

Patient Perceptions of Student Pharmacist Communication and Roles in Pharmacy Practice

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BACKGROUND

- The Pharmacists' Patient Care Process (PPCP) is a patient-centered approach to optimizing patient care.¹
- The PPCP is divided into 5 steps, centralized around communication.
- Communication skills are critical for pharmacists to continually communicate efficiently and effectively to everyone involved in the care of a patient to provide optimal care.¹
- Standardized Patients (SPs) assume the role of a patient in a simulated scenario and give feedback to students regarding their demeanor.²
- SIUe SOP utilizes SPs to assess the performance of skill sets learned by students, allowing the opportunity for a more realistic encounter.
- Studies have shown that students' interaction with SPs creates a more comfortable environment to communicate effectively and confidently.³
- Pharmacists have been known to be a trusted member of the healthcare team, although studies have shown that only around 50% of patients understand the true job details of a pharmacist.⁴

PURPOSE

- To gain insight into SP perceptions of what a pharmacist's job entails, student pharmacist communication skills, and to identify opportunities for improvement within the SIUe SOP curriculum.

METHODS

Study Design:

- Retrospective, observational, 3-part survey consisting of 27 questions requesting basic demographic information, perceptions of student communication during a simulated patient interview as part of a performance-based assessment (PBA), and perceptions of what a pharmacist's job entails before and after an educational video.

Study Population:

- Fourth professional year pharmacy (P4) students from SIUe School of Pharmacy Class of 2023 and members of the community.

Study Measures:

- Student communication skills were rated either unsatisfactory, satisfactory, or excellent in verbal expression, non-verbal expression, interaction with patient, and organization & logic.
- SPs were asked additional questions about the likelihood of recommending the student as a pharmacist to one of their loved ones (yes, no, maybe) and providing overall feedback about the encounter.
- SPs were asked to complete a pre-and post-survey related to a video explaining the basics of what a pharmacist's job may entail including: fill prescriptions, review drug interactions, provide counseling on medications, advise patients on OTC recommendations, administer vaccines, communicate with other healthcare professionals, dose and monitor medications, and complete medication reconciliations.

RESULTS

- The students being evaluated were second-year pharmacy students completing two separate patient interview-based PBAs.
- 174 total responses were attained from a mix of pharmacy students, pharmacy residents, and members of the community.
 - The majority of data collected correlates to SP survey results regarding student pharmacist communication skills.
 - 3 community members provided feedback regarding pharmacists' jobs, and all felt that the educational video provided helped to improve their understanding of what pharmacists do and the importance of communication skills.
 - Nearly all responses from SPs provided positive feedback.

Figure 1: SP Ratings of Student Pharmacist Communication

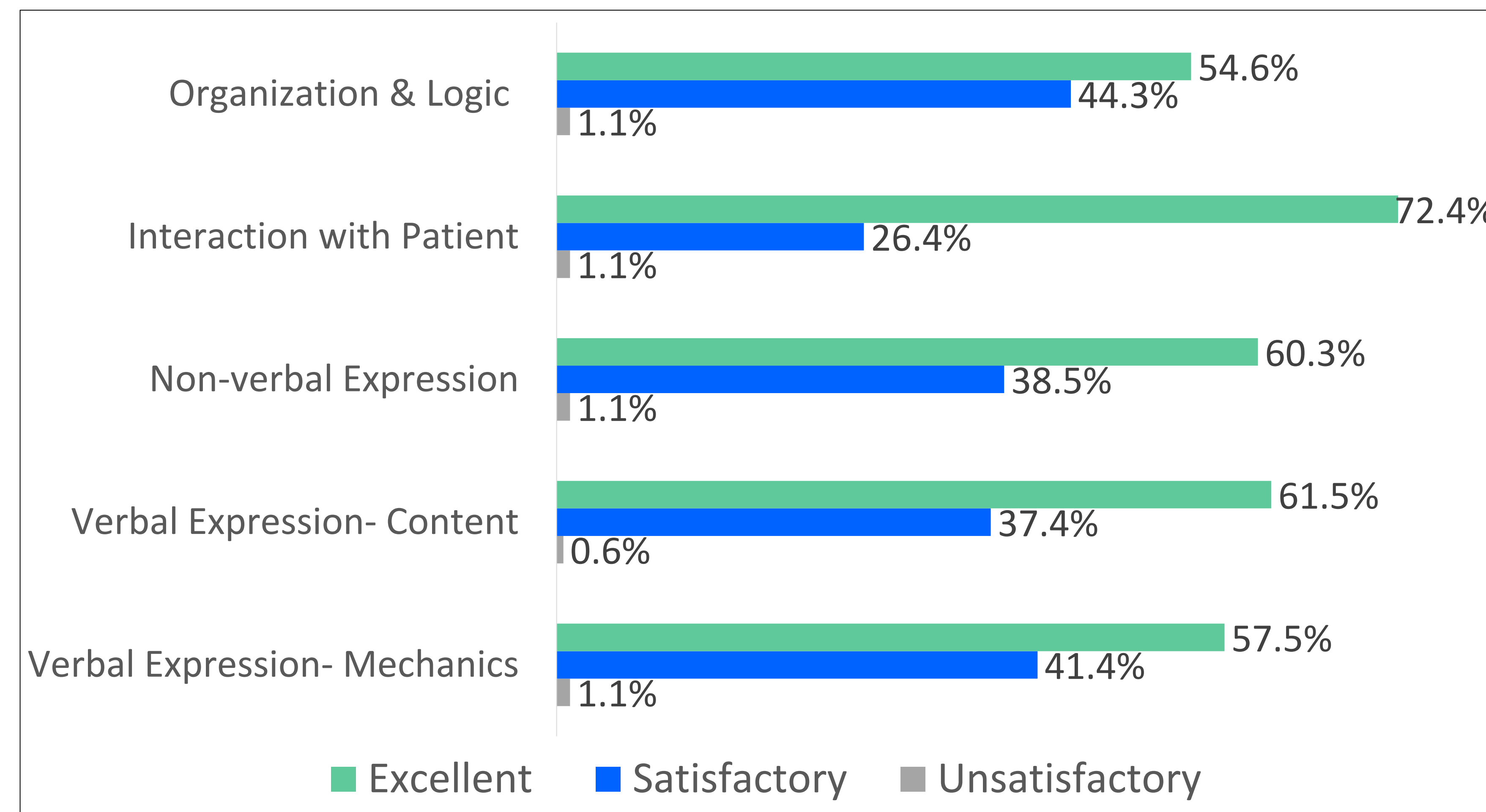
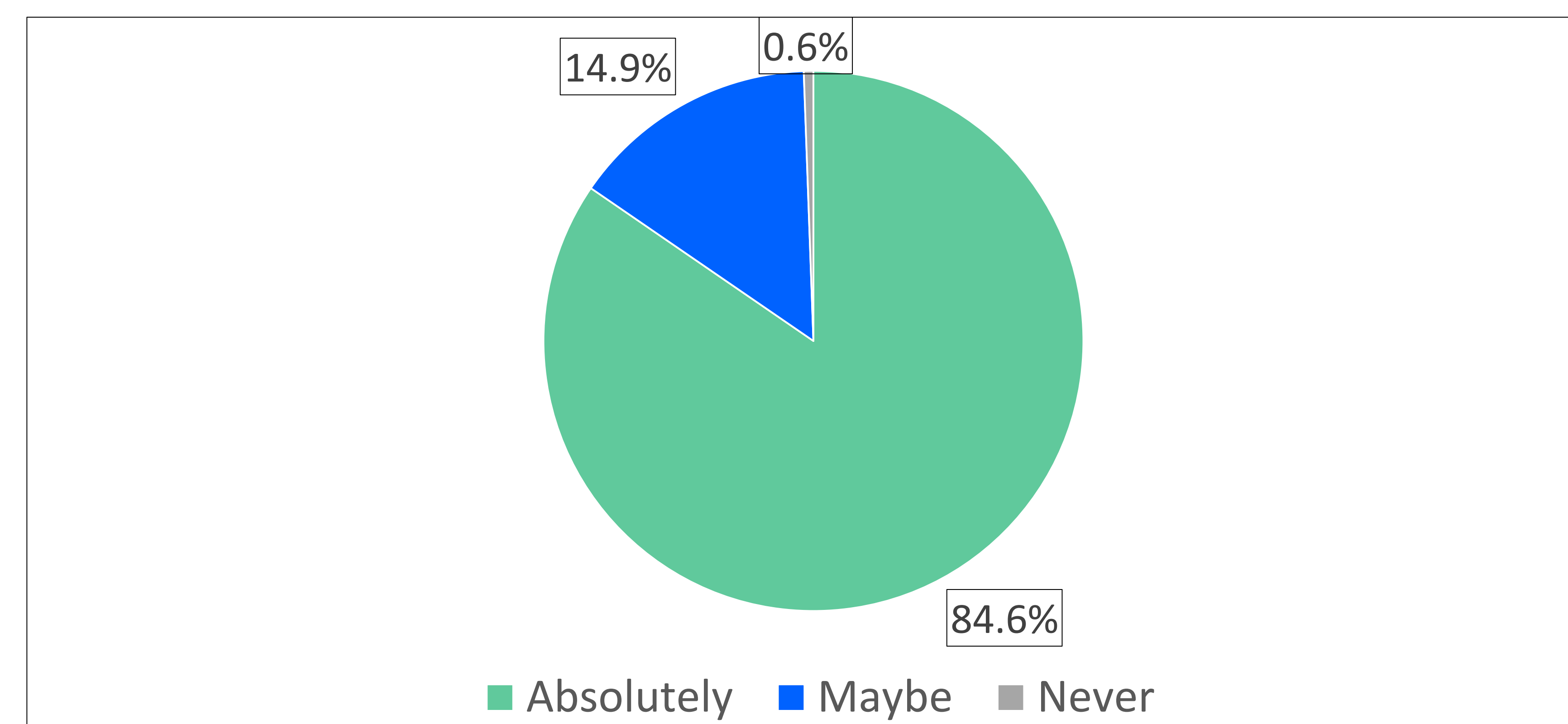


Figure 2: Likelihood of SPs to Recommend Student as a Pharmacist to a Loved One



RESULTS

Table 1: Assessment of 3 SP Community Members' Understanding of What Pharmacists' Jobs Entail

On a scale of 1-10, with 1 being no understanding and 10 being complete understanding, how well do you understand what being a pharmacist entails?		Did watching the video help you to understand what pharmacists do and the importance of communication skills?
Pre-video	Post-video	Post-video
10	10	Yes
7	10	Yes
6	9	Yes

CONCLUSION

- 85.6% of the SPs felt that providing feedback on student communication enhanced their experience as an SP.
- SPs have the potential to provide useful feedback and opportunities for improvement of students' communication skills.
- The dual benefit received from meaningful communication experiences between students and SPs provides further justification and support for the importance of using SPs in SIUe School of Pharmacy's curriculum to better learning experiences for their students.
- The nervous feeling that the student pharmacists have from their first experience practicing communication skills correlates well with the lowest scores in organization & logic.
- Perceptions of what a pharmacist's job entails likely impacts perceptions of student communication, although the low response rate from community members hinders the ability to reach a conclusive statement.

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