



**Enhancing Facilitation Skills:
Meeting the Evolving Demand
in Pharmacy Education**

Renee Rose, Pharm.D. University of Florida
Lisa D. Inge, Pharm.D., BCPS, University of Florida
Brian Crabtree, Pharm.D. University of Mississippi
Kristin Helms, Pharm.D. Auburn University
Pamela Stamm, Pharm.D. Auburn University

Leading the REVOLUTION 2009 Annual Meeting and Seminars AACP

Introduction to Facilitation

- Focus: student centered learning
- Goal: development of metacognitive skills
- Group leader roles:
 - Organization (managerial; administrative)
 - Social (communication; Community of Inquiry)
 - Intellectual (Pedagogical, cognitive, expertise)

Leading the REVOLUTION 2009 Annual Meeting and Seminars AACP

Terminology of Facilitation

- Tutor
 - Medical tutor
 - Non-medical tutor
- Discussion leader
- Facilitator
- Expert facilitator
- Content expert facilitator

Large Group Facilitation Activity

Experiences with Facilitator Training & Utilization

Essentials of Facilitation:

- Recruitment
- Roles and Responsibilities
- Training
- Assessment and Evaluation

Lisa D. Inge
University of Florida

Recruitment: University of Florida

- Pharmacists:
 - Full-time and Part-time faculty
 - Practitioners (Institutional & Community)
- Occasional “patient”
 - Nurses and other providers
 - Patients

Roles & Responsibilities: University of Florida

- Preparation of active learning session
 - Development of materials
 - Implementation of materials
- Facilitation of session
 - Small group (4 -10 students)
 - Large group (60-130 students)
- Informal assessment
- Formal grading

Training: University of Florida

- Individual course training
- Facilitator seminars
 - Multiple day
 - Concentrated site trainings
- “Faciligator”
 - Communication newsletter- tips; policies etc.
- Other:
 - Class visitation; videos; guides

Assessment & Evaluation: University of Florida

- Individual facilitator evaluation
 - Peer assessment
 - Student feedback
- Course outcomes
 - Student evaluations & feedback
 - Pre and Post implementation indirectly assessed
 - APPE clinical skills - under assessment

**Facilitation Challenges:
University of Florida**

- Training
- Facilitator absences/rescheduling
- Facilitator guides
- Facilitator-Student communication
- Consistency
 - Facilitation process
 - Student assessment

Leading the REVOLUTION 2009 Annual Meeting and Seminars AACP

**Brian Crabtree
University of Mississippi**

Small Group Facilitation
Problem-Based Learning Sequence

Leading the REVOLUTION 2009 Annual Meeting and Seminars AACP

Recruitment: University of Mississippi

- Faculty
 - Full-time
 - Part-time
 - Pharmacy Practice faculty
 - Mostly institutional based
- Other Medical disciplines
 - Physician
 - Nurse

Leading the REVOLUTION 2009 Annual Meeting and Seminars AACP

Roles and Responsibilities: University of Mississippi

- Preparation
 - Patient Cases
 - Scientific and clinically integrated
 - Progressive disclosure format
 - Detailed facilitator guide
- Facilitation of sessions
 - Small Group (6-8) 3 sessions 2-2.5 hrs/week
 - Create a learning environment with resources
 - Guide a student-centered discussion

Roles and Responsibilities: Facilitation of Session

- Examples of Facilitator discussion prompts
 - How would you explain that?
 - How do you know that is true? What is the evidence?
 - Are there other explanations?
 - Have you considered everything?
 - Does everyone in the group agree?
 - What additional information is needed?

Roles and Responsibilities: University of Mississippi

- Student Assessment
 - Weekly
 - Facilitator Evaluation of Student Performance Scale
 - Depth and breadth of knowledge acquisition
 - Clinical reasoning
 - Self-directed learning
 - Professional development

Training: University of Mississippi

- Discussion
 - One day
 - Learning model
 - Policies and procedures
- Observation
 - One week
 - Paired with an experienced facilitator

Assessment and Evaluation: University of Mississippi

- Individual facilitator evaluation
- Course outcomes
 - Difficult to measure: lack parallel traditional program comparison
 - APPE and licensure exam performance
 - Pass rates all high
 - Difficult to isolate one element of curriculum and pedagogy

Facilitation Challenges: University of Mississippi

- Facilitator consistency
 - Facilitation process
 - Student assessment
- Faculty/Facilitator workload
- Stress level of students

Kristen Helms and Pamela Stamm
Auburn University

Recruitment: Auburn University

- Facilitators:
 - Full time Pharmacy Practice faculty
 - Full time and part time pharmacists
 - 1 FT pharmacist (Lead Facilitator)
 - 1 FT, 2 PT pharmacists (hospital/community)

Recruitment: Auburn University

- Qualifications
 - Initially, any medical background
 - Now, pharmacists only
 - Desirable characteristics
 - Interest / experience in advanced pharmacy practices
 - Interest in teaching
 - Knowledge of / experience in small group learning
 - Good communication skills

Roles and Responsibilities: Auburn University

- Weekly case orientation with case content experts
- Facilitate one or two groups of 7-8 students three times weekly (3-hours per session: M, W, & F)
- Daily or weekly assessment of each student
- Provide retrospective review of cases
- Peer review assessment items (MCQs, written exam items, oral presentation cases)
- Grade oral presentations

Training: Auburn University

- Initial descriptive orientation (1 to 2 hours)
- "Intensive" training by Lead Facilitator
 - Moving from descriptive to interactive
 - Utilize recorded sessions/mock scenarios
- Weekly 2-hour facilitators meetings
- Open Blackboard site for facilitators
 - Discussion forum for questions and answers on content/problems occurring during facilitation
 - Summaries of large group Resource Session
 - Summaries of facilitator's meetings, case guides, disease maps

Assessment & Evaluation: Auburn University

- Individual facilitator evaluation
 - Peer evaluation by Course Coordinator
 - Facilitator skills
 - Intergroup and group/facilitator dynamics
 - Facilitator assessment of students
 - Weekly verbal feedback from students
 - Formal end-of-block anonymous student evaluations

Assessment & Evaluation: Auburn University

- Course feedback / outcomes
 - Overall course evaluations
 - Analysis of student performance by group/facilitator
 - Educational Effectiveness Survey

Outcomes Assessment: Auburn University

- P4 preceptor surveys
- Residency director surveys (to be implemented this year)
- Employer / stakeholder surveys
- Graduation rates (P4 performance)
- NABPLEX pass rates
- Exam scores

Facilitation Challenges: Auburn University

- Refining training process
- Efficiency of process (time-consuming for students and facilitators)
- Timeliness of facilitator feedback to students
- Consistent facilitation style/grading
- Substitutes for facilitator absenteeism

Small Group Facilitation Activity

Take Away Points on Facilitation

Panel Questions


