

## EXAMPLE: COMPLETED FORM FOR INTERN ASSESSMENT AND FEEDBACK - CbD - MENTAL HEALTH SCENARIO

<b>Intern name</b>	Intern CBD-A	<b>Ahpra registration</b>	PHA000XYZ123
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### Instructions for interns

Select a case and seek agreement with your supervisor. Enter summary case details in section 1 to help you remember the case. Prepare for case-based discussion with your supervisor and complete section 2 before the discussion. You should set time aside for your case summary presentation and discussion. Present your case. Formulate a development plan (Section 5) based on the feedback received.

### Instructions for supervisors

Check that the case selected is appropriate for intern stage of learning. Set time aside for intern's case presentation and discussion. Document your observations about the interns presentation in Section 3. Discuss your observations and the intern's self-reflection and document your feedback in Section 4. Ask the intern to create a SMART development plan and review it (Section 5).

### Section 1: Case details (To be completed by Intern)

Practice setting: <input type="checkbox"/> Hospital <input checked="" type="checkbox"/> Community <input type="checkbox"/> Other (describe):	Case complexity (discuss this with your supervisor) <input type="checkbox"/> Low <input checked="" type="checkbox"/> Medium <input type="checkbox"/> High
<b>Therapeutic area*(s)/clinical setting:</b>	<b>Primary health care – Mental Health</b>
<b>Short description of the case:</b> A 37 year old individual identifying as a male. Asked for valerian. Complaint – anxiety, irritability lack of sleep for last 6 months. Does not smoke, moderate alcohol. Said he has high blood pressure but on checking it was 130/85. Has coeliac disease, GORD, dry eye and allergic rhinitis. Takes esomeprazole 20mg daily, lisinopril 20mg, mometasone nasal spray and polyvinyl eye drops.	

### Section 2: Intern reflection

What I have done well in my case preparation	What is challenging about this case?
<ul style="list-style-type: none"> <li>I was able to elicit the patients' presenting symptoms and take a thorough social, medical and medication history</li> <li>I was able to elicit the patients concerns and expectations of their visit to the pharmacy</li> <li>I considered differential diagnoses and determined that the patient needed to be referred to a medical professional given the duration of their symptoms and impact on their quality of life</li> </ul>	<ul style="list-style-type: none"> <li>I was concerned they would want a product to assist and would not see the need for referral. I would therefore like to work on my consultation and clinical assessment skills</li> <li>I would like to improve my knowledge on the evidence base for complementary and alternative medicines and develop an awareness of the resources/ references available to support my practice</li> <li>I would like to improve my knowledge on non-pharmacological approaches to anxiety disorder such as good sleep hygiene and psychosocial therapies</li> </ul>

### Section 3: Assessment rubric

<b>Below expectations</b>	Intern's performance meets expectations in few, if any, aspects of the criterion; major concerns exist about the intern's demonstrated performance
<b>Borderline</b>	Meets expectations for some aspects of the criterion but not others; some concerns exist about the intern's demonstrated performance
<b>Meets expectations</b>	Comfortably meets expectations for most or all aspects of the criterion; no major concerns exist with the intern's demonstrated performance

\*Expectations are RELATIVE to the current experience and stage of internship; expectations will increase throughout the year and should be discussed and agreed between the intern and supervisor when selecting each case.

### Assessment criteria (not exhaustive): To be completed by Supervisor

Criterion: The intern's...	Below expectations	Borderline	Meets expectations	Not applicable
Explanation/presentation of case background including presenting condition or problem, medical history, medication history, other relevant background information	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Identification and prioritisation of patient problems and needs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Formulation of appropriate recommendations for pharmacotherapy including evidence based, consideration of benefits and risks (e.g., side effects, precautions, drug interactions)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Identification of relevant non-pharmacological measures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Formulation of appropriate follow-up and/or referral	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Explanation of appropriate and feasible patient self-management strategies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>If relevant:</b> Communication with patient and/or carer including counselling on therapies, benefits, risks, follow-up and self-management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reflections on the case and its outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other relevant aspects of the case (explain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section 4: Supervisor Feedback

<b>KEEP:</b> <i>(focuses on actions or behaviours an intern should continue doing which are having positive effect on task performance)</i> <ul style="list-style-type: none"> <li>Talking to patients and obtaining complete health, medical and medication history. Well done!</li> </ul>
<b>START:</b> <i>(focuses on actions or behaviours an intern should commence to improve task performance)</i> <ul style="list-style-type: none"> <li>Incorporating non-pharmacological strategies to optimise the patients' health outcomes and wellbeing such as psychosocial interventions, including psychotherapy (e.g., cognitive behavioural therapy)</li> <li>Using pharmacy references on alternative therapies to support your recommendations</li> </ul>
<b>STOP:</b> <i>(focuses on actions or behaviours an intern should reduce or stop which are, or may have, a negative effect on task performance)</i> <ul style="list-style-type: none"> <li>Don't hesitate to offer a product, if there is an appropriate option.</li> </ul>

### Section 5: Development plan

Even if the intern meets all expectations, it is likely that further improvements to some aspects of the activity are still possible. The intern should create a SMART development plan based on feedback and discussion. Interns are encouraged to check in with their supervisors within a reasonable time on the plan. This plan can be maintained in the Intern's individualised development/learning plan. An excel template for Intern individualised learning/development plan is available at [www.pharmacycouncil.org.au/workplace-based-assessment/](http://www.pharmacycouncil.org.au/workplace-based-assessment/).

#### A SMART development plan is: Specific-Measurable-Achievable-Relevant-Timebound.

<b>S</b> - Improve my knowledge on non-pharmacological approaches to anxiety disorder such as good sleep hygiene and psychosocial therapies <b>M</b> - Present and discuss at least 2 additional cases on anxiety disorder with my supervisor <b>A</b> - Because it is difficult to predict when a suitable patient will walk in, I will identify cases from pharmacy dispensing records or by talking to the Home Medication Management (HMMR) pharmacist. <b>R</b> - An increasing number of people in the community have mental health and pharmacists are in a good position to offer solutions. <b>T</b> - within the next 3 months
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Supervising pharmacist name: Name

Date: 1/01/2024