1.0 PURPOSE

1.1 To provide an in-service training and orientation program for students and newly hired staff of the Department of Pharmacy for the purpose of understanding and carrying out responsibilities and activities in the department.

1.2 To ensure the availability of interdepartmental continuing education program that support development of the staff to improve:

- Drug knowledge and related information.
- The process of decision-making and communication skills.
- Behaviour and attitudes about drugs and their use.

2.0 DEFINITION

2.1 Orientation Program: Is a program designed to familiarize trainees and newly hired staff with the system and essential working procedure of the department and the organization.

2.2 Continuing Medical Education: Is activities inside and outside of the department of pharmacy, which promotes staff development and includes such programs as educational lectures, seminars, training programs and workshops.

3.0 RESPONSIBILITY

3.1 Training Supervisor: is responsible for

3.1.1 Orienting new employees and students.

3.1.2 Discussing the submitted projects with the trainees.

3.1.3 Completing and evaluation form for each trainee.

3.1.4 Participating in the CME program.

3.2 Head of Pharmacy Department: is responsible for

3.2.1 Assuring that its employees receive the necessary education.

3.2.2 Maintaining in each pharmacy section a copy of reference manuals and/or policies.
4.0 CROSS REFERENCES POLICY

4.1 Pharmacy Training and Orientation Manual.

5.0 POLICY

5.1 The Department of Pharmacy is committed to carrying out educational, training and development programs for its employees through the contribution of all staff in the achievement of such goals, improving knowledge, patient safety, job performance and the application of new skills on drug therapy and related matters.

5.2 The Department also shall provide orientation and training program for new employees as well as students and interns, and give evidence of their participation in such programs for the purpose of preparing new employees and students for the workplace to be able to apply their academic knowledge into practice and improve their professional competency and skills in pharmacy concepts with corresponding documentation of such activities and attendance.

5.3 The Department of Pharmacy will make sure that each section in the pharmacy has reference manuals and/or policies for Policy and Procedure Manual, Infection Control Manual, Safety Manual, Operating Equipment Manual, and MSDS Manual.

6.0 PROCEDURE

6.1 Orientation And Training Program For Students:

6.1.1 Registration and Enrollment:

6.1.1.1 Applications for trainees (student pharmacists, technicians, and pharmacy interns) are received through the Hospital Training & Education Administration of the hospital.

6.1.1.2 The training program enrolls a number of students per term, including pharmacists and technicians.

6.1.2 Orientation Day:

6.1.2.1 Orientation to all Pharmacy sections and locations.

6.1.2.2 ID cards and wearing lab-coats.

6.1.2.3 Working hours & rules of sick leave and excuses.

6.1.2.4 Explanation of key points in the policy and procedure for Inpatient and Outpatient Pharmacy Departments.

6.1.3 Training Program: Training for Pharmacy Technicians and Interns will be daily from Sunday to Thursday (8am – 4pm) as follows:

6.1.3.1 To know the location & arrangement of medications on the shelves (alphabetically or by therapeutic category).

6.1.3.2 Orientation to various types of Physician Orders.
6.1.3.3 Detailed explanation of different types of prescriptions.
6.1.3.4 How, when, and to whom each prescription is dispensed.
6.1.3.5 Reading the prescription correctly and being able to recognize all aspects of the prescription such as diagnosis, drugs, and dosage.
6.1.3.6 How they are related to one another and discussed with the training supervisor.
6.1.3.7 Morning meeting of the trainees with their supervisor to clarify and discuss any related points.

6.1.4 Pharmacy Technicians: (Will be conducted by a Training Designee).
6.1.4.1 Orientation and training will be in OPD, Inpatient pharmacy and store in the preparation of regular and inpatient prescriptions.
6.1.4.2 They are also given lectures about working in:
   6.1.4.2.1 In-patient pharmacy.
   6.1.4.2.2 Intravenous drugs.
   6.1.4.2.3 Antibiotics.
6.1.4.3 Trainees submit their projects and discuss it with the training supervisor.
6.1.4.4 Trainees are given an examination at the end of the term by their Preceptor.
6.1.4.5 An Evaluation Form shall be completed by the Training Preceptor and sent to the Training & Education Department of the hospital which will forward it to the Trainees’ College/Institute of Health Sciences.
6.1.4.6 Technicians also have a weekly Evaluation Form that is filled and collected at the end of the term to calculate the total percentage for each student.

6.1.5 Intern-Pharmacists:

6.1.5.1 Training will be in OPD pharmacy, inpatient pharmacy (Unit-dose system), Clinical Rounds, Drug Information, TPN, etc.
6.1.5.2 Regular evaluation by means of:
   6.1.5.2.1 Attendance.
   6.1.5.2.2 Discussion of drug topics.
   6.1.5.2.3 Abiding by rules and regulations.
   6.1.5.2.4 Submission and discussion of assigned drug therapy projects.
6.2 **Orientation & Training Program For Newly Hired Pharmacy Staff:**

6.2.1 **General Orientation Program:** The pharmacy section supervisor or his/her designee conducts this for all new employees:

- 6.2.1.1 An orientation checklist is designed to cover orientation to all pharmacy sections and key hospital departments.
- 6.2.1.2 ID cards and dress code.
- 6.2.1.3 Organizational Chart, Mission and Vision.
- 6.2.1.4 The general essential policies for inpatient and outpatient pharmacy departments, information and pharmacy safety aspects.
- 6.2.1.5 Working hours & rules of sick leave and excuses.
- 6.2.1.6 Vacations and days off.
- 6.2.1.7 The new employee will sign the checklist and a copy of it will be kept in the employee’s personnel file.

6.2.2 **Training Program:** Will include but not limited to:

- 6.2.2.1 Medication orders & dosage calculations.
- 6.2.2.2 Inpatient Operations (manual and computerized system).
- 6.2.2.3 Approved & prohibited abbreviations.
- 6.2.2.4 Ambulatory procedures.
- 6.2.2.5 Specific requirements for assigned area(s).
- 6.2.2.6 Formal evaluation will be conducted every 3 months while the employee will be in probation for a period of one year.
- 6.2.2.7 Other training requirements as determined by the Pharmacy Director.

6.3 **Continuing Education Program For The Pharmacy Staff:**

6.3.1 The Pharmacy Department is responsible for assuring that its employees receive the necessary education in pharmacotherapy and other related drug topics and identifying additional education needs. Departments Heads will participate in the preparation and arrangement of the program.

6.3.2 The educational program shall consist of various methods including lectures, symposia, films, internet sites, and workshops.

6.3.3 The lecture/presentation shall be conducted by Pharmacists, Doctors, and Drug company representatives and those who attend shall register their names in the Attendance Log-Sheet.

6.3.4 The staff is allowed to attend conferences and symposia during working days on equal opportunity basis for all, and a copy of Certificates of Attendance is expected to be submitted and will be put in the employee’s file.
For Conferences and Symposia held in the evening and weekends all can attend on their own discretion and may submit a copy of Certificate of Attendance to the Pharmacy Administration.

The educational program shall focus on the following goals:

6.3.6.1 To maintain and update all concern staff on drug knowledge.
6.3.6.2 Identify potential areas for staff development.
6.3.6.3 Prevent Medication Errors, misuse, and improsave drug usage.
6.3.6.4 Minimizing cost of drug therapy and reducing hospital stay.
6.3.6.5 Patient satisfaction.

Accreditation for credit hours for the Continuing Education Program is via the Training & Education Administration of the hospital.

The Department of Pharmacy will maintain in each pharmacy section a copy of reference manuals and/or policies such as Policy and Procedure Manual, Infection Control Manual, Safety Manual, Operating Equipment Manual, and MSDS Manual.

These References and Manuals will help the pharmacy staff retrieve any information relative to his/her work or equipment within minutes without any delay.

New Employee Orientation Form.

Staff Continuing Education attendance Log-Sheet

N/A.

Pharmacy orientation and training manual.