



Report “Students’ professional practice 2017”

On-line call for the project application was posted on following web sites: Faculty of Pharmacy, Univerisity of Belgrade; Centre for Developing Pharmaceutical and Biochemical Practice, Faculty of Pharmacy, Univerisity of Belgrade; Pharmaceutical legislation and ethics, web page of mandatory subject on the 5th study year at the Faculty of Pharmacy; and BPSA - Belgrade Pharmacy Students' Association. The application form was available from February 17-23, 2017.

A total of 93 pharmacy students applied for the participation, and 57 were enrolled. Fifty-six students completed the professional practice. Students’ health insurance was covered by the Faculty of Pharmacy, and all the necessary medical and sanitary check ups were performed.

Health care institution-pharmacy	Number of organisational units involved in project	Number of mentors involved in project	Number of students involved in project
Benu	21	21	18
Farmanea	5	5	15
Lilly	24	23	23
Total	50	50	56

Students' professional practice was conducted in pharmacies according to the schedule (one of working days and Saturdays, during ten weeks). Students were free from the practice for the test and exam period at the Faculty. The practice ran from February 27 to May 27, 2017. Academic staff from the Department of Social Pharmacy and Pharmaceutical Legislation were in charge for professional practice placements monitoring.

Students who completed the professional practice earned 2 ECTS credits, and they were not obliged to attend practical lessons for the subject *Basic concepts of pharmaceutical management* (but were required to complete some reports regarding the subjects’ learning topics).

During the practice, two kinds of documentation were kept. First, the diary with the reflections about student’s knowledge/skills/behaviour was completed by a mentor/preceptor. The other document was a report completed by students, which showed their impressions during the practice.

The project coordinator is Prof. Ljiljana Tasić. Evaluation of the students’ professional practice was performed by Prof. Dušanka Krajnović, Prof. Valentina Marinković, Assist. Prof. Dragana Lakić and Assist. Prof. Marina Odalović. Logistic and technical support was provided by Prof. Marina Milenković, vice-dean for teaching at the Faculty of Pharmacy, and Assist. Andrijana Milošević Georgiev.



Named working group performed the evaluation based on the students' and mentors' diaries and reports:

1) Students' impressions were classified into five groups: product reception from the supplier; communication and providing information to a patient; dispensing OTC drugs; dispensing prescription drugs; overall satisfaction with the practice/mentor.

	students' impressions, examples
product reception from the supplier	"well-organized; I've learned a lot; expiration dates are strictly checked; not satisfied with the knowledge on supplements and medical devices acquired at the faculty..."
communication and providing information to a patient	"very important segment; communication skills are highly required; I've learned a lot from my mentor; patience is necessary..."
dispensing OTC drugs	"demanding documentation; frequent complaints by patients; conflict situations with patients; payment from the patients' pocket; a large volume of dietary products that are unknown to students..."
dispensing prescription drugs	"frequent drug-drug interactions; subdosage; improper indications"
overall satisfaction with the practice/mentor	"it would be better to have a blocked practice schedule; it is necessary to provide a manual for mentors, to help in teaching; very satisfied with my mentor regarding good communication, and responsible working manner; I've learned a lot about patients' counselling; I was afraid of working with patients, but now I really like It"

2) Mentors'/preceptors' reflections

Pharmacists were very satisfied working as mentors, for the following reasons stated: „It was a real pleasure to teach someone; new experience; I was pleased to show the students humanistic side of the pharmacy profession; professional development; to be a role-model for someone“.

Reasons for being satisfied during the practice: „students were punctual and dedicated to the practice; willingness to learn; good student is very helpful in the pharmacy; I was informed about the current events at the Faculty; satisfied with student's knowledge, communication, accuracy, adroitness“.

Recommendations for practice improvement: „to define precisely number of working hours per day; to arrange the visit to a galenic laboratory; to appoint a deputy mentor/preceptor; longer practice duration, but with the same number of visits weekly – to have more time to work with a student; education on communication skills; to organize practice in less busy pharmacies, so that mentor could spend more time to teach a student“.

Students' activities/characteristics you would like to praise: „interested in practice; hard-working; committed; show initiative; actively involved in tasks; immediate application of gained knowledge“.



Students' activities/characteristics you would like to be improved: „self-esteem; more time is needed than planned for the professional practice; improved knowledge on supplements, dermo-cosmetics; communication skills; knowledge on pharmacy organization; magistral drug preparation“.

A round table devoted to the Students' professional practice evaluation, was held at the Faculty of Pharmacy on June 23. The meeting was attended by the representatives of the Faculty management, vice-dean for teaching Prof. Marina Milenković, academic staff from the Department of Social Pharmacy and Pharmaceutical Legislation, students (total 25) and mentors/preceptors (total 19). Prof. Ljiljana Tasić and Prof. Dušanka Krajnović presented the evaluation results and led a discussion.

Report prepared by Assist. Andrijana Milošević Georgijev.

Report revised and approved by Prof. Ljiljana Tasić, “Students' professional practice 2017“ project coordinator, and head of the Centre for Developing Pharmaceutical and Biochemical Practice.

In Belgrade, July 10, 2017