



CANADIAN PHARMACY PRACTICE PROGRAM Patient Dialogue Skills

Course Description

This course will focus on the counselling skills that pharmacists need when interviewing patients, counselling them on prescribed medications and compliance aids, assessing their needs and accurately advising on the selection and use of home health care products. Students will be introduced to cultural differences in patients' responses to health care professionals, counselling issues and language barriers.

Course Objectives

Students in this course will be expected to:

1. Communicate effectively with patients or their representatives
2. Gather all relevant information for prescription counselling and home health care recommendations
3. Counsel effectively on prescription medications and home health care products
4. Demonstrate professionalism through appropriate behaviours and attitudes

Educational Outcomes

This course will primarily focus on a number of outcomes:

1. Critical thinking skills
2. Information access and evaluation skills
3. Application and integration of knowledge acquired in Therapeutics and Professional Practice Lab
4. Meeting patients' informational and counselling needs, confirming the patients' understanding of a care plan

Course Topics

Sessions will alternate between Role Play and tutorial activities.

For the Role Play sessions, the students will be broken out into small groups. These sessions will consist of an interaction between the student and a patient. The patient may present with a prescription, request information or a home health care recommendation. The student, during a timed interview, will be expected to gather all relevant information, counsel on a prescription medication, if needed, or make a home health care recommendation and counsel on that



recommendation, taking into consideration any Drug Therapy Problems that may be encountered. Students are then expected to prepare a Care Plan based on their patient encounter.

The tutorial sessions will provide foundational material necessary for an effective patient encounter, as well as feedback and guidance on common problems discovered during the Role Play sessions. These will be in large group format.

Learning Strategies

Learning strategies will include classroom activities, small group collaborations and discussions. The quality of the learning experience depends on the active participation of each registrant.

These strategies will include Role Play sessions (patient encounters) with Pharmacist Instructors and Standardized Patients (SPs), feedback sessions on Role Plays, including demonstrations and the use of videotaping, tutorial sessions and the preparation of a Care Plan for each patient encounter.

The Pharmacist Instructors will all be practising pharmacists, allowing for relevant reinforcement of the practice issues brought out during the Role Plays.

Assessment Strategies

Assessment strategies are learning-centred and include continuous assessment throughout the course to track personal growth and learning. Evaluations of the patient encounters and marked Care Plans, based on the information gathered during the patient encounter, will be used as evaluation tools to track students' progress and to determine any supportive sessions that need be given on any of the areas of difficulty. An overall passing grade of 60% is necessary to pass the classroom portion of the program.

Since the assessed activities are encountered for the first time by registrants in the program, the initial assessments are for learning purposes only. The assessments that are required for successful completion of the classroom portion of the program begin on week 8.

Student assessment will consist of:

Patient encounters	Weeks 9 through 11, equally weighted	30%
Care Plans	Weeks 9 through 11, equally weighted	70%

Appeal: if there are simple errors of addition or calculation, please report these to Jas Jawanda for correction.



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Required Texts

1. Compendium of Pharmaceuticals and Specialties (CPS): Canadian Pharmacists Association (most recent)
2. Compendium of Therapeutic Choices: Canadian Pharmacists Association - (most recent)
3. Compendium of Therapeutics for Minor Ailments: Canadian Pharmacists Association – (most recent)