

# Supervising Through the Screen: Considerations in Remote Precepting



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# Disclosure

The presenters have no conflicts of interest to disclose.



# Learning Objectives

At the conclusion of this activity, *pharmacists* should be able to successfully:

1. Determine best practices for successful remote precepting for a variety of learners.
2. Discuss barriers to an optimal precepting experience for the learner and preceptor.
3. Create a plan to overcome potential barriers related to remote precepting.
4. Identify personalized strategies to prevent preceptor burnout during a remote rotation experience



# Learning Objectives

At the conclusion of this activity, *pharmacy technicians* should be able to successfully:

1. Consider implications for training and learning in a remote environment.
2. Anticipate potential barriers related to remote training/onboarding IPPE/APPE students and residents.
3. Determine key steps in effective onboarding of learners and employees in a virtual space.



# Outlining Our Time Together

Part 1: Three Pandemic  
Precepting Stories

Part 2: Group Discussion



# The Key is CONNECTION

Recognize that this is NOT ideal →  
making the best of a tough situation

Take the time to CONNECT

Initial meeting

Frequent personal check-ins

Is there a chance to meet in person?



# Part 1: Three Pandemic Precepting Stories

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TAKE NOTES!!!





# Monica

AMBULATORY CARE



# Tonya

INPATIENT MEDICAL ONCOLOGY



Kyle  
ACADEMIA

# Lessons Learned – Planning



## Start with preparing

Set up schedule and work flow

- Utilize calendar
- Prepare clinic schedule
- Create a daily breakdown

Create a shared space for documents

- Required readings and helpful references
- Examples and templates
- Resources – phone numbers, provider list, logins etc

Communicate to care team

- Alert staff to allow for inclusion and awareness
- Encourage including learners on messages and skype

Confirm technology accessibility

- Remote access
- Phone/video capabilities



# Lessons Learned – Orientation & Feedback

## Spend time orienting and providing frequent feedback

- Communicate directly “face-to-face” expectations
- Define the daily schedule and work flow as close to normal as possible
- Schedule check in time
- Introduces forms of communications and label preferred methods for type of communication
- Create a virtual workspace for orienting, modeling, and coaching when unable to in person (share screens, video calls, three-way calls)
- Provide feedback **face-to-face** and collect their feedback frequently (especially seek on remote aspects)



# Lessons Learned – Workplace Culture

## Facilitate communication with care team and exposure to work-place culture

- Spend time to provide prospective on the work flow within the work-place and points of contact
- Define the forms of communication utilized with providers and care team members
- Have learner attend virtual huddles or team meetings with prepped items to discuss
- Share or include resident on provider message threads or “drive-by” skype consults

## Create a Virtual Desk

- Have virtual platform up and running to catch ideas, questions, and discussion in real time
- Keep track of interesting /challenging concepts that come up during the day
- Take the screen with you



# Lessons Learned – Workplace Culture

## Topic Discussions

- Make this an opportunity to network with other pharmacists and/or care team members
- Utilize webex or video platform, case discussions, or have the resident lead to enhance engagement

## In-services or Journal Clubs

- Invite care team and pharmacist team to participate virtually
- Cast a wide net with virtual platform



# Preceptor Self Care and Mental Health

Our jobs are challenging already in a lot of ways – time constraints, clinical responsibilities, etc.

Add on the challenges of WFH (with a partner, children, animals, maybe not-so-ideal workspace)

So in case no one has patted you on the back lately (because they likely can't 2/2 coronavirus distancing rules), I offer you a virtual pat on the back for going through a really hard thing.



# Preceptor Resiliency

## Boundaries

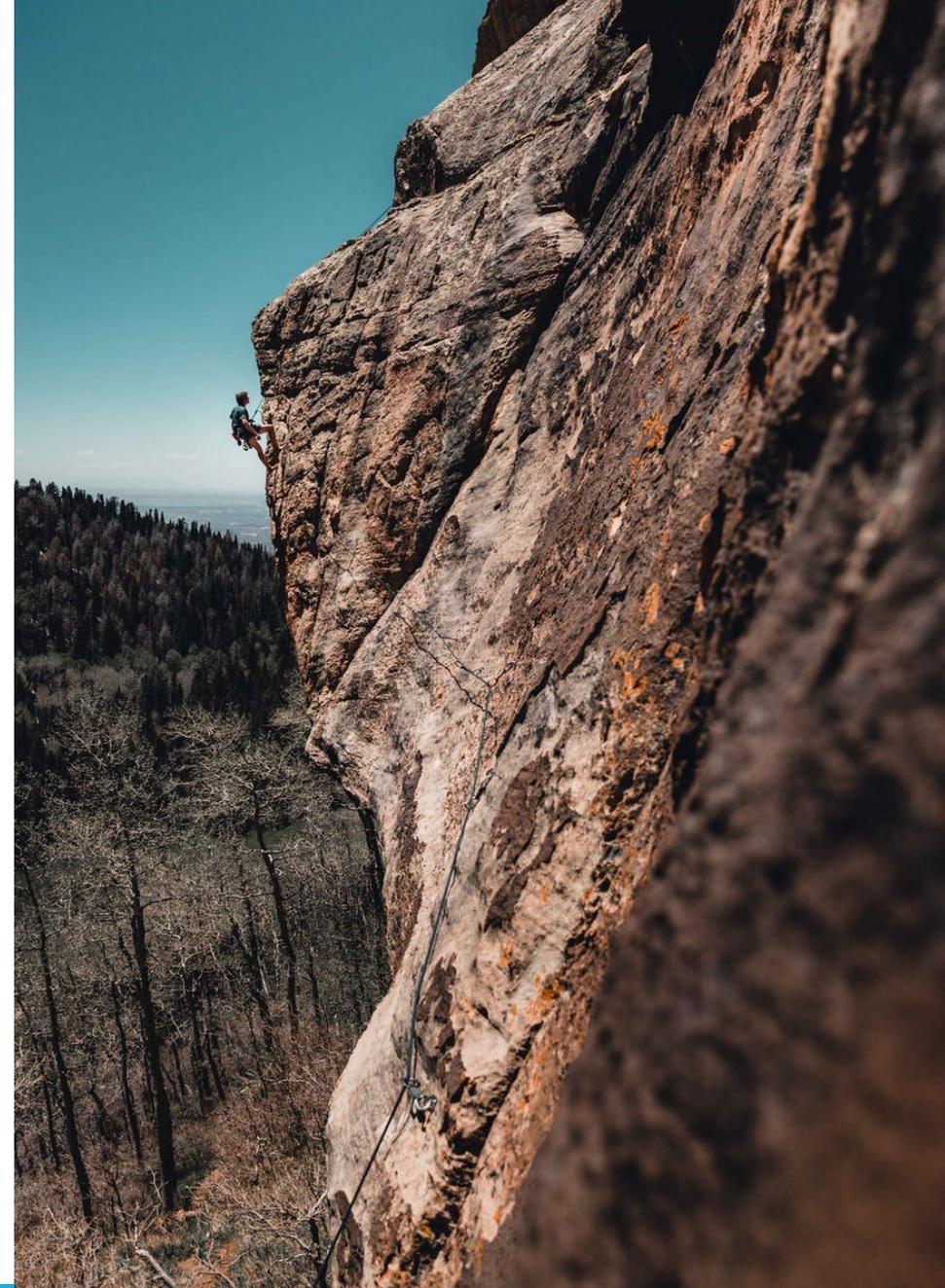
- Set designated check-in times with learner
- Set aside time for just you during your work day

## Sharing responsibility

- Delegate topic discussions among preceptors to give primary preceptor a break

## Sending students to other presentations or meetings, assign projects, etc.

- ie, pharmacy department COVID calls and staff meetings, medical student/resident teaching in team rooms



# Easy Access Resiliency Tools

Use humor

Express gratitude



Liam Hackett   
@DiageoLiam

The World Health Organization has announced that dogs cannot contract Covid-19. Dogs previously held in quarantine can now be released. To be clear, WHO let the dogs out.



# Part 2: Group Discussion

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LIVE AND CHAT DIALOGUE



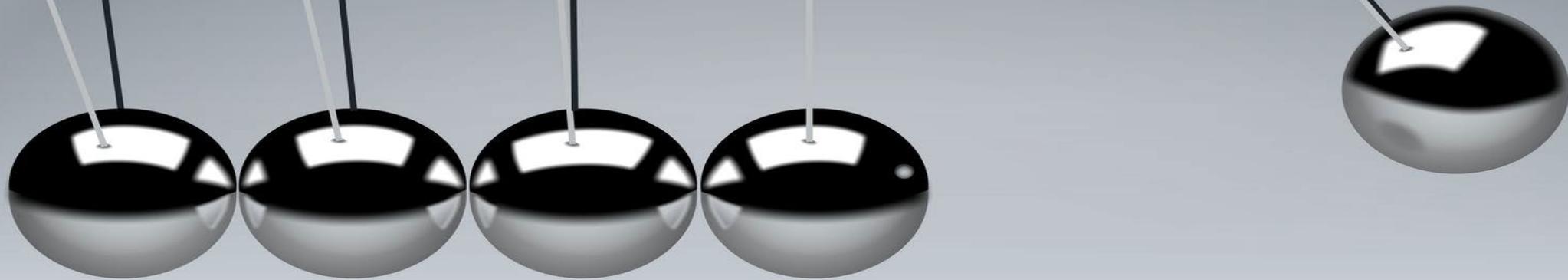
What have you found to be successful in virtual precepting?

**CHUCK NORRIS HAS BEEN EXPOSED TO THE CORONAVIRUS**



**THE VIRUS IS NOW IN QUARANTINE FOR THE NEXT TWO WEEKS**

# Leaving in Action



CHAT: What is one thing you will do after attending this presentation?



Lets see who's really  
behind COVID-19



# Go Forth and Precept (Virtually)



							PRECEPTORS		RESIDENTS	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	HEME	ONC	Heme - Residents	Onc - Residents
24-May	25-May	26-May	27-May	28-May	29-May	30-May	Mike (Tu-Friday)	APC: Emma Teaching: Tonya	No resident	No resident
	HOLIDAY - Memorial Day	METS: MM Orientation (Mike/Tonya)	Palliative care/hospice (To	Neutropenic fever (Mike)						
31-May	1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	6-Jun	Sara	APC: Emma Teaching: Tonya (M-Tu), Becky (W-F)	No resident	Tamara w/ Tonya, Becky
Tamara week 1		METS: Endometrial and cervical cancers	CINV (Sara) *Tamara to help w/ 1 topic of choice	Pain management (Tamara)						
7-Jun	8-Jun	9-Jun	10-Jun	11-Jun	12-Jun	13-Jun	Stacy	APC: Tonya Teaching: Becky	Shelby	Tamara w/ Tonya Liz w/ Becky + APPE
Shelby heme Liz: onc week 1 Tamara week 2		METS: Germ cell tumors	Heme malignancy (Shelby)	Onc malignancy (Liz)	Midpoint evaluation					
14-Jun	15-Jun	16-Jun	17-Jun	18-Jun	19-Jun	20-Jun	Sara	APC: Thu Teaching: Becky (M-Tu), Tonya (W-F)	Shelby	Tamara w/ Tonya Liz/APPE w/ Thu
Shelby heme Liz: onc week 2 Tamara week 3		METS: Gastric and esophageal	HyperCa (Tamara)	Other onc emergencies (Liz/Sara)						
21-Jun	22-Jun	23-Jun	24-Jun	25-Jun	26-Jun	27-Jun	Stacy (M-Tu) Mike (W-F)	APC: Tonya (M-Th), Becky M (F) Teaching: Thu	Liz	Tamara w/ Tonya + APPE
Liz: heme week 3 Tamara week 4		METS: Head and neck	Heme malignancy (Liz)	Onc malignancy (Thu)						
28-Jun	29-Jun	30-Jun	1-Jul	2-Jul	3-Jul	4-Jul	Stacy (M-W) Kelley J (Th)	APC: Thu Teaching: Tonya	Liz	No resident APPE w/ Tonya
Liz: heme week 4		METS: Pediatric tumors	Patient cases (Liz help facilitate)	Final evaluations (Liz to help w/ evals)	HOLIDAY - July 4					

**TOPICS**  
 Neutropenic fever  
 CINV  
 hyperCa of malignancy  
 pain management  
 palliative and hospice care  
 onc emergencies

VTE in cancer