to patients or their agents, in compliance with legislation and established policies and procedures.
- perform duties identified on the NAPRA competency profile.
- display professional behaviour when communicating with other professionals in the retail pharmacy environment.
- demonstrate an ability to communicate clearly, accurately, verbally and in writing with clients and health care team members.
- apply effective customer service skills in a retail pharmacy environment.
- abide by the policies and procedures of the practice setting
- not make or receive personal phone calls/text messages during placement hours
- not use facility computers without permission or for personal reasons

5. Fieldwork Report:

- Title page with student name and date
- Pharmacy name and complete address and postal code
- Names of all the Pharmacists, Pharmacy Technicians and Pharmacy Assistants you w with.
- A copy of the 'thank you' letter written to the staff.
- A summary of your experience (3 page minimum)

6. Field work timesheet

- Log of dates and times worked.

7. Self-evaluation form

This tool allows students to self-assess and identify areas where more knowledge and/or experience would benefit their practice. This will be a requirement of licensure when maintaining a learning portfolio. The areas for assessment include:

- General Knowledge
- Dispensing Knowledge
- Communication/Listening Skills

8. Four completed Journals.

As part of the placement experience, you, the student, must submit four (4) journals, reflecting on your experiences in school and in practice. These journals are a vital

component of your learning. The goals of this assignment are to help you develop the skills of learning from practice by providing you to reflect on your experiences and to assist you in reflecting on the professional, legal and ethical issues that you encounter during your placement. Guidelines for reporting includes:

- Activities
- Incidents/issues
- Professional. Legal or ethical issues
- Feelings experienced
- Areas identified for further learning

9. Sign confidentiality agreement

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Community pharmacy Placement Evaluation Handbook

Approved Sault College scrub top to be worn during placement unless otherwise directed by the pharmacy supervisor.

V. EVALUATION PROCESS/GRADING SYSTEM:

Upon receipt of all completed evaluations/documents, the student's performance will be evaluated by the College faculty and the appropriate grade will be assigned. All documentation must be received by the specified due date provided by the College faculty.

Pharmacy Supervisor's Evaluation	S or U
Field Placement Final Report	S or U

- Fieldwork Reports
- Fieldwork Timesheet showing the 120 hours were completed
- Final Self-Evaluation form
- Four completed journals

1. Success in passing this course requires achieving a grade of Satisfactory for all of the above.
2. All policies and procedures as outlined in the current Student Success Guide related to submitting assignments, scholarly work/academic honesty, tests and examinations.
3. The student should make any medical, dental, or personal appointments outside the hours of fieldwork placement. Trips or vacations should not be scheduled during placement periods.
4. You must give advance notice to the manager for any absence or late arrival and notify your College fieldwork supervisor by voice mail or email.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D (Fail)	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

NOTE: Mid Term grades are provided in theory classes and clinical/field placement experiences. Students are notified that the midterm grade is an interim grade and is subject to change. An NR grade will be given if a field placement has yet to start at Mid Term.

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

A minimum of a “C” grade is required to be successful in all PTN coded courses.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

VI. SPECIAL NOTES:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.