

Pharmacists in Community Service (PICS) Summary- 2007

The 2007 year was a year of refinement and expansion for the PICS program at UACP. The program policy had been changed in fall 2006 by the addition of a requirement that at least 50% of the 50 annual hours for each student pharmacist be in a health-related activity. The PICS form was re-structured to differentiate health related service and general community service. A reflective writing requirement was added to aid in student learning, assess professional development and motivation to serve. Many of the service activities were generated by the faculty, administration, student organizations and community organizations. Several PICS events were initiated by student pharmacists for their own or group service activity. Beginning with the new academic year, each student will submit his/her PICS forms digitally. An individual student's data will be accessible to that student pharmacist. A service learning rubric will be applied to the reflective writing for aggregate analysis of the success of the program in professional development and motivation to serve. A measure of community impact in terms of people served will be included in the new PICS form.

With the fall semester of 2007, the level of participation increased significantly with three full classes. By the end of 2007, the cumulative total service hours were 14, 290 with health related hours being 9,289 and general community service hours being 5,001. The table below displays the hours and type of service by class through August 14, 2008:

	Health Related Service	General Community Service	Combined TOTAL
Class of 2010	2,864.75	1,026.5	3,891.25
Class of 2009	5,268.	1,810.5	7,078.5
<u>Class of 2008</u>	<u>7,120.7</u>	<u>4,009.</u>	<u>11,129.7</u>
TOTAL	15,253.45	6,846	22,099.4 5

These community service hours included 145 sites/events. Most of these service sites/events were in the Central Appalachian Region. The comprehensive list which follows compiles all of the service site/events:

SITE or EVENT	HOURS
Access Family Pharmacy:	10
Adam's Middle School:	7
Almands Drug:	61
Atlanta Breast Cancer Walk:	45
Bell Central School Center:	8
Black Gold Festival ARH Booth Hazard, KY.:	6
Blood Drive American Legion Post:	369.5
Bronco Federal Credit Union:	4
Brown Bag Essay:	2
Buchanan County Animal Shelter:	56
Buchanan General Hospital:	32.5
Burned House Victims:	5

SITE or EVENT	HOURS
C. Health Operation Immunization:	36
C. Health/Mable Grove Nursing Home:	2
Claypool Hill Pharmacy:	6
College Student Tutor Kentucky:	8
Community Needs reflective writing:	18
Community Service Day –Big Stone Gap:	78
Community Service Day – C-Health Brown Bag:	14.5
Community Service Day – Coeburn:	44.5
Community Service Day – Norton:	58
Community Service Day – Pound:	89
Community Service Day – Richlands:	54
Community Stakeholder Study:	49
Correctional Halfway House in Lebanon:	6
Craig County Health Dept.:	8
Cumberland Community Center OTC MEDS:	30
Curves – Tazewell, VA.:	16
CVS Pharmacy – Diabetes Workshop:	8
CVS:	66
Cystic Fibrosis 10K Walk-Grundy, VA:	10
Diabetes Awareness – Food City:	353.5
Duff Elementary:	4
Economy Drug:	27
Elkhorn Elem. Asst. Teachers:	8.5
Family Drug – Grundy:	45.5
Family Drug Center – Pikeville, KY:	44.5
Fender’s Farm Corn Maze:	5
Fincastle Baptist Church Free Clinic:	41
Flu Clinic Kentucky:	12
Food City Family Race Night:	65.5
Food City Pharmacy:	30
Food City Smoke Out:	5.5
Friends of Coal Auto Fair:	8
Gilmer County High School:	10
Grundy High School Robotics Team:	4
Habitat for Humanity:	74
Hazard ARH:	5
Hazard Senior Citizens Center:	3
Heritage Hall:	1
Highlands Cancer Center:	32
Hospice Hazard, KY:	13
Hurley High/Elem. School:	11
Hurley High School Food Pantry:	8
Jellico & Campbell High Schools:	13
John’s Creek Drug Center – Pikeville, KY:	4
Johnson Elementary Book Fair:	7

SITE or EVENT	HOURS
Kentucky Blood Center:	6
Kimper Pharmacy:	9
King Pharmacy:	50
King's Pharmacy:	5
Kiwani's Kids Park:	5
Knox Creek Pantry:	6
Kroger Pharmacy:	175
Kroger Pharmacy-Princeton, WV:	40
Large College Program Chicago, IL – Speech on Ram:	12
Lebanon Community Fellowship:	35
Little Flowers Free Clinic:	12.5
Manassas Battlefield Park:	4
Manassas Museum:	9
March of Dimes Walk:	81.5
Meals on Wheels:	100
Medicare PART D Learning Session/Enrollment:	89
Medication Assistance:	6
MEOC – Coeburn, VA:	13
Moore's Pharmacy:	25
Mountain Christian Academy:	8.5
Mountain Mission Food/Supply Drive:	12
NCPA Wellness Food City Abingdon:	17
NCPA Wellness Food City Claypool Hill:	9
NCPA Wellness Food City Grundy:	48.5
NCPA Wellness Rite Aid Bristol:	26
NCPA Wellness Rite Aid Grundy:	23.5
NCPA Wellness Westwood Pharmacy:	8
NCPA Wellness YMCA Grundy:	9
New Hope Church – Angel Food Program:	15.5
New Hope Church – Christmas Shoebox:	13
New Hope Church – Christmas Treat Bags/Inmates:	2
New Hope Church – Fall Festival:	3
New Hope Church – Soldiers in Iraq:	4
Northgate Pharmacy:	22
Nursing Homes Dietician:	24
Oakwood Presb. Fall Festival:	51
Old Virginia Pharmacy:	16
Operation Christmas Child/Samaritan's Purse:	45.5
Osteoporosis Health & Wellness project:	20
Pampered Pets:	8
Parkridge Medical Center:	50
Parkwest Medical Center:	5
PDC St. Jude's Valentine Candy Roses:	205
Pets Only:	17

Pikeville College Biology Dept: SITE or EVENT	11 HOURS
Pilot Essay:	22
Plaza Pharmacy:	44
Pleasant Home Baptist Church:	51
Prestonsburg Elementary:	4
Raleigh General Hospital:	10
RAM Essay:	4
RAM - Riverview Elementary Middle School:	446
RAM – Wise, VA:	40
RCMC Bone Marrow Drive:	5
RCMC Hospice Care:	11.75
RCMC Remembrance Ceremony:	2
Reddy Tri County Health Clinic:	56
Relay for Life:	10
Rite Aid:	88
Rockcastle County Health Fair:	4
Rockcastle County Hospital:	60
RX DISCOUNT Pharmacy:	4
Senior Circle Big Stone Gap:	8
Shelter in Pikeville, KY.:	5
Smoke Cessation:	56
Stone Mountain Health-Vansant, VA.:	16
SVCC – Teach Pharmacy Tech Class:	55
The Salvation Army:	26
TIGERRX Pharmacy:	25
Total Care Home and Hospice:	71.5
UACP Admissions Pivotal/Pilot Essay:	12
UACP Angel Tree:	24
UACP Autism Awareness Fields Day:	50
UACP Career Day:	29
UACP Health and Wellness:	12
UACP Interview Days:	118
UACP Legislative Day:	60
UACP Opening Day	10
UACP Student Advisor:	8
Varia Women’s Clinic	25
Virgie Middle School:	8
Virginia Wilderness Institute:	5
Vital Care Home Infusion:	30
Walmart Pharmacy – Lebanon, VA.:	61.5
Webpage project Diabetes and Hypertension:	20
Webpage project Drug Abuse:	20
WLRV and Cleveland Town Hall:	4
Woodmen of the World:	13

The breakdown of hours per site/event is unavailable for the first year of the program and not included in the most recent total.

Professional development and motivation to serve have been qualitatively assessed using a reflective writing completed on the PICS form and submitted with each PICS activity. The scale that has been used has been from lowest to highest: Personal Value, Personal Motivation and Professional Identity. A qualitative review of 2007 data suggests that the three classes are between the Personal Motivation and the Professional Identity levels of development. There are no clear differences in qualitative analysis between the second and third year students. The data from the first year students included only 3 months of PICS activity. Quantitative analysis with Professional Development and Motivation to Serve rubrics will allow a more precise measure of student pharmacist progression in this area of professional development that is so essential to the vision and mission of the University.

Community impact to date has been measured by the hours of service. In order to examine the broader impact and to more accurately reflect the numbers of people impacted, the PICS form has been expanded to include a tally of numbers of people contacted, the clarity of the communication and the perceived helpfulness of the communication. A general estimate of people impacted was made, because there were no exact numbers. Normally, the number of people impacted by general community and health-related community service is from 4-6 persons per hour, based on the service-learning assessment model at Portland State University¹. Supervisor impressions of PICS activity suggest that this factor might apply to PICS as well. Using 4 people encountered as the hourly estimate, this would suggest that over 60,000 persons have been impacted by the student pharmacist service activity since our program began. In a county with a population less than 30,000 and a region with a population less than a million, this is a very significant impact. The clarity of the communications and the perceived helpfulness of the communication are also important in evaluating the impact of the service on the community. Qualitative review of the reflective writing suggests that a majority of the PICS activities involved clear and helpful communications with one of the barriers experienced being cultural differences with the surrounding population. It is hoped that this barrier will be reduced over time. In this next year there will be a table completed on each PICS form tabulating the person to person contacts, the clarity of communications, and the perceived helpfulness of the communications.

Current changes in the PICS program will provide data that is more accessible to the student pharmacist, regular quantitative assessment of professional development and service motivation, and a compilation of the community impact through the number of people served and the quality of the service provided.

¹Driscoll, A., Holland, B., Gelmon, S., and Kerrigan, S. *An Assessment Model for Service-Learning: Comprehensive Case Studies of Impact on Faculty, Students, Community, and Institution.* Michigan Journal of Community Service Learning, 3:66-71, Fall, 1996.