Guide to Being an Effective Preceptor Part II

Nutrition and Dietetic Educators and Preceptors Professional Development Committee

Webinar created by:
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Introduction of Speakers

Alessandra Sarcona
- Former DI Director/Clinical Coordinator for 26 years, Long Island University
- Assistant Professor of Nutrition, West Chester University of Pennsylvania
- Author of “Characteristics of an Effective Preceptor” Journal of Allied Health, 2015
- Author of “Provision of Effective Feedback Skills for a Preceptor in a Dietetic Internship” NDEP-Line, Spring 2016

Becky Wojcik
- DI Director, West Chester University of Pennsylvania
- Former Assistant DI Director, Immaculata University
- In-patient clinical dietitian for 15 years
- Former Assistant Director of Patient Services for Aramark
- Former Clinical Nutrition Manager
- Preceptor for multiple dietetic internship programs for 10 years
Learning Objectives

- Recognize the importance of orienting new interns.
- Distinguish characteristics of interns in relation to helping them succeed.
- Select appropriate intern evaluation tools.
- Demonstrate effective oral feedback provision for interns.
- Identify strategies to overcome challenges in different rotations.

Additional Preceptor Training Resources

- **Guide to Being an Effective Preceptor**
  Members can earn 1 CPEU by viewing the NDEP webinar from 2017 titled, "Guide to Being an Effective Preceptor." [View "Guide to Being an Effective Preceptor"](https://www.eatrightpro.org/ndep/preceptor-resources/ndep-preceptor-resources)

- The Commission on Dietetic Registration has an 8 CPEU Preceptor Training Program available free of charge. To locate this training, visit the [CDR online training campus](https://www.eatrightpro.org/ndep/preceptor-resources/ndep-preceptor-resources).
Orientation

• Require intern to contact you prior to rotation start date – i.e., 2 weeks prior
• Assign a staff member to orient intern on first day of rotation
• NDEP Development Committee created an orientation checklist
  https://www.eatrightpro.org/ndep/preceptor-resources/ndep-preceptor-resources
• Use this as a template and adjust to your facility

Overview of Orientation Checklist

Prior to rotation – review dress code, parking, hours, etc.

One the first day of the rotation – review schedule, expectations, etc.

• Provide a tour of facility.
• Introduce intern to key employees.
• Review resources –EHR, CBORD, etc.
• Outline Dietetic Internship Program requirements and assignments.
Intern Schedule

- Intern’s need structure
- Create a preceptor schedule if applicable
- Set up rotation to go from basic to complex
- Progressing in rotation:
  - Observation
  - Practice with supervision
  - Practice independently

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Characteristics of Effective Interns

- Application of Knowledge
  - MNT, Nutrition, Food Service
- Communication Skills
  - Oral & Written
- Interpersonal Skills
  - Peers/Co-workers/Teachers
  - Leadership
  - Punctuality
  - Adaptability
  - Reaction to Stress
  - Perseverance
  - Creativity
  - Organizational Skills
  - Works Independently
  - Responsible/Mature

Emotional Intelligence

DICAS or student selection process characteristics listed

What do preceptor’s think?
Not all interns possess these characteristics

Interns vary in their skills, cultural backgrounds, experience, maturity and knowledge

We can assist them to attain these professional behavioral skills

Guide them to become more emotionally intelligent – slide 10
Model professional behavior – slide 11
Help them improve professional skills – slide 12
Support interns to be prepared for each experience – slide 13
Provide an evaluation of professional skills – slide 15

Guide for Emotional Intelligence

If your emotional abilities aren’t in hand, if you don’t have self-awareness, if you are not able to manage your distressing emotions, if you can’t have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.

—Daniel Goleman
Role Model Professional Behavior

**Let intern observe**

**Here are some tips**

- Communicate effectively in all areas.
- Share knowledge.
- Include intern in decision making.
- Model professional behavior.
- Discuss work related content.
- Be an attentive listener.
- Provide clear instructions.
- Be prepared and organized.

**Take into consideration**

**Help intern improve needed skills**

- Ask intern about previous experiences and be realistic about expectations.
- Have them list goals for rotation.
- Find out their preferred mode of learning.
- Allow lots of practice.
- Show them how you prioritize your work.
- Provide efficiency tips.
- Be open with intern to share personal issues.
- Provide intern with strategies to overcome barriers to learning.
Support interns to be more prepared

Orientation is intended to improve intern readiness for rotations.

Preceptors are encouraged to recommend readings and general resources to help the interns be better prepared.

Consider what your program can provide to help interns be more prepared (i.e., foodservice booklet).

Provide evaluations on interns’ performance

- Objective evaluation using competencies.
- Consider professional behavior evaluation.*
- Have input from all preceptors.
- Include comments that are specific regarding strengths and areas for improvement.
- Schedule time to review with intern.

*See next slide
Professional Behavior Skills

- Organization and Planning
- Team Player
- Decision Making
- Dependability
- Resourcefulness
- Responsibility/Maturity
- Adaptability
- Initiative/Motivation
- Verbal and Written Communication
- Ethical/Professional Conduct
- Punctuality

Weekly or Midpoint End of Rotation

- Provides time for intern to improve
- Necessary skills for profession

Providing oral feedback

- Asking the intern to evaluate his/her own performance before providing feedback;
  - provided in a somewhat private setting;
  - timing feedback to be as immediate as possible;
  - delivered frequently;

- Spoken in a respectful manner;

- Directed to a specific behavior in which the intern can change;

- Balancing positive feedback with constructive criticism and encouragement;

- Incorporates feedback with specific goals that are communicated to the intern in the beginning of the rotation;

- That encompasses clear communication with the intern to check his/her understanding;

- Corrects any misunderstandings about the feedback;

- Includes specific strategies by which the intern might improve his/her performance;

- Continues with more challenging tasks as the intern gains competency.
Examples of verbal feedback

Providing constructive feedback with encouragement and direction

“You have made some progress when interpreting lab values, but this is an area you will need to continue to work on; electrolytes, in particular. I suggest you watch the YouTube videos the Dietitians in Nutrition Support Practice group has posted on this topic.”

Addressing areas where intern has improved

“I know when you expressed some concern about working with school children, I advised you to view some videos and talk with the classroom teacher. I appreciate that you made that effort and I notice that you appear more confident and have figured out how to present information with appropriate activities on the kids’ level.”

Considerations in a Clinical Rotation

Interns may vary in their ability

- Navigating the Electronic Health Record.
- Adjusting to various styles of RDN staff.
- Prioritizing nutrition diagnoses.
- Completing assessments efficiently.
- Documenting concisely in medical record.
- Interacting with other health care professionals.
- Interviewing patients.*

*Tips to help interns interview patients

- Observe preceptor interview.
- Review medical record first and make notes.
- Create a checklist/script.
- Practice interview with supervision.
- Receive feedback after interview.

Scenario – Feedback in Clinical
Considerations in a Foodservice Rotation

- Provide intern with content to review on basic foodservice (FS).
- Include practical examples for managing finances.
- Provide a schedule for interns to work in various areas of the operation.
- Include supervisors or other employees who can assist intern in addition to the main preceptor.

Scenario – Feedback in Foodservice

Considerations in a Community Rotation

- Emphasize the following for interns:
  - Knowing the target audience.
  - Being culturally competent.
  - Having flexibility with the schedule.
  - Traveling to various locations.

- Create opportunities for interns to show creativity:
  - Creating handouts and education programs.
  - Assisting with social media.
Preceptor Perspective – Issues to Overcome

- Adapting to a new environment
- Supporting interns from different programs or different types of programs
- Understanding the expectations of the program

Words from a dietetic intern...

- I would say that the best preceptor practices I encountered were preceptors being flexible and not getting frustrated when things they had planned did not go as planned.

- I personally did not get a schedule about what I would be doing every single day except for clinical rotations. In clinical, I had a schedule about what floors I would be covering each week - this was very helpful and allowed me to prepare for each new floor that week. For all of my other rotations, each day was something new so not having a schedule was helpful. I was ready to do anything they needed me to.

- I appreciated when preceptors gave constructive feedback that I could actually use to make myself a better intern and future professional.

- Lastly, I really enjoyed when preceptors allotted time for us to get to know one another. With this time, I learned about many RD jobs that my preceptors have had in the past and more about our profession in general. To me, I learned some of the most valuable things just through talking to my preceptors.
And a final word from interns...

Let us know we are wanted!

Let us know how we can help you.

Q & A

Type your questions into the chat section and we will answer in the order it is received.