

Simulated Patient Template

Scenario Title: Dispensing medications (Assessment)

Location: Bendigo, Model Pharmacy

Date: 26/5/15 (semester 1)

Subject/Course: Pharmacy

Version: **Author:** Pene Wood/Kirrian Steer

Validated by:

Joy Spark

Estimated Duration- Brief: 5 minute (to whole class in previous workshop).

Pre-exercise in work book

Simulation: 5 min **Debrief:** via reflection submitted via Pebble Pad

TOTAL TIME: 10 minutes

Scenario overview:

A patient arrives to pick up a prescription for Caduet. The student must explain the correct way to take the medication and ensure that the patient is not taking other duplicate medications concurrently.

Learners:

Undergrad

x

Post Grad

Others (please list)

Medicine

Nursing

Paramedicine

Allied Health (state)

x

Pharmacy

Learning objectives for Simulation:

1. Use questioning techniques to gather information from a patient regarding their medication use and health history.
2. Demonstrate patient education and counselling skills regarding the medication to be dispensed.

Total number of participants: 2

Participant Roles:

Pharmacist (student)

Patient (SP)

Setting:

Community pharmacy

Clinician task (including briefing to trainee):

A person brings a prescription into the pharmacy; while forward dispensing establish their level of knowledge and understanding about the medication and provide appropriate patient education and counselling about correct use of the medication.

Scenario endpoint

When the SP is satisfied with their understanding of their new medication regime they will thank the pharmacist and end the scenario; the student needs to explain that the new medication replaces two previous medications.

Dorothy: Cadulet replaces Norvasc and Lipitor

Patrick: Cadulet replaces Norvasc and Lorstat 80

Faculty requirements:

Technician: Name:

Brief: Name: Joy Spark

Debrief: Name: Joy Spark

Confederate/s Name: NA

Safety/Risk considerations:

None identified.

Resources Required:

Simulated medication "Caduet" or equivalent

Patient Name – Simulated Patient Role

Age: 60's

Build: any

Occupation: retired school teacher

Ethnicity: same as previous dispensing

Special Features: nil

Educational level: university

Relationship Status: widowed/widow

Socioeconomic status: middle class

Patient Behaviours:

In a hurry initially. Slightly confused when the pharmacist instructs them to stop taking Lipitor/Lorstat 80 and Norvasc as doesn't recall the GP saying this and isn't sure who to believe.

Opening lines/ questions/ prompts:

(The SP must know the learning objectives and how to redirect participants if they get distracted)

Could I have this script dispensed please?

Not sure what it is for – "My heart or something I assumed"

Has not had this medication before

Currently takes Lipitor/Lorstat 80, Norvasc, & aspirin

Patient's reason for interaction (presenting problem) including their ideas and concerns

Picking up prescription – no other issues.

Patient's history of the problem:

Has been taking Lipitor/Lorstat 80 and Norvasc for the last 2-3 years.

Patient's Past Medical history:

Hypertension

Hypercholesterolemia

Osteoporosis

Patient's Family History:

No significant history

Patient’s Social Information (Work, Lifestyle, Habits):

Retired, lives in retirement village. Enjoys active social lifestyle.

Background Information

Family Situation and relationships: Widowed/widow, has adult children and grandchildren in the area

Family strengths and challenges: NA

Medical knowledge and level of understanding - Moderate

Prior experience with healthcare system – Frequent user – multiple co-morbidities

Communication style: Co-operative but a bit rushed

Emotional expressiveness: average

Nonverbal behaviour and physical characteristics: nothing unusual

Character attributes

	Not at all	Mild	Moderate	Concerning	Severe
Anxiety	<u>1</u>	2	3	4	5
Shock	<u>1</u>	2	3	4	5
Confusion	1	<u>2</u>	3	4	5
Guilt	<u>1</u>	2	3	4	5
Sadness	<u>1</u>	2	3	4	5
Indecision	1	<u>2</u>	3	4	5
Assertiveness	<u>1</u>	2	3	4	5
Frustration	<u>1</u>	2	3	4	5
Fear	<u>1</u>	2	3	4	5
Anger	<u>1</u>	2	3	4	5

Considerations in playing this role including wardrobe, make up and challenges:

Neat casual dress

Scenario Observation Notes:

Notes on scenario events, additional learning points

Debrief Overview :(examples of questions)

The student will be audio recorded and save a copy of their own audio to their university hard drive.

The student will write a reflection on the scenario in their dispensing manual including:

- How well you followed your dispensing protocol, what the issues were and how you overcome them, what you would do differently if you could do the SP interview again.
- What have you learnt from this patient?
- What is one thing that you can do to improve your clinical performance and how will you do it?
- What will you take away from this experience?
- How the SP feedback using the Simulated Patient -COMMUNICATIONS CHECKLIST related to their perception of the experience.

Post-scenario reflection suggestions: (Topics and/or methods of reflection)

Pre-scenario students will think about what they are going to say to the patient and write a list of the main points they need to cover, how they will do it etc.

The student will be audio recorded and given a copy of their own audio

Post-scenario students will reflect on how the scenario went and how it differed to their plan

References:

Pre-reading – Dispensing workbook

Resources/Appendices:

Appendix 1 – Brief to participants

Appendix 2 – Information for Participants (background information, pre-reading, patient notes)

Appendix 3 - Assessment instruments/Evaluation

Acknowledgements

This template is a modified version of a template developed by Prof. Debra Nestel, Monash University.

Appendix 1 - Participant Brief

When briefing participants the following must be addressed:

- **Safety/Risk considerations**
NA
- **Confidentiality**
Nobody will see or be given a copy of their video without their prior permission
- **Safe learning environment**
- **Use of video/photography**
The scenario will be audio recorded to allow reflection
- **Formative/Summative assessment/no assessment**
SP will provide brief feedback using the Simulated Patient -COMMUNICATIONS CHECKLIST
The outcome and reflection will combined to form the student's dispensing mark
- **Disclosure of scenario events:**
 - Students will try to predict the scenario events and will wait for the patient to 'crash'. This can derail the scenario. Make sure that for simple scenarios that you disclose that there will be no emergency, that there are no tricks and that they are not being set up. The task that they are given in the briefing is all that is required of them.
 - If there is an unexpected event in the scenario, give a broad description, such as disclosing that the scenario is about clinical reasoning and that they will be required to respond to the patient's situation.
- **Orientation to setting and equipment**
The setting is a community pharmacy & the student will be acting as a community pharmacist

Appendix 2 – Information for participants

Examples of documents to be included in this section:

Dispensing workbook



Dr. A Practitioner
226 High St
Kangaroo Flat 3555
(03) 54440273

PRESCRIBER NO: 713667

Patient's Medicare number	3 2 0 4 4 0 9 2 0 6 1
Patient's full name	Mrs. Dorothy
Patient's address	31 Windsor St Epsom Postcode 3551
PBS entitlement number	V X 1 8 7 8 2 9
Safety Net entitlement card holder	<input type="checkbox"/> Concessional or dependant, RPBS beneficiary or Safety Net concession card holder <input type="checkbox"/>
PBS <input type="checkbox"/>	RPBS <input checked="" type="checkbox"/> Brand substitution not permitted <input type="checkbox"/>

Pharmacist/patient copy

Caduet 5/40mg tablet
1 daily

Qty: 30 5 repeats

Privacy note on reverse

Doctor's signature



[Handwritten Signature]

25 / 05 / 15

I certify that I have received this medication and the information relating to any entitlement to free or concessional pharmaceutical benefits is not false or misleading.
4001_09/06

Patient's or agent's signature



Agent's address

Date of supply

/ /

Dr. A Practitioner
 226 High St
 Kangaroo Flat 3555
 (03) 54440273

PRESCRIBER NO: 713667

Patient's Medicare number	3 2 0 4 4 0 9 2 0 6 1
Patient's full name	Patrick
Patient's address	14 Woolcock Ave Kangaroo Flat Postcode 3551
PBS entitlement number	V X 1 8 7 8 2 9
Safety Net entitlement card holder	<input type="checkbox"/> Concessional or dependant, RPBS beneficiary or Safety Net concession card holder <input type="checkbox"/>
PBS	<input type="checkbox"/>
RPBS	<input checked="" type="checkbox"/>
Brand substitution not permitted	<input type="checkbox"/>


Pharmacist/patient copy

Caduet 10/80mg tablet
 1 nocte

Qty: 30 5 repeats

Privacy note on reverse

Doctor's signature  19 / 5 / 15

I certify that I have received this medication and the information relating to any entitlement to free or concessional pharmaceutical benefits is not false or misleading. 4001_09/06	Patient's or agent's signature	Date of supply
		/ /
Agent's address		