

EXAMPLE: COMPLETED FORM FOR ASSESSMENT OF EPA-3 PROVIDING COUNSELLING – METHOTREXATE SCENARIO

Intern name	Intern EPA-3B	Ahpra registration	PHA000XYZ123
Practice setting	<input checked="" type="checkbox"/> Hospital <input type="checkbox"/> Community <input type="checkbox"/> Other (describe): Outpatient dispensary		
Summary patient details (Example: Initials, age, medicines, health conditions)		SPO Date	
JD, 32 years old; Other health conditions: Appendectomy (2007), rheumatoid arthritis (diagnosed 8 months ago), nil known drug allergies; Medications: Methotrexate 20mg orally once weekly on Mondays; Folic acid 5mg orally once weekly on Fridays; Sulfasalazine EC 1000mg BD; Hydroxychloroquine 400mg in the morning; Levonorgestrel IUD 19.5mg; Celecoxib 200mg daily PRN for joint pain.		21/03/2023	
		Provided counselling on:	
		Subcutaneous injection of methotrexate	

Instructions for interns

Ask your supervisor to observe you counselling patients. This is referred to as a short practice observation (SPO). SPOs should be spaced out throughout the period of supervised practice to allow for observation of improvement as you progress towards independent practice. Complete section 2 of this form after the SPO and schedule time for feedback and discussion. Use the feedback to document your development plan (Section 5) and check that your supervisor agrees with it.

Instructions for supervisors

Observe the intern counselling patients. This is referred to as a short practice observation (SPO). SPOs provide opportunity for formal observation of intern practice and your feedback helps their development towards independent practice. SPOs should be spaced throughout the period of supervised practice to allow for observation of improvements in performance. Help the intern seek feedback from some of the patients they have counselled (*EPA – 3 Patient counselling Patient/carer feedback form*). Ask the intern to complete Section 2 after the SPO and schedule time for discussion and feedback. The discussion does not have to occur immediately after the SPO but should be scheduled within a reasonable time period to maximise opportunity for learning and development. Document your feedback (Section 3). Record your entrustment decision (Section 4) and ensure intern understands what this means. Provide guidance on what their development plan should look like (Section 5). It is useful to have a quick check in with your intern on the development plan they have created.

Section 1: Expected outcome

Patients, carers, and other customers are provided with, and are able to understand accurate, relevant, contemporary, and tailored advice and education on the use of their medicines and on non-pharmacological and lifestyle measures designed to improve and maintain their health; adherence and quality use of medicines are promoted. The counselling SPOs should cover a range of scenarios from simple counselling where few barriers are present, through to more complex situations requiring the intern to be critically aware of and responsive to cultural or other diversity, or where the scenario is more complex as a result of polypharmacy, co-morbidities and other factors.

Section 2: Intern reflection

What I did well	What I could improve
<ul style="list-style-type: none"> I offered the patient a private space to conduct the counselling. I remembered to provide a sharps container My questions to Janine were appropriate and Janine was able to provide answers. I checked with Janine that she was happy to self-inject the medication 	<ul style="list-style-type: none"> I should have asked the patient why she was switching to the subcutaneous injection. I could have looked at other references and not just the Australian Medicines Handbook (AMH) for the counselling information which the preceptor ended up helping me with. I could have asked her at the end of the counselling what she understood was to happen now she had been prescribed subcutaneous injectable methotrexate.

Section 3: Entrustment discussion

The discussion should encompass more than simply providing feedback about the SPO. Discuss the intern reflection and any patient feedback received. The supervisor should also seek to understand the intern's ability to perform in future scenarios when the context, patient and parameters may be different to what has been observed. 'What-if' questions are a useful technique designed to evaluate the intern's ability to adapt and use their knowledge and skills in different contexts. Guide the intern on what their development plan should look like and ask them to check in with after they have created the plan (Section 6).

Example What if questions: What would you do if... ... patient/carer becomes alarmed or concerned by advice or information received; dispensing error, drug interaction, contraindication or other issue identified during counselling; communication barriers unable to be resolved; patient/carer reluctant to receive counselling; patient/carer disagrees with intern; breach of privacy/confidentiality occurs; new medication which intern has never encountered?

Supervisor feedback

KEEP: *(focuses on actions or behaviours an intern should continue doing which are having positive effect on task performance)*

You spoke clearly and concisely and was well understood by the patient and you asked the patient appropriate questions for example, I like that you asked the patient if they had ever given themselves an injection before. You also reminded the patient about continuing with the folic acid on a separate day to the methotrexate injection. That was excellent and it shows you have an in depth understanding of methotrexate adverse effects.

START: *(focuses on actions or behaviours an intern should commence to improve task performance)*

Consider broadening your repertoire of familiar resources beyond the AMH. For example, providing the patient with access to an administration video, like the one I showed you is really valuable as the patient can repeatedly watch the video whenever they need.

STOP: *(focuses on actions or behaviours an intern should reduce or stop which are, or may have, a negative effect on task performance)*

Don't forget to ask the patient to reiterate what you have told them. This was a high risk medicine and ensuring that the patient is very clear on what medicines they need to stop taking is very important.

Section 4: Entrustment decision

Entrustment decisions are NOT a rating of the intern's performance. Entrustment involves making a holistic decision about the level of supervision the intern will need to continue to practice based on triangulation of all the information gathered about the intern's capability to safely and effectively counsel patients. This information is based on the supervisor's professional judgement on the SPO(s), intern reflection, patient feedback and the entrustment discussion. Simply put, an entrustment decision answers the question "What level of supervision will this intern require going forward, based on what I have gathered about their performance and abilities?"

Entrustment decision (to be completed by supervisor)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input type="checkbox"/> 4
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Level 1	Observe only, even with direct supervision
Level 2	Perform with direct, proactive supervision and intervention
Level 3	Perform with indirect proximal (nearby) supervision, on request and quickly available
Level 4	Perform with minimal supervision, available if needed, essentially independent performance
	<i>It is critical to note, however, that even when an intern has been deemed entrustable at level 4, the Pharmacy Board requirements for supervision while the intern is provisionally registered still apply. In addition, at least one pharmacist with general registration must be physically present on the premises in accordance with legal requirements under the Health Practitioner Regulation National Law.</i>

Section 5: Development Plan

Even if the intern meets all expectations, it is likely that further improvements to some aspects of the activity are still possible. The intern should create a SMART development plan based on feedback and discussion. Interns are encouraged to check in with their supervisors within a reasonable time on the plan. This plan can be maintained in the Intern's individualised development/learning plan. An excel template for Intern individualised learning/development plan is available at www.pharmacycouncil.org.au/workplace-based-assessment/.

A SMART development plan is: Specific-Measurable-Achievable-Relevant-Timebound.

S: I will make a list of common chronic diseases and then look up if there are organisations or associations online that have patient counselling resources. I will look through their websites and resources and familiarise myself with what they offer.
 M: I will provide a summary written report to my supervisor about what I have found and provide an electronic list of the resources that is accessible for other pharmacy staff.
 A: The pharmacy has internet access which I can use and a spare non dispensing computer.
 R: We see a lot of patients with chronic diseases so this useful resource for the pharmacy and other interns as well.
 T: I can do this in the next 2 weeks.

Supervising pharmacist name: Supervisor

Date: DD/MM/YYYY