

# Bite-size education modules: Improving pharmacists' opinions and confidence in providing feedback and clinical supervision

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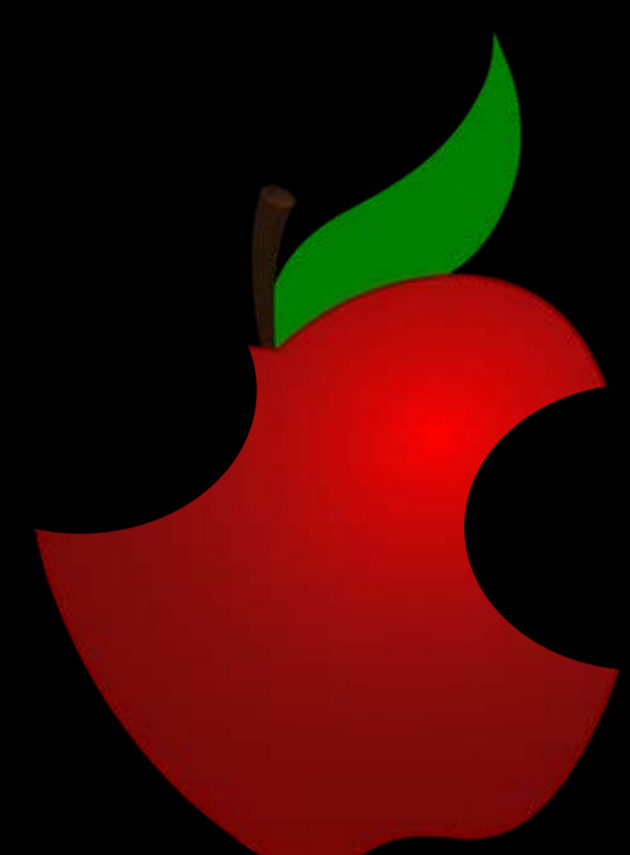
## Background

Multiple pharmacists within our department felt they needed additional training on supervision and providing feedback. Evidence suggests providing effective clinical supervision improves professional performance of the supervisee, which then leads to improved patient care. (1)



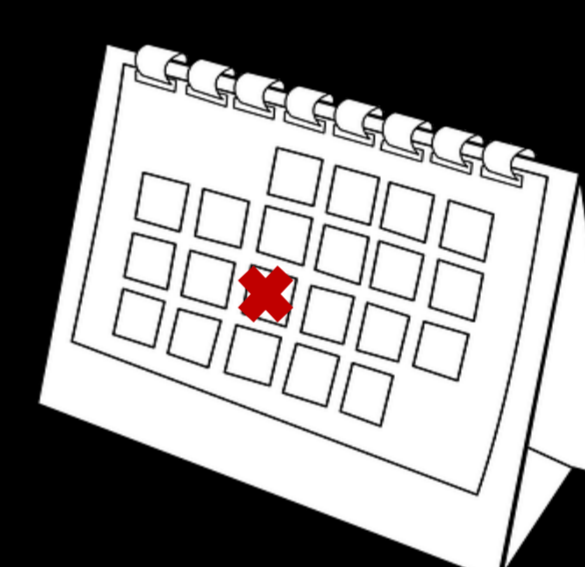
## Description

To create a teaching tool that was quick, encouraged discussion, and required minimal training to be a facilitator.



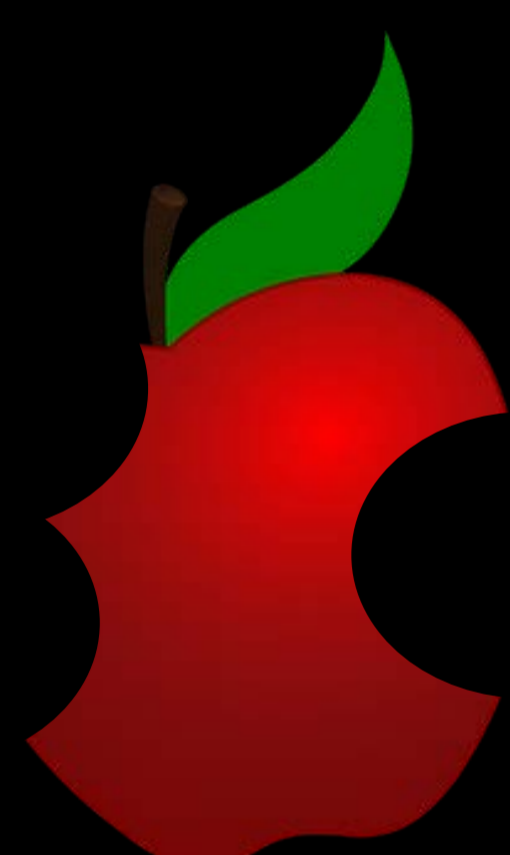
## Action

Six interactive modules on feedback and supervision were developed. Short (15 minute) small group sessions were facilitated by a senior pharmacist within each of five pharmacy teams once a month between March and September 2018. Teams consisted of a combination of early career and senior pharmacists to encourage sharing of supervisor and supervisee experiences.



### Lesson plan:

1. Why bite-sized?
2. Interns: what do I do with them?
3. Students: what do I do with them?
- 4 & 5. Feedback: what works, what doesn't & why
6. Troubleshooting



## Evaluation

A total of 43 pharmacists participated in at least one session, with an average attendance of three to four sessions. A pre- and post-implementation survey was conducted with 26 baseline and 16 post-implementation surveys completed. Results are shown in figure 1. Following implementation, confidence in supervision increased from 27% to 81%. Awareness of expectations when supervising interns as a relieving pharmacist improved (34% agreed at baseline versus 86% post). A mild increase in confidence in giving feedback was observed indicating more training is required. All comments were positive, see figure 2. Limitations included survey results being combined for all pharmacist levels, and post-implementation surveys were not completed by all participants.

Figure 1: Attendee survey responses of 'agree' before and after training

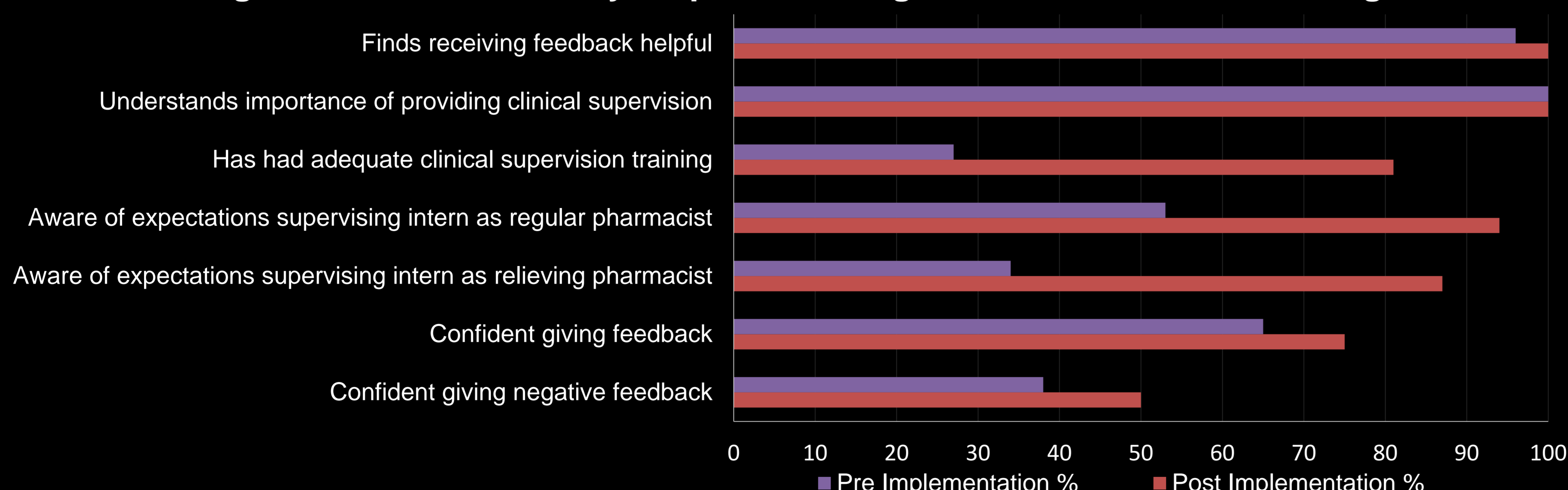
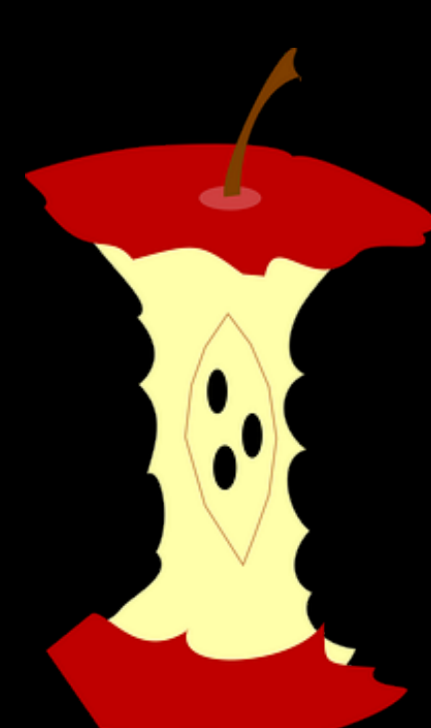
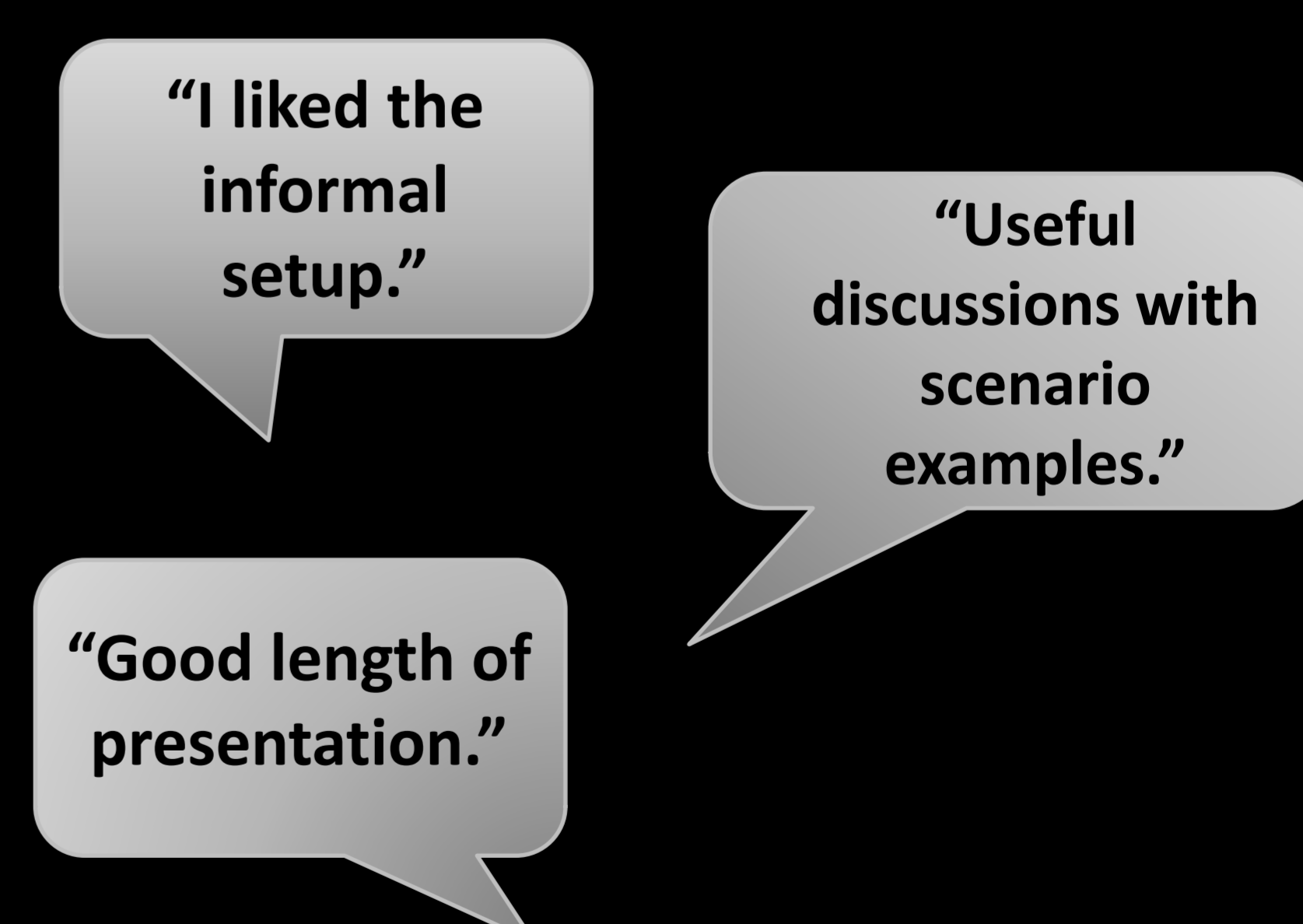


Figure 2: Attendee comment examples



## Implications

A culture of feedback is important so that all pharmacists can improve their performance and the clinical service provided. A semi-structured, facilitated series enabled open discussion on supervision and feedback. This type of education took minimal time to complete but showed obvious impact on increasing pharmacists' confidence and willingness to support continuing professional development through peer supervision and feedback. There is potential to apply this format of education to other clinical and non-clinical topics in the future.