

# Jordanian Clinical Skills Competition Program

## Part III Patient Counseling Competition

### General Instructions

- The competition consists of two parts; preliminary round and on-stage one during the conference (9<sup>th</sup> 11<sup>th</sup> October, 2012)
- Counseling points need to be conveyed to the patient/caregiver in an appropriate and timely manner and in simple and easy-to-understand Arabic language (i-e avoid using unnecessary medical terminologies or jargons) in addition to the use of appropriate non-verbal and communication skills.

### Part I: The preliminary round

- Participants will be asked to record a video (mp4) of them counseling a patient (1-5 minutes length) about the **prescription below** then deliver the mp4 using any of the following methods:
  - A CD delivered by hand to The Faculty of Pharmacy- The University of Jordan (Al-Diwan)
  - A CD delivered by mail to: The Faculty of Pharmacy- The University of Jordan- Queen Rania Al-Abdulla street. Amman-11942-Jordan
  - Upload the mp4 to [www.youtube.com](http://www.youtube.com) and e-mail the link to: [patient.counselling@gmail.com](mailto:patient.counselling@gmail.com) (Note: tick the private option on youtube)
  - By e-mail to: [patient.counselling@gmail.com](mailto:patient.counselling@gmail.com)



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Date: ----22/07/2012----

**R<sub>x</sub>**

Pulmicort Turbuhaler 200 mcg x 2

Panadol 500 mg 2x3 PRN

Label

(Signature): .....

**Refill** 0 1 2 3 4 5 PRN NR

- The **deadline** to receive the mp4 is September, 2nd, 2012. Files will be reviewed and evaluated by a committee of staff members of The Faculty of Pharmacy at UJ and results of the top three counseling sessions will be announced online on the conference website by September 30th, 2012.

## **Part II: The On-stage Part**

- The announced 3 finalists will be called to compete on the assigned day of the conference.
- 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.
- Participants will have the list of drugs in advance before the local competition takes place. It is recommended for participants to review the list and prepare accordingly.

At the time of the conference competition, participants will be asked to counsel a patient on a given prescription in no more than 5 minutes.

All participants will receive their patient's prescription information just 10 minutes prior to their competition start time and will be required to counsel the patient on appropriate information and use of the medications. The patient may display personality characteristics to challenge the participants' ability to convey pertinent therapy information.

### **Review of Case:**

Participants will have 10 minutes to review a patient's prescription. Participants will be allowed to utilize provided resources to prepare for the patient counseling session.

### **Patient Counseling Session:**

Participants will have approximately 5 minutes to conduct a patient counseling session on the patient's prescribed medication. The patient-pharmacist interaction will be the only section evaluated by judges. The session will be video-taped by the conference team in order to review and part of the session later on.

### **Resources:**

During the on-stage part there will be resources available for participants to use. Participants will be allowed to use resources provided by the conference team. Participants can bring their own resources to the competition, limited to the list provided below. Notes will not be allowed into the patients counseling session.

### **Attire:**

Participants will be expected to dress professionally during the competition. White coats are MANDATORY. Participants will be required to supply their own white coats.

**Rules:**

- Participation is open to all pharmacists and pharmacy participants worldwide EXCEPT, those who are members of staff at The Faculty of Pharmacy- The University of Jordan.
- Judges decisions are final and are not subject to appeal.

**Evaluation of Patient Counseling Team**

Judges will evaluate and score each team on the interaction and information presented during their counseling session according to criteria listed in the following guidelines.

**Patient Interaction**

- Participant will be expected to:
  - Communicate to the patient why the counseling session and included information is important
  - Systematically think through problems and present medication information in a logical order
  - Display confidence and the ability to control and direct the counseling session
  - Manage time effectively

**Communication Skills**

- Participant will be expected to
  - Display effective verbal communication skills
  - Use an interactive approach to assessing and verifying patient understanding through the use of open-ended questions
  - Display effective nonverbal communication
  - Use language the patient will be able to understand (simple Arabic- no jargons)
  - Demonstrate effective counseling techniques

**Professional Knowledge**

- Participant will be expected to
  - Provide drug education to the patient in a manner that the patient can understand and use to benefit their therapy
  - Convey accurate information concerning the patient's medication therapy including but not limited to: medication, indication, dosage, form, route, duration, pertinent side effects, precautions, interactions, missed dose procedures, storage recommendations, and specific techniques for self monitoring.
  - Discuss any potential therapeutic problems (if any)
  - Correct any incorrect information relayed by the patient (if any)
  - Recognize compliance problems (if any) and increase adherence

## **Pre-approved references for the patient counseling competition**

Below you will find a list of pre-approved references that can be used during the competition. This list is by no means all-inclusive. Electronic resources, class notes, and / or cheat sheets will not be allowed. As a rule of thumb, only resources that are commercially available for all participants to secure will be allowed in the competition. The conference team will have a limited supply of references for the competition so please plan accordingly.

- Applied Therapeutics
- ASHP Drug Information
- DiPiro Pharmacotherapy
- Drug Facts & Comparisons
- Drugdex-Drug Evaluation Monographs
- Drugs in Pregnancy and Lactation
- Drugs in Jordan
- Goodman & Gilman's: Pharmacological Basis of Therapeutics
- Handbook of Injectable Drugs
- Handbook of Nonprescription Products
- Koda Kimble – Applied Therapeutics
- Lange- Basic & Clinical Pharmacology
- Lange- Diagnosis and Treatment
- Lexicomp Drug information Handbook
- Martindale's Extra Pharmacopoeia
- Merck Index
- Meyler's Side Effects of Drugs
- Mosby's Genrx
- PDR
- PDR Concise Drug Guide for Pharmacist
- PDR for Herbal Medicines
- PDR for Nonprescription Products
- PDR Generics
- Washington Manual of Medical Therapeutics