



## 2019 Patient Counseling Competition

**PURPOSE:**

Students will demonstrate the counseling skills they have learned within their didactic course and/or work related experiences.

**TIMELINE:**

<b>September 14, 2019</b>	<ul style="list-style-type: none"> <li>Notification of names for the <u>top local competition winners</u> from each school to IPhA: Kim Condon <a href="mailto:kimc@ipha.org">kimc@ipha.org</a> and Dr. Lalita Prasad Reddy <a href="mailto:lprasad@csu.edu">lprasad@csu.edu</a></li> </ul>
<b>October 4<sup>th</sup>, 2019</b>	<ul style="list-style-type: none"> <li>Students to present at designated room at the hotel for orientation</li> </ul>
<b>October 4<sup>th</sup> – October 5<sup>th</sup>, 2019</b>	<ul style="list-style-type: none"> <li>Judges will review recordings of counseling sessions</li> <li>Winner will be announced at the Saturday President’s Banquet</li> </ul>

**LOCAL COMPETITION:**

**GUIDELINES FOR LOCAL COMPETITION:**

**ORGANIZATION:**

- It is up to the individual college/school regarding which student organization will host the local competition. In nature, this competition will mimic the National Patient Counseling Competition (NPCC) hosted by the American Pharmacists Association (APhA). Many colleges/school may elect to have their chapter for the Academy of Student Pharmacists host this competition; however anyone may host this competition.

**ELIGIBILITY:**

- Student requirements to participate in this competition:
  - Currently enrolled in a college/school of pharmacy holding appropriate accreditation with ACPE.
  - Student members of IPhA

**STUDENT PARTICIPANT:**

- Student participant will role-play a pharmacist dispensing a prescription to a patient/caregiver. Counseling points need to be conveyed to the patient/caregiver in an appropriate and timely manner.
- The state competition drug list is noted at the end of this document. Any of these drugs can be used for your local competition. (It is recommended to use the same drug for all student participants to limit bias and provide objective judging, however not mandatory.)
- Student participants will have the list of drugs in advance before the local competition takes place (included in this document). It is recommended for student participants to review the list and prepare accordingly.
- At the time of the local competition, students will be asked to counsel a patient on a given drug. They will be provided with a prescription and a patient profile. Once receiving this they will have access to drug information resources (hard copies) for five minutes. This time should be used to review the information that is specific to the given patient. Once this time has concluded, the student participant is then asked to call the patient back so the student participant can counsel the patient on the new prescription. This counseling session may last up to 5 minutes, however not to exceed 5 minutes. The student

participant may counsel the patient orally, but using written handout information and props may be used. A one minute warning will be given and then the technician will turn off the recorder after the five minute time limit is reached.

- Absolutely no drug literature or scratch paper will be allowed into the area of research after a drug has been identified. However student participants will be allowed to write notes onto the patient profile/prescription and are welcome to use during the competition.

#### **PATIENT:**

- Volunteers should be solicited to play the role of the patient. These volunteers may be representatives of local or state pharmacy associations, pharmacists, and faculty or staff members of your college/school.
- The patient should play a role that the student participant must work to overcome a communication obstacle, but not make this interaction impossible (example: angry, worried, distrustful, hearing impaired, etc).
- During this interaction it may be difficult to maintain a consistent approach from one participant to another, but is important to discuss with patients the expected delivery to ensure as much objectivity as possible.
- When one minute remains in the counseling session, a warning is given. After the scenario is concluded or the counseling session exceeds 5 minutes, the recording should be stopped.
- If the student participant counsels for longer than 5 minutes, only the first 5 minutes will be evaluated.

#### **JUDGES:**

- Judges for the competition are recommended to be practicing pharmacists who have a reputation for a patient-focused practice.
- Recruiting judges from outside the college adds credibility to the competition and it reduces the possibility of bias from internal judges.
- Contact judges early to assure their availability.
- It would be recommended to tape the counseling sessions so judges can review the tapes multiple times to ensure objective judging. The tapes should not be compared against other participants, however only to make sure that each student participant identified and addressed judging criteria.
- It is asked that there be no ties. Using three judges and the evaluation form included should allow adequate discrimination among participants.
- The state competition will allow one student to represent their college/campus and present at the IPhA Annual Conference on October 4<sup>th</sup>, 2019.

**Since this meeting is so soon after the start of the didactic year, the colleges/schools of pharmacy are permitted to use their winner from their 2019 APhA local competition to compete at the state competition.**

## **STATE COMPETITION:**

### **GUIDELINES FOR STATE COMPETITION:**

#### **NOTIFICATION:**

- The college/school must report the top winner from the local competition not later than September 14, 2019 to Kim Condon [kimc@ipha.org](mailto:kimc@ipha.org) and Dr. Lalita Prasad Reddy [lprasad@csu.edu](mailto:lprasad@csu.edu)
- At the time of reporting, the student participant's name, hotel information, e-mail, cell phone number and school/college association is needed (a cell phone number is needed in order to contact the participant for updates while at the conference)

#### **REQUIRED PROCEDURES:**

- The representative student participants will need to meet in the designated area of the hotel on October 4<sup>th</sup>, 2019.
- During this time a brief introduction of participants and rules of the competition will be conducted.
- All counseling sessions will be completed by October 4<sup>th</sup>, 2019 unless further discuss with IPhA Patient Counseling Competition Coordinator.
- Judges will review the videos on October 4<sup>th</sup> – 5<sup>th</sup>, 2019  
The final winner will be announced during the President's Banquet on October 4<sup>th</sup>, 2019.
- Items above are subject to change once the Meeting Committee has been finalized.  
Participants will be notified accordingly.

#### **ELIGIBILITY:**

- Student requirements to participate in this competition:
  1. Currently enrolled in a college/school of pharmacy holding appropriate accreditation with ACPE.
  2. Student members of IPhA
  3. Must have been selected by college/school of pharmacy (1 student from each school will represent)

#### **STUDENT PARTICIPANT:**

- Student participant will role-play a pharmacist dispensing a prescription to a patient/caregiver. Counseling points need to be conveyed to the patient /caregiver in an appropriate and timely manner.
- Student participants should review the list of drugs at the end of this document. Any of these drugs can be used for the state competition.
- Student participants will have the list of drugs in advance before the state competition takes place (included in this document. It is recommended for student participants to review the list and prepare accordingly).
- At the time of the local competition, students will be asked to counsel a patient on a given drug. They will be provided with a prescription and a patient profile. Once receiving this they will have access to drug information resources (hard copies) for five minutes. This time should be used to review the information that is specific to the given patient. Once this time has concluded the student participant is then asked to call the patient back so the student participant can counsel the patient on the new prescription. This counseling session may last up to 5 minutes, however not to exceed 5 minutes. The student participant may counsel the patient orally, but using written handout information and props

may be used. A one minute warning will be given and then the technician will turn off the recorder after the five minute time limit is reached.

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**PATIENT:**

- Volunteers should be solicited to play the role of the patient. These volunteers may be representatives of local or state pharmacy associations, pharmacists, and faculty or staff members.
- The patient should play a role that the student participant must work to overcome a communication obstacle, but not make this interaction impossible (example: angry, worried, distrustful, hearing impaired, etc).
- During this interaction it may be difficult to maintain a consistent approach from one participant to another, but is important to discuss with patients the expected delivery to ensure as much objectivity as possible.
- When one minute remains in the counseling session, a warning is given. After the scenario is concluded or if the counseling session exceeds 5 minutes the recording should be stopped.
- If the student participant counsels for longer than 5 minutes, only the first 5 minutes will be evaluated.

**JUDGES:**

- Judges for the competition will be practicing pharmacists attending the IPhA Annual Conference.
- The counseling sessions will be recorded so judges can review the tapes multiple times to ensure objective judging. The recordings should not be compared against other participants, however only to make sure that each student participant identified and addressed judging criteria.
- It is asked that there be no ties. Using three to five judges and the evaluation form included should allow adequate discrimination among participants.
- The winner of the counseling competition will be presented October 5, 2019 at the President's Banquet

*\*\* This competition will mimic the APhA National Patient Counseling Competition. Therefore colleges/schools are welcome to submit the top winner from their 2019 National competition or conduct a new competition.*

**DRUG LIST**

State Competition Drug List	
•	Bactrim ®
•	Toujeo® Injection
•	Bydureon ® Injection
•	Memantine
•	Levofloxacin
•	Benazepril
•	Sitagliptin
•	Symbicort® Inhaler
•	Rosuvastatin

### Patient Counseling Competition Evaluation Form

<b>Student Name:</b> _____		
Part 1: PROFESSIONAL COMPETITNCE- COUNSELING POINTS	Did not complete	Completed
1. Identifies/introduces self as pharmacist.	0	2
2. Identifies/confirms patient or patient's agent.	0	2
3. Provides medication name.	0	2
4. Provides indication for medication.	0	2
5. Provides dosage/regimen for medication.	0	2
6. Discusses potential (major) side effects.	0	2
7. Discusses potential warnings, precautions, and interactions.	0	2
8. Discusses missed dose instructions.	0	2
9. Provides number of refills or number of allowed refills.	0	2
10. Discusses storage recommendations.	0	2
<b>PART 1: TOTAL SCORE</b>	_____ /20 points	

**OVERALL EVALUATION SCORE**

Part 1 score (max 20) = \_\_\_\_\_

Part 2 score (max 30) = \_\_\_\_\_

Part 3 score (max 35) = \_\_\_\_\_

Overall Eval Score (max 15) = \_\_\_\_\_

**TOTAL SCORE =**

Part 2: PROFESSIONAL COMPETINCE – COUNSELING POINTS	Did not complete	Poor	Below Average	Average	Good	Excellent
11. Explains the purpose of the counseling session.	0	1	2	3	4	5
12. Makes appropriate use of the patient profile.	0	1	2	3	4	5
13. Assesses patient understanding of the reason(s) for therapy.	0	1	2	3	4	5
14. Uses open-ended questions throughout counseling session.	0	1	2	3	4	5
15. Verifies patient understanding via feedback	0	1	2	3	4	5
16. Summarizes by emphasizing key points of information, provides closure and opportunity for follow-up.	0	1	2	3	4	5
<b>PART 2: TOTAL SCORE</b>	_____ /30 points					

Part 3: COMMUNICATION ABILITY – GENERAL TECHNIQUES	Did not complete	Poor	Below Average	Average	Good	Excellent
17. Presents facts and concepts in a logical order.	0	1	2	3	4	5
18. Provides accurate information.	0	1	2	3	4	5
19. Uses language the patient is likely to understand.	0	1	2	3	4	5
20. Displays effective nonverbal behaviors (eye contact, body language, etc)	0	1	2	3	4	5
21. Identifies and appropriately addresses any real or anticipated concerns or problems of importance.	0	1	2	3	4	5
22. Uses understanding or empathetic responses.	0	1	2	3	4	5
23. Maintains control and direction of the counseling session.	0	1	2	3	4	5
<b>PART 3: TOTAL SCORE</b>	_____ /35 points					

OVERALL EVALUATION OF PARTICIPANT	0	1	2	3	4	5
<b>TOTAL SCORE FOR OVERALL EVALUATION</b>	_____ x 3 = _____ /15 points					