

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



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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.

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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"](#) webinar or go to <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](#).

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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



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Overview of Orientation Checklist

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

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

- Review Policy & Procedure Manual.
- Provide a tour of facility.
- Introduce intern to key employees.
- Review resources –EHR, CBORD, etc.
- Outline Dietetic Internship Program requirements and assignments.

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Intern Schedule

- Intern's need structure
- Create a preceptor schedule if applicable
- Set up rotation to go from basic to complex
- Progressing in rotation:



*Sample Schedule
Always subject to change*

	Mon.	Tues	Wed.	Thurs.	Friday
Week 1 9/7	Liz orient	Liz med	Liz med	Liz med	Liz med
Week 2 9/14	Sara oncology	Sara oncology	Sara oncology	Joe cardiac	Joe cardiac
Week 3 9/21	Jean GI	Jean GI	Jean GI	Pat renal	Pat renal
Week 4 9/28	Nadya ICU/CCU	Nadya ICU/CCU	Nadya ICU/CCU	Nadya Staff Relief	Nadya Staff Relief



Emotional Intelligence



DICAS or student selection process characteristics listed



What do preceptor's think?

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

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

Self-Awareness	Self-Management	Social Awareness	Relationship Management
Emotional self awareness	Emotional self control Adaptability Achievement orientation Positive outlook	Empathy Organizational awareness	Influence Coach / Mentor Conflict management Teamwork Inspiration leadership

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.

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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.

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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).

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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.

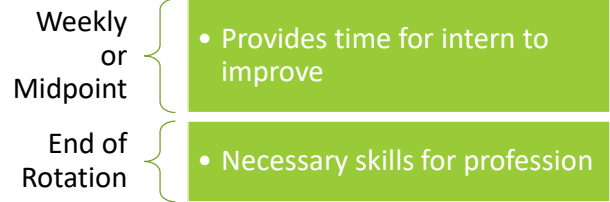
*See next slide



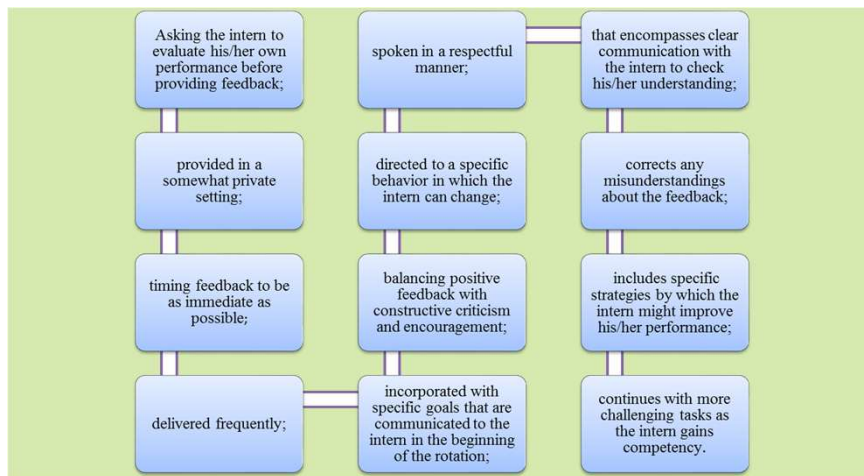
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Professional Behavior Skills

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



Providing oral feedback



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.”

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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

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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

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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.



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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

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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.**

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And a final word from interns...

Thank you
Preceptors!!



Q & A

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