

PEBC PHARMACY TECHNICIAN QUALIFYING EXAMINATION – PART II (OSPE)

SAMPLE STATION #7

Interactive Station (with a Standardized Patient)

TITLE: Teaching a Patient to Use a Device

OBJECTIVE

- To teach a client how to use an AeroChamber, including use of the device and breathing technique.

COMPETENCIES TESTED

Competency 2 Patient Care

Unit 2.1 Develop a professional relationship with the patient.

2.3 Collaborate with the pharmacist to support care plan activities.

Competency 7 Communication and Education

Unit 7.1 Establish and maintain effective communications.

CANDIDATE'S INSTRUCTIONS

You are a pharmacy technician working in a community pharmacy. A client will come in to obtain a device and needs to be taught how to use it.

Assess the situation and proceed as you would in practice.

Note: The pharmacist has already counselled the client on the medication and has referred the parent to you to teach her how to use the device.

Time Frame: You have 6 minutes to complete this station.

SCENARIO DESCRIPTION

The parent of a 9-year-old child with asthma will pick up an AeroChamber device to help the child use his medication more efficiently. The parent wants to be shown how to use it and will then teach the child.

Client: Standardized Client - Mrs. Jan Swanson (mother of patient), female, 30-45 years old

Patient Information (no patient record – parent gives this information on request):

Name: Greg Swanson
Age: 9 years old
Allergies: None

Other information (to be given on request):

History:

2 weeks ago:

- Asthma diagnosed (wheezing, coughing spells, difficulty getting his breath after exertion).
- Medication started:
 - Ventolin – 1 puff, 4 times a day as needed.
 - Flovent – 1 puff, 2 times a day.
- He rinses his mouth after using Flovent.
- He always uses Ventolin first.
- Greg uses his inhaler effectively most of the time, especially when his symptoms are mild (wheezing and coughing).

Yesterday:

- Greg has a cold, so he is anxious and can't time his breathing while coordinating his puffs.
- Specifically, he has trouble pressing down on the inhaler's canister to release the drug at the same time as he is taking a quick, deep breath to inhale the drug.
- The family doctor said to get an adult AeroChamber for Greg.
- He suggested you should go to the pharmacy to get the AeroChamber and to learn how to use it.
- He suggested Greg should use the AeroChamber all the time and would like to see Greg again in 2 weeks.

Social/lifestyle:

- Greg loves playing baseball in the summer, and indoor soccer in the winter.

STANDARDIZED PATIENT (SP) INSTRUCTIONS

Client's Opening Line:

"Hi. The doctor told me to get something from the pharmacy called an AeroChamber. Can you show me how to use it?"

- a) **By the 4 ½ minute mark**, if the candidate has not explained or shown you how to use the AeroChamber, you must ask:

"Can you show me how to use an AeroChamber?"

Closing Line: *"Thank you for the information."*

RE-DIRECTING PROMPTS:

- 1) If the candidate has NOT taught you how to use the AeroChamber but suggests that you bring your son in so he can be shown how to use it, you must ask:

"I can do that, but can you show me how to use this so I can show Greg exactly how to use it?"

- 2) If the candidate indicates / insists that it is not the pharmacy technician's role to explain how to use the device and that you need to (wait to) discuss it with the pharmacist, you must say:

"I did ask the pharmacist and she sent me to you."

- 3) If the candidate does not ask you who the AeroChamber is for, but asks about your symptoms / inhalers OR begins to advise you how you would use the device, you must say:

"The AeroChamber isn't for me. It's for my 9-year-old son. I will be showing him how to use it."

DIRECT RESPONSES:

- 1) If the candidate suggests a pediatric AeroChamber, you must say:

"The doctor said to get the one for adults (an adult one)."

- 2) If the candidate asks why the AeroChamber was recommended / is needed, you must say:

"Greg uses his inhalers well most of the time. But he has a cold, so he's anxious and can't time his breathing while coordinating the puffs."

STATION MATERIALS

Reference:

Package insert

Drugs & Drug Devices:

AeroChamber Max with mouthpiece (adult)

Placebo inhaler

SCORING CANDIDATES' PERFORMANCE

OUTCOME RATING GUIDELINES:

Problem Solved (full solution) if candidate:

- ★ Provides appropriate instructions on AeroChamber use.
- ★ Explains breathing technique including meaning of whistling sound.
- ★ Demonstrates appropriate technique / use of AeroChamber.

Solved/Marginal if candidate:

- ★ Provides appropriate instructions on AeroChamber use, BUT less thoroughly.
- ★ Explains breathing technique, BUT less thoroughly or misses whistling sound.
- ★ Demonstrates appropriate technique / use of AeroChamber.

Uncertain if candidate:

- ★ Provides appropriate instructions on AeroChamber use, BUT misses some important points.
- ★ Does NOT explain breathing technique.
- ★ Does NOT demonstrate appropriate technique / use of AeroChamber.

Unsolved if any of the following apply:

- ★ Does NOT provide appropriate instructions on AeroChamber use.
- ★ Explanation or demonstration is incorrect, leading to misuse and ineffective therapy.

CHECKLIST

Teaches client how to use an AeroChamber, including use of device and breathing technique

Unique Response (if any):

- 1. Confirms patient identity / for a child.
- 2. Determines / confirms child needs the adult AeroChamber.
- 3. Determines patient uses Ventolin and Flovent inhalers.
- 4. Determines reasons for OR explains benefits of using AeroChamber:
 - has difficulty with / will help to co-ordinate breathing with use of the inhalers
 - maximizes inhalation of drug / reduces loss (by adherence to mouth)
- ★ 5. Provides appropriate instructions on AeroChamber use:
 - take off plastic cap
 - shake inhaler well
 - put inhaler mouthpiece into the AeroChamber
 - put the mouthpiece of AeroChamber into mouth
 - depress inhaler (spray active ingredient into the AeroChamber)
- ★ 6. Explains breathing technique:
 - take a slow deep breath in and hold for as long as possible (up to 10 seconds)
 - if unable to breathe deeply or hold breath, breathe in and out 2 or 3 breaths
 - if whistling sound happens, slow down
- 7. Remove inhaler and replace protective cap.
- 8. Clean AeroChamber by washing in warm soapy water (not in the dishwasher).
- ★ 9. Demonstrates appropriate technique / use of AeroChamber.
- 10. Shows parent the package insert.
- 11. Confirms parent's understanding of procedure.
- 12. Offers to teach son the procedure.
- 13. *Explanation or demonstration is incorrect, leading to misuse and ineffective therapy:*
 - AeroChamber use (e.g. use wrong end of AeroChamber [to connect inhaler to breathe])
 - breathing technique

(unsolved)

COMMENT (if rating less than Acceptable/Marginal or Solved/Marginal) : use back of sheet if needed

Communications

- Acceptable
- Acceptable/Marginal
- Unacceptable/Marginal
- Unacceptable

Outcome

- Problem Solved
- Solved/Marginal
- Uncertain
- Unsolved

Performance

- Acceptable
- Acceptable/Marginal
- Unacceptable/Marginal
- Unacceptable

Misinformation

Risk