

Exemplar Case Study



Hannah

Hannah is a pharmacist. Hannah could be any pharmacist who works in any sector of pharmacy. This example is a generic one, describing how CPD can be used to help any of us in our role as a pharmacist, and how it can be recorded well.

Hannah's CPD entry arose when she was called by a relative of hers. Her great aunt was due to go to America to visit her son the following week. She was 66 years old and had not travelled for a number of years. She had been in good health until last year when she needed an operation for a hernia. All went well following the operation and she made a good recovery.

She rang because she was worried about the flight and she had heard about problems with blood clots. As the only healthcare professional in the family she rang Hannah for her advice.

Hannah was aware of the recent publicity in the general media surrounding DVT and long-haul flights. Her job didn't involve her being up-to-date in this field but she felt she needed to find out more before being able to advise her great aunt.

Record Sheets

reflection

Name of entry:

Date Identified:

What do you want to learn to be able to do?

I want to know the current advise on the prevention of DVT for long haul flights so that I may be able to advise my great aunt.

How have you identified this learning objective?

My great aunt asked me, as a pharmacist, for advice on prevention of DVT. In my normal field of work I don't need to know about this so I realised I had some work to do before I could advise her appropriately.

What methods did you use to identify this objective?

Choose...

Critical incidents
Personal interest

Who is driving this?

By you

What skills, knowledge, attitudes and behaviours will you need to develop?

Choose...

I am going to need to find out the most current guidelines for the prevention of DVT on long haul flights. I am also going to need to relate them to my great aunt and her previous medical history. I am then going to need to be able to explain any risks to her in a way that she can understand them. It is sometimes more difficult to do this for relatives who may want you to make the decision for them. I will need to be prepared for any questions she may have.

To which areas of competence does this learning objective relate?

Choose...

Appropriate management of common symptoms by pharmacist; advice, referral or treatment
Communication; verbal, non-verbal and written
Appropriate sale or supply of graduated compression hosiery
Appropriately meeting local health needs of identified group of patients; the elderly
Providing high quality clinical services; drug information
Achieving and supplying evidence based practice; literature evaluation.

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planning

Urgency: By when will you need to meet this learning objective?

4/1/2003

Importance: What will be the impact of your learning on you, users of your services, colleagues and organisations to whom you are contracted?

I shall be able to advise my great aunt on the appropriate steps to take. This will reinforce my standing as a professional within my family. I'll also reassure myself that I will have done all that I can to reduce the risks for a relative of mine. My great aunt will feel confident that she has got sound advice from me.

Impact on you:

1 2 3 4 5

 Moderate

Impact on the users of your services/products:

1 2 3 4 5

 High

Impact on colleagues:

1 2 3 4 5

 None

Impact on organisation

1 2 3 4 5

 None

What activities could you undertake to meet this objective?

Description	Action Category	Advantages/Disadvantages	Selected
Look at back issues of the Pharmaceutical Journal to see if there is an article on flights / DVT	Structured reading	Advantages: they often run info about this kind of thing. I can use the internet to search. It will be quick and quite straight forward Disadvantages: it may not be there. It may be too old. It may not be very detailed	<input checked="" type="checkbox"/>
Discuss with colleagues	colleagues	Advantages: Sandra has been on a flight recently and may already have looked into this Disadvantages : I'm not sure if she is in the office tomorrow or Wednesday	<input type="checkbox"/>
Look up DVT on google for information	Computer aided learning	Advantages: some news and medical sites are very good and there may be a summary for me. Disadvantages: I'll need to be careful about which sites I use	<input checked="" type="checkbox"/>
Ring company who sell the compression hosiery	Information service	Advantages: they will be able to tell me about the benefit of their product Disadvantages : its biased	<input type="checkbox"/>
Ask the local MI department to do a search for me to get the most recent articles or if they have any guidance	Information service	Advantages : it will be thorough and evidence based Disadvantages : I may not have enough time to do this	<input type="checkbox"/>
Ring a few airlines for their advise	Information service	Advantages : they may well have some useful information Disadvantages: it may not be very detailed or too cautious or they may not give advice for fear of being sued.	<input checked="" type="checkbox"/>

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action

Description	Date completed	Time taken	Add to CE record
Look at back issues of the Pharmaceutical Journal to see if there is an article on flights / DVT	2/1/2003	1hr	<input type="checkbox"/>
Look up DVT on google for information	2/1/2003	30mins	<input type="checkbox"/>
Ring a few airlines for their advice	2/1/2003	30mins	<input type="checkbox"/>

What have you learnt as a result?

I am now aware of the risk factors for DVT. I can explain the symptoms and consequences of DVT. I know how to reduce the risk of DVT when flying. I can advise my great aunt to:

- Walk regularly in the aisle
- Do exercises every half an hour to keep her circulation moving
- Avoid alcohol on the flight
- Wear loose ,comfortable clothing
- Wear compression hosiery(like flight socks)

Aspirin is not routinely recommended for prevention of DVT unless you are in a high risk group (because of potential side effects or allergy). My great aunt is not considered high risk but I know she takes aspirin as a pain killer when necessary with no ill effect so I shall discuss this with her as a possible additional preventative step.

evaluation

Has your learning objective been met?

Fully

Partly

Not at all

Please describe an example of how you have applied what you have learnt

I was able to provide my aunt with the advice she needed before travelling. She had lots of questions but I had prepared myself thoroughly and was able to answer them.

Please describe any feedback you have had from those on whom your learning was to have an impact or those who have been able to observe your performance

My aunt was very pleased that I was able to help her. After we discussed all the issues se decided to buy some flight socks and take aspirin as I had suggested.

Mark entry as completed

Reflection

Hannah has identified a specific learning need. She has made it specific by choosing to know about current advice. She has also made it measurable by specifying that her endpoint will be advising her great aunt. The reviewer will be able to see that this learning objective is SMART (see literature in Plan & Record).

This is a very simple explanation of the situation. What Hannah does well is to describe how this involves her as a pharmacist, even though it does not relate to her normal sphere of work. She also explains why she needs to learn more about the subject before she is able to advise her relative.

Hannah chose these two categories because she was responding to a query that she could not answer there and then (critical incident) and because she knew this information would be useful in the future for herself and others (personal interest).

The question "What knowledge, skills and attitudes or behaviours do you want to develop?" is optional on Plan & Record online. It gives Hannah the chance to break down exactly what she may need to learn and how she will apply that learning. She is able to remark on the difficulties she may face. This then makes her realise the depth to which she must understand the topic in order to be able to communicate effectively and answer her great aunt's questions.

Hannah has been able to identify several competences which relate directly to what she will achieve if she is able to complete her CPD successfully.

Planning

Hannah has had to be realistic with this. If her great aunt is travelling in one week's time she needs to have the information a few days before, just in case she needs to purchase something or start taking medication. The reviewer will be able to see this as being realistic.

In describing the importance and impact of her learning Hannah will be able to prioritise her learning objectives. It is very clear that this one needs to be done and quite quickly. The reviewer is looking here to see if the pharmacist recognises the potential impact of their learning objective.

Action

Hannah has been able to identify many ways to try to get the information she requires. By writing all these ways down like this and thinking about them before she goes into action she has been able to review their advantages and disadvantages. This has helped her rule out a couple of options and concentrate on the most appropriate methods.

Hannah is aware of what she has learnt. It is clear from this that she will be able to advise her great aunt. The reviewers want to see that the pharmacist is able to describe specifically what they have learnt.

Evaluation

The evaluation shows that Hannah has been able to apply her knowledge to the specific job that she had been asked to undertake. Her aunt had taken action based upon the knowledge Hannah had given her. Hannah is happy that she had learnt enough to be able to counsel her aunt appropriately.