



# The School of Pharmacy

## PHRM4072 Quality Use of Medicines

### Experiential Pharmacy Placement, Semester 1, 2024 - Student Manual

#### Quality Use of Medicines (QUM) in Australia

Quality Use of Medicines is one of the central objectives of the National Medicines Policy 2022. The Policy states that the partners consider that all medicines should be used:

- Judiciously – medicines, whether prescribed, recommended, and/or self-selected should be used only when appropriate, with non-medicinal alternatives considered as needed;
- Appropriately - choosing the most appropriate medicine, taking into account factors such as the clinical condition being treated, the potential risks and benefits of treatment, dosage, length of treatment, and cost;
- Safely – misuse, including overuse and underuse, should be minimised; and
- Efficaciously – the medicines must achieve the goals of therapy by delivering beneficial changes in actual health outcomes.

To achieve QUM, people must be provided with the most appropriate treatment and have the knowledge and skills to use medicines to their best effect. Health practitioners have an important role to play in promoting the QUM through good treatment choices, communication with consumers and collaboration with relevant healthcare professionals. The full policy is available at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/nmp-quality.htm-copy2>

#### Purpose of the Year 4 Experiential Pharmacy Placement

During this placement, the expectation is that students will:

- Attend their placement on a full-time basis (5 days/week), over the 4 consecutive weeks during the first 4 weeks of either Semester 1 or Semester 2 (as per their individual schedule).
- Submit a total of 6 SEAL Reflective Learning Tasks according to the submission dates outlined in the ECP.
- Reflect on placement experiences in a Career Development Workshop
- Actively seek out appropriate opportunities to gain feedback from their Preceptor for feedback using the SPA Form as a guide.
- Complete the Optimising Holistic Patient Care (Work Based Task) where they will collect anecdotal evidence and contemporary evidence to produce and submit a written report on the gap between current and best practice in a particular patient demographic.

#### Placement Agreement

There must be a Placement Agreement for all Community Pharmacy Placement sites. This agreement is organised by the School of Pharmacy and sent to the placement sites. The Agreement covers such issues as student insurances, the time span for the agreement, and the general provision of placement facilities. Students cannot start their placement until this agreement is signed by both the placement site and The University of Queensland.



## Suggestion for Initial Meeting between the Student and the Preceptor

It is suggested that the student and the Preceptor consider framing their first discussion around these tabulated ideas/topics and picking/choosing/adding to them as they see fit. This is not compulsory, however both parties may find it beneficial to discuss these matters early on and to refer to them later during the placement. This may also serve as a timely opportunity for the student to discuss with the Preceptor any individual Learning Goals they may have for this placement and if/how this Placement site's workflow/practice dynamic may be able to accommodate the Student's Learning Goals, or any others that Preceptor suggests.

(NB – this form is for personal use only, is optional, NOT compulsory, and NOT to be submitted for any purpose)

Suggested topic for discussion (if applicable)	Comments/Considerations/Answers
Placement start and finish date:	
Agreed daily work hours (start and finish):	
Suggested transport to Placement site (if unresolved):	
Dress code (e.g. shoes, hair, make-up, jewellery, nail polish):	
Preferred lunch break times:	
Any morning / afternoon tea times:	am pm
Alternative Preceptor(s) (i.e. Preceptor's absence/illness):	
How to let pharmacy know if Student cannot attend Placement/or is running late on the day?	
Who does Student contact if they are feeling unwell or have an emergency during Placement?	
Who does Student consult for minor or major issues and Preceptor is not free at the time?	
What happens if Student makes a mistake? Is it addressed immediately or later on? Where? When?	



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The quieter periods (if any) towards the end of day when Student can jot down thoughts to later reflect on, after the Placement (e.g. 10 mins)?

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Any other foreseeable matters/issues:

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Any Student's individual Learning Goals they would really like to achieve during this Placement:

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Any specific/unique learning opportunities that this particular placement site can offer to this Student:

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## Preceptor's Roles and Responsibilities – a Summary

- Placements must be supervised by a registered pharmacist, the Preceptor.
- Preceptors are more than teachers who provide lawful supervision during placement. Their role is also to provide a safe and comfortable learning environment in their pharmacy and a variety of practice experiences to facilitate students' learning. The philosophy of all placements is that they are a 2-way process between the student and their Preceptor (and their team).
- Preceptors are professional role models, guiding and encouraging students to apply the principles of best practice, introducing them to the appropriate professional behaviours and ensuring appropriate supervision. Preceptors will provide an initial briefing, introduction and orientation to the student with regards to the placement environment (e.g., occupational health and safety matters), practices, staff members, individual patients/clients, and will debrief with the students as necessary. They will assist with the student's observation and practice activities, provide ongoing feedback, and supervise the student while regularly clarifying their expectations.
- Preceptors also perform the final assessment of the Student's Placement using the Student Progress and Assessment (SPA) Form, ideally in discussion with the student while providing them with this important, concluding, final feedback.
- It is acceptable and often unavoidable for the student to have more than one Preceptor over the course of their Placement; however, it is expected that one (Principal Preceptor) will maintain a conversation with the other(s) in order to facilitate adequate levels of supervision throughout and to perform the final Student evaluation.



## During the Placement

1. Students must attend their compulsory placement during the timetabled session or at a time which is convenient to the Preceptor. Alteration to this requirement **MUST** be discussed and approved by the Course Coordinator.
2. Students must attend their compulsory experiential Placement pharmacy on a full-time basis (5 days/week), usually from Monday to Friday, over the 4 consecutive weeks during the first 4 weeks of either Semester 1 or Semester 2.
3. Any change in placement details (e.g., placement site, placement Preceptor) must be discussed with the Placements Pharmacist prior to the proposed change.
4. ALL experiential placements which are integral to any Pharmacy course **MUST BE NON-PAID** by the pharmacy. If a student receives any payment, this will:
  - a. undermine the flexibility of the learning experience;
  - b. invalidate any University of Queensland insurance cover;
  - c. invalidate the course placement requirements; a fail grade will be recorded;
5. Students will benefit from pharmacy employment. However, employment (i.e., paid work) at a placement site must be in addition to the required placement hours. Therefore, students who are employed at the placement site or another pharmacy must undertake **ADDITIONAL** hours to cover the placement requirements of unpaid pharmacy time.
6. Placement attendance is compulsory (see ECP). The preceptor will be asked to confirm attendance when completing the SPA Form at the conclusion of the placement.
7. Students away from their placement site for **greater than TWO days** due to illness should obtain a medical certificate and provide this to the School Office and their Preceptor.
8. Students are advised to contact the Course Coordinator to notify of any prolonged absence (greater than **THREE** days) from the placement site due to illness. Additionally, irrespective of medical certificates, any cumulative absence over the 4-week period longer than 3 days must be immediately brought to the attention of the Course Coordinator.
9. The decision as to whether the placement has been satisfactorily completed will be made on a case-by-case basis. If the contact time is deemed unsatisfactory, another placement will be arranged during the year.
10. Wear the Placement Shirt and the correct Identification Badge; no placement can be undertaken without meeting this requirement.
11. At the placement, students are encouraged to observe or participate in a wide range of pharmacy activities. Students are responsible for keeping a record of the learning opportunities as stated in the learning activities:
  - a. Dispensing and counselling prescription and non-prescription medications;
  - b. Communication approaches and techniques;
  - c. Professional and ethical decision making;
  - d. Business and workforce management activities.
12. **DO NOT** use any placement equipment (including all computers and electronic devices) unless prior approval has been given by the Preceptor.



13. Preceptors may be unavailable, at times, to teach or answer student queries. Students can demonstrate initiative and willingness to learn by using this time to participate in other pharmacy activities e.g., interact with other staff; research learning activities.
14. SEAL reflective tasks must be written and uploaded into the ePortfolio via the Blackboard link as per the dates outlined in the ECP. No e-mailed documents will be accepted.
15. Students who have any placement problems or would like to discuss their placement with the Course Coordinator should make an appointment via an e-mail request.

## Suggested placement activities

*Find below a list of some suggested placement activities that students may be involved in during their placement:*

1. Activities that may be performed by Students that **require no/minimal training** (NB: not available at all sites)
  - Passive observation of the pharmacist performing their usual clinical duties such as dispensing and counselling
  - Observation of the overall, general workflow in the practice setting, checking in with staff afterwards for further explanations/discussion/context
  - Attending or observing trainings/meetings/discussions/consultations followed by discussion if necessary
  - Dispense professionally, accurately, ethically and efficiently in accordance with industry and legal regulations, under the supervision of the Preceptor/supervising Pharmacist
  
2. Activities/tasks performed by Students that **may require further learning** (NB: not available at all sites)
  - Interaction with clients – e.g., taking in scripts in a manner appropriate for the placement site, introducing themselves, taking medication/health history, counselling patients, etc
  - Provision of OTC or front of shop medication/product requests
  - Reading/familiarisation with any resources, policies, and procedures used in the practice setting
  - Stocking shelves, unpacking boxes, counting stock (e.g., learning how to mark off orders, put away stock, report any discrepancies to the HP in charge)
  - Compounding
  - Answering the phone in a way that complies with the site, directing calls to appropriate HPs/staff
  - Processing sales through the pharmacy's Point of Sale (POS) system
  - Performing pharmacy procedures efficiently (e.g., closing and opening procedures)
  - Understanding and dispensing from various prescription formats (e.g., paper prescriptions vs electronic prescriptions) Resolving a medication related problem
  - Communication with other health professionals regarding a patient's medication-related issue (e.g., GP, hospital pharmacist, dentist, etc)



3. Activities/tasks performed by students that **require further training/learning** (NB: not available at all sites)

- Dispensing new or unfamiliar medicines
- Dispensing using unfamiliar dispensing software
- Packing a Dose Administration Aid (DAA) (for checking by a pharmacist)
- Compounding more complex, unfamiliar preparations (not covered at university)
- Discussing opportunities for current and future roles for pharmacists across the observed settings as they expand their current scope of practice
- Assisting with hire/sales of devices, medical equipment, and other less familiar products or services
- Performing monitoring pharmacy services, e.g., including BP monitoring and BGL monitoring
- Completing a dispensary medication order
- Observing/assisting with any leadership or managerial tasks (e.g., rostering, supervision/guidance of other students, etc)



## After the Placement

1. Students must complete the required SEAL Reflections and Optimising Holistic Patient Care Project report via the Blackboard links by the due date as outlined in the ECP. No e-mailed documents will be accepted. All files must be readable within Blackboard.
2. All work during the placement must be independent and original.
3. Do not select the same patients or scenarios as other students who may be at the placement site.
4. In writing SEAL Reflections and the Project Report, students must respect patient, doctor and pharmacy staff confidentiality – all writings must be de-identified.
5. It is strongly suggested students upload assessment items into the ePortfolio via the Blackboard links 1-2 days prior to the due date to avoid last minute technical problems.
6. There will be NO opportunity to resubmit or redo any component of the experiential pharmacy placement, except under the direction of the Course Coordinator.
7. The student should appreciate that the practical experience of a placement, closely supervised by a health professional (who voluntarily shares their valuable time and experience), will be of great personal benefit. The School of Pharmacy strongly urges students to show their appreciation by writing a personal letter of thanks to their Preceptor at the end of the placement.

## Useful Contacts

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### Academic

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### Placements and Administration

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