**2020 Patient Counseling Competition**

**PURPOSE:**

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

**TIMELINE:**

|  |  |
| --- | --- |
| **September 16, 2020** | * Notification of names for the top local competition winners from each school to IPhA: Kim Condon [kimc@ipha.org](mailto:kimc@ipha.org) and Dr. Patricia Hoover [PatriciaHoover.PharmD@gmail.com](mailto:PatriciaHoover.PharmD@gmail.com) |
| **September 25, 2020** | * Students to present at designated room at the hotel for orientation |
| **September 25-26, 2020** | * Judges will review recordings of counseling sessions * Winner will be announced at the Saturday President’s Banquet |

**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/schools 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:

1. Currently enrolled in a college/school of pharmacy holding appropriate accreditation with ACPE.
2. Student members of IPhA or MPA

**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 record the counseling sessions so judges can review the recordings 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 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/MPA Joint Annual Conference on Friday, September 25, 2020.

**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 2019-2020 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 16, 2020 to Kim Condon [kimc@ipha.org](mailto:kimc@ipha.org) and Dr. Patricia Hoover [PatriciaHoover.Pharmd@gmail.com](mailto:PatriciaHoover.Pharmd@gmail.com)
* 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 Friday, September 25, 2020.
    - During this time a brief introduction of participants and rules of the competition will be conducted.
    - All counseling sessions will be completed by September 25, 2020, unless further discussed with IPhA/MPA Patient Counseling Competition Coordinator.
    - Judges will review the videos on September 25-26, 2020.  
      The final winner will be announced during the President’s Banquet on September 26, 2020.
    - 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/MPA
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.
* 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.
* 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/MPA Joint Annual Conference.
* The counseling sessions will be recorded so judges can review the recordings 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 Saturday, September 26, 2020 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 2020 National competition or conduct a new competition.*

**DRUG LIST**

|  |
| --- |
| **State Competition Drug List** |
| * Addyi * Biktarvy * Entresto * Jardiance * Rybelsus * Spiriva * Veltassa * Victoza * Xarelto * Zohydro ER |

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**In the event of IPhA/MPA Joint Annual Conference moving online, the Patient Counseling Competition will also be held virtually. To enhance the integrity of the competition, we will adopt the following practice guidelines.**

General Student Expectations:

1. The student’s room and desk must be clear of any papers, folders, books, cell phones, and electronic equipment. Any whiteboards or blackboards must be erased or covered.
2. Any second monitors must be disabled and turned facing away from the student.
3. Any bluetooth enabled devices must be disabled.
4. The student is not allowed to talk or receive assistance during the recording session.
5. Prior to starting of the session, the student must close out any open applications including, but not limited to, web pages, mail, chat, or IM programs.

Technology Setup:

1. Zoom technology will be the video communication used for the competition. Students should download Zoom at least 10 days prior to the assigned competition date, and follow the following directions to test your audio/video set up.

<https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->

1. Students should use a laptop or tablet device that enables hands-free function to join the zoom meeting 5 minutes before your scheduled time. Be sure that your name appears for the proctor to see once you join the meeting.
2. The student’s audio and camera must be turned on for the duration of the counseling session.
3. Students must set up zoom viewing with full view of the student’s face under ample lighting. Upon entering the zoom meeting, the student must rotate their video device to show they are in a secluded area with no other persons and to ensure the work area is free of any restricted materials.
4. At the time of the state 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 (electronic 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 and no other written or electronic handout information or 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.
5. The student participant may not use drug information resources outside of what is provided by the competition and must refrain from using resources during the 5 minute counseling portion of the competition. The honor system will be used, and students are expected to display the utmost integrity as is befitting for a pharmacist.

**Patient Counseling Competition Evaluation Form**

|  |
| --- |
| **Student Name:** |
| **Part 1: PROFESSIONAL COMPETENCE- COUNSELING POINTS** | | **Did not complete** | **Completed** |
| 1. **Identifies/introduces** self as pharmacist. | | 0 | 2 |
| 1. **Identifies/confirms** patient or patient’s agent. | | 0 | 2 |
| 1. Provides **medication name**. | | 0 | 2 |
| 1. Provides **indication** for medication. | | 0 | 2 |
| 1. Provides **dosage/regimen** for medication. | | 0 | 2 |
| 1. Discusses potential **(major) side effects**. | | 0 | 2 |
| 1. Discusses potential **warnings, precautions, and interactions**. | | 0 | 2 |
| 1. Discusses **missed dose** instructions. | | 0 | 2 |
| 1. Provides **number of refills** or number of allowed refills. | | 0 | 2 |
| 1. Discusses **storage recommendations**. | | 0 | 2 |
| **PART 1: TOTAL SCORE** | | **\_\_\_\_\_\_\_/20 points** | |

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

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **OVERAL EVALUATION OF PARTICIPANT** | **0** | **1** | **2** | **3** | **4** | **5** |
| **TOTAL SCORE FOR OVERALL EVALUATION** | **\_\_\_\_\_\_\_\_ x 3 = \_\_\_\_\_\_\_\_/15 points** | | | | | |