Embracing technology to assess skills and competencies using eLearning, video critique and avatars as national accreditation to deliver enhanced services

Debra Roberts & Margaret Allan
Wales Centre for Pharmacy Professional Education

www.wcppe.org.uk
WCPPE - who are we?
Learning outcomes

• Describe the streamlined process for accreditation of the NESA using technology
• Define the patient-centred consultation (PCC) and making every contact count (MECC) brief intervention competencies
• Apply the ‘Making every contact count’ framework to determine competent demonstration of brief intervention skills via video critique
• Undertake a consultation with an avatar to determine competence against the patient-centred consultation framework
Background
Background

Current community contract

Essential services
- Clinical governance
- Dispensing medicines & appliances
- Public health
- Repeat dispensing
- Signposting
- Support for self care
- Waste management

Enhanced services
- Minor ailments
- EHC
- Just in case packs
- Substance Misuse
- Needle exchange
- Care Homes
- Flu vaccination
- Smoking cessation

Advanced services
- Medicine use reviews (MURs)
- Appliance use reviews (AURs)
- Discharge medicine review (DMR)
- Stoma Customisation

Minor ailments
- EHC
- Just in case packs
- Substance Misuse
- Needle exchange
- Care Homes
- Flu vaccination
- Smoking cessation

Medicine use reviews (MURs)
- Appliance use reviews (AURs)
- Discharge medicine review (DMR)
- Stoma Customisation

Current community contract
Development of the new NESA process

1. Deliver a more streamlined approach to accreditation and reaccreditation

2. Provide a more flexible approach for all services and is less reliant on face to face training

3. Increase the competence of the pharmacy professionals delivering enhanced services across a range of generic skills

4. Baseline assessment of pharmacy teams abilities
New process

1. Pass the generic skills assessment
2. Pass the clinical knowledge assessment for the service
3. Complete and submit the statement of competence
4. Reaccreditation: Complete and submit the reaccreditation form (every 3 years)

- No face to face live training events
- Generic skills separated from clinical knowledge
- Self certification for reaccreditation
- Consultation skills video assessments
- Avatars
Generic skills and competencies

- Make Every Contact Count (MECC)
- Brief intervention and motivational interviewing skills
- Patient centred consultation skills
- Safeguarding Children and Young People Level 2
- Choose Pharmacy
- Equality Act
- Mental Capacity
- Patient Group Directions (PGD)
- Quality Improvement
- Protection of Vulnerable Adults (POVA)
Clinical knowledge

• MCQ assessment
• Statement of competence to shared services
• Accredited from the day the form is submitted
Consultations skills are important

HCPs identify their patients' main concerns more accurately.

Patients are more satisfied with their care and can better understand their problems and treatment options - fewer complaints.

Patients' are more likely to adhere to treatment or follow advice.

HCP is more time-efficient and their own wellbeing is improved.
Exercise 1

In groups of 3 or 4

• Discuss the types of assessments you use for testing consultation skills

• What are the pros and cons of these methods

• Write on post it notes provided
Consultation skills

Technology allows for standardisation and increased access.

Video critique
- 60% pass mark
- 4 attempts at assessment, then frozen out for 30 days before being allowed 4 final attempts

Avatars
Assessment frameworks

• Indicators based on national practice standards
  • MECC
  • PCC (adapted from CPPE)

• Split into three sections
  • Opening consultation, welcoming and setting scene
  • Gathering information, providing advice/information, pulling together a shared plan
  • Establishing agreement and ownership of shared plan with person, closes consultation
Video critique

• Video critique of consultations have been used extensively in medical and pharmacy education
• Videos reviewed by a team of reviewers – similar ratings
• Looks at key skills and behavioural indications
Avatar consultation

• Used extensively in undergraduate in Keele for various consultation skills and pre-reg students in England

• Distribution of marks have been shown to be similar to other modes of assessment within the Pharmacy School
Making every contact count

Front-line NHS professionals to more routinely and more effectively incorporate health behaviour change by brief interventions into their contacts with the public.
MECC assessment framework

• Indicators based on the ‘Making Every Contact Count’ level 2 national practice standards

• Rate the video clips against 5 indicators
  • **Framework standard not demonstrated** – do not see or hear any mention of the indicator being demonstrated throughout the entire video clip.
  • **Below framework standard** - the indicator was demonstrated but not to the ‘meets or exceeds’ standard level as stated in the indicator marking framework
  • **Meets or exceeds framework standard** - the indicator was demonstrated to the ‘meets or exceeds’ standard during the video clip.
Exercise 2

In groups of 3 or 4

• Read the assessment framework & watch the video clips

• Decide in the group for each indicator whether the pharmacist:
  • Did not demonstrate the framework standards
  • Below framework standard
  • Meets or exceeds framework standard
Part 1 – video critique
Part 2 – video critique
Patient-centred consultation

Patient-centred care is care that meets and responds to patient’s wants, needs and preferences and where patients are autonomous and able to decide for themselves.

True partner: Shared decision making

Give options (rather than recommendations)

Listen (rather than telling)

Respect and value (their beliefs, knowledge and concerns)

PCC
PCC avatar assessment

• Interactive MUR consultation

• Type in the questions you wish to ask and then choose from the options that appear

• For each question that could be asked in the scenario three options are available
  • Poor
  • Good
  • Excellent
PCC avatar assessment

• The avatar will give you feedback immediately you finish the consultation
• Grade – out of 84 marks and gives a %
• Detailed feedback report generated at end that you can download

During the introduction and relationship-building part of our appointment...

- You introduced yourself well. I understood exactly who you were.
- You fully confirmed my identity.
- You checked if I’d had an MUR appointment before.
- Thanks for asking if I knew what an MUR was.
- You didn’t talk to me about why we were having the appointment.
- You didn’t give me any idea of how long the appointment would take.
- You gained my consent to go through with the MUR, which was really important.
- You didn’t ask me how I was getting on which could have been useful in building a rapport.
- You didn’t ask me about what I’d like to discuss in the appointment
- You didn’t reassure me that we’d actually discuss any issues I had, during the appointment.

Next, when you should gather information and formulate an action plan...

- You didn’t ask what medicines I am prescribed
- You didn’t check how long I’d taken my medication for, which could have given you a better understanding of my conditions
- You didn’t check if I was taking my medicines properly
Exercise 3

Patient: Stuart Jones; 48 years old
PMH: Hypertension & Hyperlipidemia
Drug History: Ramipril 5mg tablets – one a day
           Simvastatin 40mg tablets – one at night

Consultation is broken up into the three sections and once you have asked a question from the next section, all questions from previous section will be removed from options available
Exercise 3

In groups of 3 or 4

• Decide in the group what you want to ask and how you want to ask the question

• Different groups will have different parts to consider

• Listen to answers from Avatar and adapt questions as appropriate
Exercise 3


Feedback from students

• 866 users who have enrolled on NESA and successfully started working their way through the NESA process completing many, if not all of the 11 generic skills and competencies modules

• 124 people have passed all generic skills and competencies assessments and submitted their forms to shared services
Feedback from participants

Mixed response from participants

I think the principle of this way of learning is excellent. Despite the avatars completely doing my head in, I think the idea is good.

...much easier than attending courses.

Avatar ...is not reflective of how we operate in practice as every patient is different. I feel it undermines our professional abilities.
Generic Competencies

Information Governance
- 99% passed
- 1462 attempted

IQT
- 99% passed
- 2586 attempted

Equality Act
- 98% passed
- 634 attempted

Safeguarding children level 2
- 98% passed
- 624 attempted

Mental Capacity Act
- 99% passed
- 600 attempted

POVA
- 100% passed
- 559 attempted

Patient Group Directions
- 99% passed
- 563 attempted
Generic Skills

PCC Avatar
81% passed
298 attempted

PCC video critique
95% passed
376 attempted

MECC Avatar
78% passed
261 attempted

MECC video critique
80% passed
243 attempted
Questions