

# To Go or To Stay

## A Survey on Virtual Site Visit Experiences

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### Background

- Experiential programs have historically used in-person site visits to evaluate sites.
- A 2018 evaluation of virtual site visits indicated preceptors were accepting of and perceived value from virtual visits.<sup>1</sup>
- There is little information in the literature regarding the use of virtual site visits by pharmacy experiential programs as a tool in the quality assurance process.

### Objective

To describe current practices and experiences with virtual site visits within the academy.

### Methods

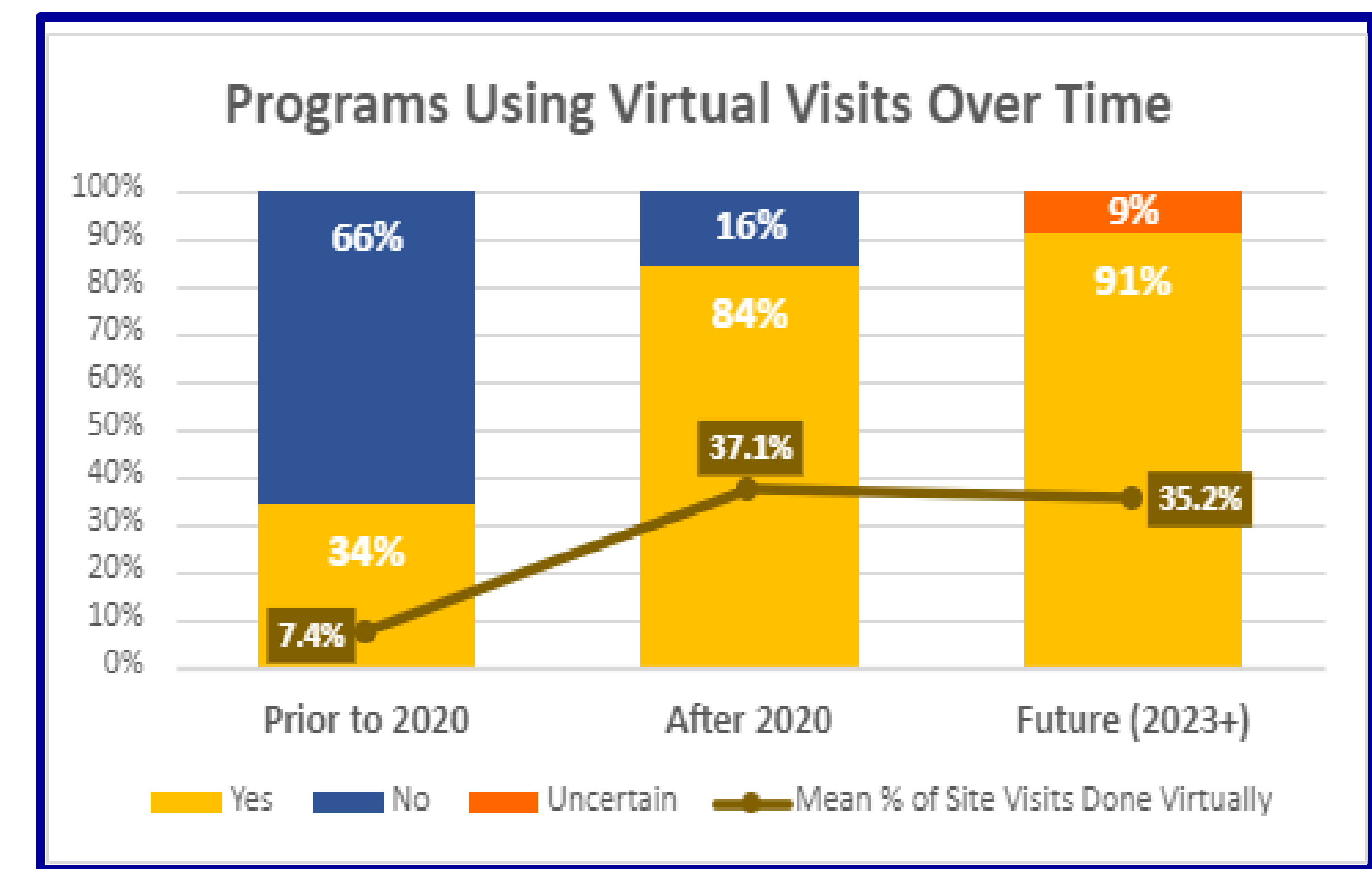
- A survey was developed and an invitation to complete the survey was posted to the American Association of Colleges of Pharmacy Connect Experiential Education Section discussion board in Fall 2022.
- Two reminders were posted to encourage survey completion.
- The survey included questions regarding site demographics, programmatic use of virtual site visits, and perceived benefits and drawbacks of the virtual modality.

### References

1. Clarke C., Schott K., Arnold A. Preceptor Perceptions of Virtual Quality Assurance Experiential Site Visits. *Am J Pharm Educ.* 2018; 82(4): 308-312. doi: [10.5688/ajpe6438](https://doi.org/10.5688/ajpe6438)

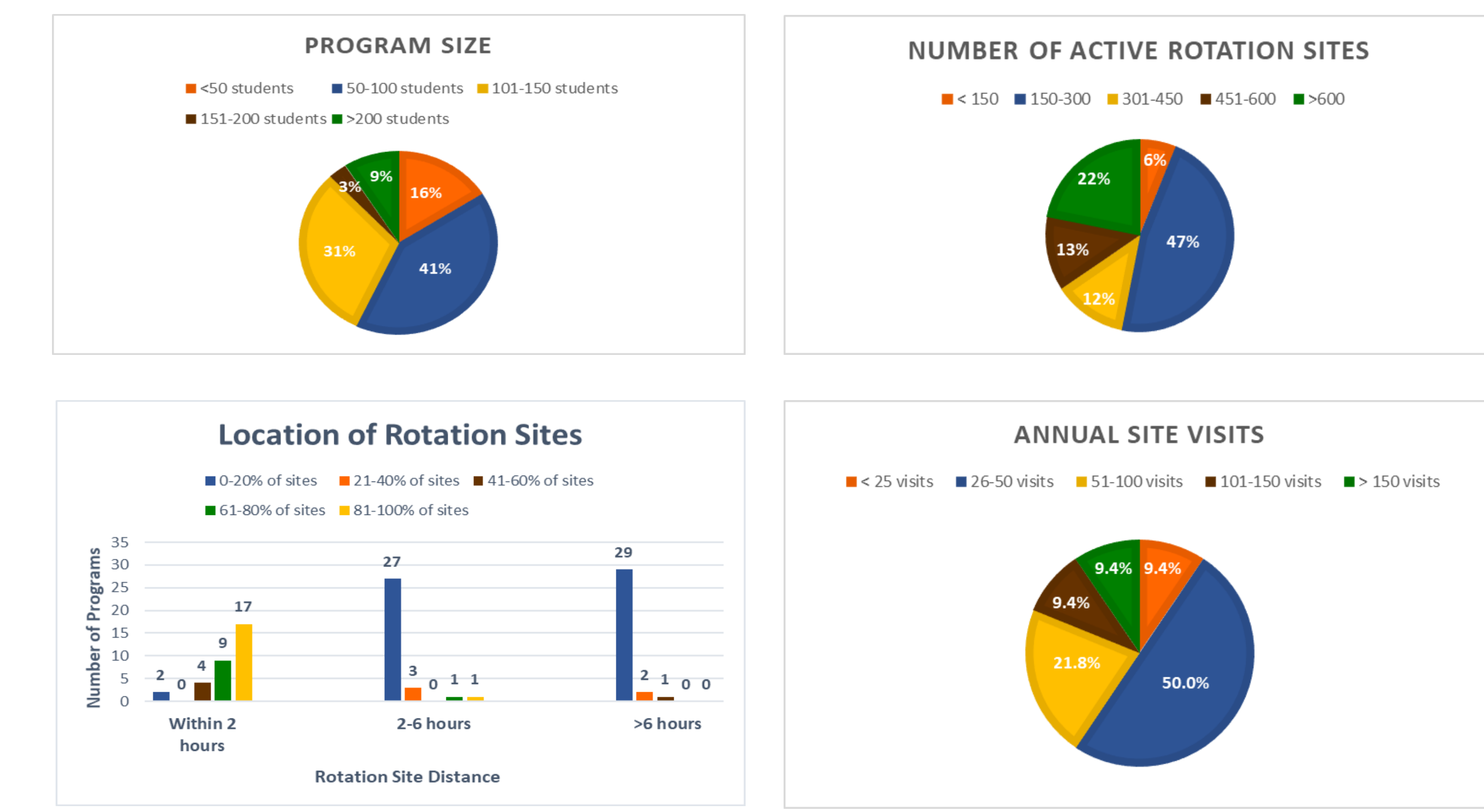
### Results

- Number of school/college respondents = 32
- Number of site visit personnel ranged from 1-10 with a median of 2 (mean 3.2)
- All respondents using virtual visits indicated that the end goal of site visit did not differ whether the visit was in-person or virtual



- Marked increase in the number of programs who have used and will continue to use virtual sites visits since 2020.
- Virtual visits comprised ~7% of site visits for those using virtual visits prior to 2020; they now comprise over 35% of site visits for those using or planning to use this modality.

### Respondent Demographics



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### Conclusions

- Since 2020, the use of virtual site visits has increased.
- The virtual modality offers advantages and disadvantages over traditional in-person site visits.
- The virtual approach may be an effective alternative in some circumstances.
- Evaluation of survey data from a larger sample size is an area of future study.

Barriers to In-Person Site Visits	% (#) of respondents
Time allocation	87.5 (28)
Scheduling conflicts with site/preceptor	75.0 (24)
Geography (distance from site to school/college)	50.0 (16)
Site visitor restrictions	50.0 (16)
Insufficient experiential office personnel	46.9 (15)
Costs/budgetary issues	40.6 (13)
Weather	28.1 (9)
Other	12.5 (4)

Virtual Site Visit ADVANTAGES	% (#) of respondents
Convenience for experiential office staff	84.4 (27)
Convenience for site staff	71.9 (23)
Shorter Visit Time commitment	68.8 (22)
Increased volume of completed visits	56.3 (18)
Ability to cover more agenda items	34.4 (11)
Ease of document sharing	31.3 (10)
Less distracted meeting environment	31.3 (10)
Ability to meet with more people	25.0 (8)
Other	21.9 (7)

Virtual Site Visit DISADVANTAGES	% (#) respondents
Inability to see physical facilities	71.9 (23)
Limited interaction with all pharmacy personnel	62.5 (20)
Inability to assess interpersonal interactions of site staff	53.1 (17)
Technology issues	25.0 (8)
Other	15.6 (5)
Preceptor comfort / familiarity with video technology	12.5 (4)
None	9.4 (3)
Covering fewer agenda items / discussion points	6.3 (2)
Shorter visit time commitment	3.1 (1)