



# Development of a Continuing Education Web Portal for Community-based Faculty Orientation and Training

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## Objective

In response to ACPE Standards 2007, the Office of Experiential Education (OEE) developed a plan for conducting preceptor orientation and training. While live programming is being offered, evidence from previous preceptor training programs and from a needs assessment survey sent to preceptors suggested online delivery was also needed. To deliver preceptor training online, the OEE partnered with the UK Pharmacy and Medicine Office of Continuing Education (UK CE) and the Community-based Faculty Program to develop the Community-Based Faculty Program Web Portal (CBF Web Portal).

## Needs Assessment/Preceptor Development Plan

Preceptors were contacted in early 2008 to determine their needs for training. Approximately 40% of preceptors (123) responded to the survey. Key findings included:

### Most highly rated desired topics:

- How to structure the rotation experience – syllabus development
- Evaluating performance and providing feedback
- Handling difficult student issues – competency, attitudes, personal issues

### Preferred format for delivery:

Web-based on line was most preferred by 71.8% (compared to CD-ROM/DVD, written material, live presentation, teleconference)

The first step was to prepare a general orientation for all preceptors (IPPE and APPE) that must be completed prior to student assignment. Subsequently, an annual preceptor development plan was formulated that includes the presentations that will be developed for the CBF Web Portal.

## Current Courses on CBF.CECentral.com

### Orientation

- Orients preceptors to mission and educational philosophy of the College
- Outlines the expectations of the curriculum for competency-based assessment
- Describes the roles of the preceptor as teacher, coach, facilitator and mentor
- Identify and apply appropriate teaching strategies
- Instructs preceptors on process for providing student feedback
- To date, 513 preceptors have completed the program

### Introduction to IPPE

- Review of ACPE standards regarding pharmacy practice experiences
- Provide IPPE preceptors with overview of APPE goals relative to APPE goals
- Review IPPE activities and competencies relative to the Philosophy of Practice
- Introduce preceptors to use of PEMS
- Required of all IPPE preceptors
- To date, 70 preceptors have completed the program

### Structuring an Effective Rotation Experience

- Originally developed as live program that was converted to online format June 09
- Provides preceptors with information on developing course syllabi
- Provides guidance on structuring learning activities to meet rotation and course goals
- Provides overview of learning hierarchies as described by Blooms taxonomy
- To date, 58 preceptors have completed the live program

## Description of CECentral and CBF Web Portal

The CBF Web Portal is hosted by CECentral, a national platform created and maintained by the UK CE office. The web portal, accessed at <http://cbf.cecentral.com>, serves as a point of entry to the CECentral platform for all CBF, including pharmacy preceptors and offers high quality continuing pharmacy education (CPE) activities.



The website, maintained and administered by UK Healthcare, offers activities across a wide range of therapeutic areas, the majority of which are free of charge. Activities are available in PDF and Webcast (slide/audio, slide/video) and all can be completed online with instant grading and certificate delivery.



CECentral's technology infrastructure is cutting edge with website hosting provided by QX.net, Webcast streaming media provided by Akamai Technologies and a Flash-based media player that ensures a consistent experience whether viewed on a Windows or Mac computer. Together, these technologies provide CECentral users with a smooth, reliable experience each and every time they visit the website.

CECentral also provides users with up-to-date medical news, and a professional meetings calendar of events. These features are designed to help healthcare professionals stay abreast of issues and developments in their field, and provides a central location on the Internet for such content.

The CBF portal of CECentral can be used by OEE faculty and staff to communicate with preceptors regarding upcoming events and programs and provides links to the College website, OEE website, CBF website and AHCC website.

## Administrative Reports

OEE faculty and staff are set up as administrators within CECentral which allows for review and download of reports needed for documentation of preceptor participation in the required orientation and training programs. Weekly updates are sent via email from CECentral to OEE administrators for office records. Example reports from CECentral are provided below



## Implications

The development of a continuing education web portal for CBF ensures that required orientation and training programs can be easily accessed by preceptors and that participation in programs can be easily tracked. Additionally, the CBF web portal, which is open to all CBF at the UK Medical Center, may provide opportunity for implementing interdisciplinary preceptor training.

