

# Developing an on-demand course on teaching for community pharmacies

To develop an on-demand course to improve teaching skills among pharmacy workforce using e-learning and online feedback

## Contact information

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## Background

In Denmark, community pharmacies can provide training for municipalities. The project Strengthening Medication Safety in Danish Municipalities aimed to improve medication safety by using pharmacy expertise to provide education and consultancy for employees at nursing homes, home care, and residential facilities. Pharmacists and pharmacoconomists from 21 pharmacies received a classroom course on teaching, developed and delivered in collaboration between Kursustrappen Frederiksberg, a professional course provider specializing in education. The project improved municipality employee competencies and medication handling in 20 municipalities. Key outcomes included tailored training of pharmacy workforce, training of municipality employees, delivery of quality assurance and medication reviews, and effective collaboration between pharmacies and municipalities. But the project also highlighted the need for building the teaching competencies of pharmacy employees with teaching tasks in a flexible way, so that the pharmacy workforce can take the course when they need it.

## Purpose

The aim of this project was to develop an on-demand course to improve teaching skills among pharmacy workforce.

## Methods

The course design is based on data from evaluations of the project Strengthening medication safety in Danish municipalities and literature on teaching methodologies from a Danish textbook on teaching by Troels Bom<sup>1</sup>.

A team-based approach is used, including workshops and facilitating collaboration among team members. The work is structured around a table with the following headings: Learning objectives, key points, curriculum, description for the participant and reflection questions and exercises for the topic.

The e-learning part of the on-demand course has been tested and adjusted by two consultants from Pharmakon's research department and will be evaluated by future users of the on-demand course to continuously adjust and ensure its effectiveness and usability.

## Results

An online, on-demand course designed to improve the teaching and communication skills of pharmacy workforce has been developed.

The test of the e-learning self-study on-demand course showed that it is understandable and functional. Overall, the results show that the course has the potential to improve the teaching skills of pharmacy workforce and strengthen medication safety in municipalities.

**"The course is understandable and functional. I wish I had had access to it when I first started teaching municipality employees."**

Gitte Kolbæk Kristensen



### e-learning self-study

AA structured approach focusing on learning objectives, key points, curriculum, reflection questions and exercises covering these seven topics:

- Learning
- The role of the instructor
- Planning of teaching
- Teaching aids
- Teaching methods
- Teaching principles
- Evaluation of teaching



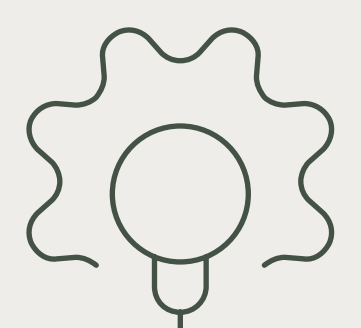
### Online feedback on recorded teaching

- A teaching session will be developed, conducted and recorded on video
- Feedback on the teaching in the video is given online



### Completion of the course by handing in answers to a few reflection questions

- Answers are send to Pharmakon
- A short written feedback is given



### Reflection log

- Written during the course
- A tool for learning



### Opportunity for online sparring

- An online sparring session lasting up to one hour is available
- Any topic and element of the programme can be discussed

## Conclusion and perspectives

An on-demand course to improve teaching skills among pharmacy workforce has been developed. The on-demand course is ready to be evaluated by future users through real-time testing to continuously adjust and ensure its effectiveness and usability.

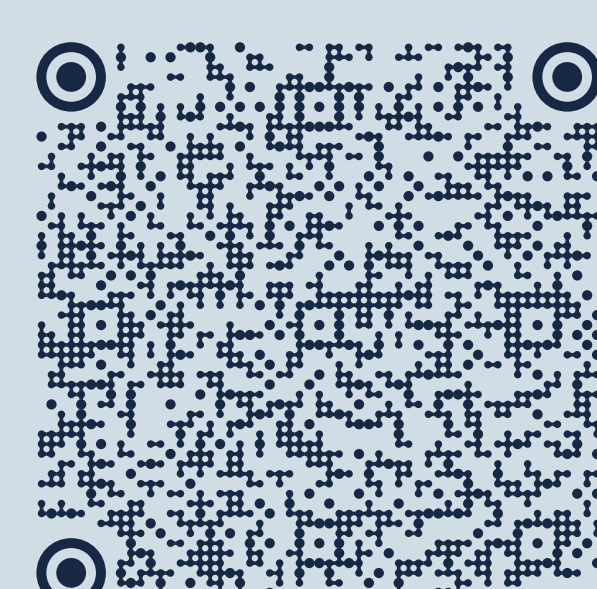
To ensure the continued success and relevance of the course, it is important to consider future development opportunities and adjustments. Technological advancements and changes in teaching methods may affect how the course is delivered and received. It may be beneficial to integrate new digital tools and interactive elements to further enhance the learning experience.

An ongoing evaluation and feedback mechanism where users share their experiences and suggestions for improvements should be created. This will ensure that the course remains relevant and effective in relation to the changing needs and challenges of pharmacy workforce.

## Acknowledgements

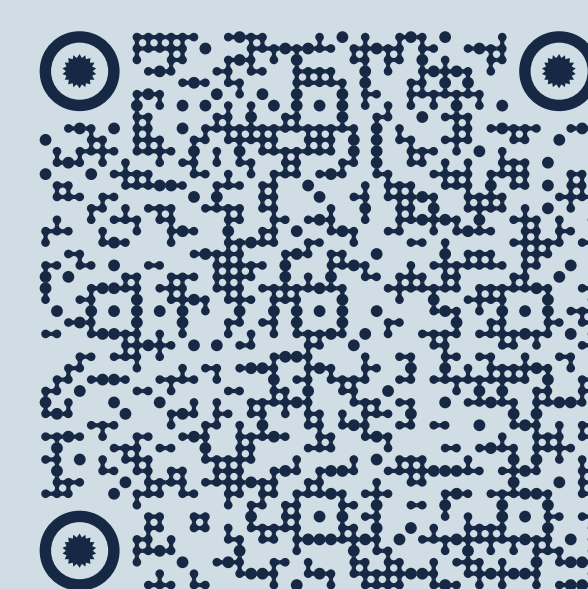
Kursustrappen Frederiksberg: Production of self-study videos and materials.

### Poster download



Scan the QR code

### Course registration



Scan the QR code

<sup>1</sup> Bom T. Effektiv undervisning – En håndbog til dig, der underviser som en del af dit job. Kbh.: Akademisk forlag; 2017.  
[In danish]