

Tracking Interns over time at a Metropolitan Hospital

Background

Pharmacy internship forms a pivotal year of training and education to transition undergraduates to professional pharmacists. The Best Practice Clinical Learning Environment (BPCLE) Framework informs the delivery of high-quality training for learners within healthcare institutions.¹

Recent growth in intern numbers in setting of pandemic encouraged us to track intern education and wellbeing over time, give a voice to our interns and maintain a quality program with modification as required.



Figure 1: Six key characteristics of high performing learning environments¹

The aim of this work was to evaluate pharmacy internship training and wellbeing according to key BPCLE indicators over time.

Action

In 2021 an anonymous intern survey was developed by the education team and administered electronically from 2021 to 2023 to interns every two to four months via Microsoft Forms.

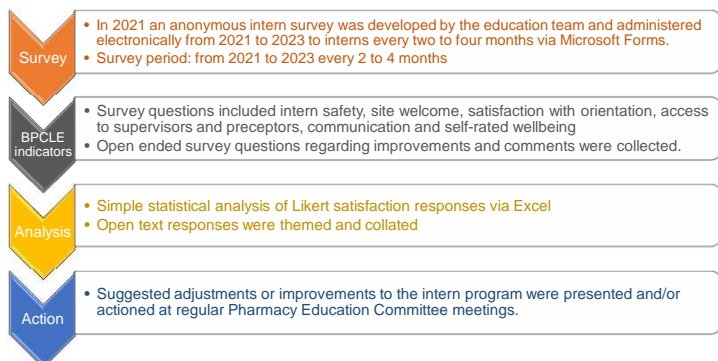


Figure 2: Evaluation steps of Pharmacy intern program over time

Evaluation

12 interns completed 40 surveys over 30 months in 18 different clinical areas. Response rates were 78%, 58% and 93% in 2021, 2022 and 2023 respectively.

100% of interns were satisfied or very satisfied with safety and welcome, access to supervisors, educators and preceptors.

97% satisfaction with orientation to rotations and 94% had adequate supervision and regular one to one catch-ups.

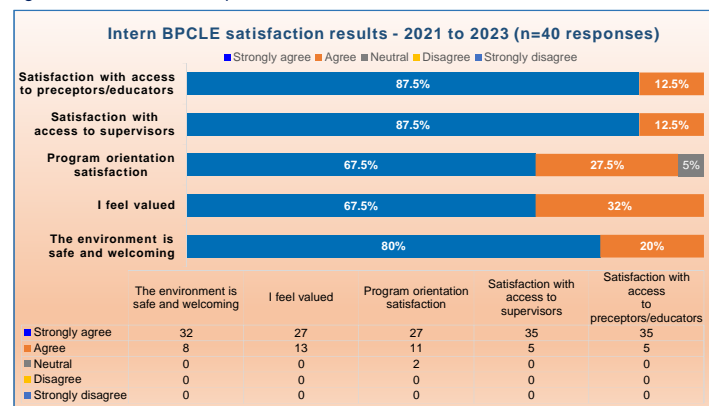


Figure 3: Intern survey responses to BPCLE questions from 2021 to 23 (n=40)

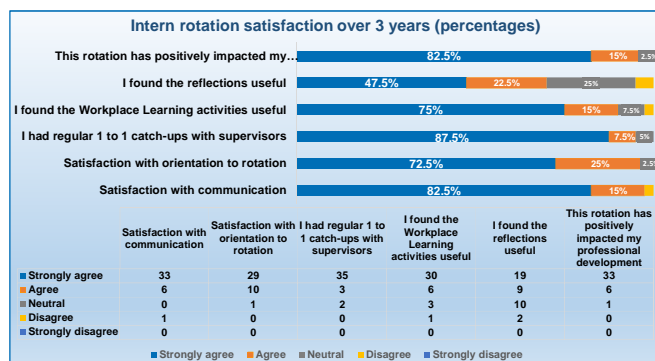


Figure 5: Pharmacy intern rotation satisfaction (18 rotational areas)

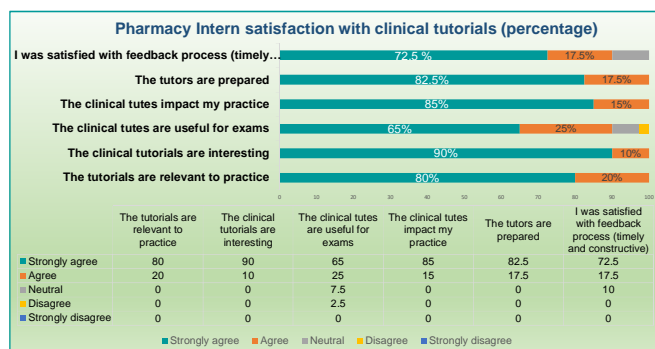


Figure 5: Clinical tutorial - pharmacy intern satisfaction



Figure 6: "Supervisor Strengths" feedback free text response presented as a word cloud

Intern self-rated well-being was 8.5 out of 10 stars over survey period.



Interns reported on average 11 to 12 hours study time per week outside work time to complete Intern Training Program (ITP) and Intern Foundation Program (IFP) requirements.^{2,3}

Recommended program modifications included:

- Clinical rotation duration extensions
- Earlier internship start dates
- Enhanced support via buddy system with a dedicated early career pharmacist
- Timely supervisor feedback
- Dedicated research time

Discussion

Frequent tracking of hospital pharmacy interns using BPCLE indicators has been beneficial for education leaders to make program improvements while meeting program goals and intern requirements.

Intern well-being has been maintained in setting of pandemic and increased growth of the program via the department of health support for Victorian intern program expansion. Survey monitoring of the intern program will continue as a valuable way to track education and respond in real time to interns.

References

1. Darcy Associates (2009) Best Practice Clinical Learning Environments Within Health Services for Undergraduate and Early Graduate Learners. Final Report. Available at www.health.vic.gov.au/workforce/placements/capacity/best-practice.
2. National Alliance for Pharmacy Education Intern training program available at interns.training.nationalallianceforpharmacyeducation.nape.edu.au
3. Intern Foundation Program available at interns.training.program.and.intern.foundation.program.pharmacyandpharmaceuticalsciences.monash.edu