

Designing a Structured CPE Framework for Staff Development in Inpatient Pharmacy

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Background

Continuing Professional Education (CPE) is a compulsory scheme set by the Singapore Pharmacy Council (SPC) to achieve professional self-improvement of pharmacist. There are currently no national standard on CPE for pharmacy technician (PT). In KK Women's and Children's Hospital (KKH) Pharmacy department, CPE programmes run twice weekly at the departmental level. Topic is decided by presenter and conveyed in the form of didactic teaching.

This poster describes the processes and practices that KKH Children's Inpatient Pharmacy (CIP) use to structure the intra-sectional CPE provided to its Pharmacists and PTs.

Designing a CPE- Processes involved

Step 1: Identify the Education Aims

Designing a structured CPE framework was motivated by 3 factors:

- (1) CIP PT's feedback on their knowledge gap in pharmacology that has made dispensing challenging.
- (2) Observation on low pharmacist's attendance in departmental CPE when its topic is not relevant to their section's practice
- (3) There are on-going staff training for CIP team on cross covering Women's Inpatient Pharmacy's duty

The aims of the intra-sectional CPE are:

- (1) To develop Pharmacists' and PTs' clinical knowledge in KKH practice
- (2) To prepare Pharmacists and PTs for cross-sectional training with Women's Inpatient Pharmacy
- (3) To develop potential educators in CIP

Step 2: Identify Core Topics and Sub Topics

SPC guidance of CPE requirements and area of competencies for pharmacists are referred to ensure the intra-sectional CPE programme is structured in accordance with the national standards. Presentation objectives and guidelines are outlined according to SPC guidance as well.

A total of 28 topics are shortlisted based on the education aims set. These 28 topics are broadly categorized into clinical and non-clinical core topics as shown in Table 1.

Step 3: Evaluate Levels of Experience in Team

To achieve the aim of developing potential educators in the team, presenter may be paired with relatively senior staffs for their CPE presentation. Senior staffs are expected to guide presenters on choosing topic, choosing relevant references, and presentation skills. Guidance on presenter's selection are listed in Table 1. Evaluation of staff's seniority is stated in Table 2.

Table 1. CPE Core and Sub Topics with Guidance on Presenter's Selection

Core Topics	Weightage/ No of Sessions	Sub Topics	Guidance on Presenter's Selection
Clinical	50% 7 sessions	(1) Maternal/Fetal Health <ul style="list-style-type: none"> Hypertension in pregnancy Gestational Diabetes Mellitus Oral Contraceptives Nausea and Vomiting in Pregnancy Perioperative Management 	<ul style="list-style-type: none"> Pharmacist at Junior Level/Intermediate Level to be supervised by Senior Pharmacist PT at Senior Level to be supervised by Pharmacist at Intermediate Level Independent presentation by Pharmacist at Intermediate or Senior Level
		(2) General Paediatrics <ul style="list-style-type: none"> Urinary Tract Infection Asthma Paediatric Immunization Croup/Pharyngitis/Sinusitis Bronchiolitis/Bronchitis/Pneumonia Gastroenteritis 	
Operations	20% 2 sessions	<ul style="list-style-type: none"> Medication Refund/Return Downtime Workflow E-kit Reporting 	<ul style="list-style-type: none"> PT at Junior Level to be supervised by PT at Senior Level Independent presentation by PT at Senior Level
Faculty Development	10% 1 session	<ul style="list-style-type: none"> Giving Feedback Mentor Skills 	<ul style="list-style-type: none"> 1 to 1 Teaching Team Building <ul style="list-style-type: none"> Independent presentation by Pharmacist at Senior Level
Communications	20% 2 sessions	<ul style="list-style-type: none"> How to handle complaints How to handle difficult customers 	<ul style="list-style-type: none"> How to handle adverse outcomes (medication error/ ADR) <ul style="list-style-type: none"> Independent presentation by Pharmacist/ PT at Senior Level

Table 2. Categorization of Staff's Level of Experience

Experience Level	Years of Practice	Experience in Subspecialties/ Supervisory/ Training	Number of Staffs
Junior Level	< 2 years	No	2 PTs 3 Pharmacists
Intermediate Level	> 2 years	No	5 Pharmacists
Senior Level	> 2 years	Yes	6 PTs 6 Pharmacists

Step 4: Logistic Planning

To establish a sustainable and attractive CPE programme, these are the considerations taken in logistic planning:

- Choosing a date and time that most staffs are willing and available to attend
- Securing a venue that is convenient and conducive for learning
- Giving sufficient time for presenters to be prepared physically and mentally
- Rewarding with CPE points for Pharmacists and PTs

With the strategies listed above in mind, the intra-sectional CPE programme have been structured with the following features:

- Twelve sessions are scheduled for the year 2018/2019, with 7 clinical topics and 5 non-clinical topics. These 12 sessions will be scheduled with alternating topics from clinical and non-clinical categories. More sessions are enlisted for clinical topics as clinical activities are heavily involved in CIP daily duties.
- Up to 2 sessions will be held monthly on 1st and/or 4th Mondays. This is to avoid clashing with other CPE programme at departmental levels. Each session's duration is expected to be 20-25 minutes in length, followed by a 5 minutes Q&A session.
- Intra-sectional CPE will be held during lunch break. A poll was sent out to find out team's preference on CPE timing, the options were: before work, after work or during lunch break. Lunch break has received the highest votes from team.
- The schedule will be released at 6 monthly interval to allow sufficient preparation time.
- Venue booking will be booked for every 1st and 4th Mondays for year 2018/2019 and cancelled if there is no CPE session scheduled.
- Attendance sheet will be collated and submitted as evidence for Pharmacist and PTs' CPE points submission.
- There are no restrictions on the teaching method and its materials may be based on existing teaching materials. This is to minimize presenter's anxiety.

Step 5: Getting Feedback from Stakeholders

The stakeholders (include senior pharmacists, senior pharmacist technicians, section leads from both Children's and Women's Inpatient Pharmacy) are gathered to review the CPE programme prior to its commencement. Some amendment was made on sub-topics selection for better clinical relevance in KKH practice.

Conclusion

A new intra-sectional CPE programme has been designed for KKH CIP Pharmacists and PTs with clinical relevance and staff career development in mind. Continuous review will be done to ensure the programme is aligned with the section's developmental and training needs.