

You're hired: How to get hired and succeed on your clinical rotations!

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Learning Objectives

- Discuss best practices for students going on clinical rotations.
- Construct an introductory email to a preceptor for each of your rotations.
- Describe common pitfalls students fall into during rotations.
- Develop a plan to overcome challenges and pitfalls during your rotations.

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Disclosure Statement

- The speakers do not have actual or potential conflict of interests in relation to this presentation.

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Audience Perspectives

- What is your definition of being professional in pharmacy practice?
- What qualities do you think your preceptors and employers are looking for in a good student pharmacist and future employee?
- How do you exemplify trust, compassion, and empathy in patient care?



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Clinical Rotations

- What they are:
 - Pharmacy rotations give students the opportunity to apply information learned from their didactic curriculum into the real pharmacy practice
 - Offer the chance for students to get hands-on experience, and improve their communication and problem-solving skills
 - Possibly an employment opportunity or a preceptor letter of recommendation
- What they are not:
 - Just shadowing the pharmacy staff
 - Just a degree requirement
 - A place where "I can't learn anything"

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Qualities of a Professional

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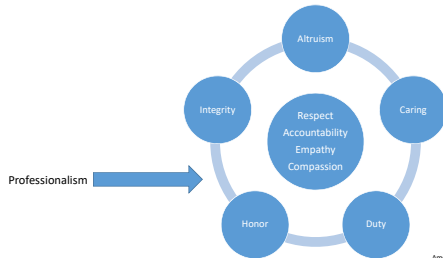
“Pharmacy students do not become professionals merely by graduating from pharmacy school.”

American College of Clinical Pharmacy. (2009). Tenets of Professionalism for Pharmacy Students. ACCP Student Commentary.

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A Model of Professionalism in Pharmacy



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The Tenets of Professionalism

Value	Examples
Honesty and Integrity	Respecting patient privacy Patient advocacy Acting with ethical conduct and moral principles
Altruism	Patient-centered care Share-decision making Patient's well-being first
Respect for Others	Valuing differences in opinion Listening before speaking Solicit constructive feedback

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The Tenets of Professionalism

Value	Examples
Professional Presence	Represent the profession of pharmacy Attitude and behaviors Confidence and trust with public
Professional Stewardship	Active engagement in professional activities Leadership and mentorship Support for colleagues
Dedication and Commitment to Excellence	Self-reflection and growth Lifelong learning Actively seeking mentorship

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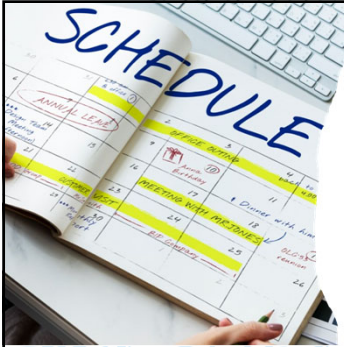
Letters of Recommendation

<p>Residency/Fellowship LORs</p> <ul style="list-style-type: none"> • Effective communication • Patient interactions • Ability to accept constructive criticism • Professionalism • Dependability 	<p>Pharmacy Job LORs</p> <ul style="list-style-type: none"> • Professional attitude • Leads by example • Ability to set goals and complete them • Effective communication • Integrity in action
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Prior to Rotation

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Preparing for Your Rotation

- Assignment of rotation by your EE Department:
 - Choosing a site
- Stay organized:
 - Important dates
 - When to send the introductory email to your preceptor
 - Start date
 - Midpoint and final evaluation
 - Make sure no conflicting events
 - On-boarding requirements (i.e., drug test, signed paperwork, etc.)

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Preparing for Your Rotation

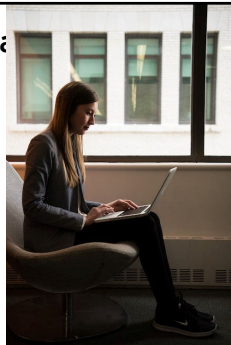
- Review the EE handbook, if applicable
- Review rotation syllabus
- What are the course learning objectives?
- What prerequisite knowledge should you know?
- How will your preceptor evaluate you?
- What is the dress code?
- What is your schedule?
- Are there any important assignments? When are they due?
- How does your preceptor verify your hours?

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The Importance of an Email

- First introduction you have with your preceptor
- Evaluation of your interpersonal and written communication skills
 - Professional tone
 - Spelling and grammar
 - Effectiveness
- Expectation setting between you and the preceptor
 - How to prepare?
 - What to expect?
 - What are your goals?



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The Importance of an Email

- Creates a connection of shared learning goals
- Timing
 - At least two weeks prior to the start of rotation
 - Refer to your school experiential education handbook
- Once you click "Send" it could be "The End"

When do You Check for Errors in An Email

When do you check for errors	Percentage
Before you send it	1%
After you send it	99%

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Writing Tips for a Positive First Email

- Concise and meaningful subject line
- Properly address your preceptor by their title
- Introduce yourself
 - Name
 - Block/dates of rotation
- Be polite with your "asks"
 - Information about the first day
 - Resources you may want to review (or bring to rotation)
 - Pre-planned asks for absences
- Email signature is updated and correct contact information
- Appropriate to include:
 - Updated CV and other pertinent documents
 - Individual learning goals
 - Areas of interests

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Email Example 1

Hi,

My name is Patrick and will be on rotation with you starting next week. Please send me any information.

Patrick

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Email Example 2

Dear Dr. Patrick Tabon,

My name is Shui Li (Lily) Wong, a fourth-year student at the USC School of Pharmacy. I will be having my Academia - Transitions of Care APPE rotation with you from 2/13/23 to 3/24/23.

I have a few questions regarding the first day instructions for APPE. I would like to request information regarding dress code, start time, and meeting location for the rotation. In addition, I would like to know if there are any additional things I need to prepare prior to my first day of rotation.

In addition, I would like to let you know in advance that I have scheduled interviews for pharmacy residency on the following dates listed below. I have another interview date pending for confirmation, so I will update you once I have that date confirmed. I apologize in advance for the inconvenience that it may cause with my absent days during APPE rotation. Please let me know how I could make up for the missed hours during rotation.

1. Monday, February 13th
2. Tuesday, February 14th
3. Friday, February 17th

In the email, I have attached my CV and learning plan for this rotation. Please let me know if you need any more additional documents or information.

I am looking forward to meeting you. Hope to hear from you soon!

Sincerely,
Shui Li (Lily) Wong

—
Shui Li (Lily) Wong
Pharmacist Intern | USC Verdugo Hills Hospital
PharmD Candidate 2023 | USC School of Pharmacy
Tel: [redacted] | Email: [redacted]

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Audience Interaction

- What if you don't get a response from your preceptor in a "reasonable" amount of time?
- What if you identify a major mistake in your email after hitting send?



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Start of Rotation

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First Day of Rotation Best Practices and Pearls

- Be prepared
- Bring any pertinent additional documents and a copy of the syllabus to meet your preceptor
- Dress professionally (dress to impress): business attire is required for all visits during your rotation
- White coat pressed with name tag
- Be early to make sure you account for traffic and locating the site
- Show up on time and ready to work
- Meet with your preceptor and discuss expectations and goal setting

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Appearance Matters



Chilton-Scott, E., Johnson, L., & King, S. (2011). Pharmacist attire and its impact on patient preference. *Pharmacy practice*, 9(2), 66-71.

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Mismatched Expectations

- You are going on your first pharmacy rotation to a fast-paced community pharmacy. What are some expectations you have, or had, about the rotation?
- What do you think your preceptor's expectations are for you on the rotation?
- How would you feel, did you feel, when your expectations did not align with how you thought the rotation should go?



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Mismatched Expectations

- Expectations can be good and encourage you to overcome obstacles
- However, unrealistic expectations can cause friction, misunderstandings, and frustration
 - Cognitive dissonance: refers to a feeling of mental discomfort that occurs when a person has conflicting thoughts, beliefs, ideas, attitudes, information, or behaviors
 - It is uncomfortable to perform worse than expected
 - Student over-entitlement, task is beneath you

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Mismatched Expectations

Ways to reduce or resolve mismatched expectations:

- Evaluate your expectations
 - Challenge, add, or reduce the importance of your existing beliefs, attitudes, behaviors, thoughts, ideas, or information to eliminate the mental conflict
- Understand your preceptor expectations
 - It is their license on the line if you do something wrong
 - They have a method to their madness
- Adjust your expectations
 - Are your expectations realistic, put yourself in your preceptor's shoes
 - Practice gratitude, be grateful for all experiences
 - Be kind to yourself
 - Talk things out with others you trust who can give perspective

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Rotation Pearls

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The Dos

- Have a positive attitude
- It is better to get back to your preceptor than to guess an answer
- Continually develop skills and ask for feedback
- When done with a task, ask what's next
- Don't be afraid of being independent
- Maintain connections with all staff and p
- Assess your time-management abilities
- Integrity means following through



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The What NOT to Dos

- Violating patient privacy (HIPAA)
 - Legal
 - Ethical
- Showing up late or leaving early
- Coming across like you don't care
- Technology and social media unprofessionalism
- Burning bridges



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Get the Employment Opportunity You Want!

- Treat every rotation like a job interview and real job
- Talk to everyone, network to let them know you are interested working with them
- Ask thoughtful questions, and ask for constructive feedback
- Express interest in learning things and take advantage of all opportunities that are offered to you. Challenge yourself!
- Make a lasting impression, impressions you make and your attitude are more likely to get you a job than any certifications or experience!

Remember! Pharmacy is a small world, everyone knows everyone somehow.

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Resources

Brittany Myers-O'Shea, P. D. (2021, March 18). *Stand out as an IPPE and Appe Pharmacy Student*. Pharmacy Times. Retrieved April 3, 2023, from <https://www.pharmacytimes.com/view/stand-out-as-an-ippe-and-apppe-pharmacy-student>

Cretton-Scott, E., Johnson, L., & King, S. (2011). Pharmacist attire and its impact on patient preference. *Pharmacy practice*, 9(2), 66-71. <https://doi.org/10.4321/s1886-36552011000200002>

ACCP. (2009). *Tenets of professionalism for pharmacy students*. American College of Clinical Pharmacy. Retrieved March 29, 2023, from <https://accpjournals.onlinelibrary.wiley.com/doi/10.1592/phco.29.6.757>

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**“Get comfortable being uncomfortable.
Pushing through challenges is what makes you grow!”**

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