



UNIVERSITY OF
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OLLSCOIL LUIMNIGH

School of
Medicine

Supporting professional identity formation in pharmacy students

Dr Dervla Kelly

dervla.m.Kelly@ul.ie

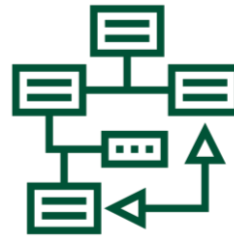
University of Limerick



Mentoring and coaching



Understanding
context



Supports in
the system



Peers

What is professionalism?



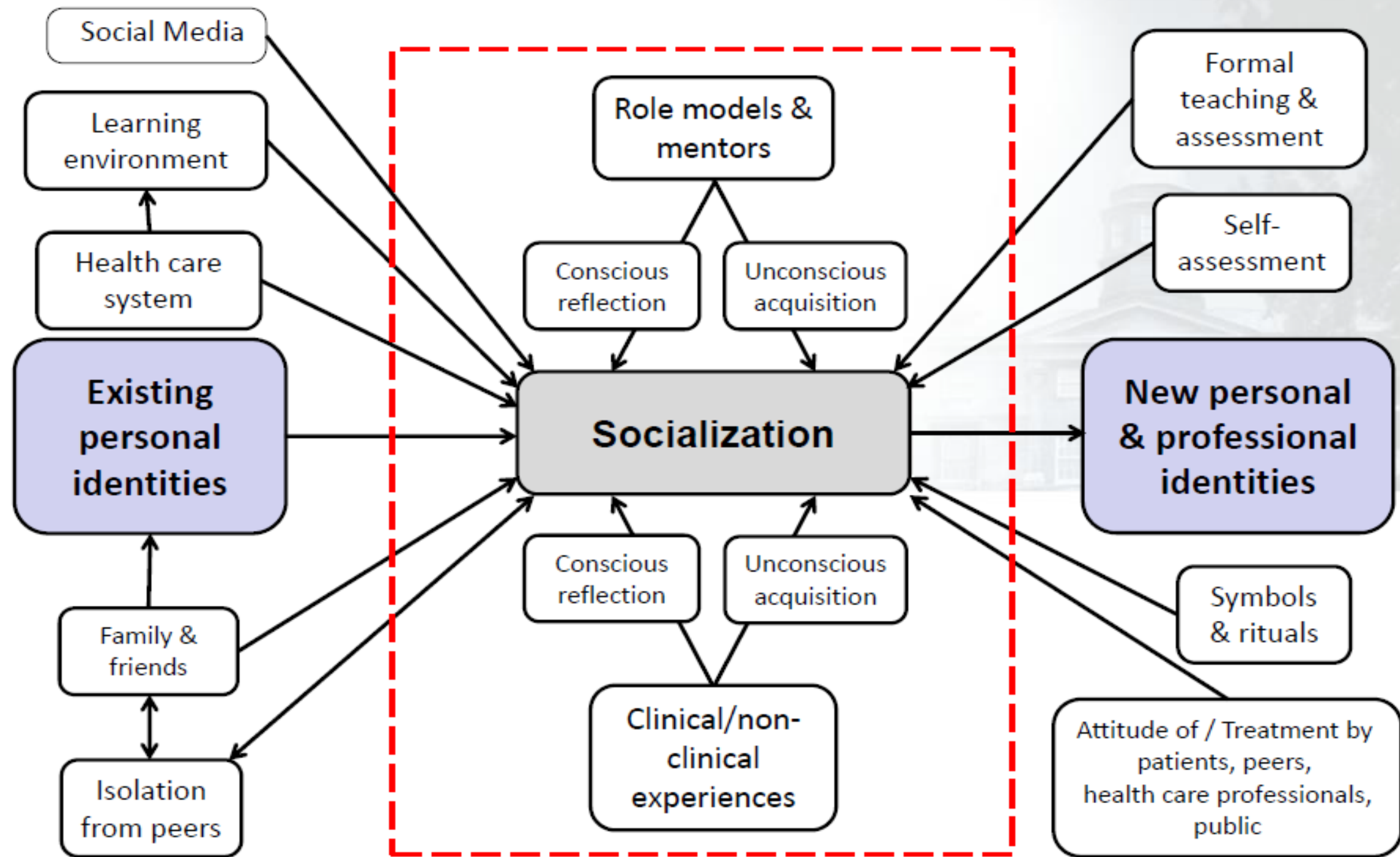
Think about how you supported/would support someone at a critical moment in their pharmacy career.

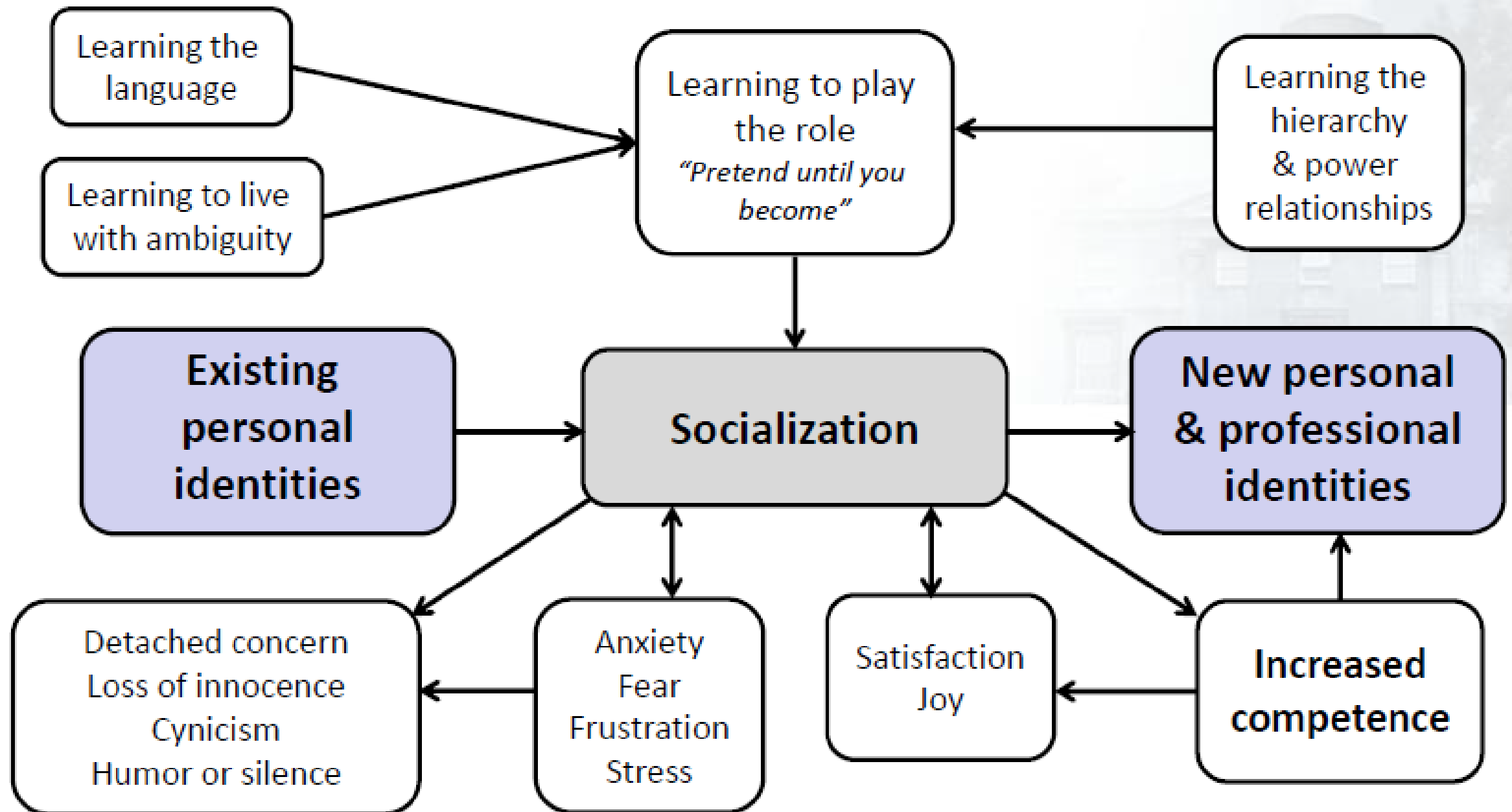
How did/would you support them?

Professional Identity

A representation of self, achieved in stages over time during which the characteristics, values and norms of the ...profession are internalized, resulting in an individual thinking, acting and feeling like a physician.

Cruess et al. Acad Med. 2015; 90(6):718-725.





Scenarios



Scenario 1

The discussion in the dispensary turns to consultations for Viagra in the pharmacy. The team make light fun of this. They discuss some interesting aspects of their clients' requests for Viagra and medical histories. The pharmacist asks the team if they are all familiar with the SOP and have signed their training logs. The pharmacy student indicates one of his male colleagues and says "John knows all about this" and laughs. John is clearly uncomfortable.

Questions:

1. What behaviour(s) if any gives you cause for concern?
2. How would you deal with this situation?



Scenario 2

The tutor notices that their student is wearing trainers whilst on in the dispensary, and despite the rest of their clothing being professional, instructs them to go home to change into more suitable footwear. They argue that it's impractical to cycle to the shop in 'work shoes' and that the pharmacy is quite far away from their house. However, the tutor insists; although the student would rather start work straight away and dispense some prescriptions, they do as asked and return later.

Questions:

1. What behaviour(s) if any gives you cause for concern?
2. How would you deal with this situation?

Scenario 3

After a long day of placement in the Pharmacy, a pharmacy student sees a news article on Twitter about a high-profile case of a terminally ill patient seeking legalisation of cannabis. The student 'tags' you and another pharmacy colleague, in a reply to the link, saying "Wish they'd hurry up and legalise this, perhaps our beloved frequent flyers in the Pharmacy can give this a go and stop wasting our time!!". You feel uncomfortable about this comment being posted in a public forum and suggest they delete the tweet, however the student tells you that you're being a killjoy and nobody is going to take it seriously

Questions:

1. What behaviour(s) if any gives you cause for concern?
2. How would you deal with this situation?



Scenario 4

A pharmacy student is about to sit his end of year exams and is studying hard. He's struggling to get on top of his studies and feeling extremely stressed, and, as a consequence, is having difficulty sleeping. One night he tries taking a pain killer tablet that was prescribed for his girlfriend several months ago and finds it really helps him sleep. He takes further pain killer tablets for the next 5 evenings but then her supply runs out.

The following day he is asked to destroy some pain killers that were returned to the pharmacy. The student decides to keep the pack for himself, and continues to take pain killers frequently. His use escalates over the next few days so he's taking it to help with symptoms of anxiety during the day as well as to help him sleep.

Questions:

1. What behaviour(s) if any gives you cause for concern?
2. How would you deal with this situation?

Scenario 5

When you return to the dispensary after lunch, you overhear the pharmacy student at the counter speaking with a patient. The patient tells the student that in the last couple of days they've been worried as they've experienced new, intermittent chest pain when walking up stairs at home. The patient concludes that the 'chest pain' is probably just indigestion. The student agrees and also reassures the patient that there's probably nothing serious happening, and that taking some antacid tablets is probably the best course of treatment. The patient seems relieved.

Questions:

1. What behaviour(s) if any gives you cause for concern?
2. How would you deal with this situation?



Think about how you supported/would support someone at a critical moment in their pharmacy career.

How did/would you support them?

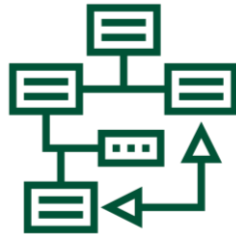
Mentoring and coaching



- Be explicit about expectations
- Push students
- Know the system
- Know who to contact
- Be discrete



Keep students
informed



Save student's
time



Provide support



Help them
with career



References

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Identifying and Responding to Students in Distress, Myra Woolfson, University of Nottingham Counselling Service. (This is the original source for many of the guidelines used)

QUESTIONS & ANSWERS



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