

EXEMPLAR

Assessment of EPA 3 – Providing counselling

Intern name	Intern EPA-3a	Ahpra registration	PHA000XYZ123
Intern training program	ABC ITP	Stage of internship	<input type="checkbox"/> 0-3 months <input checked="" type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months
Practice setting	<input type="checkbox"/> Hospital <input checked="" type="checkbox"/> Community <input type="checkbox"/> Other (describe):		

About this form

This form is to be used for assessment of EPA 3 - Providing counselling.

Instructions for interns

After completing an SPO and the Feedback form relating to counselling a patient or carer, take part in the entrustment discussion with the supervisor. This should occur before you complete your Development Plan.

Instructions for supervisors

After observing the intern counselling a patient or carer, complete the Feedback form with the intern. Before the intern completes the Development Plan, hold an entrustment discussion with your intern. Use this template to record your feedback. Indicate the level of supervision under which the intern carried out this EPA. Encourage the intern to use the results of the entrustment discussion in the Development Plan.

Performance outcomes to be assessed

3.17: providing appropriate tailored counselling, information and education to enable safe and effective medication, disease state and lifestyle management.

4.2: identifying and acknowledging professional limitations and seeking appropriate support where necessary, including additional professional education and/or referral of patients to other health care professionals.

5.3: recognising and responding to the inherent complexity, ambiguity and uncertainty of contemporary and future professional practice

Entrustment discussion components – supervisor comments

<p>Reflection on performance – areas of strength and areas for improvement</p> <p>Areas of strength:</p> <ul style="list-style-type: none"> • [Intern] finds a quiet/private place to counsel Pauline • [Intern] confirms with patient what this medication is used for (diabetes) and how it will assist (improve control of blood sugar levels) • [Intern] informs Pauline how to take this medication correctly including dose and dose frequency • [Intern] provides information about what to expect when starting this medicine including common side effects • [Intern] highlights the importance of seeing the doctor after 3 months <p>Areas for improvement:</p> <ul style="list-style-type: none"> • [Intern] Intern provided good information about metformin but could work on speaking more confidently to the patient and engaging in two-way conversation throughout. The communication style was such that counselling points about the medicine were delivered all at once and there was little opportunity for engaging the patient. [Intern] did not check that patient had understood information provided. • [Intern] should consider providing non-pharmacological advice (i.e., dietary measures, physical activity) that could improve glycaemic control, when counselling patient • [Intern] should provide follow up advice for monitoring response to treatment, including self-blood glucose monitoring, follow up HbA1c, fasting blood glucose

<p>Ability to access information when needed</p> <p>The intern prepared for the consultation by referring to the Australian Medicines Handbook (AMH) and the APF</p>

Reasoning in relation to appropriateness and safety

- [Intern] gathered information from the patient (comorbidities including history of renal impairment), to ascertain if this medication is appropriate and safe for the patient?
- [Intern] used the patient's dispensing history to determine any drug-drug interactions?

Risk awareness

[Intern] did not provide follow up advice for monitoring response to treatment, including self-blood glucose monitoring, follow up HbA1c, fasting blood glucose. Need to be aware of and discuss both medication and non-medication related factors that could impact health outcomes.

What-if questions (see below)

Questions for the intern:

- "What if you notice a precaution or a contraindication to the use of this medicine such as renal impairment, that is only picked up during counselling?"
- "What if the patient becomes alarmed with the information provided about potential side effects of metformin while counselling?"
- "What if the patient is reluctant to receive counselling about metformin because they already know about the medicine?"
- "What if the patient does not agree with advice you provided during the consultation?"

Other comments (including any actions necessary to improve performance)

Deliver counselling less like a series of points but aim to engage more in a tailored conversation with the patient.

Be confident when conveying the information, you have the knowledge.

Entrustment decision (completed by supervisor)¹:

 1

 2

 3

 4

Supervisor	Name:	Pharmacist	Intern	Name:	Intern
	Date:	Date		Date:	Date
	Signature:	Pharmacist		Signature:	Intern

Levels of supervision related to entrustment decision

Level 1	Observe only, even with direct supervision ¹
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>

What-if questions

These are designed to evaluate the intern's adaptive expertise. 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

¹ Entrustment level 1 is "Observe only" and its use during the intern period is expected to be rare.