

Pharmacist Preceptor Certification Examination and Score Sheet

1. Demographic Information

Name	First	Middle	Last
Birth date (mm/dd/yyyy)		Credential Numbers	
		Pharmacist #	Preceptor #, for renewals

Examination Questions

Circle the letter next to the correct answer

1. Which of the following is most important in developing professional competence?
 - A. Getting to work on time
 - B. Development of good judgment
 - C. Wearing proper work attire
 - D. Being friendly with all patients
 - E. Never disagreeing with the boss

2. According to Felder & Silverman, a student who best learns the concepts and skills of managing anticoagulation therapy by use of flow charts and group role-playing, might best be described as what type of learner?
 - A. Sensing, verbal
 - B. Visual, active
 - C. Reflective, global
 - D. Verbal, global
 - E. Reflective, verbal

3. The most important factor to motivate a learner in the work environment is:
 - A. A one-hour lunch break.
 - B. A favorable pay rate.
 - C. Job satisfaction.
 - D. Keeping the preceptor off his/her back.
 - E. Getting the work done and leaving early.

4. Learner feedback to the preceptor is important because:
 - A. The learner can vent frustrations.
 - B. It helps the preceptor evaluate the learner.
 - C. It helps the learner make the preceptor feel good.
 - D. The preceptor can use the information to improve the program.
 - E. The preceptor can use it in his/her personal job review.

5. Experiential learning:
 - A. Is more highly individualized than didactic learning.
 - B. Involves fewer interruptions than didactic learning.
 - C. Involves more limited skills training compared to didactic learning.
 - D. Involves less mentoring than didactic learning.
 - E. Does not require the student to “learn by doing”.
6. The experiential learning goal and objectives:
 - A. Should be determined before the learning experience begins.
 - B. Should be written after the learning experience.
 - C. Should be determined by the preceptor alone.
 - D. Are identical to the learning activities.
 - E. Are not necessary in institutional settings.
7. Which of the following is true when differentiating between a learning goal, learning objectives, and learning activities?
 - A. Objectives use broad, non-quantifiable verbs such as “understand” and “monitor”.
 - B. Objectives define an activity and contain action words like “participate” and “learn”.
 - C. Learning objectives should contain language that allows measurement of learning, such as “differentiate” and “design”.
 - D. Learning activities are measurable.
 - E. The learning goal is always very specific and focused.
8. Quality experiential learning plans include:
 - A. Determination of an overall learning goal.
 - B. Creation of measurable, specific learning objectives.
 - C. Construction of learning activities that will allow the learning objectives to be achieved.
 - D. Timely, and expected, structured evaluation and feedback.
 - E. All of the above.
9. The best experiential learning activities are those that:
 - A. Allow passive learning to occur.
 - B. Do not allow hands-on skill building.
 - C. Allow the student to learn by doing.
 - D. Allow the student to primarily learn by “shadowing” the preceptor only.
 - E. Occur in the classroom.
10. When developing a training plan for a student, a good reference for examples of basic (core) learning objectives is:
 - A. Washington State Pharmacy Lawbook.
 - B. American Society of Health System Pharmacists training guidelines.
 - C. Professional journals.
 - D. The FDA.
 - E. The DEA.

11. In addition to basic learning objectives, and learning objectives specific to the training site, the training plan for each student should include:
 - A. Individualized learning objectives based on the interests of the student.
 - B. Learning objectives for medical students.
 - C. Learning objectives for sterile products.
 - D. Employees' job performance assessment.
 - E. Professional continuing education.
12. Which of the following issues should be addressed with the student at a meeting before beginning work at a new training site?
 - A. Review of the departmental budget
 - B. Detailed listing of potential job opportunities
 - C. Instructions relating to cash register operation
 - D. Work-related activities such as parking, lunch breaks, dress, etc.
 - E. Review of the last JCAHO inspection results
13. What is the minimum number of formal (written) evaluations of the student that preceptors should provide during the experiential learning process?
 - A. One
 - B. Two
 - C. Three
 - D. One each week
 - E. None, verbal evaluations are acceptable.
14. Evaluations should be based on the learning objectives and the instructional plan. They should be:
 - A. Conducted quickly during the peak of prescription filling.
 - B. Completed only if the student requests feedback.
 - C. Focused on specific performance using specific examples.
 - D. General and non-specific.
 - E. Compiled from second-hand information.
15. An effective clinical teacher will:
 - A. Actively involve the student, providing adequate supervision and appropriate independence.
 - B. Point out staff pharmacist and technician deficiencies.
 - C. Be careful to not establish supportive interpersonal relationship with the student.
 - D. Emphasize that in real life, mistakes happen.
 - E. "Go with the flow" in developing the learning goal and objectives.

16. Enthusiasm for teaching can be communicated to students by:
 - A. Spending a minimal amount of time with the student.
 - B. Showing excitement in helping students reach their learning goal.
 - C. Letting students know that the main reason you teach is because it is a job requirement.
 - D. Acknowledging that your available time is limited because of work commitments.
 - E. Repeating instructions multiple times because students have no knowledge base.
17. Ways that you can encourage your student to develop critical thinking and problem solving skills are to:
 - A. Actively quiz and ask questions about medications being dispensed.
 - B. Share the process of decision-making from beginning to end.
 - C. Answer some questions, but make the student conduct research to answer others.
 - D. Answer questions with questions that will allow the student to reach a conclusion based on their own knowledge.
 - E. All of the above.
18. Integrating a student into the workflow of a busy pharmacy is best accomplished by:
 - A. Having the student observe veteran staff perform order entry.
 - B. Assigning the student to run errands for the pharmacy staff.
 - C. Putting the student in charge of getting a needed project done.
 - D. Having the student dust shelves, check orders in, and put stock away.
 - E. Having the student out of the way reading policies and procedures.
19. Effective communication techniques for teaching students include:
 - A. Explaining the “why” behind the “what”.
 - B. Lavishing praise in a general fashion.
 - C. Frequently informing the student of things done incorrectly.
 - D. Discouraging humor in the workplace - pharmacy is a serious profession.
 - E. Micromanagement to assure the student learns all details.
20. Preceptors, as role models, should realize that:
 - A. When things go wrong, students should be informed your action was correct or justified.
 - B. With staffing shortages, students offer an excellent opportunity to ease workload.
 - C. They do not have to be an expert or perfect in everything.
 - D. Students do not have the experience to offer constructive advice; preceptors are the experts.
 - E. They never admit mistakes to students.
21. It is important that professionalism be a component at all experiential learning sites. Each of the following exemplify pharmacy professionalism, except:
 - A. Professional appearance and demeanor
 - B. Treatment of patients with respect when addressing them by name
 - C. Maintenance of patient health care information confidentiality
 - D. A keen sense of humor and knowledge of world events
 - E. Proper communication skills - slang and profanity are unacceptable.

22. Preceptors who are willing and able to discuss ethics and professional accountability with students enhance the profession by providing such instruction. Which of the following topics is not related to ethics?
- A. Honesty and integrity
 - B. Concern for patient welfare
 - C. Confidentiality
 - D. Salary issues
 - E. Compassion
23. Board rules and guidelines regarding patient counseling:
- A. Require drug utilization review before, or after, prescriptions are dispensed.
 - B. Allow technicians to provide patient counseling on refill medications.
 - C. Require pharmacists to document patient-related difficulty in counseling and resolution of drug-related problems.
 - D. Require direct pharmacist counseling when prescriptions are delivered by mail.
 - E. Allow pharmacy assistants to make an offer to counsel.
24. Each of the following statements relating to medication errors is true, except:
- A. Established drug distribution systems sometimes contribute to medication errors.
 - B. Patients should always be asked about allergies, adverse drug reactions, use of herbal and OTC medications, compliance with drug therapies, and chronic conditions that may affect medication use.
 - C. Patient counseling is a key error-prevention process.
 - D. Always be wary of the potential for "decimal point" errors.
 - E. Medication/medical errors are under control due to joint state and federal efforts.
25. Differences in preceptors working styles can present a communication problem with students. Individuals identified as "Activists" in the manual have the ability to:
- A. See the point another person is making.
 - B. See the big picture clearly.
 - C. Pay fabulous attention to detail.
 - D. Think "beyond barriers".
 - E. Make people get along.
26. Reasons for dismissal of a student from a work site may include all of the following, except:
- A. Tardiness
 - B. Excessive absences
 - C. Poor penmanship
 - D. Inadequate communication skills
 - E. Insufficient knowledge base

27. "Red flags" for possible drug diversion include:
- A. Refills requested at intervals less frequent than directed.
 - B. An increase in pharmacy profit margins.
 - C. Apparent over-prescribing by practitioners who refuse to justify their actions.
 - D. Maintenance of accurate controlled substance records.
 - E. An agent that picks up a prescription for the patient.
28. The single greatest barrier to effective communication between preceptor and student is:
- A. The length of the training rotation.
 - B. Constant interruptions and distractions at the work site.
 - C. Student background.
 - D. The preceptor's age.
 - E. The tendency to bog down in details.
29. What are the requirements for preceptor certification?
- A. Payment of a \$10.00 fee.
 - B. Completion of 12 months as a licensed pharmacist engaged in the practice of pharmacy.
 - C. Applicants must be Responsible Managers.
 - D. Successful completion of 30 hours of preceptor continuing education.
 - E. Completion of 24 months as a licensed pharmacist in Washington.
30. An intern pharmacist may perform all of the duties granted to a pharmacist, except:
- A. Provide patient counseling.
 - B. Perform the final check on prescriptions.
 - C. Operate a pharmacy in the absence of a pharmacist.
 - D. Accept new prescriptions from prescribers.
 - E. Perform drug utilization reviews.
31. A preceptor may supervise:
- A. More than one intern at a time, but only one of the interns can claim internship hours.
 - B. An intern and a pharmacy assistant at the same time.
 - C. An intern even if he or she is employed in research, manufacturing, or other nondispensing pharmacy activities.
 - D. An intern, provided the preceptor has practiced pharmacy for more than one year, and has passed a board-approved preceptor training program.
 - E. All of the above.
32. An intern may:
- A. Claim internship hours even if working under a pharmacist preceptor other than the evaluating preceptor.
 - B. Claim internship hours in the absence of the evaluating pharmacist preceptor only when the supervising pharmacist on duty is also a certified preceptor.
 - C. Perform all the duties granted to a licensed pharmacist, as long as a supervising pharmacist is on site at all times.
 - D. Claim up to 1200 hours of experiential classes, as part of an accredited college or school of pharmacy curriculum, to meet pharmacy internship requirements.
 - E. All of the above.