**2024 Patient Counseling Competition**

**PURPOSE:**

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

**TIMELINE:**

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| **September 13, 2024** | * Notification of names for the top local competition winners from each school to IPhA: Kim Condon [kimc@ipha.org](mailto:kimc@ipha.org) |
| **September 27, 2024** | * Students to present at designated room at the hotel for orientation |
| **September 27, 2024** | * Judges will review recordings of counseling sessions |
| **September 28, 2024** | * 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.

1. Student members of IPhA
2. 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.
* 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 will counsel the patient orally but written notes and/or props may be available. 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 Annual Conference on Friday, September 27, 2024.

**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 2023-2024 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 13, 2024 to Kim Condon [kimc@ipha.org](mailto:kimc@ipha.org)
* 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 27, 2024 at 2:00PM.
    - During this time a brief introduction of participants and rules of the competition will be conducted.
    - All counseling sessions will be completed by September 27, 2024, unless further discussed with IPhA Patient Counseling Competition Coordinator.
    - Judges will review the videos on September 27-28, 2024.  
      The final winner will be announced during the President’s Banquet on September 28, 2024.
    - 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 prior to the competition. 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, and takes notes on a single piece of paper. 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 28, 2024 at the President’s Gala/Banquet.

*\*\* This competition will mimic the APhA National Patient Counseling Competition. Therefore colleges/schools are   
 welcome to submit the top winner from their 2023 National competition or conduct a new competition.*

**DRUG LIST**

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| --- |
| **State Competition Drug List** |
| * Biktarvy * Airsupra * Jardiance * Lipitor * Mounjaro * Breztri * Descovy * Xarelto * Tryvio |

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

**Due to COVID19 States Restriction, it may be possible during now and the time of the conference that modes of hosting this event must change to virtual. The coordinators will keep all student representatives informed. It is expected that if the conference is live, that there will be no options for virtual competitions.   
  
If the competition needs to be converted to virtual, in order 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.
6. Failure to abide by any of the above will result in immediate disqualification from the competition.

**Patient Counseling Competition Evaluation Form**

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 =

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **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** | | | | | |