

NOW SHOWING

Student pharmacist and pharmacist resident perceptions of an audio-video recording learning activity

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Aim

To develop an activity using audio-video (AV) technology to facilitate learning in a university based, pharmacist-led primary care clinic.

Context

There is a continuous need to develop activities for pharmacy learners to improve patient consultation skills. At the UBC Pharmacists Clinic, learners interact with real patients in private consultation rooms.

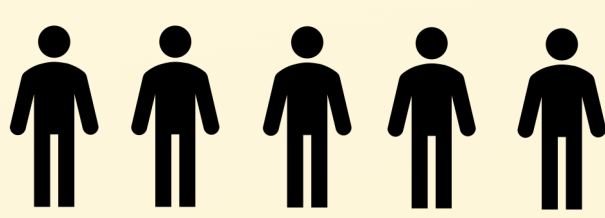
Intervention



Results

Participants

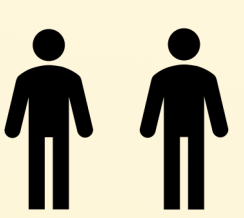
5 undergraduate Entry-to-Practice PharmD students



1 hospital pharmacy resident



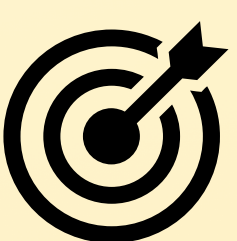
2 community pharmacy residents



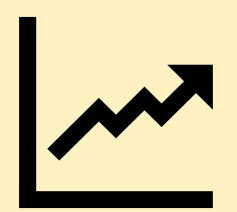
Consultation Assessments



The majority of learners underestimated their skills across all assessment categories



After reviewing the recorded consultation, learners scored themselves 15% closer to the preceptor's score



54% of learners scored themselves higher on their assessment after reviewing their recorded consultation

Reviews

“Reviewing the recording helped to reinforce the need to manage my time more appropriately and conduct the consultation in a more structured way.”

“I learned that I can be more organized and timely in my patient consultations. I can also use less “umms” or “likes” when gathering my thoughts when speaking with the patient. I can ask questions in a more open-ended manner to allow the patient time to respond.”

Lessons Learned

1. This type of activity may help to improve self-awareness of learners' skills during patient consultations
2. It may help improve self-confidence after seeing preceptor scores higher than those given by oneself
3. Learners felt that this activity helped them to determine consultation skills requiring improvement

Post-activity Reflection

Pharmacy learners felt this activity was helpful in the following 4 areas:

1. Appropriate questioning
2. Clear & concise language
3. Time management
4. Non-verbal habits

Future Implications

AV recording activities in a primary care setting may be beneficial for improving pharmacy learner consultation skills.

Credits

Thank you to the learners who participated in this activity. Special thanks to Jillian Reardon, Larry Leung, Jason Min and Barbara Gobis at the UBC Pharmacists Clinic.

