Mentoring Professionalism in Pharmacy Practice Experience
Objectives

- Identify characteristics that define “professionalism”

- Describe methods to assess and establish student professionalism

- Discuss case scenarios that present opportunities to develop student professionalism.
Define Professionalism
“Professionalism”

- Recognized as an area of importance in pharmacy school curriculum
- Hidden curriculum
Qualities of a Professional

• Honesty/Integrity
• Reliability/responsibility
• Respect for others
• Compassion/empathy
• Self-improvement
• Self-awareness/knowledge of limits
• Communication/collaboration
• Altruism/advocacy
Setting Basic Expectations
Setting Basic Expectations

• Appropriate phone & email use

• Timeliness

• Dress

• Set high standards for responsibility

• Set Boundaries
  – Social Networking

• Reinforce and model behavior
Assessing Professionalism
E Value Criteria Related to Professionalism

• Ability Based Outcomes
  – Student arrives at the practice site and meetings on time
  – Takes responsibility for his/her own learning
  – Responds to constructive feedback by modifying behavior
  – Demonstrates empathy
  – Adheres to dress code
  – Follows professional guidelines
E Value Criteria Related to Professionalism

• Communication skills
  – Student is able to communicate in a caring and respectful manner
  - Able to communicate using appropriate verbal and non-verbal skills
  – Self assured while demonstrating modesty and humility
  – Appropriately responds to an information request from the health care team
E Value Criteria Related to Professionalism

• Patient Centered Care
  – Student establishes relationships with patients and care givers to provide patient centered care
  – Student establishes relationships with other health care team professionals to provide patient centered care
Mentoring
“Professionalism”
## Consider the Student

<table>
<thead>
<tr>
<th>Generation</th>
<th>Born Dates</th>
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<tbody>
<tr>
<td>Traditionalists</td>
<td>1927–1945</td>
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<td>Baby Boomers</td>
<td>1946–1964</td>
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<td>Generation X or Xers</td>
<td>1965–80's</td>
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<td>Gen 2020</td>
<td>after 2000</td>
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<tr>
<td></td>
<td>Traditionalist</td>
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<td><strong>Work is:</strong></td>
<td>An obligation</td>
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<td><strong>Leadership style</strong></td>
<td>Direct; command and control</td>
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<td><strong>Performance Feedback</strong></td>
<td>I’m doing well if no one is</td>
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<td>complaining</td>
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<td>Essentials</td>
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<td><strong>Engagement</strong></td>
<td>Visible contributor</td>
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Discussion
Scenarios
What do you do when.....?
Scenario 1

The College is closed due to inclement weather in Fargo. A student in Arizona tells the preceptor he is not coming to the site because it is a “SNOW Day”
Scenario 2

Your student comes to the pharmacy site without a white coat. Your pharmacy dress policy adheres to that of NDSU and requires a clean, pressed white coat by all pharmacy staff. The student states his car broke down on the way to the pharmacy site and became dirty. The next day, he still has no white coat and states he had no time to clean his lab coat.
Scenario 3

Student consistently uses less effort than you believe he is capable of. Lab monitoring sheets are not filled out completely. He misses important clinical findings and drug interactions.

You coach him and the low performance continues.

Now what?
Scenario 4

You are sharing precepting responsibilities with another pharmacist. The student complains about how difficult the other preceptor is to work with.

How do you respond?
Scenario 5

Your site has the opportunity to attend a presentation on valve replacement given by a cardiac surgeon. Throughout the presentation, the pharmacy student is looking at her phone and texting.

How do you address?
Scenario 6

Your student arrives to a 8:00 morning meeting one minute before the meeting is to start. He brought a bowl of cereal and coffee which he eats during the meeting. No one at the meeting has brought food.

Since the rotation started, the student has always been right on time for his rotation but his clothes are wrinkly and his shirt tail is frequently out and does respond to questions very quickly.