

Report : Assessment Cycle Details for : Pharmacy Technician

Report Generated by Taskstream

Workspace : Program Assessment Plans

Assessment Plan: 2018-2020 Assessment Cycle: Assessment Plan and Assessment Findings

Assessment Plan Template: Academic Program Assessment Plan Template

Report Generated : Friday, September 04, 2020

Measures and Findings

Pharmacy Technician Outcome Set (2018-2020)

Outcome

SLO 1

Assist the pharmacist in the preparation, dispensing, and consulting activities of pharmacy practice.

Measure

Measure 1 (SLO 1)

DIRECT - EXAM

Course Alignment:

HPHM 1600

Acceptable Target:

At least 85% of Pharmacy Technician Students enrolled in HPHM 1600 will score a minimum of 80% on their Procedure to Maintain Aseptic Technique quiz.

Measure Description:

Exam - Aseptic Technique Quiz

Findings

for Measure 1 (SLO 1)

Summary of Findings:

95.2% of students successfully completed objective.
(63 total students: 60 passed, 3 failed)

Target Achievement:

Met

Analysis of Results:

Most students excel with this quiz and are expected to achieve high marks. Faculty have found that students who do not do well with the quiz have not adequately prepared and may not have strong class attendance. Faculty will consider setting up a review for the quiz that will help students better prepare.

Measure

Measure 2 (SLO 1)

DIRECT - OTHER

Course Alignment:

HPHM 2012

Acceptable Target:

At least 90% of Pharmacy Technician Students enrolled in HPHM 2012 will score a 2 of 3, or higher, on the Preceptor Evaluation Tool Goal 25: Prepare patient-specific medications for distribution.

Measure Description:

Preceptor Evaluation Tool - Goal 25: Prepare for patient-specific medications for distribution.

Findings

for Measure 2 (SLO 1)

Summary of Findings:

93.6% of students successfully completed objective.
(47 total students: 44 passed, 3 failed)

Target Achievement:

Met

Analysis of Results:

Faculty found that almost all students excelled with this expectation. The few students who did not excel did not seem to be motivated to follow through on completing and submitting the evaluation. In the future, faculty will seek to better evaluate student fit with pharmacy site, as this may contribute to a lack of motivation.

SLO 2

Demonstrate knowledge of pharmacy laws and regulations as they pertain to pharmacy technician responsibilities, including application of procedures of the Drug Enforcement Administration (DEA) and state requirements for controlled substances; ethical responsibilities; and the role of the Louisiana Board of Pharmacy.

Measure

Measure 1 (SLO 2)

DIRECT - EXAM

Course Alignment:

HPHM 1300

Acceptable Target:

At least 80% of Pharmacy Technician Students enrolled in HPHM 1300 will score a minimum of 70% on their Drug Enforcement Administration (DEA) and state requirements for controlled substances examination.

Measure Description:

Exam - Drug Enforcement Administration (DEA) quiz

Findings

for Measure 1 (SLO 2)

Summary of Findings:

86.7% of students successfully completed objective.
(60 total students: 52 passed, 8 failed)

Target Achievement:

Met

Analysis of Results:

Faculty feel the textbook series used for this concept is strong. The content is covered well throughout many books and in multiple chapters. Though the content is covered extensively, an additional focus in the pharmacy lab course may help students better understand concepts through weekly application.

Measure

Measure 2 (SLO 2)

DIRECT - EXAM

Course Alignment:

HPHM 1200

Acceptable Target:

At least 80% of Pharmacy Technician Students enrolled in HPHM 1200 will score a minimum of 70% on their Pharmacist and Technician Roles and Responsibilities Quiz.

Measure Description:

Exam - Pharmacist and Technicians Roles and Responsibilities Quiz

Findings

for Measure 2 (SLO 2)

Summary of Findings:

95.4% of students successfully completed objective.
(65 total students: 62 passed, 3 failed)

Target Achievement:

Exceeded

Analysis of Results:

While students excelled on this quiz, faculty feel that some revisions to the quiz could help better prepare students for local pharmacy expectations. The quiz utilized for this measure comes from the adopted textbook and there can be, at times, some conflict with the realities of local practice and the state board. The text provides a national perspective, which is also important because students need to receive a national certification. Faculty will consider revising the quiz to include some constructive response items that allow students the ability to better describe practicality from a local perspective.

SLO 3

Measure

Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy and physiology and pharmacology.

Measure 1 (SLO 3)

DIRECT - EXAM

Course Alignment:

HPHM 1400

Acceptable Target:

At least 80% of Pharmacy Technician Students enrolled in HPHM 1400 will score a minimum of 70% on their dosage calculation assessment.

Measure Description:

Exam - Math and Dosage Calculations

Findings

for Measure 1 (SLO 3)

Summary of Findings:

95.5% of students successfully completed objective.
(66 total students: 63 passed, 3 failed)

Target Achievement:

Exceeded

Analysis of Results:

Most students are successful with this quiz, however, there could be an additional focus with math application and curriculum within the program. Faculty know that many students enter into the program with some anxiety related to math. Placement testing helps faculty to identify students who are deficient with math and provide additional support. Also, once students learn the practicality of math in the pharmacy technician curriculum, they become more comfortable engaging with it. Also, some faculty utilize peer teaching to help provide a different perspective or approach to solving problems.

Measure

Measure 2 (SLO 3)

DIRECT - OTHER

Course Alignment:

HPHM 2023

Acceptable Target:

At least 90% of Pharmacy Technician Students enrolled in HPHM 2023 will score a 2 of 3, or higher, on the Preceptor Evaluation Tool Goal 12: Perform mathematical calculations essential to the duties of pharmacy technicians.

Measure Description:

Preceptor Evaluation Tool - Goal 12: Perform mathematical calculations essential to the duties of pharmacy technicians

Findings *for Measure 2 (SLO 3)*

Summary of Findings:

91.4% of students successfully completed objective.
(35 total students: 32 passed, 3 failed)

Target Achievement:

Met

Analysis of Results:

While most students met the objective, faculty noted a need for an additional focus on math throughout the program. It is important for math application to be included throughout the curriculum (in every course), as calculations are important for pharmacy technicians to master. This creates ample opportunity for students to apply concepts and become familiar with the calculations required to be successful.

SLO 4

Utilize effective verbal and written communication skills to meet the needs of diverse patient populations and function effectively as a member of the health care team.

Measure *Measure 1 (SLO 4)*

DIRECT - OTHER

Course Alignment:

HPHM 2000

Acceptable Target:

At least 80% of Pharmacy Technician Students enrolled in HPHM 2000 will score a minimum of 70% on their Mock Interview.

Measure Description:

Activity: Mock Interview assignment

Findings *for Measure 1 (SLO 4)*

Summary of Findings:

100% of students successfully completed objective.
(63 total students: 63 passed, 0 failed)

Target Achievement:

Exceeded

Analysis of Results:

Faculty noted the strength of the assessment tool used for this outcome. The Pharmacy Tech program works closely with the Career Services Office to provide instruction on resume building and interview skills. The mock interview process prepares students for understanding expectations of becoming a part of the health care workforce. Mock interviewers provide feedback to students, which helps to prepare for future interview opportunities. In addition to the mock interview and

resume, additional role play opportunities and a cover letter can be added to this assignment to further strengthen and assess both written and verbal communication skills.

Measure

Measure 2 (SLO 4)

DIRECT - OTHER

Course Alignment:

HPHM 1200

Acceptable Target:

At least 80% of Pharmacy Technician Students enrolled in HPHM 1200 will demonstrate effective communication skills as evidenced by obtain a minimum of 70% on the Special Needs Communication Presentation.

Measure Description:

Activity - Special Needs Communication Presentation

Findings

for Measure 2 (SLO 4)

Summary of Findings:

91.5% of students successfully completed objective.
(71 total students: 65 passed, 6 failed)

Target Achievement:

Exceeded

Analysis of Results:

Many students do well with this activity because of a strong focus on communication skills within the program. Students are required to complete a speech course as part of the curriculum. However, some students still shy away from engaging in this activity due to the public speaking component included. Most students excel at writing up their response but may not follow-through with role-play. Faculty will consider ways to reinforce the importance of role-play and demonstrating in class. Also, efforts will be made to make students more comfortable with this type of activity.

SLO 5

Demonstrate critical thinking skills needed to prioritize, anticipate and analyze problems, and to evaluate and implement solutions within accepted guidelines and laws.

Measure

Measure 1 (SLO 5)

INDIRECT - OTHER

Course Alignment:

HPHM 2022

Acceptable Target:

At least 80% of Pharmacy Technician Students enrolled in HPHM 2022 will score a

minimum 70% on their Reflective Journal Assignment.

Measure Description:

Assignment - Reflective journal

Findings

for Measure 1 (SLO 5)

Summary of Findings:

100% of students successfully completed objective.
(48 total students: 48 passed, 0 failed)

Target Achievement:

Exceeded

Analysis of Results:

Students do well with this activity because they are in a clinical experience and are reflecting on that experience as it is happening. They are also given the opportunity to write about topics of their choice based on their environment. Faculty feel this measure and activity is very strong and will continue to utilize it moving forward.

Measure

Measure 2 (SLO 5)

DIRECT - OTHER

Course Alignment:

HPHM 1503

Acceptable Target:

At least 85% of Pharmacy Technician Students enrolled in HPHM 1503 will achieve a minimum of 70% on their Medication Error Report.

Measure Description:

Assignment - Medication Error Report

Findings

for Measure 2 (SLO 5)

Summary of Findings:

100% of students successfully completed objective.
(57 total students: 57 passed, 0 failed)

Target Achievement:

Exceeded

Analysis of Results:

Faculty felt the activity was strong and helped to reinforce learning. Though students perform well, faculty noted the need to provide a refresher on writing skills, such as how to write a well-constructed essay and cite sources appropriately. The timeframe

of 12 months built into the activity may need to be expanded so that students have a broader number of errors to examine.