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# The Script

For MCW Pharmacy School Preceptors

June 2024



## In this newsletter you can expect:

Burnout Prevention (Part 3 of 5)  
Setting Expectations

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APhA Podcast: The First Fill

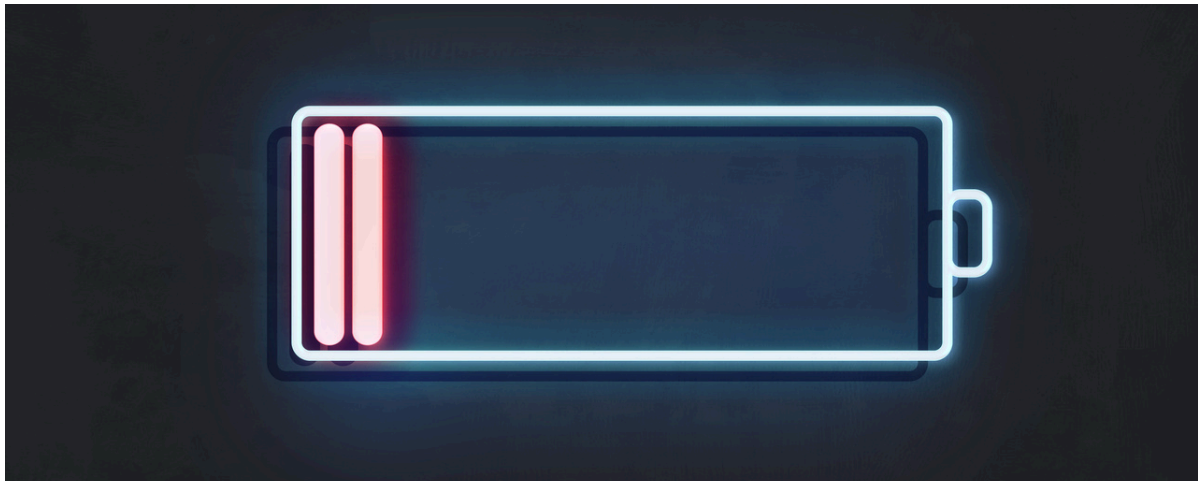
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MCW School of Pharmacy Celebrates 2024 Preceptors of the Year

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## Burnout Prevention (Part 3 of 5): Setting Expectations

Welcome back to Part 3 of our series on preventing burnout, where we delve into setting expectations in precepting. Setting expectations not only provides a roadmap for the rotation but also plays a role in keeping burnout at bay.

### Why Setting Expectations Matters

- Setting reasonable yet challenging expectations that align with your learner's abilities and your own limitations as a preceptor can help prevent burnout. It ensures you have a clear plan in place, reducing the likelihood of feeling overwhelmed.
- When you set expectations with your learner, you also gain insights into their expectations of you and the rotation. That mutual understanding fosters a more productive and conflict free learning environment.

### Benefits of Setting Expectations

- Clear expectations prevent confusion and frustration which can be damaging to you and your learner's well-being. When everyone knows what to expect, anxiety levels decrease.
- Be upfront what your minimum expectations are and how other learners have been successful. Share good and bad examples. Give specifics and detail the what, when, why and how for assignments.
- Setting expectations enhances efficiency by providing clarity, focus, and structure. You can prioritize, manage time, allocate resources, and streamline communication.

### Preparation is Key

- Before the first day of rotation review the program's handbook and manuals and communicate with your learner. Share practical information like parking, building entry, meeting time, and who to call if they get lost.

- Share details about yourself as well. Start building a relationship with your learner before they arrive.
- Create reusable email templates to save time communicating with learners. This ensures important details are shared consistently.
- If working with a preceptor team, draft a preceptor tag document that includes information about learner activities, feedback, and areas of improvement. This is helpful when completing evaluations and giving feedback.
- Work with management to ensure sufficient staffing coverage on the first day when you need time to orient your learner. This proactive approach prevents undue stress on the team.
- Update your orientation checklist and rotations schedule/calendar. Keeping these documents current can keep you and your learner organized.

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## Burnout Prevention (Part 3 of 5): Setting Expectations (Continued)



### Prevent Burnout

- Utilize the support of other pharmacists and team members to share responsibility and avoid duplication of efforts. Collaboration lightens your workload and reduces burnout risk. For example, ask a tech to give the site tour.
- Always set expectations within your limits as a preceptor. You have your workload and responsibilities, and it is essential to find a balance.
- Adjust expectations with your learner at the midpoint if needed.

Learners share with our office how much they appreciate preceptors who set clear and reasonable expectations. This not only prevents burnout for you but creates a structured rotation that reduces stress for you and the learner.

### APhA Podcast: The First Fill

Each month, APhA will release five, 5-minute podcast episodes offering a fresh dose of education highlights, practice pearls, and insights to inform your pharmacy practice and advance patient care. Listen to new episodes at your convenience! Complete a short, online assessment at the end of each month to earn 0.5 hours of CE credits (.05 CEU).

- No membership required to earn CE.
- The first six months are free!
- <https://www.pharmacist.com/Podcasts/TheFirstFill>





## MCW School of Pharmacy Celebrates 2024 Preceptors of the Year

The MCW School of Pharmacy recognizes the recipients of the 2023-2024 Preceptor of the Year Awards, who each embody the qualities, skills and values of the ideal preceptor and exhibit a commitment to excellence in teaching and practice.

### **Advanced Pharmacy Practice Experience (APPE) Preceptor of the Year**

Steven Finkenbinder, PharmD, AE-C



As the internal medicine clinical pharmacy specialist at the Clement J. Zablocki VA Medical Center, Dr. Finkenbinder is an integral member of a multidisciplinary medicine team, attending daily rounds, managing anticoagulation and pharmacokinetics and educating patients, students and residents. He is passionate about the advancement of pharmacy practice and is an active member of the Pharmacy Society of Wisconsin.

He enjoys being a preceptor because it gives him the opportunity to shape the next generation of pharmacists, advancing their clinical knowledge and increasing their confidence as part of a multidisciplinary team. He advises students to build professional relationships during rotations, as those connections can be rewarding and lead to employment and advancement opportunities.

Pharmacy students who nominated Dr. Finkenbinder for this award stated that he is considerate, patient and receptive to questions. One student commented on his ability to foster a stimulating learning environment and encourage critical thinking. "I hope that I will be able to have a positive impact on future pharmacy students as a preceptor, in the same way that Dr. Finkenbinder has impacted me," another student wrote.

In college, Dr. Finkenbinder enjoyed problem solving, chemistry and building relationships with people but wasn't sure how those interests could converge into a career. Working as a pharmacy technician, his manager invited him to a medical mission trip to Peru, where he experienced the extraordinary impact pharmacists can have on patients' lives.

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“I still vividly remember the pharmacist treating a one-year-old girl’s severe bacterial infection with antibiotics in the middle of the Amazon jungle and saving her life,” recalled Dr. Finkenbinder. “Seeing this child’s rapid improvement and how it affected not only the family, but the entire community, was life-altering. After this experience, I vowed to become a pharmacist and one day make the same impact on my patients’ lives.”

He accepted the APPE Preceptor of the Year Award at the Class of 2024 Hooding & Awards Ceremony on May 16.

### **Introductory Pharmacy Practice Experience (IPPE) Preceptor of the Year**

Michelle Mitchell, PharmD



Dr. Mitchell began her pharmacy career as a Walgreens pharmacy technician when she was in high school. She enjoyed it, so she pursued the pre-pharmacy program at Drake University and then earned her PharmD. After managing the Walgreens pharmacy in Elm Grove for seven years, Dr. Mitchell became the pharmacy manager at the Walgreens in Wales in 2022. She and her team of pharmacists and pharmacy technicians are proud of the welcoming environment they provide for students.

“I enjoy getting to work with future pharmacists to play a role in their professional development,” said Dr. Mitchell. “Working with students helps me to learn new things, and I’m happy to share with my students that you can work hard, enjoy what you are doing and bring joy to others!”

A common piece of advice Dr. Mitchell gives pharmacy students is “know what you know – and know what you don’t know.” In a situation where they may be unsure, she encourages them to take a moment to do research. At the same time, she tells students to be confident when making recommendations to other healthcare providers when they recognize a potential drug interaction, medical error or other concern.

A pharmacy student wrote in an award nomination statement that Dr. Mitchell is the epitome of a great preceptor. “She is a clear communicator, builds trust with her patients and colleagues and respects everyone,” the student wrote. “She makes sure to provide varied learning experiences for students, prepares us well and gives us the necessary ‘push’ for us to practice our skills.”

Dr. Mitchell accepted the IPPE Preceptor of the Year Award at the Pinning Ceremony, held on June 12, to commemorate the Class of 2025 moving on to their Advanced Pharmacy Practice Experience rotations in their third and final year in the MCW School of Pharmacy.



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## Faculty Preceptor of the Year

Matthew Stanton, PharmD, BCPS, DABAT



Dr. Stanton is an emergency medicine pharmacist at Froedtert Hospital, a clinical toxicologist at the Wisconsin Poison Center and a clinical assistant professor at the MCW School of Pharmacy. His interests include resuscitation of critically ill patients and forensic, pharmaceutical and natural poisons.

He chose pharmacy as his career path due to its application of science to patient care. “Going through school and discovering the many layers of the pharmacy trajectory was a bonus, which led me to emergency medicine and toxicology,” added Dr. Stanton.

As a preceptor, Dr. Stanton enjoys challenging students to apply didactic information to skills and real-world scenarios where they experience the nuance of medicine. “Bringing students on experiential rotations exposes them to the many layers of care that occur,” he said. “I’m fortunate enough to work in two dynamic environments that are highly collaborative with physicians, APPs, technicians and EMS personnel. My goal is to bring students into these spaces to broaden their views of scenarios that appear simple on paper but are challenging in reality.”

Dr. Stanton accepted the Faculty Preceptor of the Year Award at the Class of 2024 Hooding & Awards Ceremony on May 16.

A pharmacy student who nominated Dr. Stanton for this award said he is an enthusiastic teacher who is open to new ideas. “Beyond imparting knowledge, Dr. Stanton served as a mentor and role model, consistently encouraging me to speak up and building my confidence, especially during interprofessional scenarios. His unwavering support and dedication to my growth as a student pharmacist highlight his excellence in clinical education,” added another student.

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## Office of Experiential Education

Email: [pharmacyee@mcw.edu](mailto:pharmacyee@mcw.edu)

## Preceptor Resources

Visit the MCW Preceptor Resources page for links to webinars, podcasts, conferences, online resources and more!

<https://www.mcw.edu/education/pharmacy-school/faculty-staff-and-preceptors/preceptors/preceptor-resources>