

# Undergraduate teaching in hospital pharmacy service: experience and improvement



García Ramos R, Rodríguez Prada M, González Barcia M.

Pharmacy Service. Xerencia Xestión Integrada de Santiago de Compostela. (A Coruña). SPAIN



## BACKGROUND

The supervised practice program for Pharmacy undergraduate students of Pharmacy (SPs) allows them to get in contact with professional practice in hospitals. Resources are allocated and SPs are included in clinical practice of pharmacy services (PS). It is essential to organize the practice program efficiently and ensuring quality.

## PURPOSE

To review our SP teaching management system and analyze the results of teacher evaluations and satisfaction surveys completed by SPs in order to identify actions for improvement in a complex PS in a hospital with over 1000 beds.

## MATERIAL AND METHODS

### Program description:

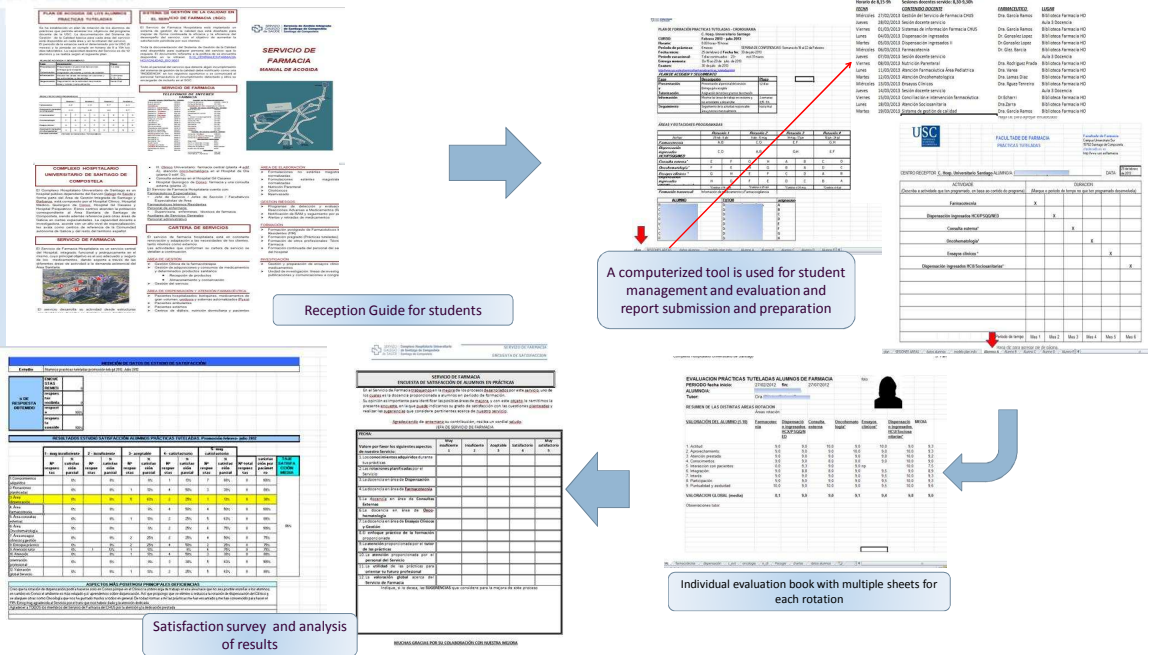
semester duration (S), 6 monthly rotations, theoretical sessions (45 min) for each care area, Guidelines concerning student involvement and access to information systems under individual confidentiality agreement.

### Teaching evaluation:

- 9 items with rating of 1 to 10
- PS has ISO9001 quality certification with the following indicators: scheduled rotations implemented and satisfaction index (based on a 12-question anonymous survey at the end of the program).

### Analysis:

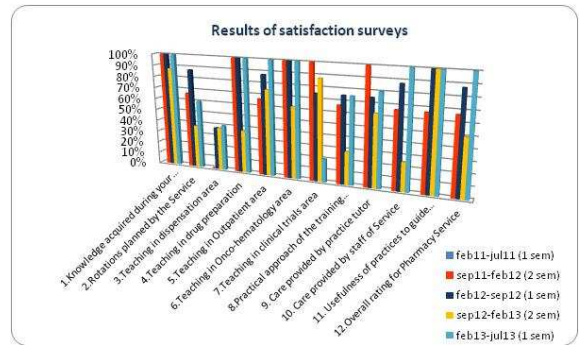
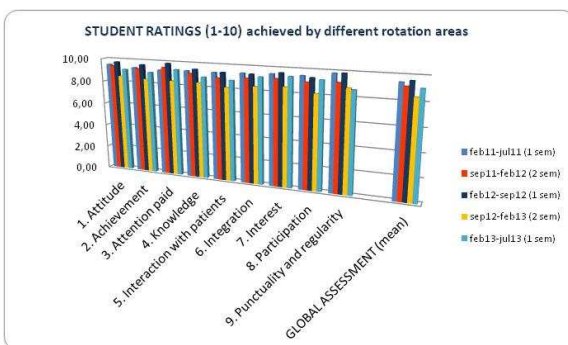
We analyze learning outcomes and satisfaction rates covering program cohorts since 2011.



## RESULTS

Number of students: 8/semester.

Scheduled rotations achieved: 100 % all semesters



### Mean evaluation marks:

1S\_2011: 9.44 (SD: 0.17),  
2S\_2011: 9.15 (SD:0.19),  
1S\_2012: 9.60 (SD:0.21),  
2S\_2012: 8.39 (SD:0.19)  
1S\_2013: 9.06 (SD:0.27)

For each year differences between the first semester (1S) and second (2S) are statistically significant (p < 0.01).

Best ratings were "attention", "punctuality and assiduity" and "attitude", the worst are "patient interaction" and "knowledge"

### Satisfaction ratings:

2S\_2011: 75%, 1S\_2012: 84%,  
2S\_2012: 58%, 1S\_2013: 81%.

The best rated items "Knowledge acquired" (97 %), "Usefulness to guide your professional career" (92%), the worst rated was hospital dispensing area with a score below 50%.

## CONCLUSIONS

The computerized system used allows for greater efficiency and agility in managing the student teaching program and evaluating its performance. The overall satisfaction rate is high. It is necessary to establish an improvement plan for the dispensing area that considers the great care burden in this area.