



Patient Education and Communication: The UBC Perspective



U21 2007
27-29 Sept

U21 Meeting, Hong Kong
27 September 2007
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General ability outcomes

1. Critical Thinking Skills
2. Information Access and Evaluation Skills
3. **Communication Skills**
4. Scientific Inquiry Skills
5. Self-Directed Learning Skills
6. Mathematical Skills
7. Interpersonal and Teamwork Skills
8. Ethical Behaviour
9. Social Awareness

Specific ability outcomes

1. Apply & Integrate Knowledge
2. **Meet Patient's Drug-Related Needs**
3. Meet Practice, Professional & Social Responsibilities
4. **Provide Drug Information**
5. **Communicate and Educate Effectively**
6. Manage Drug Distribution
7. Apply Practice Management Principles
8. Contribute to the Profession and Society



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First year courses

TERM 1

- Anat 390
- Chem 233/235
- Phyl 301/302
- Stat 203
- Pt/Phcist/
Society
- Phcy Practice
Centre I
- CAPS

TERM 2

- Anat 391
- Micb 202
- Phyl 301/302
- Phcl I
- Physchem of Drugs
- Phcy Practice
Centre I
- CAPS

Experiential learning



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Pharmacy Practice Centre:

- Years 1-3, 6 credits/yr
- Wanted a learning experience where a broad range of skills and abilities could be emphasized and practiced
- Facilitators are generally practitioners
- Standardized patients, real patients
- Skills/activities can be built on each year
- **Centre Developers:** Colleen Brady, Tamiz Kanji, Hillary McCormack, Marion Pearson

Learning formats

- One-on-one (patient/pharmacist)
- Small group activities (2-4 students)
- Workshops (24 students)
- Clinics (24 students)



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CAPS – Years 1- 4

3 credits/yr

- **C**Ases in **P**harmaceutical **S**ciences
 - focuses on fundamental skills required for life-long learning (i.e. **communication skills**, literature evaluation, self-directed learning)
 - exposes students to interdisciplinary cases
 - supports our new curriculum



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CAPS Developers

Lynda Eccott, James McCormack, Ingrid Price



CAPS: Why have a “global” skills course ?

- Wanted a capstone course where skills and abilities could be emphasized and practiced
- Easier to manage activities if only in one course
- Helps to ensure that the activities are consistent
- Skills/activities can be built on each year

Learning formats

- Small group tutorials (6 students)
- Workshops (45 students)
- Lectures (152 students)
- On-line tutorials (?)



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CAPS I Objectives

- 1) Apply critical thinking and problem solving skills to solve multidisciplinary cases
- 2) Access, retrieve, evaluate relevant information
- 3) Effectively communicate in both written and spoken English (other languages?)
- 4) Employ self-directed learning strategies
- 5) Use interpersonal and teamwork skills when working with others
- 6) Apply knowledge to solve DRPs
- 7) Discuss and apply selected content from discipline-specific courses to solve multidisciplinary cases



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Translating Education into Effective Practice



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THANK YOU!



***ARE THERE PATIENT EDUCATION
TRAINING AND TOOLS WE CAN CREATE
TOGETHER? SHARE?***

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