



FACULTY OF
PHARMACY &
PHARMACEUTICAL
SCIENCES



Engaging Large Classes in Active Learning

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SETTING THE STAGE

Thinking of what you want to get out of your pharmacy education *and* 314, which of the following is *most important to you?*

1. Acquiring information (facts, principles, concepts)
2. Learning how to use information and knowledge in new situations
3. Developing lifelong learning skills.

My thoughts....

All three are clearly important.

Which do you think you can make headway on outside of class by your own reading and study?

- Acquiring information
- Developing lifelong learning skills

Which do you think would be best achieved in class working with your classmates and me?

- Learning how to use information and knowledge in new situations
- Developing lifelong learning skills

Learning is not a spectator sport....





You need to find your OWN path
to strong communications skills.

The forest may look like for
Pharm 334 in Jan.





My job is to provide you the tools to find your own path to “good communication”

Notes from Past Students

- Dr. Guirguis will teach you a process of communication in patient care process.
- The process you will learn is a starting point for you to develop your own communication style.
- You have to go past the material, make it our own, and understand principles to apply to many situations.

GETTING INPUT

How would you describe “good”
communication between a patient and
pharmacist?

Class of 2015 “Good Communication”

- Ideas

- More Ideas

This is the vision for this class.

**This is what I want to help you
achieve in Pharm 314 & 334!**

Words to Describe Patient-Pharmacist Communication



Class of 2015

A word cloud of professional skills and traits for the Class of 2015. The words are arranged in a roughly triangular shape, with the largest word at the top. The colors of the words range from dark red to gold. The words include: Respectful first-name, Brief, Understanding, Professionalism, Approachable, Nonjudgmental, Honesty, Compassionate, Non-verbal, No-textbook-talk, Eye-Contact, Know-the-person, Active-Listener, Patience, Privacy, Confidentiality, and Confidence.

Respectful first-name
Brief Understanding Professionalism
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Compassionate Non-verbal
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Active-Listener Patience
Privacy Confidentiality
Confidence

IClickERS

**PLEASE bring
your iClicker to
class.**



What is the pharmacists' primary role when interacting with a patients who has a new prescription medication?

- a) Educate the patient
- b) Assess medication therapy
- c) Gather patient history
- d) Determine long term monitoring plan

1-MINUTE ESSAY

Coping with Hitchhikers and Couch Potatoes on Teams

- Please write half a page on how does the hitchhiker apply to your past or present situations?
- Place Name at top of page.
- You will receive 0.5 bonus marks for a relevant, thoughtful, and legible answer.

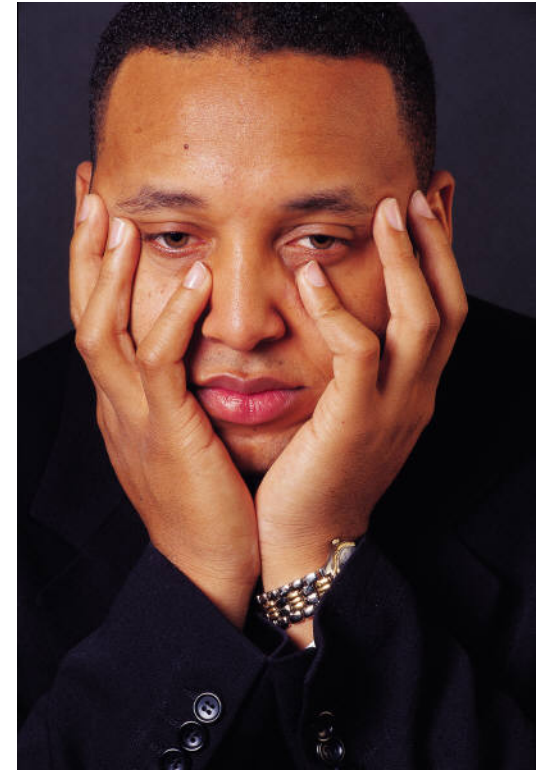


<http://www.public.iastate.edu/~goodwin/spcom322/coping.pdf>

SELF-CARE

Burnout

- Burnout symptoms include exhaustion, depersonalization, and low sense of accomplishment.
- 60% of physicians experience symptoms of burnout which has been linked to poorer quality of care, medical errors, & decreased empathy
- Likely to be similar for pharmacists and students??



Pharmacist Self-Care

- Mindfulness
- Breathing
- Meditation
- Goal Setting
- Humour



DEBATE

The Refill Debate: Setting the Stage- From Reading

- US statistics (p 175)
 - 100 000 deaths per year
 - ADRs may be the 4th to 6th leading cause of death
- Medications are focus of Safety chapter
- “Effective communication is the cornerstone of patient safety” p175



- Sue, a new pharmacy grad, had been working at Drugs'R'Us for 6 months.
- Sue enjoys her work and is starting to build relationships with her patients, despite the busy workload.



- Yesterday, her store managers asked to speak with her.
 - “Sue, we do not routinely counsel patients at refill. There is just not enough time in the day. Could you please save your time for counseling for the new prescriptions that really need your help? Leave the techs to hand out the refills. They can find out if the patients have any questions and get you if needed.”
- Sue is not sure what do. What is your opinion?
- Should pharmacists routinely counsel patients at refills?
- Be prepared to take a position and defend it.

- Consult Refills

- Skip Refill Consults

GAMES

History Taking Game

- Goal: Pharmacist replicates the patient's picture in 4 minutes.
- Rules of Engagement
 - Pharmacist may NOT look at patient's picture
 - Patient may look at, but not touch pharmacists' picture
 - Pharmacist may ask questions
 - Patients only responses are “yes”, “no” or “I don't understand”

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Questions?