

NAVIGATING DIFFICULTIES

It can be challenging for both students and preceptors when expectations are not being met. Learners appreciate timely constructive feedback aimed at supporting their growth. Below are some key resources and practices to keep in mind.



Address Issues Early

- Don't wait, **early feedback** allows time for improvement.
- Use **specific examples** and make connections to learning objectives



Use WSU Support Tools

- **Action plan:** Direct the student to begin one in CORE ELMS to guide improvement. These are co-created with the preceptor.
- **Self-assessment:** have the student complete a self-assessment using their evaluation template
- **Refer:** the student to WSU support resources



Keep Communication Clear & Consistent

- Provide **regular feedback**
- Be **direct, respectful** and **constructive**
- **Document** key conversations when appropriate.



Reach Out for Support

- **Contact CPPS Experiential Services** for guidance or to consult on a situation.
- We're here to support both you and the student.



Know When to Escalate

- Persistent unprofessional behavior, patient safety concerns, or failure to improve should be reported promptly.

WSU Student Resources

- **Experiential Services:**
 - If any concerns arise, we are here to support students and connect them with appropriate resources.
- **WSU Counseling Services:**
 - In-person & remote
 - <https://spokane.wsu.edu/studentaffairs/access-and-wellness/counseling-services/>
- **Accommodations:**
 - Any student seeking a medical accommodation at a rotation site must work with our access unit for an official accommodation
 - <https://spokane.wsu.edu/studentaffairs/access-and-wellness/access-services/>
- **CPPS Personal/Medical Leave:**
 - <https://pharmacy.wsu.edu/pharmd/resources/leave-of-absence-policy/>

