MMCP:
A TRANSFORMATIVE EXPERIENCE

The Medication Management Certificate program is a unique learning opportunity for licensed, practicing pharmacists. The goal of the program is to increase the confidence and skill level of practicing pharmacists in the provision of comprehensive medication management services to patients in an ambulatory care setting. The program consists of an online component, along with five days of hands-on training in the UBC Pharmacists Clinic alongside a clinic preceptor.

Earlier this year, the Pharmacists Clinic welcomed Maki Tsuji, a community pharmacist originally from Japan, and the very first Medication Management Certificate Program student. Maki has worked in clinical community pharmacy since 2001 and is currently employed at Burrard Pharmasave. Maki describes wanting to register in the program to “make myself more useful to (the) company.”

“I wanted to do medication reviews properly and efficiently. I wanted to learn,” she explains.

Maki described her first day at the Clinic as “intense”, “coming in as an adult learner and feeling like a full-time student again.” However by days two and three, she found her groove, was feeling more confident, got to know the Clinic team, and was enjoying herself.

Maki’s Clinic preceptor, Dr. Rosanne Thalakada, felt that day 4 in particular was a turning point for Maki. “It was the day when her new process was starting to solidify,” explains Dr. Thalakada. “She had practiced her new skills enough times that her approach became more natural.”

“ON THE LAST DAY, AFTER PRACTICING AND APPLYING HER SKILLS WITH MANY PATIENTS, (MAKI) HAD MUCH MORE CONFIDENCE IN ASSESSING PATIENTS FOR DRUG THERAPY PROBLEMS. SHE WAS MORE COMPREHENSIVE IN HER PROCESS AND SPENT MORE TIME GETTING TO THE BOTTOM OF MEDICATION-RELATED ISSUES.”

Maki agrees... “I was given the opportunity to talk with patients and prepare reviews,” she says. “I was given lots of feedback and useful assessment tools. By Friday, I had developed confidence and was feeling very glad to have taken the course.”

Barbara Gobis, director of the Clinic, also noticed a transformation in Maki over the course of the week. “On the last day she presented a case using the language of a clinician, thinking like a clinician. She is a comfortable, confident, capable, and caring practitioner.”

The Medication Management Certificate Program is a CCCEP-accredited Certificate Program offered through UBC Continuing Pharmacy Professional Development (CPPD) and the Pharmacists Clinic. Participants who successfully complete this program receive one continuing education unit (CEU) per contact hour for a total of 32 CEUs. - JULIE KREGER