

# IN THIS ISSUE

## Business & Industry

- 02 Presidents Message
- 04 Economic Update
- 10 Education & Careers Feature
- 21 Building Your Purpose In Pharmacy
- 25 Future Collaborative Possibilities
- 29 Reliability Is Our Priority
- 34 Secure Your Pharmacy Lease
- 37 Change Is Inevitable

## Education & Continuing Professional Development

- 44 Benefits Of Career Mentoring
- 50 Motion Sickness Management
- 55 CPD Multiple Choice Questions

*In The Know* is produced for the information of Australian Pharmacists. The presence of the logo of the Pharmacy Guild does not constitute endorsement of a product. The Pharmacy Guild of Australia accepts no responsibility for claims made by advertisers. Opinions and views expressed in articles do not necessarily reflect those of Gold Cross.



**Circulation:** 5,267 September 2022

**Printer:** Print Works

### EDITOR

Fiona Lee Saunders

E [production@goldx.com.au](mailto:production@goldx.com.au)

### DESIGNER

For Then Studio

E [hello@forthen.au](mailto:hello@forthen.au)

### PUBLISHER

Gold Cross Products & Services Pty Ltd

PO Box 505, Spring Hill QLD 4004



# PRESIDENT'S MESSAGE

**The community pharmacy profession in Australia is going through a period of huge evolution and change as we progress towards enabling all community pharmacists to be allowed to work to their full scope of practice.**

The Guild has been advocating strongly that allowing pharmacists to work to full scope and utilising their skills and training will result in better health outcomes and also reduce pressure on the health system – particularly the pressure being felt by doctors and emergency departments.

The Australian Bureau of Statistics has confirmed what we all knew – wait times for appointments to have a GP consultation are blowing out with 39.1 per cent of people who saw a GP for urgent treatment in the 2021-22 reporting having to wait more than 24 hours for their appointment. This was a rise of nearly 6 per cent from the year earlier.

We need to do something and scope of practice initiatives make good sense and are good health policy.

At its very basic level, what the scope of practice movement means is that pharmacists – and others in the pharmacy workforce – will be able use all the skills and knowledge they have studied and qualified for to help improve the health outcomes of the patients you see every day.

It is an exciting time and one which will see an evolution, not revolution, in the pharmacy. The community pharmacy today is not the same as the community pharmacy of yesterday; just as tomorrow's community pharmacy will be a lot different from the one in which we are working today.

But to make sure we are prepared for the changes is integral to their success and I urge all pharmacists to ensure they are trained and qualified as we embrace this evolution.

Training and career advancement go hand-in-hand and the Australasian College of Pharmacy (the College) has taken the lead with a great example being the urinary tract infection training.

The treatment of non-complicated urinary tract infections in pharmacies as a pilot was so successful that it is now a permanent service in Queensland, and pilots are beginning to commence in other states and territories across Australia. It has highlighted how beneficial the scope of practice movement is.

A major reason for this success is the involvement of the College.

College President, Ms Michelle Bou-Samra, commenting on the success of the pilot said pharmacists participating in the scheme undertook additional mandatory training, and the independent outcomes report identified that pharmacists delivered safe and appropriate care that aligned with clinical protocols.

Following this, community pharmacists who did not participate in the pilot were able to now undertake the mandatory training through the College and commence providing this much-needed UTI health service to women as the program grows and is implemented in more jurisdictions.

Ms Bou-Samra said the College aimed to ensure community pharmacists had access to the latest industry information.

As such, it has also been delivering refresher training and resources for pharmacists who have been providing the UTI health service through the pilot.

It is this sort of commitment to training that is vitally important in helping fully implement scope of practice throughout Australia.

The College's forward-thinking approach to training extends to another important area, that of accredited pharmacists.

Following the closure of the Australian Association of Consultant Pharmacists, the College began offering high-quality, affordable accreditation training for pharmacists interested in becoming accredited.

Ms Bou-Samra stressed that the College was dedicated to supporting all pharmacists to practice to their full scope and, as such, encouraged all pharmacists to undertake accreditation training as a step towards this.

And here I will quote her as I think she sums up the importance of training perfectly: "Practising to full scope and equipping yourself with the knowledge and skills allows you to provide greater healthcare services for the patients in your community and throughout Australia.

**Trent Twomey**  
National President



**"ACCREDITATION NOT ONLY SUPPORTS PHARMACISTS TO PROVIDE HOME MEDICINES REVIEWS AND RESIDENTIAL MEDICATION MANAGEMENT REVIEWS, BUT THE SKILLS AND KNOWLEDGE REQUIRED TO DO ANY TYPE OF MEDICATION REVIEWS."**



# STATE OF THE AUSTRALIAN ECONOMY

## Economic Update – July–August 2023

Inflation continues to cause headaches for the Reserve Bank of Australia (RBA) whose response continues to be to try and rein in inflation by lifting interest rates. There is some indication that the rate of inflation is moderating, but only slowly and not significantly, so the outlook over the next six to twelve months is for more interest rate rises. The RBA is trying to ensure that inflation expectations do not become ingrained in decisions made by households and businesses, which can lead to further distortions in the economy, requiring even higher interest rates to quell persistent inflation.



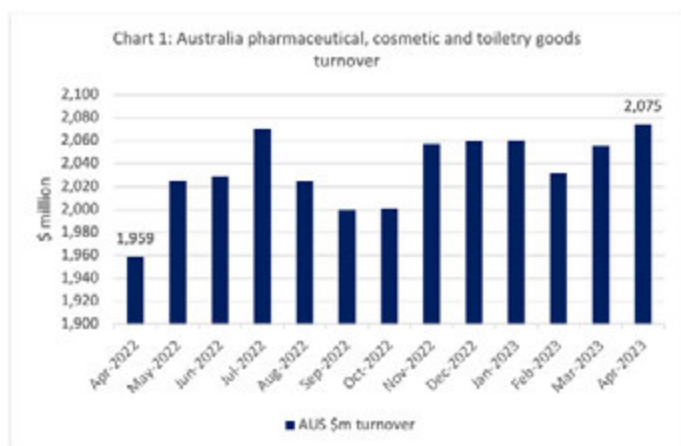
Household spending has also moderated somewhat recently because of mortgage constrained households facing higher interest rates and because of cost-of-living pressures that mean some spending needs to be foregone. The strength of household spending nonetheless is underpinned by the strong labour market where employment growth continues and unemployment is low.

Should higher interest rates designed to address inflation start to lead to economic activity declining and some slowdown in employment and/or higher unemployment, we may see household spending also be further negatively impacted. For now, overall, the retail trade figures for pharmaceutical, cosmetic and toiletry goods (see next section) relative to retail trade for all categories, suggest that spending on pharmaceutical products has outperformed that of other categories.

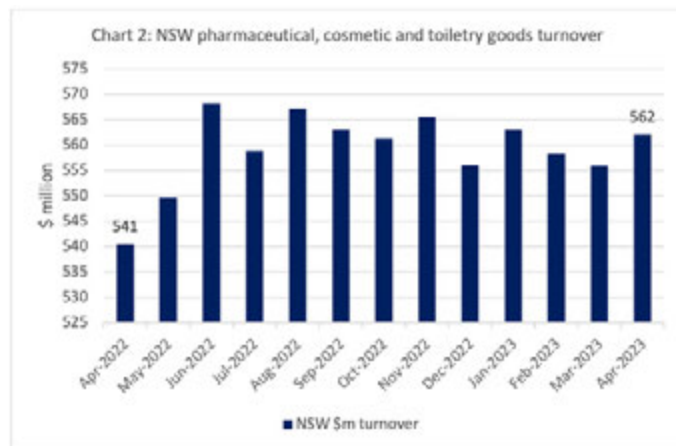
## Retail Trade

The dollar value in turnover for pharmaceutical, cosmetic and toiletry goods, which is an Australian Bureau of Statistics (ABS) definition that includes community pharmacy (including prescriptions, OTC, and front of shop items) has been relatively solid.

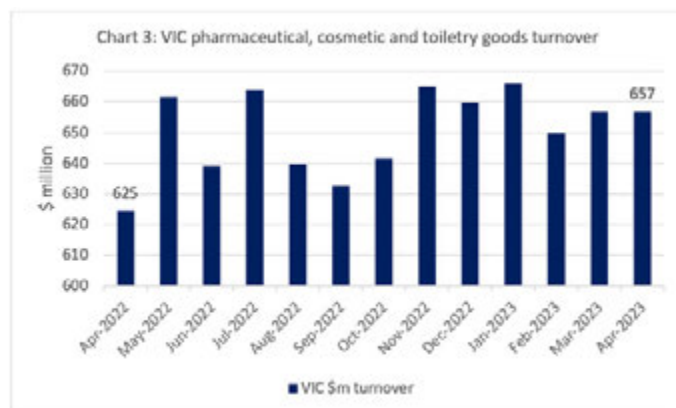
Chart 1 shows the monthly level of the dollar value of turnover for pharmaceutical, cosmetic and toiletry goods nationally. In April 2023 (latest data available at the time of writing), the dollar value reached \$2,075 million. This is up from \$1,959 million in April 2022, a 5.9 per cent increase. In comparison, retail turnover for all categories nationally has increased by 4.2 per cent over the same period.



Turning to each jurisdiction, New South Wales recorded 4.0 per cent year-on-year growth in the dollar value of retail trade for pharmaceutical, cosmetic and toiletry goods to April 2023, which was below the national growth figure of 5.9 per cent. Chart 2 shows a value of \$562 million in retail trade in April 2023 for New South Wales. In comparison, retail turnover for all categories in New South Wales has increased by 4.4 per cent over the same period.

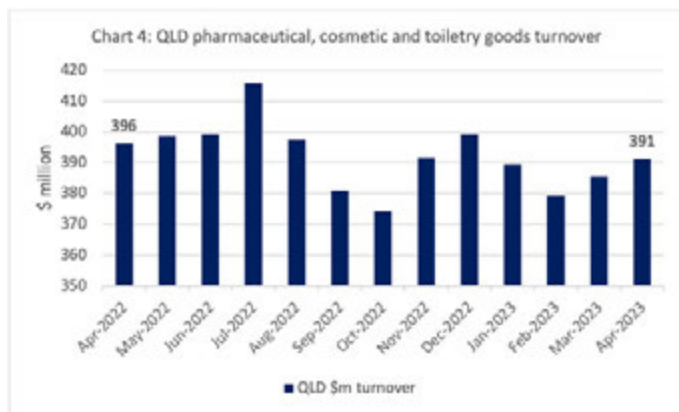


Victoria's dollar value of turnover for pharmaceutical, cosmetic and toiletry goods is given in Chart 3. It shows that the April 2023 result (\$657 million) was a 5.2 per cent year-on-year improvement against April 2022 (\$625 million), below the national growth rate but above retail turnover growth for all categories in Victoria over the same period.

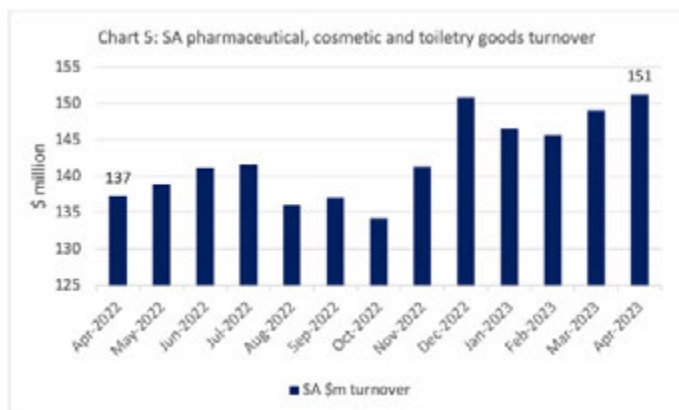




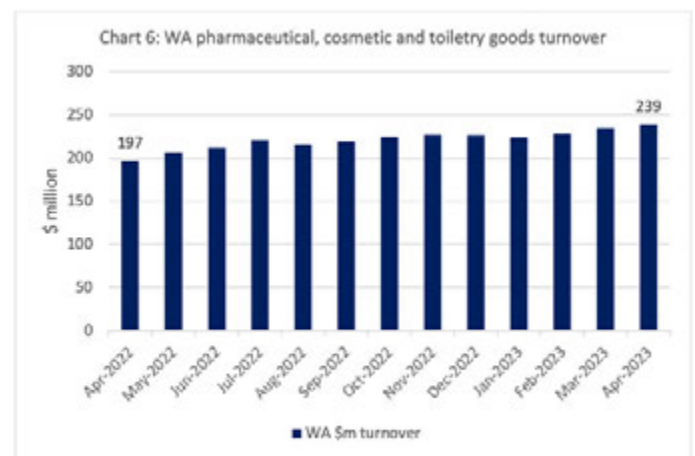
Queensland’s pharmaceutical, cosmetic and toiletry goods turnover declined by 1.3 per cent year-on-year to April 2023. On a monthly basis, turnover reached \$391 million in April 2023 (Chart 4). In comparison, retail turnover for all categories in Queensland has increased by 1.5 per cent over the same period.



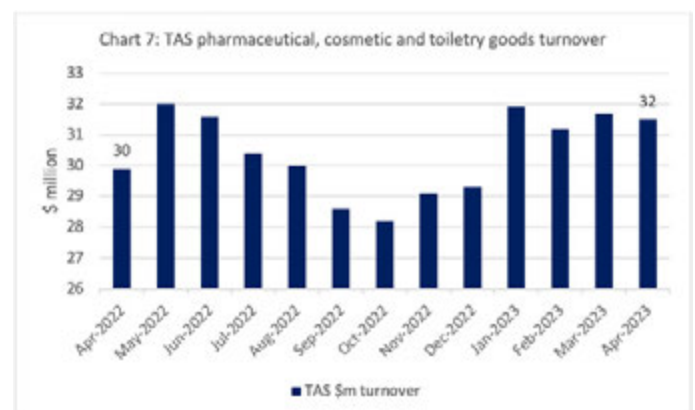
South Australia’s pharmaceutical, cosmetic and toiletry goods turnover recorded 10.2 per cent year-on-year growth to be \$151 million in April 2023 relative to \$137 million in April 2022 (Chart 5). In comparison, retail turnover for all categories in South Australia has increased by 7.6 per cent over the same period.



Western Australia has had very strong growth in pharmaceutical, cosmetic and toiletry goods turnover. As at April 2023, the monthly dollar value was \$239 million (Chart 6), a 21.4 per cent year-on-year growth rate. In comparison, retail turnover for all categories in Western Australia has increased by 6.3 per cent over the same period.



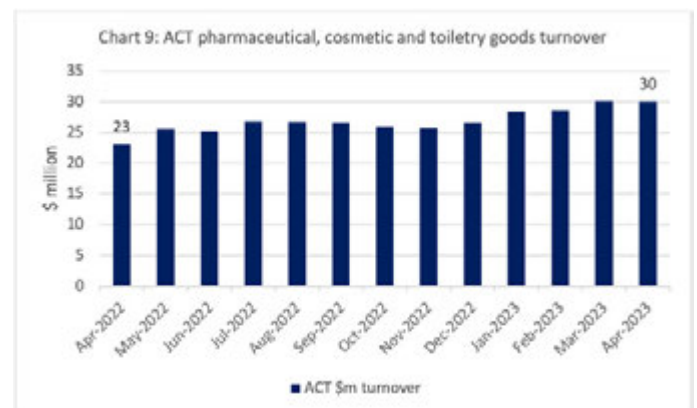
Tasmania year-on-year growth rate in pharmaceutical, cosmetic and toiletry goods turnover to April 2023 of 5.4 per cent was marginally below the national result of 5.9 per cent. In April 2023 retail trade was \$32 million (Chart 7). In comparison, retail turnover for all categories in Tasmania has increased by 2.5 per cent over the same period.



Off a small base, the Northern Territory recorded 15.7 per cent year-on-year growth in pharmaceutical, cosmetic and toiletry goods turnover to April 2023 to reach \$13 million (Chart 8). In comparison, retail turnover for all categories in the Northern Territory has increased by 4.0 per cent over the same period.



Finally, also off a low base, the Australian Capital Territory recorded the strongest growth on a year-on-year basis to April 2023, with growth of 30.4 per cent and a dollar value of retail trade in April 2023 of \$30 million (Chart 9). In comparison, retail turnover for all categories in the Australian Capital Territory has increased by 6.8 per cent over the same period.



# Workplace Relations

EXPERT ADVICE, SUPPORT & RESOURCES FOR GUILD MEMBERS

*Teamwork is the force behind every good business.*

A range of workplace relations information and services is available to ensure you meet your obligations and see your team thrive. We help with...



## Employer obligations & policies

What you need to know to ensure you comply with your obligations as an employer under the Fair Work Act. Members can access customisable workplace policy templates.



## Beginning & ending employment

Information to help you employ new staff, create contracts and keep records. Information and tools to use when employees are exiting your business and support where needed in the Fair Work Commission.



## Managing employees

Advice on effective performance management, tools and support to manage underperformance and undertake conflict resolution.



## WHS & Workers' Compensation

Resources to help you maintain a safe environment in your pharmacy and comply with WHS obligations. Find out what to do in the event of an injured worker, your compensation obligations and how to help them return to work.



## Insights & updates

Enjoy member exclusive access to the Guild's series of blogs, articles and reports keeping you on the forefront of workplace relations matters.





# Support and advice that can save you thousands

## A member's experience

I own a small, independent pharmacy. Recently, it came to light that I had unintentionally applied an inaccurate penalty rate for hours worked. Over the course of 1 year, this resulted in employees not be paid correctly for the hours worked.

Since all my employees are highly valued of the team it was important to me that we maintained a good relationship and do things correctly.

I engaged the Guild to assist in the audit process and determine what I needed to pay under the Pharmacy Industry Award and represented me during the process with employees.

As a result, the matter was settled quickly and employees paid the correct amount. More importantly, the relationship with my staff member was kept intact and they chose to continue working at the pharmacy.



*"I just wanted to say thank you for all of the help and support you have given us over the years. It has always so reassuring to know we could pick up the phone and talk to you. Your advice was always clear, precise and helpful. So many thanks, you do a great job."*

## Access support and advice

Guild members can access information through our online resource hub or speak with an advisor in your state or territory.

**ACT:** 02 6270 8900 | [guild.act@guild.org.au](mailto:guild.act@guild.org.au)

**NSW:** 02 9467 7150 | [nswwr@nsw.guild.org.au](mailto:nswwr@nsw.guild.org.au)

**NT:** 08 8944 6900 | [office@ntguild.org.au](mailto:office@ntguild.org.au)

**QLD:** 07 3831 3788 | [tina.scrine@qldguild.org.au](mailto:tina.scrine@qldguild.org.au)

**SA:** 08 8304 8300 | [guildsa@sa.guild.org.au](mailto:guildsa@sa.guild.org.au)

**TAS:** 03 6220 2955 | [guild.tas@guild.org.au](mailto:guild.tas@guild.org.au)

**VIC:** 03 9810 9999 | [workplacerelations@vic.guild.org.au](mailto:workplacerelations@vic.guild.org.au)

**WA:** 08 9429 4100 | [ir@wa.guild.org.au](mailto:ir@wa.guild.org.au)

## In 2022...

5,732 members contacted us with workplace relations enquiries.

Top five most common topics included

- 1 Leave entitlements
- 2 Contracts and entitlements
- 3 Wages
- 4 Termination of employment advice
- 5 Work Health & Safety advice



The Pharmacy  
Guild of Australia

[guild.org.au/wr](https://guild.org.au/wr)

# EDUCATION & CAREERS



## DRIVEN BY PASSION & DEDICATION

I embarked on my expedition in the field of pharmacy at a young age, driven by the influence of my parents who were involved in chemistry, medicine, and healthcare. They instilled in me the understanding that studying pharmacy would be no easy task, yet their passion and dedication inspired me to persevere and excel.

Currently in my final year pursuing a Master of Pharmacy degree at The University of Western Australia, I can confidently affirm the truth in my parents' words.

Pharmacy studies have proven to be both challenging and immensely rewarding, and I feel fortunate to have had the opportunity to assume leadership roles and to forge lifelong friendships.

My passion for helping others and my interest in healthcare have always been driving forces in my academic and professional goals. Having completed my undergraduate degree majoring in pharmacology, I had already sensed a strong inclination to enhance my knowledge and skills within the pharmacy profession.

As I approach the year 2024, I eagerly look forward to expanding my understanding of drugs and honing my clinical practice.

In the near future I aspire to work in positions of leadership within the pharmacy field, as I believe they will provide me with valuable opportunities to exercise my passion for innovation and effecting positive change. Moreover, I am eager to cultivate a business mindset that will enhance my capabilities as a pharmacist, enabling me to navigate the dynamic healthcare landscape and contribute meaningfully to patient care.

As I continue on this path, I am driven by a sense of purpose and the desire to make a difference in the lives of those I serve. I am committed to lifelong learning, recognizing the importance of staying updated in pharmaceutical sciences and embracing continuing education to continuously refine my skills.

With each step forward, I am motivated by the prospect of positively impacting patient outcomes and contributing to the growth and advancement of the pharmacy profession.

### Sarah Ho

Publications Chair NAPSA



## INVALUABLE EXPERIENCES & PERSONAL GROWTH

My journey through my pharmacy studies has been nothing short of remarkable. As I approach my fourth year, I find myself fully immersed in the exciting world of pharmacy. Honours have added an extra layer of depth and challenge to my academic pursuits, and I embrace the opportunity to delve further into the details of this field.

Throughout my studies, I have developed a profound appreciation for the value of hands-on experience. The placements I have undertaken have been invaluable, allowing me to apply my theoretical knowledge in real-world settings.

The constant support within my cohort has been a consistent source of motivation, and the teaching provided has guided me towards becoming a well-rounded pharmacist.

I always found interest in the scientific and physiological aspects of healthcare. Pharmacy has allowed me to merge my passion for science with patient care. It has enabled me to maintain a solid clinical foundation while exploring my love for research and pharmacology.

As I approach my internship, I am anticipating the opportunities that lie ahead. One of my primary goals is to maintain a strong connection with my clinical background, ensuring that I can continue to provide exceptional patient care. However, I have an interest in research and can see myself delving further into this field.

Additionally, I am drawn into governance, government work, and policy, where I can play a pivotal role in shaping the future of healthcare and advocating for patient centred practices.

In the coming years, I am eager to embrace diverse opportunities that align with my passions and values. Whether it be further research, policy development, or contributing to healthcare governance, I am committed to making a meaningful difference in the lives of individuals and the broader healthcare landscape.

With each step I take, I aim to contribute to the advancement of pharmacy practice and ensure the optimal delivery of healthcare services to those who need it most.

My journey through pharmacy studies has never been a dull moment, filled with invaluable experiences and personal growth. I am inspired to contribute positively to the field of pharmacy and shape the future of healthcare for the better.

### Georgia Bridges

Treasurer NAPSA



# A SECTOR SUPPORTING FIRST NATIONS PEOPLES

**My name is Georgina Morris and I am a Kamilaroi woman currently living on Juru land in Bowen, North Queensland. I am working as a registered pharmacist for the LiveLife group and have been since the beginning of my internship year. I was awarded Guild/MIMS Intern of the Year 2022 recently at APP 2023 and I'd love to share my story in hopes to inspire other early career pharmacists to move rurally for their internship.**

I finished my Bachelor of Pharmacy with distinction at Griffith University on the Gold Coast in 2021. I was accelerated through high school, skipping grade 9 and moving straight from year 8 to year 10. The age gap between myself and my peers was challenging throughout my senior years however my hard work paid off when I graduated year 12 at 16 years of age.

With a keen interest in chemistry and biological sciences, I commenced my Bachelor of Pharmacy with hopes to use it as a steppingstone to pursue postgraduate medicine. Throughout my degree I came to love the pharmacy industry and decided to complete my internship instead of continuing onto a doctorate program. The GUMURRI student support unit at Griffith University allowed me to connect further with my Indigenous ancestry and sparked my motivation to want to work with Indigenous people following graduation.

During university, I completed rural placement in North Queensland in the small coastal town of Bowen. I chose Bowen because it is where my dad grew up and where most of my Indigenous family still lives. I loved my experience during those 3 weeks of placement and decided to make the leap and relocate rurally for my internship. I moved from the Gold Coast to Bowen, and I am still working here as a community pharmacist. I am grateful that I can give back to my community through my job.



I found that during my internship I was able to make a substantial impact to my patient's lives due to their limited access to allied health services and wait-times for general practice appointments. Patients can wait over 2 weeks for an appointment with a GP and it's even more challenging to refer to specialists as they are over a 2-hour drive away in Mackay and Townsville.

During my internship year I provided more than 3000 vaccines to the local community, participated in the North Queensland UTI trial, and assisted in recruiting our current interns who also moved from metro areas to work here in Bowen. Working in a rural location provides you with experiences that working in a metropolitan area doesn't. Due to the limited access to healthcare our patients often come to us with complex health challenges. This gives us as pharmacists more exposure to clinical decision making.

I have just started back at university with my colleagues to expand my scope of practice as a pharmacist as part of the North Queensland prescribing pilot. After completing an additional 8-10 months of training we will enter a pilot prescribing phase where we will be able to treat conditions such as acne, weight loss, nicotine dependence, otitis media and impetigo. I plan to undertake this pilot in Bowen over the year. The world is my oyster after the pilot!

I love community pharmacy, but I'm also considering going back to university to follow a PhD pathway and/or teach the next generation of pharmacists coming through their degrees. I hope to continue working in a sector that makes a difference in the lives of First Nations peoples and their access to safe and effective healthcare.

It is crucial that we encourage Indigenous Australians who are privileged enough to have completed a Bachelor of Pharmacy to move to a rural location. I feel as though promoting my story will encourage Indigenous pharmacists and other health professionals to embrace full scope of practice. There is a clear need for ATSI participation in the pharmacy industry.

## Georgina Morris

Guild/MIMS Intern of the Year 2022

# I DIDN'T JUST CHOOSE PHARMACY PHARMACY CHOSE ME

Choosing a career pathway is a significant decision, one that shapes our lives and allows us to make a meaningful impact on the world. My journey as a pharmacy assistant has been fuelled by doing what is meaningful, not what is expedient.



For me this has resulted in the shift of a career change from high school teacher into the field of pharmacy. My decision to pursue a career in pharmacy was driven by a combination of personal passion, innate talents, and a thirst for wanting to contribute positively to society.

Passion is the kindling for a fire that allows us to work tirelessly and consistently towards our goals. Ever since I was a child, I have been curious about the world around me, always wanting to know the unknown, to help find solutions and answers for those close to me and finding joy in supporting those around me.

The sheer excitement and curiosity I feel when I embark on these adventures has allowed me to learn that this curiosity wasn't just a passing interest, rather, an undying love for continuously improving the lives of those around me. These feelings have been instrumental in establishing an accountability mirror for me to set goals and achieve them. It is this deep-rooted passion and daily self-reflection that allows me to perform to the best of my ability and excel in this chosen career.

While passion has helped in drawing me into this industry, the alignment of my skills and talents has enabled me to establish myself in the world of pharmacy. I have utilized my previous experience as an educator to help me complete a Certificate III in Community Pharmacy in under twelve months. I am confident I will achieve my next goal, which is to gain my Certificate IV with meticulous planning, thoughtful execution and follow through.

My problem-solving mentality, can-do attitude, and attention to detail are all factors that have helped me on my journey in navigating the expectations of a Pharmacy Assistant. This has been especially useful during the pandemic, where pharmacy assistants were instrumental in providing top notch health care to those who needed it most.

It was during this difficult time where I personally learnt that pharmacy was the place I needed to be. At this time I was also facing personal adversities such as homelessness, as well as experiencing domestic violence, however I do not let these trials define me.

I have made it my sole purpose to be a shining light to my wife, children, and those around me. Hope can touch the hearts of so many and sometimes it is all people need. Through my unwavering positivity, and my passion to help as many people as I can, I have found myself in a niche and I truly know that I didn't just choose pharmacy, pharmacy chose me.

My decision to pursue a career in pharmacy is driven by a genuine passion, innate abilities and the aspiration to make a positive contribution to society. With a positive outlook, I know that I am making a difference and this is what drives me to do better

## **Blake Hyndman Roberts**

Pharmacy Assistant

# THIS JOB CAN TAKE YOU ANYWHERE

**My name is Colby, and I am a pharmacy assistant. Now, if you'd asked me 20 years ago if I wanted to be one, I would've returned that question with a blank look on my face as I had no idea what that would entail.**

I began my career by applying for a cosmetics consultant position in my local pharmacy, but the store I was employed by had other ideas. I was trained in S2/S3 and then after a few months of demonstrating my knowledge, they offered me a traineeship to complete my CertIII in community pharmacy. I must admit, I was terrified, I thought to myself, 'oh my goodness, how can I have so much responsibility in a role I've never been in before'. But I accepted it as a challenge and enjoyed every minute of it.

Because I loved my new position so much I doubled down and completed my certificate in half the allocated time. I thrived on it.

I had great role models in the profession to guide me. It was one of the most rewarding experiences in my life at the time. I loved it.

Pharmacy assistants play a major role in the day to day running of a successful pharmacy. Their faces are at the front line and the first a customer see's. Their knowledge, their understanding, their personality, is what a customer will always remember. It's so humbling to be asked for by name by one of your local customers. To know they trust you, to know they will receive the best service and be understood by you, is very reassuring to them and they continue to seek you out each visit. It's a great feeling to know how valued and trusted you are by your community.

I have gone on to use my qualifications from Hervey Bay to Perth. I have travelled around Australia and have always found a position to be open for a Pharmacy Assistant, this job can take you anywhere, that's how valuable an assistant's knowledge and experience is in this industry.



**“MY TEAM VALUE ME AS I DO THEM, AND THAT MAKES IT ALL WORTHWHILE.”**



Since starting in community pharmacy nearly 20 years ago, I have completed my certificates ii- certificate IV. I felt like I'd done it all, but there is always more to come, I have been made a Team leader at my current position at Craighish Pharmacy in Hervey Bay, where I supervise new pharmacy assistants in their studies/ certificates, passing on my knowledge and experience. I manage a dispensary, I'm a packing technician, and a reliable constant source of information due to my experience. My team value me as I do them, and that makes it all worthwhile.

Knowledge is key in this profession and training is essential. Knowledge is your biggest asset, and it will prove to be the thing that separates you from the rest as your community relies on you for passing this knowledge onto them. It is not just having the knowledge but to be able to communicate in understandable language to the customer is paramount.

Pharmacy assistants are kind, humble, brave, resilient and adaptable. With our ongoing training needs, and attention to detail, we are a true value to our local communities and I am humbled and proud to be part of that profession. I hope to go on one day to become a trainer at the pharmacy guild so I can continue my journey of learning and teaching.

## **Colby Diek**

Team Leader/Pharmacy Assistant/Dispensary Technician/  
Packing Technician

# ENHANCING KNOWLEDGE BRINGS RICH REWARDS

**My pharmacy journey started around 2008, when I gained a position at a community pharmacy in the northern suburbs of Perth.**

I always had an interest in health care and knew I wanted to help people, a job where I could go home feeling like I'd made a positive difference to someone's day.

A short time later I began studying for my certificate II in community pharmacy. This would help set my foundations in the industry, which I would draw on later. In 2012, life took me in a different direction and I departed the industry to help out with a family business.



Fast forward to 2019, where a move to Queensland meant a fresh start. I thought, why not see if I can get back into Pharmacy? I still had a desire to help people and I enjoyed the community element that came with pharmacy. I was hired by my current employers, even though I'd been out of the industry for 7 years and was very rusty!

I'm so grateful for that opportunity, as I have progressed and been fortunate to achieve many of my goals. My employers have given me opportunities to expand my knowledge and build on my skills. They supported me through my Certificate III and I also greatly appreciated the advice and encouragement of my guild trainer.

The certificate played a vital role in building my confidence and helped me to exercise my knowledge on the job. The training gave me the skill set to not only efficiently assist our pharmacists, but importantly, better assist our customers to reach their best health outcomes.



**“ENHANCING OUR KNOWLEDGE BRINGS RICH REWARDS NOT ONLY PROFESSIONALLY, BUT PERSONALLY TOO.”**

I'm also grateful to have been able to partake in the experience of PATY. Having been nominated in both 2022 and 2023, making it to state finalist level for Queensland in both years and being awarded Glucojel Super Star for Queensland in 2022.

The chance to network with other inspirational assistants was priceless, I was able to draw a great deal from hearing their ideas and experiences. Earlier this year, I was given the opportunity to take the position of retail manager and I'm thoroughly enjoying stepping into my new role.

I'm looking forward to the future where I have a goal to complete my Certificate IV and I would love to expand on my position into mentoring. I'm also very excited to see how the role of pharmacy assistant will evolve in support of the increased scope of practice initiative.

We are an integral part of our pharmacies and the day to day operations of our stores. I am proud of our compassion for our communities and our resilience to challenges. Enhancing our knowledge brings rich rewards not only professionally, but personally too. There are so many opportunities available in our industry, take them all with both hands.

You absolutely can reach your pharmacy goals!

**Nicole Millar**

Retail Manager at Gold Coast Super Clinic Amcal Pharmacy

# PATHWAY OPTIONS FOR A CAREER IN THE PHARMACY PROFESSION

Once you have completed the necessary education and training and have obtained registration as a pharmacist in Australia, there are various pathway options available to further advance your career in the pharmacy profession. Here is some information on how and where to start after registration.

## 1. Continuing Professional Development (CPD):

Continuing Professional Development is crucial for pharmacists to maintain and enhance their knowledge and skills throughout their careers. As a registered pharmacist in Australia, you are required to participate in CPD activities to ensure your ongoing competency and stay updated with advancements in pharmacy practice.

The main pharmacy bodies offer a wide range of CPD resources, including workshops, webinars, conferences, and online modules. Participating in CPD programs not only helps you stay current but also opens up opportunities for networking and professional growth.



## 2. Specialty Practice

Pharmacists can choose to specialise in specific areas of practice based on their interests and career goals. Specialisation allows for a deeper understanding and expertise in a particular field, leading to advanced roles and responsibilities.

Some common specialties in the pharmacy profession include clinical pharmacy, hospital pharmacy, community pharmacy management, academia, research and industry

Some of the less common areas of specialty might include wound care, oncology and haematology, diabetes education, aged care and medication safety, rural and remote practice to mention a few.

To navigate your career in these lesser known areas of pharmacy can be daunting so finding a mentor to guide you can make your path become clearer and set you up for success.

## 3. Leadership and Management Roles

Pharmacists can also explore leadership and management roles within the pharmacy profession. These roles involve overseeing pharmacy operations, leading teams, and implementing strategic initiatives.

To prepare for leadership positions, you can consider undertaking courses or programs in management, business administration, or health services management. Universities, such as the University of Melbourne and the University of Technology Sydney, offer postgraduate courses in pharmacy management or health administration that can provide the necessary skills and knowledge for these roles.

## 4. Research and Academia

For pharmacists interested in contributing to the advancement of pharmacy knowledge and practice, pursuing a career in research or academia is an excellent pathway. This involves conducting research studies, publishing scientific papers, and teaching pharmacy students.

To start in the research and academia pathway, you can consider enrolling in a Ph.D. program or a Master of Pharmacy (Research) program. Universities across Australia offer research focused pharmacy programs. These programs allow you to work with experienced researchers and provide opportunities to collaborate with industry and healthcare institutions.

In conclusion, after obtaining registration as a pharmacist in Australia, there are several pathways available to further your career. Continuing Professional Development, specialising in specific areas, pursuing leadership roles, or engaging in research and academia are all viable options. Stay proactive, seek out relevant opportunities, and leverage the resources provided by professional organisations, mentors and institutions to progress and excel in your pharmacy career.

**Susan Muller**

Director LocumCo





## THERE IS A LONG ROAD AHEAD

**When news of the 60 day dispensing policy broke out, it was met with shock and disbelief. Could the government actually implement a policy that will put pharmacies and their patients at risk?**

The initial anger and disappointment gave us the fuel to fight and has continued to provide us with the drive to leverage the situation and focus on a strategy to thrive. After all, the people affected by the 60 days dispensing policy also include our team who have become family to us and our patients who have supported us over the years.

We looked back on the pandemic and it reminded us that we have the ability to overcome setbacks. I reflected on how we utilised our strengths and maintained our determination necessary to support our local community during the darkest moments when COVID shook the world. On this reflection, we decided to apply a growth mindset and purposeful outlook to the 60 day dispensing policy.

The questions we asked ourselves – what was necessary to support our team and local community once the 60 day dispensing policy rolls is implemented? How do we utilise our pharmacy and the team's unique strengths? What are our capabilities and experiences? What are our values and do our decisions align with them? What could be our niche and speciality that reflected on our interests? What was working for us and what could we do better? How do we move forward from this policy if it is to go ahead?

It became apparent we not only needed to put relentless pressure on the government but most importantly, ensure we develop a solid contingency plan to help us navigate through any of the obstacles we may potentially face.

We had created a contingency plan for COVID and it became a roadmap to serve at the highest level. And so, we must do the same with the 60 day dispensing policy.

It is time for Yvonne and I as well as many pharmacy owners to find opportunities and reevaluate our pharmacy to move in a new direction. We know there is a long road ahead of us and that we get to decide – to be discouraged and act when it is time to swim or possibly sink? Or look ahead and work together to build a path that will bring the best out of us?

Our strength lies in our community engagement, our experience lies in travel health. Knowing that helped us focus on services that allow us to increase community connection (develop programs to support those who need it, eg carers), expand our travel health category, develop a travel health consult service.

Although we are strongly against the 60 day dispensing policy, it has united pharmacists around the nation closer together than ever. It's raised our level of resilience and support for one another.

And so, we will continue fighting along with our colleagues for our voices to be heard, brought by the opportunities from the challenges of the 60 day dispensing.

**Susan Nguyen**  
Pharmacy Owner



## REVIEWING OUR BUSINESS FROM HEAD TO TOE

**Within the pharmacy industry we are all too familiar with the 60 DD policy and the negative impacts it'll have on the business. To look at 60 day from a different angle is that it has given us the opportunity to review our businesses from head to toe.**

It has given us the opportunity to stop and reflect on where our business will be hurt from the policy but has allowed us to think outside the traditional square and also open our eyes to the NEW opportunities and to develop ideas that we have had and have put on the back burner due to being too busy.

From reviewing Zamil's 60DD workbook it has made us review the following:

- Our existing services that we offer and reflecting on whether to continue them or increase charges for them.
- How we can decrease our reliance on the government for funding.
- Developing new services that allow us to follow our passions.
- Most importantly being open to new ideas and exploring them. Having the mindset of abundance versus scarcity.
- Knowing what areas we can control and therefore adjust, to our advantage vs being down about things we have no control over and dwelling on these points.

One of the services we are looking to develop is travel health. Travelling has always been an interest for Susan and I. Our traveling bug was sparked when we did a European Contiki tour together for 31 days! It was a way to see and get a taste of a variety of countries in a cost-effective manner as we were still university students.

From there we would love to talk to our patients about where they were travelling to and provide them tips of what to pack and what to look out for! It was such a nice topic to talk about with patients as it always brought up happy and excited emotions/feelings where everyone felt at ease. We even had patients sending us postcards whilst they were away!

Since the introduction of travel vacations within pharmacy we saw this as an opportunity to combine our knowledge, skills and passion together whilst helping our patients travel with confidence and minimize potential medical issues that they would have experienced on their travels.

**Yvonne Nguyen**  
Pharmacy Owner



# FROM STUDY TO PRACTICE:

## Empowering the next generation of pharmacy leaders

**As a young Pharmacist in the late 90s, I was lucky enough to be mentored by leaders in community pharmacy who helped me bridge the gap between clinical, ethical, and business practice.**

By joining a pharmacy network founded on the principle of mentoring and nurturing young Pharmacists into ownership I was able to become a proprietor and help people through my own community pharmacy at a time when I couldn't have dreamt of doing it myself.

Through mentoring, you build relationships with people that can last forever. I've been a partner at Blooms The Chemist for 20 years, and I still bounce ideas or thoughts off senior members who mentored me.

Being a preceptor for an intern Pharmacist is a great way to invest in the growth and development of talented pharmacy graduates. It can help to empower aspiring pharmacy leaders to achieve their career goals, and importantly, builds a mutually beneficial relationship for business owners and aspiring leaders for years to come.

Given the current shortages and growing need for skilled healthcare professionals, there has never been a more important time to grow and develop the next generation of talented Pharmacists to build sustainable and fulfilling careers.

One of the ways we continue the Blooms The Chemist legacy of mentoring and partnership is through our 'Future of Pharmacy Intern Program', which helps pharmacy graduates learn more about running a pharmacy business, building their personal brand and operating with purpose while learning from individual pharmacy owners.

The program also provides each intern with a cumulative financial incentive of \$30,000 over three years paid by Blooms The Chemist Support Office to help aspiring leaders achieve their goals of ownership.

Through mentorship, interns in the Blooms The Chemist network can talk through the business challenges of running a community pharmacy, which is often the aspect that surprises many young Pharmacists. Dealing with the financial realities of business ownership, such as wages, rent, and bills, can be intimidating at first but can be navigated with the right support.

For those of us fortunate enough to mentor others, this can also be an opportunity to learn as much as you teach.



Clinical knowledge and education are always developing and evolving, and a graduate Pharmacist will provide a fresh perspective and insights that can help you refine your own practice. This exchange of ideas and knowledge can stimulate your own learning and growth. Mentoring can also be a powerful way to reflect on your own experiences, leading to a rediscovery of your values and reaffirming your passion for pharmacy.

One of the most rewarding aspects of being a community Pharmacist is the strong relationships we build along the way. As Pharmacists, we collaborate among ourselves, with other healthcare professionals, and our community members. We have a real effect on people's lives; we see families, communities, and individuals grow and develop. Mentoring provides yet an opportunity to give back to our communities and make a meaningful contribution.

**Dimitri Pandoulis is a Pharmacist-owner at Blooms The Chemist Belmont Central. Dimitri and his Intern Nick Wilson will be speaking on the Choosing Your Community Pharmacy Intern Position panel at the 2023 Pharmacy Careers Summit in July.**

**Dimitri Pandoulis has been a registered Pharmacist since 1998 and part of the Blooms The Chemist network since 2003. Dimitri became an owner at Blooms The Chemist in 2005 at Bathurst, NSW and remained there until 2011. Since then, Dimitri has been an owner at Belmont, NSW and currently consults to several pharmacies across the country. Dimitri is passionate about helping young Pharmacists with their pharmacy ownership dreams in an environment where they may not be able to do so on their own. When he finds spare time Dimitri enjoys playing and coaching soccer at his local soccer club.**

### Dimitri Pandoulis



#### LEARN MORE

To find out more about becoming part of the Blooms The Chemist network, visit [joinbloomsthechemist.com.au/contact-us](https://joinbloomsthechemist.com.au/contact-us)

# BECOMING A PART-TIME PHARMACY

**This is my 21st year of owning small rural pharmacies. It can be demanding, but the reward comes from serving rural people who are also your neighbours and friends.**

You see children grow up and start their own families, patients growing older and needing increased support, it is a privilege to support people through some of their biggest challenges. In return, country people are welcoming, gracious, patient and supportive.

Now we are about to lose 30% of our prescription volume as a result of 60 day dispensing. As well as threatening the viability of pharmacies all over the country, it is going to cause chaos to the supply chain, stock control and with patient safety, but I am silently cheering for my half dozen general customers who will save a hundred dollars a month on their bills. It will benefit them, but not if it means no pharmacy at all.

We faced a similar thing when price disclosure brought losses of many thousands of dollars and were forced to grow other areas of the business and cut costs to make up the difference. I sat down with my two staff, and between us, we planogrammed the shop, found better pricing and found savings so we didn't have to sacrifice staff. We hung in there, and eventually the prescription volume grew so we survived.



Now the anticipated shortfall is three times larger, with one third less footfall so I doubt the front shop will save us this time. Increased RPMA will only help a little bit. I will introduce fees for using the eftpos machine and running an account, and make sure to increase pricing in line with other pharmacies, but that won't make up the shortfall. Sacking my shop assistant wouldn't come close to covering the loss. The only expense large enough to cut back on is my own wages.

Our doctor only works three and a half days a week so it makes sense that the pharmacy opens the same hours. I have come to see those extra hours as a luxury. If we don't dispense sufficient prescriptions per hour, the cost of dispensing per prescription is much higher, so I need to open fewer hours. This whole episode has made me examine each service, including prescriptions, on its own merits to decide whether it at least breaks even, or whether a product has earned its shelf space.



**“IT IS BETTER TO HAVE A VIABLE  
PART-TIME PHARMACY THAN  
NONE AT ALL”**

I explain to my customers that such a large cut to the dispensing volume is the same as if one third of the district moved away all at once. We just wouldn't have the population to support a full-time pharmacy, so we will only be able to open part-time hours. They get it - it is better to have a viable part-time pharmacy than none at all.

**Sharon Bird**

Pharmacy owner – Bonalbo Pharmacy



# GLUCOJEL™

The Original Pharmacy Jelly Bean

# Small packs are back!

These packs are perfect for a quick energy boost and they're a must-have for anyone who needs to keep their blood sugar levels steady while on the go.

But that's not all – when you stock Glucojel, you're also supporting the pharmacy profession. Every purchase of Glucojel goes towards helping the Pharmacy Guild of Australia in its advocacy efforts.

So why not add Glucojel 70g packs to your shelves again today? Simply place your order with your preferred wholesaler.



**Support the original pharmacy jelly bean  
that supports Australian community pharmacy.**

# BUILDING YOUR PURPOSE IN PHARMACY

## Making a Meaningful Difference

**A**fter more than 20 years in the pharmacy industry across Ireland and Australia, including 16 years with Blooms The Chemist, Australia's leading community pharmacy network, I have witnessed the evolving expectation from consumers and the public that businesses, including pharmacies, be part of the movement to solve global societal and environmental problems.



Blooms The Chemist  
Chief Operating Officer

Words | Pamela Bishop



For several years, Blooms The Chemist has been on an Environmental, Social and Governance (ESG) journey.

Recognising that the responsibility for making a positive impact on people and the planet extends beyond governments alone, we, as a pharmacy network, take great pride in our culture and unwavering commitment to doing better. Embracing the challenge, we have wholeheartedly committed ourselves to making a meaningful difference across the key tenets of ESG.

We also recognise that we cannot do this alone. That the pharmacy industry is in an important position to enhance both the health and wellbeing of our global community and the world in which we live. For some years, we've been inviting Pharmacists, pharmacy groups and the industry as a whole to join us in this movement for change.

To help you maximise your contribution and be part of a better future, Blooms The Chemist created a six-step guide that outlines key factors to consider when embarking on your own ESG journey.



**“THE PHARMACY INDUSTRY IS IN AN IMPORTANT POSITION TO ENHANCE BOTH THE HEALTH AND WELLBEING OF OUR GLOBAL COMMUNITY AND THE WORLD IN WHICH WE LIVE.”**

## 01 UNDERSTAND YOUR PURPOSE.

There is a strong connection between personal purpose and profession. Define what motivates you, beyond making money, and what contributes to your intrinsic sense of fulfilment.

Look inwards and think about what you stand for. This will help you understand the things that matter most to you.

Once your personal purpose has been reflected upon, consider what the purpose of your business might be – why does your pharmacy exist, beyond the products and services it offers?

## 02 UNDERSTAND YOUR PEOPLE.

As a pharmacy, the people that you influence include your customers, your team and your community. Take the time to deepen your connection with these groups and understand what they need from their local pharmacy.

Take time to talk to your customers to better understand how well you are meeting their needs.

Your team reflect you and your business. Help your team understand your role in the community and give them a sense of purpose when they come to work.

### 03 CONSIDER HOW YOU CAN MAKE YOUR CUSTOMERS' LIVES EASIER.

The role of pharmacy continues to grow. Think about what your pharmacy offers customers, outside the usual scope and healthcare services. What other opportunities can you provide to make customers' lives easier?

Look at the needs of your local community and understand what is required of your business to be seen as a true community hub.

### 04 SUSTAINABILITY: CONSIDER YOUR ENVIRONMENTAL IMPACT.

Acknowledge the role your pharmacy plays in the climate crisis. You have the power to reduce your environmental impact.

Small steps make a difference over time. Look at partnerships with recycling companies that can join a movement to dispose of pharmacy waste. In NSW alone, plastic packaging and single-use plastic items make up 60 per cent of all litter. It is how we dispose of and create a second life for products that have otherwise been viewed as 'single use' that will make an impact.

### 05 WORK TO CREATE BETTER HEALTH EQUITY.

Everyone should have a right to access equitable healthcare. Reflect on what you are doing to help improve the health and wellbeing of your customers, your community, and your team.

### 06 IMPROVE CONNECTION.

In a post-pandemic world, connection is a non-negotiable for our communities.

Pharmacists, as the most accessible frontline healthcare workers, continue to support people through the wave of mental health crises that have been exacerbated over previous years. How else can you support your community and your team?

How can you continue to provide community connection? Which partnerships in your local area could help you create an even greater impact?

Blooms The Chemist has implemented these steps with a commitment to continuous improvement, ensuring we remain a purpose-led organisation. Key achievements and milestones for our business include:

- Developing our brand purpose that puts people and their wellbeing at the forefront of our objectives.
- Forming charity partnerships that support the communities we serve.
- Supporting the UN's sustainable development goals.
- Releasing our first Modern Slavery Statement and contributing to the elimination of modern slavery.
- Rolling out nationwide mental health first aid training and conducting a wellbeing study of our people.
- Launching an Employee Assistance Program.
- Commencing the development of our first sustainability plan and Reflect Reconciliation Action Plan.
- Offering a medication blister pack recycling program in every pharmacy.

Every day, we have an opportunity to make decisions that impact the future of our people and our planet. By aligning our operations with what truly matters to our customers, team and community, we have successfully positioned ourselves as industry leaders. I take great pride in Blooms The Chemist's unwavering commitment to fostering a future where every individual, regardless of their location, has access to quality health and wellbeing.



#### LEARN MORE

To stay up to date with Blooms The Chemist's ESG journey and milestones, follow us on LinkedIn.



# Stand Up for the Sisterhood



**WIN**

## WIN a VIP Stand Up experience!

Win tickets, flights and accommodation to see your favourite comedians at the exclusive Stand Up for the Sisterhood comedy event proudly supporting the Priceline Sisterhood Foundation. For your chance to win simply donate \$2 and enter at [sisterhoodstandup.com.au](https://sisterhoodstandup.com.au)



Lizzy Hoo



Claire Hooper

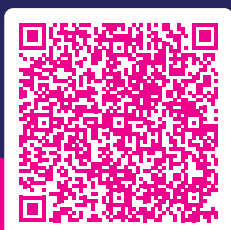


Nikki Britton



Dave Hughes

With special guest host Chrissie Swan



*Find out  
more*



priceline  
pharmacy



Priceline  
Sisterhood  
Foundation™



# FUTURE COLLABORATIVE POSSIBILITIES

## For Community Pharmacists and Dietitians

**H**istorically, the Australian healthcare system has offered secondary and tertiary prevention services, focusing on treating illnesses when they arise rather than preventing the disease from occurring. Yet with a global ageing population and nationally rising rates of chronic illness, increased attention is being given to primary preventative health care measures.



According to the Department of Health's Long-Term National Health Plan, primary prevention strategies should involve the collaborative efforts of all health care professionals.

Community pharmacists are particularly well positioned to be providers of preventive health care services. It is undisputed that pharmacies are one of most accessible representatives of the Australian healthcare system, with the average Australian visiting a pharmacy 18 times a year.<sup>1</sup> But since the core role of the pharmacist is dispensing medicine, they are frequently undervalued and have not been well integrated into national strategies for primary prevention. But beyond dispensing medications, pharmacists are highly skilled and able to provide clinical preventive services such as education, health screenings and health monitoring.

In order to be integrated into the primary prevention team, pharmacists should consider partnerships with other healthcare professionals who would be most useful to their existing patients' needs. While it is unsurprising that the majority of Australians visit the pharmacy to have a prescription filled (69%) a study by NAB health found

that the second most common reason Australians visit pharmacies is to buy nutritional vitamins and/or supplements (30%).<sup>1</sup> As such, future collaborations between dietitians and pharmacists may be a worthwhile consideration.

## What is a Dietitian

A dietitian's role is to apply the science of food and nutrition to assess, diagnose and treat dietary and nutritional problems. Although by definition, all dietitians are nutritionists, not all nutritionists are dietitians. All accredited dietitians must complete a Bachelor degree in a relevant cognate area (for example: science, health sciences, nutrition, food science, exercise science, biomedical science, allied health or nursing), followed by a postgraduate Masters degree in Dietetics. Maintaining accreditation means adhering to a professional code of conduct and undertaking continuous professional development.

## Upskilling Nutrition Knowledge

While prescriptive dietary advice should be left to dietitians, pharmacists should feel empowered to offer basic nutritional counselling to patients who suffer from diet-related illnesses. While most pharmacists agree they are well-positioned within the healthcare setting to be more involved in nutritional counselling; several studies have indicated that inadequate nutritional knowledge is a major barrier.<sup>2,3,4</sup>

There is hope that these findings will contribute to the development of future education initiatives that aim to better prepare Australian pharmacy students before entering the workforce.<sup>3</sup> But until then, pharmacists should actively seek to develop their nutrition knowledge, confidence, and skills through reputable channels.

Ultimately, this responsibility to educate health care professionals should fall on dietitians, to ensure the dietary advice is appropriate to their profession and what is delivered is evidence-based.



## A Collaborative Career Alongside a Dietitian

The collaboration of pharmacists and dietitians would allow pharmacies to become more integrated and accessible, providing patients with more robust strategies for achieving ideal health outcomes.

In the current system, when a pharmacist is presented with a patient who has a medical nutrition concern outside of their scope of knowledge the pharmacist can recommend that they consult with a dietitian, but it begins an expensive or time-consuming process for that patient.

The first option would be for the patient to seek out and make an appointment with a dietitian without a referral, which they would be expected to pay for out of pocket. Alternatively, they can first schedule an appointment with their GP who can provide them with a referral so they can then make an appointment with a dietitian that would be covered by Medicare. Either way, this process requires the patient in question to be motivated, which unfortunately is a commonly cited barrier preventing patients from engaging in health-promoting behaviours.



Dietitians could be incorporated into the community pharmacy setting either as a permanent fixture to provide nutrition counselling on the fly, or as a contracted professional to provide in-pharmacy health education programs for patients and pharmacists as required.

In Japan, they have already begun to take the initiative in improving community health by placing dietitians in pharmacies, to provide a combined pharmacological and lifestyle support to patients.<sup>5</sup> While it is still early days, so far they have found that the collaboration notably improved the dietary habits and glycemic control of patients with type 2 diabetes.<sup>5</sup>

Beyond improving patient outcomes, the collaboration has been found to be financially beneficial through increasing the sales of health foods and supplements as well as increasing the number of customers at the pharmacies.<sup>6</sup>

For many diet-related illnesses a collaborative effort between dietitians and pharmacists demonstrates the gold standard of treatment. Such as; SSRIs and the Mediterranean diet; statins and a high fibre diet and NSAIDs and anti-inflammatory diets, just to name a few.

# TAKE BACK CONTROL OF YOUR DRY COUGH



**AVAILABLE  
NOW**

## **DURO-TUSS<sup>®</sup>**

Always read the label and follow the directions for use.

DURO-TUSS Relief Dry Cough Liquid: Marshmallow has been traditionally used in Western herbal medicine to help relieve throat irritation and an associated dry, unproductive cough.

AU-2023-05-0119

# RELIABILITY IS OUR PRIORITY

Providing Value for Customers is a Core Focus

W

We had the great opportunity of interviewing Dr. Torben Schuettfort, Director Operations and Managing Director at BD Rowa™ in Kelberg, Germany. Torben provided fascinating insights into how BD Rowa™, one of the leading companies of Automated Dispensing Robots, achieves 99.9%\* reliability with their technology in the retail pharmacy space and he made it clear that reliability is their priority.





### Torben, could you please share a little background on yourself and your work at BD Rowa™?

I was born and raised in Hamburg, Germany. I'm a physicist by training and have a PhD in physics from the University of Cambridge. My first work experience was as an engineer in a biotech startup before I transitioned into medical device development.

I spent a few years at Olympus Corporation, building medical devices and for the last seven years, I've been with BD Rowa™ in the German countryside in Kelberg, where our BD Rowa™ headquarters is located. I held various roles, mainly in Product Management and for the last two years as the Operations Director. Just recently I also took over the role as Managing Director.

### What do you do as the Operations Director and what excites you at work every day?

Operations for BD Rowa™ is all the value creation that we do at the site in Kelberg. It's manufacturing, logistics, and the supply chain component procurement and planning.

What excites me in my work every day is that we build these awesome robots. The products that we deal with everyday help pharmacists to solve a real challenge of getting medication to their patients and the patients living healthier lives. It's really rewarding to be a part of that.

### Having 12,000 robots installed worldwide, sounds like a big number. What about the individual needs of each pharmacy?

We think about these installed machines as 12,000 individual customers, who have individual needs that we can address with our range of automation solutions. Each project is different for us, each production step is also a little bit different as no two robots are the same. Hence our solutions are tailored to these individual needs, and we know the robot is the heart of the pharmacy and cannot stand still. So, we know very well our customers individual needs and pain points. We use our experience of having installed 12,000 robots to make sure we improve our systems continuously and create the highest possible uptime.

### How does our technology help pharmacies take on daily challenges?

We see a lot of disrupting market trends. The cost pressures in healthcare are going up and up because of the population trends, the ageing population, so health systems are forced to cut costs. We see specifically in the space of retail pharmacy that mail order pharmacies are significantly on the rise and ultimately our retail pharmacy customers face the issue of customer loyalty. Yet at the same time there's fewer and fewer staff to provide a great patient and customer experience.

At the core of it, our technology strengthens the core competency of retail pharmacies and increases their operational stability.

We enable pharmacists to have inventory available to serve their patients quickly. We free up the pharmacist's time with our solutions to enable them to spend more time with their patients. And that time is created to talk to patients instead of sorting through inventory or chasing medication.

### However, this is only possible if our robots are running reliably.

That's why reliability is our priority. We want to make sure that the pharmacist is always able to serve the customers. We are proud to say that we have a 99.9%\* reliability of our technology in the retail pharmacy space. We don't just think about the technology, though. We also really look at being a reliable partner to our customers at every step of the way.

It starts when we hire new associates and colleagues during the interview process, we don't just look for skills and abilities, but also character test these potential future colleagues on whether they can be a reliable partner to our business and ultimately to our customers.

And we also understand the importance of reliable technology from our own manufacturing facility. We run a manufacturing plant where we use technology and automation to optimise and run our manufacturing processes to build our robots. We also rely on technology to make our supply chain work every single day and understand what to look for to make that work. And this is why we pay close attention to reliability and stability when it comes to choose the right technologies and partners.

We look at our partners, to give long term commitments where spare parts are available for a long period of time with a strong service network. We look for them to meet the highest ethical and environmental standards, just as we would expect from ourselves. Today we have 80% of our suppliers close to the Kelberg region with strong networks through the wider BD organisation.

### Do you test the components before the robots are being installed in the pharmacies?

Let's talk a little bit in detail around quality management. First, we have our own internal quality management team that supports manufacturing, procurement and logistics. This ensures that our processes create value for our customers in such a way that they work reliably to ensure our quality is of the highest standard.

We have an ISO 9001 certification, which provides customers with the reassurance that they are purchasing a quality product. Lastly, we have our quality management system across BD, which is designed for medical devices, which is a lot stricter than what is typically required for automated dispensing robots. This allows us to deliver the highest quality possible when manufacturing our robots.

### Is the long employee retention at BD Rowa™ in Kelberg also a factor of reliability?

Our employees, or associates as we call them, are the heart of the company and many associates that we have at BD Rowa™ have been with the company forever. BD Rowa™ was a startup founded more than 27 years ago here in the German countryside and we still have many of the first employees with us today and that's obviously a wealth of experience.

I am proud that we have also a lot of junior associates that we train in our apprenticeship training programmes.



### How much of the start-up character has been left?

The startup days really are long gone as its more than 27 years ago since our founding. However, I do like to say we combine the best of two worlds. On the one hand we have our startup DNA and today we're more a hidden champion with a high customer focus in the space of pharmacy automation.

On the other hand, BD Rowa™ is a platform within BD, which is one of the biggest healthcare companies in the world, with 70,000 associates and offices in 170 countries, and obviously a wealth of experience in supplier management, quality management, processes, procedures and IT systems. We can bring together the best of these two worlds for our pharmacy automation technology.

### How do you manage to manufacture all your systems from a relatively small, concentrated production facility in Kelberg, Germany?

The key to our successful manufacturing is that we focus on our lean, agile principles in value creation. We try to focus on what creates value for the customer with consistently high quality. And how do we do that? As effectively and efficiently as possible.

One element is that we do not manufacture everything in Kelberg. In fact, if you go through our manufacturing today, you will see that we are not assembling any robots. Actually, all robots are assembled for the first time at the customer site. In the factory we just make sure that all the modules that go into a robot are produced and tested to the highest standards, that they work right off the bat.

### As you are providing tailored solutions, how do you ensure that the machine being delivered to the customer is exactly what they ordered?

We have 1 billion configurations for the customers that we need to manage to ensure the right components are installed. We do that through a digital representation of that robot. We monitor the location of all components required and then ensure all these components come together in the shipping process to be delivered on time. This occurs across 60 countries throughout the world.

*\*Calculation based on service tickets raised under the "severity 1" for our 12,000 installed robots.*

*This interview is based upon information provided by Dr. Torben Schuettfort, Director Operations and Managing Director at BD Rowa™ in Kelberg, Germany.*



## FIND OUT MORE

To learn more about BD Rowa™ solutions, you can visit the website: [bd.com/rowa](https://bd.com/rowa)

*Becton Dickinson Pty Ltd. Australia. Toll free: 1800 MY ROWA (697692). BD, the BD Logo and Rowa are trademarks of Becton, Dickinson and Company or its affiliates. ©2022 BD. All rights reserved. BD-55761*

 BD Rowa Vmax®



# Pharmacists trust BD Rowa™

– 12,000 installations and counting.\*



Scan QR code  
and learn more:

Becton Dickinson Pty Ltd. Australia.  
Toll free: 1800 MY ROWA (697692)

[bd.com/rowa](https://bd.com/rowa)

BD, the BD Logo, and Rowa are trademarks of Becton, Dickinson and Company or its affiliates. ©2023 BD. All rights reserved. BD-89225

\*Worldwide installations



**BD Rowa™**





PHARMACY  
CONNECT

31 AUG  
-2 SEPT  
2023

HYATT  
REGENCY  
SYDNEY

# MAKE EVERY CONNECTION MATTER



The Pharmacy  
Guild of Australia

PROGRAM  
AVAILABLE  
NOW



23\_000108A

Conference Partners



Major Sponsors



Clinical / Business  
Sessions Sponsors



Cocktail Party Sponsor



Welcome Reception Sponsor



Mobile App Sponsor



Barista Station Sponsor



Catering Package Sponsor



Media Partners



Official Publication Sponsor



Official Education Sponsor





# LEVERAGE TIME, SAVE THOUSANDS

## And Secure Your Pharmacy Lease

**P**roactively managing your retail shop lease is crucial for Pharmacies as it directly impacts their profitability, business value, and ability to satisfy lending covenants.



As a Retailer Leasing expert specialising in Pharmacies, I will explain why effective lease management is essential and outline the benefits of added pharmacy asset value.

## 01 CONTROLLING OCCUPANCY COSTS

A well-managed lease enables pharmacies to negotiate favourable terms, such as competitive rental rates and flexible lease duration. By effectively managing these costs, pharmacies can maximise profitability and improve their bottom line. Lower occupancy costs allow for increased investment in other critical areas, such as staffing, inventory, and marketing, which can lead to higher revenues and profits.

## 02 ENHANCING BUSINESS VALUE

A proactively managed lease can significantly enhance the value of a pharmacy as an asset. A favourable lease agreement with long-term stability makes the business more attractive to potential buyers or investors, increasing its market value. Lenders also value pharmacies with well-negotiated leases, as it demonstrates the ability to generate consistent cash flow, reduces risk, and strengthens the overall financial position.

## 03 ADAPTING TO MARKET CHANGES

Proactive lease management provides pharmacies with the flexibility to adapt to changing market conditions. The healthcare industry, including the pharmacy sector, undergoes constant shifts due to regulatory changes, advancements in technology, and evolving patient needs. By having the ability to modify the retail space or relocate, when necessary, pharmacies can remain competitive and meet evolving customer demands. This adaptability contributes to increased profitability and business value, which lenders and investors view favourably.

## 04 MITIGATING RISK

Proper lease management allows pharmacies to proactively address and mitigate potential risks. By carefully reviewing and understanding lease terms, including maintenance responsibilities, insurance requirements, and permitted use, pharmacies can avoid legal disputes, costly penalties, and unexpected financial burdens. Furthermore, monitoring lease expiration dates, rent escalations, and renewal options helps pharmacies plan ahead and mitigate the risk of losing their preferred location or facing unfavourable lease terms.

## 05 STRENGTHENING LENDING RELATIONSHIPS

Proactively managing a pharmacy lease demonstrates strong financial management and business planning to lenders. It showcases the ability to control expenses, maintain positive cash flow, and effectively allocate resources. This strengthens the financial position of the pharmacy and improves the likelihood of satisfying lending covenants. Lenders are more inclined to support pharmacies with well-managed lease agreements, as it reduces the risk associated with the loan and instils confidence in the borrower's ability to meet financial obligations.

## 06 EXPANSION AND SCALABILITY

A well-negotiated lease that includes options for expansion or renewal provides pharmacies with the opportunity to grow and scale their operations. As pharmacies expand their services or product offerings, having the flexibility to expand or reduce their physical footprint becomes crucial.

Additionally, a favourable lease with provisions for renewal allows pharmacies to continue operating in their preferred location, leveraging existing customer relationships and brand recognition. This potential flexibility adds value to the pharmacy business and appeals to lenders who see the potential for increased revenues and profitability.

## 07 GOODWILL AND PATIENT TRUST

Effective lease management contributes to maintaining a stable and consistent presence in the community. Pharmacies often develop strong relationships with patients and become trusted healthcare providers. Continuity in location helps build goodwill and patient trust, which are critical for long-term success and profitability. Lenders recognise the importance of these intangible assets and consider them positively when assessing the value of a pharmacy business.

In conclusion, proactive management of a retail shop lease is essential for Pharmacies to achieve higher profitability, increase business value, and satisfy lending covenants. By effectively controlling occupancy costs, enhancing business value, adapting to market changes, mitigating risks, strengthening lending relationships, and enabling expansion, Pharmacies can position themselves for long-term success.

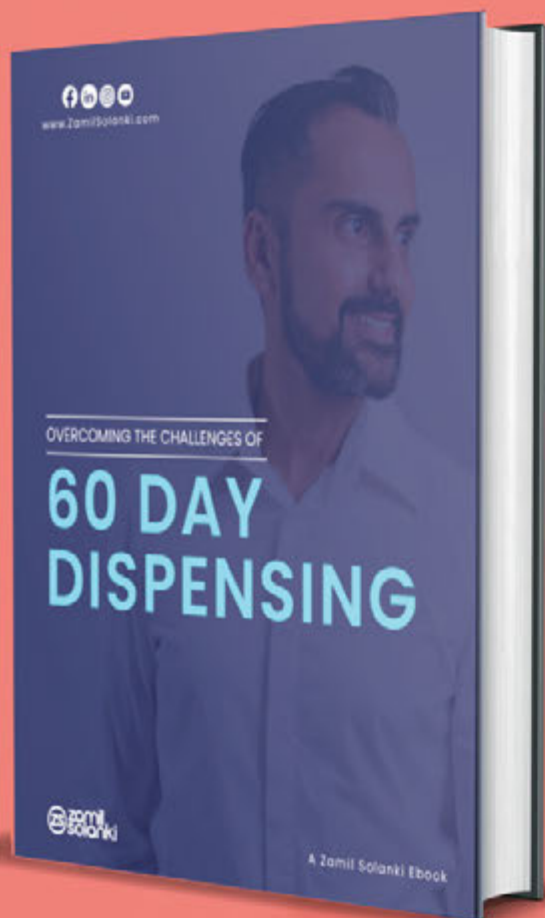
Proper lease management demonstrates financial stability, operational agility, and commitment to meeting obligations, which instils confidence in lenders and potential purchasers. Ultimately, a well-managed lease is not only beneficial for day-to-day operations but also contributes significantly to the overall success and value of a pharmacy business.

Endorsed by Gold Cross, the team at Lease1.au are also long term supporters of PGA Members. We provide Pharmacies with the tools, resources and support they need to help them understand how to harness the value and savings on their most important contract – the Retail Shop Lease.

Scan the QR code for more details and to claim the special offer on Lease Concierge – Manage Your Lease Like a Pro.



# Worried about 60 DAY DISPENSING?



Grab your  
**FREE** guide  
today!

Scan the QR code below to  
download your copy



Whether Forced or Voluntary

# CHANGE IS INEVITABLE

**T**he words *pivot* and *adapt* have been spruiked to death over the past few years. And by death, I mean that those that couldn't do this quick enough, well enough, or simply chose not to, have ended up, or soon will be shutting their doors.

Words | Zamil Solanki



Because here's the hard truth.

If the looming threat of 60 Day Dispensing hasn't motivated you to strategically look at your business and lead your team through the necessary changes required to cater to the evolving needs of our patients and demands of our biggest customer – the Government, then nothing will.

Not the rise of competition.

Not government reforms.

Not declining profit margins.

Nothing.

**Unless you first embrace the need to lead to change.**

For decades, advocates throughout not only the pharmacy industry, but the entire healthcare industry have been screaming for innovation and change to cater to evolving consumer healthcare needs and expectations.

Those that saw the writing on the wall, looked at the trends, and embraced the changes required to improve their workflows, systems, and processes years ago, are now reaping the rewards today.

And while the threat of 60 Day Dispensing will hit them like everyone else, they have formulated a business model that is going to cushion the blow a lot better than most.

They know that their bottom lines have weathered the peaks and troughs of past events like this, and using those insights, have developed ways to embrace what they can control, and limit the effects of what they cannot.

The result of this is that their teams are happier, more productive and committed to the purpose of the business than those that haven't.

And their patients are proud advocates for these businesses – happy to promote and refer their friends and family when things go right, and even more willing to understand and defend the business when things don't go to plan.

**“Change has a considerable psychological impact on the human mind. To the fearful it is threatening because it means that things may get worse. To the hopeful it is encouraging because things may get better. To the confident it is inspiring because the challenge exists to make things better.”**

– KING WHITNEY JR.

On the surface it's easy to judge, and make assumptions about the behaviours and leadership qualities of health business owners and talent within our businesses, but there's a lot more to it.

It takes guts to embrace and make change. Not just leading *through* change, but making the call to change in the first place.

For too long we've focussed on leading through change, but haven't taken a step back to empower healthpreneurs to acknowledge the need to change from the start.

To understand **why** we haven't changed, or seemingly refuse to change, it's vital that we dig deep into understanding what's holding us back.

## The Roadblocks to Starting Change

Many business coaches will focus solely on the things to be aware of when embarking on change – ie. ensuring adequate communication, allocating appropriate resources, and leading the team through the journey.

However, this is of little use if we aren't actually committed to starting change in the first place.

As a leader, *commitment* in all facets of our business is a clear sign to both ourselves and our teams that we're embarking on the journey, we're preparing to weather any turbulence along the way, and we're in it together until we've reached our destination, and beyond.

In essence, leading to change is the summation of many actions following one key value – *we do what we say we will do*.

But while commitment is essential, getting to that point requires us to overcome 5 key roadblocks standing in our way:

### 01 FEAR OF FAILURE

Coming from an Asian background, we're instilled with the values of our culture and the expectations that come with it from a young age. The expectations to reach levels of academic achievement and financial success are all part of it. But failure is not.

In the real world however, this is completely contradictory. And unfortunately, we're now seeing this translate to the broader community as well.



**“FAILURE IS NOT THE OPPOSITE OF SUCCESS, IT'S AN INTEGRAL PART OF SUCCESS.”**

– Arianna Huffington



The notion that success and failure are two polar opposite events results in us having doubt in our abilities, and the belief that despite trying new things and embracing change, our efforts won't be



good enough. As a result, we simply don't start change, in fear that the changes we might make, will send us backwards, not forwards.

But if we reverse this notion and look at failure as an **opportunity to learn, review and redefine** what we're doing, we flip the script from a fear, to something that we can leverage and build upon.

Experiencing this firsthand, overcoming this is easier said than done. It's a daily practice and one that is truly never completely abolished. But each small battle you win, you quickly look back and realise that the fear wasn't as bad as what we made it out to be.

## 02 FEAR OF JUDGEMENT

Like Fear of Failure, and many other fears, we ultimately worry about "what others will think".

Growing up in a close-knit community, both personally and professionally, and being very visible with what was happening in my world, I always thought about how others were perceiving me and my actions.

But the more I worried about this, the more I didn't achieve. And the more I didn't achieve, fuelled more of this fear. It's a vicious circle, and one that can quickly lead to isolation, exclusion and actual failure.

I quickly learned that as a leader, this comes back to our relationship to things we can control, things that we can *influence*, and things that *concern* us even though we have little to no control over.

Adapted from Stephen Covey's Circles of Concern and Circles of Influence, we can quickly identify things in our own world that can consume our focus and resources, but are beyond our influence and control.



**WANT A FREE E-BOOK TO HELP YOU NAVIGATE THE CHALLENGES OF 60 DAY DISPENSING?**

Learn more about your circles of control and influence. It's simple, scan the QR code to the right and we'll send you a copy today!



But let's be real here. Haters will always hate. Judges will always judge.

There's plenty of people that voice negative opinions on the world's most progressive and innovative thinkers.

Take Elon Musk for example. He faces judgement and scrutiny each day for his ideas, methods and leadership skills. If he let the fear of judgement hold him back, whether it be from the oil industry, the space industry or even our global financial industry;

- would we be seeing a radical shift to EV technologies?
- would we believe that one day we'll inhabit Mars?
- would we be embracing the use of digital currencies despite its volatility and uncertainty?

Most certainly not.

By **letting go** of the things that concern us and that we can't control, the quicker we can remove these fears.

### 03 PROCRASTINATION

As healthcare practitioners, we're drilled throughout our university life that "mistakes can kill people". While rightly so from a healthcare perspective, it's the lack of mistakes that can kill our careers and businesses.

While this might sound odd, take a moment to re-read the previous sentence.

Does the link between procrastination and our fears of failure and judgement sound familiar?

For many of us, including myself at a point in time, we procrastinate because we seek perfection. We seek perfection because our minds have been wired to believe that a mistake can kill someone.

But if we don't take the plunge to make changes, knowing that there will be mistakes along the way that we can learn and build from, then we'll forever be waiting for the perfect time, place and plan to embrace change.

And here's the kicker— there is no such thing as perfect, only progress.

Looking at the change through the lens of **progress over perfection**, rather than trying to get everything right before taking the leap will help accelerate your growth and identify things that you didn't realise.

Of course it might take time and resources to correct the mistake – but what's worse? Doing nothing and wasting time and resources to just survive, or trying something new that at the very worst, will teach you not what to do, so you can do the opposite?

### 04 IMPOSTER PHENOMENON

Let's face it. You're a high-performing individual. That's the nature of being a healthpreneur.

But have you ever felt like;

- you're not worthy to lead others?
- you think you don't know what you're doing despite all your training and knowledge?
- you think you're not smart enough?
- you don't deserve what you've achieved?

It's common to have these feelings at one point or another. But when it starts to impact our performance, despite all the external accolades, encouragement, and accomplishments, addressing the imposter phenomenon is critical to ensure we can effectively lead to succeed.

The self-doubt of our abilities, and the guilt felt when we do succeed leads us to **fear success**.

When we fear success, we don't actively pursue it. And as such, we don't embrace the mindset required to lead ourselves and our teams to change.

Flipping the script from "Am I worthy?" to "I am worthy!" is the first step to recognise that you deserve the changes that will help you, your family, your business and your community thrive.



### 05 LACK OF PLANNING

In order to lead to change, we need to understand where we want to get to. This is where Planning comes in.

Planning helps to overcome our fears and procrastination by reducing risk, establishing contingencies, and creating greater certainty. We explore Planning as our third core pillar on our website at [zamisolanki.com](http://zamisolanki.com)



**“LEADERSHIP IS AN ACTIVE PROCESS, NOT PASSIVE.”**

At the core of leadership, is our ability to adapt and pivot. To recognise the challenges we face, and to lead ourselves and our team to change when the old ways simply won't cut it anymore takes;

- Courage
- Passion
- Grit
- Endurance
- Skill
- Confidence

Put simply, it takes work.

The "set and forget" attitude to leadership increasingly highlights the frustrations felt by teams in many workplaces.

But it's those that take an active role in leadership, who empower themselves and others with the ability to make meaningful change, who stand apart from the rest.

But it all starts with you first accepting, embracing, and acknowledging the need to change.

By this point in time, you might still be thinking, "I don't need to change".



**“Change will not come if we wait for some other person or some other time. We are the ones we’ve been waiting for. We are the change that we seek.”**

- BARACK OBAMA

Here’s my top tips to looking at change a bit differently:

1. Step into a place of neutral
2. Park aside the ego
3. Seek the support and guidance of people that have walked in your shoes before
4. Explore where your fears are coded from
5. Step back to step forward
6. **Use those around you to provide feedback and insights about your game plan**
7. Go against the norm to do what’s best for you
8. Remember that **you are solely responsible for the failures and successes of your business**

Before we sign off, it’s important to note that change can mean limitless things.

It doesn’t mean that you have to do a shopfit, spend millions of dollars on the latest and greatest gadgets, employ new team members or launch a new product or service.

It could simply be the change of mindset required to look at your business through a different lens.

Or it could be that we’re simply asking the wrong questions to begin with. Reframing your questions to seek and consider alternative solutions rather than jumping at the first thought is critical to mine for the gold we seek (remember the best answers come from the best questions).

But in all instances, be sure to seek input from those around you. The collective minds and thoughts will help you be the leader you need to be to embrace change from the beginning.

So given the above...

**What is YOUR definition of change at this very moment?**

**And how will you accept, embrace and build your business to not just survive what’s coming, but to truly thrive on the other side of it?**



**WANT A FREE E-BOOK TO HELP YOU NAVIGATE THE CHALLENGES OF 60 DAY DISPENSING?**

Learn more about your circles of control and influence. It’s simple, scan the QR code to the right and we’ll send you a copy today!



**ABOUT THE AUTHOR**

Zamil Solanki works with healthpreneurs – from individuals to large multi-national organisations – to help them overcome unique challenges and achieve their goals through curated training programs, and tailored holistic solutions. Unlike other coaches and consultants, we pair global research and techniques with our own experiences, having grown our own pharmacy by \$4 million and exiting it for 3x the industry average multiple. To do this, we focus holistically using 5 key pillars – mindset, planning, leadership, marketing and sales and specialize in workflow, innovation, automation and systems.

**Zamil Solanki**  
Pharmacist, Business Strategist & Entrepreneurial Coach



# The Gold Standard for Pharmacy



Whether it's Glucojel; Australia's favourite jelly beans & bears, ITK; the official journal of the Pharmacy Guild, or the best pharmacy suppliers in their field, if it's exclusive to pharmacy, chances are it's proudly brought to you by Gold Cross.

A fully owned subsidiary of the PGA, very few organisations know Australian pharmacists better than Gold Cross. And since 1932, no other organisation has worked as hard to partner with an industry to bring a range of pharmacy exclusive products to market for everyday use in pharmacy, and at homes across Australia, while providing financial support to the profession. We've partnered with the following professions to help Pharmacy Guild of Australia members manage their business with confidence.

## BD Rowa™

Automatic Dispensing Robots and Digital Selling Solutions

1800 697 692  
Rowa.de/en/

## MPS Connect

End to End Medication Management and third party Packing and Software Vendor

1800 003 938  
Mpsconnect.com.au

## Constellation Technologies

NEW

Cold Chain Management System

1800 100 227  
Constellationtechnologies.com.au

## Afterpay

Australia's biggest Buy Now Pay Later (BNPL) platform

1300 621 603  
Afterpay.com/en-au/  
pharmacy-guild-members

## Modeus

Healthcare software provider of DDBook, MethDA, mHIRE and Lifelix Pharmacy App

03 9867 2785  
Modeus.com.au

## PCCA

Your support for Pharmacy Compounding

02 9316 1500  
Pccarx.com

## Kings Group

Pharmacy home delivery experts

131 322  
Pharmacydeliveries.com.au

## Lease 1

Retail Shop Lease Information and Services

1300 766 369  
lease1.au

## Paperpak

Iconic "Ask Your Pharmacist" pharmacy bags

1800 088 258  
Paperpak.co

## iNova

Gold Cross OTC range

1800 630 056  
goldcrossproducts.com.au

## AFT Pharmaceuticals

Home of Crystawash 24 – Germ protection for up to 24 hours

1800 AFT PHARM  
(1800 238 742)  
aftpharm.com

## Cody Group

The Official Pharmacy Guild Calendar

1800 628 388  
Codygroup.com.au

## Guild Insurance

Pharmacy's own business insurer

1800 810 213  
Guildinsurance.com.au

## GuildSuper

Superannuation for the pharmacy profession

1300 361 477  
Guildsuper.com.au

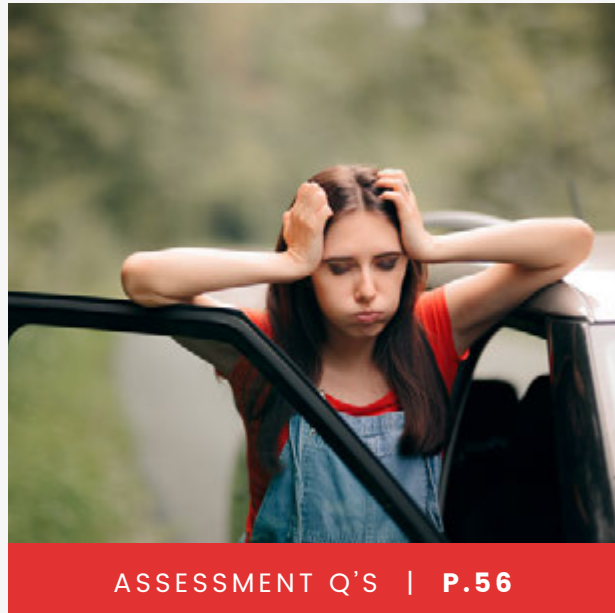
# CONTINUING PROFESSIONAL DEVELOPMENT

## SUBMIT YOUR ANSWERS TO EARN CPD CREDITS

Answers can be submitted through GuildEd at [guilded.guild.org.au](https://guilded.guild.org.au). Australasian College of Pharmacy members can submit answers online at [acp.edu.au](https://acp.edu.au) in the CPD Library.



ASSESSMENT Q'S | P.55



ASSESSMENT Q'S | P.56

## 44

### The Benefits of Career Mentoring

- Understand the main features and different types of mentoring
- Understand role of mentee and mentor in a mentoring relationship
- Outline key components of an effective mentoring relationship
- Describe benefits of career mentoring

## 50

### Motion Sickness Management

- Describe the clinical presentation of motion sickness
- Outline causes of motion sickness
- Discuss pharmacological and non-pharmacological options for motion sickness

## The Benefits of

# CAREER MENTORING

**T**oday we see a pharmacy profession that is continuously evolving, welcoming new opportunities, whether in patient care, service provision or digital technologies. Pharmacists are eager to adopt practice to an expanded scope, undergoing additional training and gaining qualifications and experience in many areas such as wound care, aged care services, medication management reviews, diabetes education, vaccinations, and prescribing.

Co-Founders of The  
Pharmacist Mentors Careers  
and Mentoring Platform

**Words** | Janelle Dockray & Laura Johnstone





## Learning Objectives

While the opportunities for expanded scope for pharmacists are indeed greater, so too are the challenges when it comes to understanding an evolving industry, how to upskill and where to find support to develop skills, knowledge, competence and confidence. One solution to this challenge is career mentoring.

Mentoring is a term mentioned by many leaders in pharmacy, who gratefully acknowledge the positive impact mentoring has had on their own career success. Mentors have indeed played a pivotal role in the career development and growth of pharmacists in all practice settings. Mentoring in a word, sounds encouraging. You can just picture a young, shy protege being taken under the wing of an experienced leader who empowers them and leads them along the path of success. Mentoring can transform one's career trajectory, however, the picture does not always look exactly like this. Mentoring relationships can be long-term or short-term, focused on broad or specific topics, formal or informal, voluntary and paid. This article will describe what mentoring is, the role of the mentor and mentee, the key components and benefits of career mentoring and how to find the right mentor.

### What is 'Mentoring'?

So, what exactly is mentoring and how can it be applied in the pharmacy setting to benefit you and your team? Anderson and Shannon defined mentoring as "a

After completing this activity pharmacists should be able to:

- Understand the main features and different types of mentoring
- Understand role of mentee and mentor in a mentoring relationship
- Outline key components of an effective mentoring relationship
- Describe benefits of career mentoring

**Competency standards addressed:**

2.2, 4.1, 4.2, 4.3, 4.6



**Accreditation Number:** A2307ITK2

**Expires:** 30/06/2025

*This activity has been accredited for 1 hr of Group 1 CPD (or 1 CPD credit) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1 hr of Group 2 CPD (or 2 CPD credits) upon successful completion of relevant assessment activities.*

nurturing process in which a more skilled or more experienced person, serving as a role model, teaches, sponsors, encourages, counsels, and befriends a less skilled or less experienced person for the purpose of promoting the latter's professional and personal development".<sup>1</sup> Mentoring encompasses such a mix of elements. For this reason, mentoring is often confused with similar methods such as coaching, counselling and teaching. While they may share some similarities, it is crucial to distinguish between the two processes to prevent mentoring from becoming something it is not. For example, coaching usually has a narrow focus, and regular, scheduled sessions. It also has a fixed time frame that typically ends once skills have been gained. Counselling deals with personal matters rather than career-related issues, while teaching mainly involves transfer of knowledge.<sup>2</sup> All of these methods are relevant within the pharmacy profession, but mentoring is most often utilised for the purpose of career growth and development.

According to Successful Coaching and Mentoring by Lawson K, the main objectives of mentoring are<sup>2</sup>

- To develop skills
- To plan for the future
- To encourage accountability
- To share, not instruct
- To provide a role model
- To focus on goals
- To support

Career mentoring can be either formal or informal. Formal mentoring is often seen in organisations, where a manager

or senior person is assigned to a mentee. The mentoring relationship is planned and coordinated by the organisation. Mentors and mentees are matched, and there may be an application process, as well as defined expectations for the relationship. Mentoring programs can be an effective way of supporting new employees in the workplace. For example, a pharmacist preceptor has a formal mentoring role to their intern pharmacist. Intern training programs provide resources to support the preceptor in that role. The benefits of mentoring programs within organisations are so widely recognised that the 2023 Mentoring Impact Report by MentorCliQ showed that 92% of Fortune 500 companies have mentoring programs.<sup>3</sup>

Informal mentoring occurs when a mentee and mentor organically seek each other out, rather than being part of a formal mentoring program. It follows a more relaxed and flexible structure, allowing the mentoring relationship to develop naturally. For instance, a pharmacist may come across another professional whom they greatly admire and wish to learn from. As they spend time together, their connection evolves into an informal mentoring relationship. In such cases, the mentor and mentee may not even use official titles to refer to each other, as the focus is on the organic exchange of knowledge and guidance.

Flexible forms of mentoring such as virtual mentoring or flash mentoring are also gaining popularity. Flash mentoring, also known as micro-mentoring, is aimed at improving skills in a short period of time. It is characterised by timely, one-off sessions

that are focused on a specific goal or topic. This type of mentoring can be particularly useful for pharmacists who may be looking to work at an expanded scope of practice or may be looking to gain skills and understanding in a specific practice area. For example, a pharmacist who has recently completed the Medication Review training course may seek out mentoring to help them prepare for their first medication review, or when preparing for a job interview.

These types of one-on-one mentoring models are just one type of mentoring that fosters career development. Group mentoring can also be highly effective in this regard. This is where one or more mentors are grouped with a cohort of mentees who have a common goal or interest. It is more structured and has a teamwork and teaching approach. The group dynamic provides a supportive community where the mentees can share and learn from one another as well as from their mentors and provide encouragement to each other along the way. Similarly, a pharmacy specialty practice group (communities of practice) can become a form of group mentoring, particularly if there are one or more leaders within the space guiding the discussion.

## What are the Roles and Key Concepts Within a Mentoring Relationship?

The roles within a mentoring relationship are simple, there is a mentee and a mentor. But who is who, what role do they play and what are the essential concepts of these mentoring relationships to make them work to your advantage?

Earlier studies highlighted the two main domains of a mentoring relationship to be psychosocial domain and career-related domain.<sup>4,5</sup> Psychosocial concepts included role modelling, acceptance/confirmation, counselling, and friendship, while career-related concepts included challenging assignments, exposure/visibility, protection and sponsorship. These two domains were later broadened to four<sup>6</sup>:

- (1) psychological/emotional support;
- (2) support for goal setting and career choice;
- (3) academic support; and
- (4) role modelling.



If you have ever been involved in a mentoring relationship you will understand that each relationship is unique in its structure and goals, and these can change and evolve over time. The roles of the mentor and mentee within the relationship remain the same, with the relationship encompassing both the psychosocial and career development domains mentioned above.

In Greek mythology, Mentor was a trusted companion of Odysseus whom he tasked with caring for and tutoring his son.<sup>2</sup> A mentor is a 'more experienced adult who helps the younger individual learn to navigate the world and the world of work'.<sup>7</sup> Since 1980, over 40 different definitions have been used with a common theme, a mentor should be a more senior, experienced and knowledgeable individual committed to helping the mentee or protégé navigate their personal and professional lives.<sup>8</sup> A pharmacy mentor should provide guidance, support, and encouragement to their mentee. It is expected that they uphold professionalism and promote ethical practices as outlined in the Professional Practice Standards.<sup>9</sup> Mentors should be open to sharing their experiences and provide suggestions that can widen the mentee's perspectives. However, they must avoid making decisions for the mentee or telling them what they must do, as these actions are beyond the role of a mentor.

A mentee is a person who is 'advised, trained, or counselled by a mentor'.<sup>10</sup> In the literature the term 'mentee' is used interchangeably with 'Protégé', similarly defined as 'a young person who is helped in their career and personal development by a more experienced person'.<sup>10</sup> The mentee is responsible for actively engaging in the mentorship relationship. They should be clear about what they want to learn, outline the goals for the relationship and arrange the meetings. Most importantly the mentee should approach the relationship with an open mind, be willing to learn and accept feedback.

In each case, the mentoring relationship is a learning experience for both the mentor and mentee. It can provide immense benefits, including enhanced knowledge and skills, personal growth, networking opportunities, improved job performance, and career development. These benefits are applicable across the Pharmacy team whether you are a pharmacy business owner, pharmacist pharmacy assistant, intern or student working within a community pharmacy, hospital or other organisation. By embracing career mentoring, pharmacy professionals can grow and develop their careers in a supportive and encouraging environment.

It is important to keep in mind that not all mentoring relationships have a successful outcome. There are several key components that play a crucial role in determining the effectiveness of a mentoring relationship (see Figure 1 below). Firstly, there must be clear communication and understanding between the mentor and mentee. Secondly, mutual trust and respect ensure that everybody feels comfortable and supported in the relationship. Thirdly, identifying clear goals and expectations, as well as facilitating challenges, helps the mentee go beyond their own expectations, recognise their potential and stay accountable. Additionally, the mentor's enthusiasm and passion for their work also serve as a source of inspiration for the mentee, showing what is achievable in their own career. Recognising these key components can help you work towards fostering a successful mentoring relationship, either as the mentor or mentee.

**Figure 1:** Key Components of an effective mentoring relationship<sup>11</sup>



## What are the Benefits of Career Mentoring?

Career mentoring has benefits for mentors, mentees and overall benefits for business. Other benefits can encompass career development, networking opportunities, and personal growth. Notably, mentoring plays a pivotal role in motivating pharmacy staff to continually enhance their skills and remain engaged in the pharmacy industry. This is primarily attributed to the fact that mentoring satisfies individuals' innate desires for authentic connections and tangible career advancement.

Businesses can benefit from their staff being involved in mentoring. A survey conducted by UPS Store found that 70 % of small businesses that received mentoring survived more than 5 years which is double the survival rate of businesses that did not receive mentoring.<sup>12</sup> Another study found that workplace retention rates were higher for mentors (69%) and mentees (72%) compared to people not involved in mentoring (49%).<sup>13</sup> This was confirmed

by the 2016 Deloitte Millennial Survey which found that twice as many millennials (68%) who have a mentor intended to remain with their employer for over five years, compared to those without a mentor (34%).<sup>14</sup> A recent survey indicated only 53 % of pharmacists indicated they wanted to stay in the pharmacy profession for more than 10 years.<sup>15</sup> Based on the research mentioned, it appears that career mentoring may be a valuable resource for enhancing the retention of pharmacy employees. A career mentor can have a positive impact on staff morale and job satisfaction. Mentors may help to promote a sense of engagement and enthusiasm for the profession. This can help to foster a positive work environment, improve team dynamics, and contribute to better patient outcomes.

The meta-analysis by Allen et al. investigated the career benefits of mentoring, specifically for proteges (mentees).<sup>16</sup> They reported that mentored individuals had more promotions, higher salaries, greater salary growth along with greater career and job satisfaction.

There are also many benefits of mentoring for mentors. Providing mentoring is associated with greater job satisfaction,

greater carer success and greater commitment to the organisation.<sup>8</sup>

Career mentoring can also provide personal growth and skill development opportunities by providing access to a mentor's knowledge and experience, providing exposure to different perspectives and approaches to problem-solving. Mentors can support mentees through advice on workplace relationships, how to lead effectively, navigate organisational politics and how to approach complex clinical cases. They also help mentees gain insight into skills that require improvement and guidance to know how to improve them. Mentors guide mentees by providing personalised feedback, career advice and assistance to make informed decisions, being seasoned professionals who have navigated similar career paths.

Another important benefit of career mentoring is networking. This can be the opportunity for staff to build relationships with experienced professionals in the field. Mentors can introduce their mentees to other professionals in the field and outside the organisation, provide opportunities to attend conferences and workshops and provide advice on how to build their portfolio. This can help staff to expand their professional networks, which can be useful for making connections, exploring new opportunities, and learning about the latest trends and developments in the field. Additionally, the mentor-mentee relationship can help to foster a sense of community and collaboration, providing a supportive environment in which staff can share ideas, ask questions, and learn from one another.

Finally, career mentoring can help staff to develop their leadership skills, preparing them for future leadership roles. By working with a mentor who has experience in leadership positions, a mentee can learn about the qualities and skills required for effective leadership, gain insights into the challenges and rewards of leadership positions and develop a plan for achieving their leadership goals.

Career mentoring is a valuable tool for pharmacy owners and staff looking to develop their professional skills, build their network, and advance their career. By working closely with experienced professionals, pharmacy owners and staff can gain valuable insights, develop new skills, and receive support and guidance throughout their career. Ultimately, the benefits of career mentoring extend beyond the individual, contributing to a stronger, more engaged, and more effective pharmacy workforce.

## How to Find the Right Mentor?

We all crave progress, and in the journey of career and personal development, remember the timeless metaphor that 'Rome wasn't built in a day.' To achieve success in your career, it is important to take a proactive approach, engage in self-reflection, and plan out your development path. With dedication and effort, you can reach your goals.

If you have decided that having a mentor could help you, or your pharmacy team, then you may be wondering what the first steps are to start a mentoring relationship or program.

Firstly, you should do some self-reflection. Identify your professional goals and in what areas you can use some guidance. For example, are you looking to improve a specific skill, gain insight into a particular practice area or industry? Use the following question prompts to get started:

- What specific areas of your career do you want to develop?
- What skills do you need to improve upon?
- What do you want or need from a mentoring relationship?
- What do you define as 'success' in your career and life?
- What is your career timeline? Where do you want to be in 1 year? 5 years?

If you already know your career goals, what steps do you need to take to attain them? A mentor can help pave the path for you towards the attainment of your career goals.

Once you have the answers to these pivotal questions, you will need to seek out that ideal mentor who will be your champion and partner-in-crime. Take the time you need to get it right. If you put in the work, your efforts will be rewarded with invaluable relationships and a fulfilling career.<sup>16</sup>

Although having a mentor in your workplace can be beneficial, it is worth considering seeking mentorship from individuals outside of your organisation depending on your specific needs. Will a colleague or external person be better equipped to widen your perspectives? Do they have the relevant experience within the pharmacy industry that you are looking to gain, or have they achieved the things you are aspiring to? A mentoring relationship can become quite personal, so you need to feel comfortable with each other and be able to speak openly and honestly. Your mentor should have more experience than you do in order to inspire and energise you yet have similar values and communication styles to affect change and motivate you in all the right ways. Someone who can listen intently, and provide constructive and honest feedback, while growing along with you personally and professionally.

Reaching out to friends, colleagues, industry or university connections may help you find someone who fits the bill. Attending conferences and events to connect with people and organisations who share your interests and professional goals.

Some of the places mentors can be sought outside of the workplace:

- Universities
- LinkedIn
- Social media groups
- Mentoring programs
- Word of mouth
- Face-to-face or virtual networking events
- Education events or workshops
- Industry conferences
- Pharmacy committees or reference groups

For pharmacy owners, small business mentoring services may be sought to provide advice on a variety of aspects of running a business. State Governments often provide mentoring support to small business owners. There are also private businesses that offer tailored mentoring support for businesses.

You should consider joining a professional organisation within the pharmacy field that provide support and opportunities to connect with other pharmacists. Aside from mentoring opportunities, professional organisations will usually provide access to educational resources and professional or business support that can help you attain your career goals.

Once you have found someone that you believe could be a good mentor match for you, summon up the courage and ask them the most important question, "Will you be my mentor?" Make sure when you approach your potential mentor you have a plan and some specific questions. Being prepared will give you the confidence to be able to articulate the professional goals or skills you want to develop. It shows you are already committed to the mentoring process and helps you to establish a productive mentor-mentee relationship from the beginning. With this approach, you should be able to find the right mentors throughout your career. Remember, mentorship is all about building a genuine connection, so take the time to get to know each other and ensure your goals align, and never feel pressured to continue a mentoring relationship that is not the right fit for you.



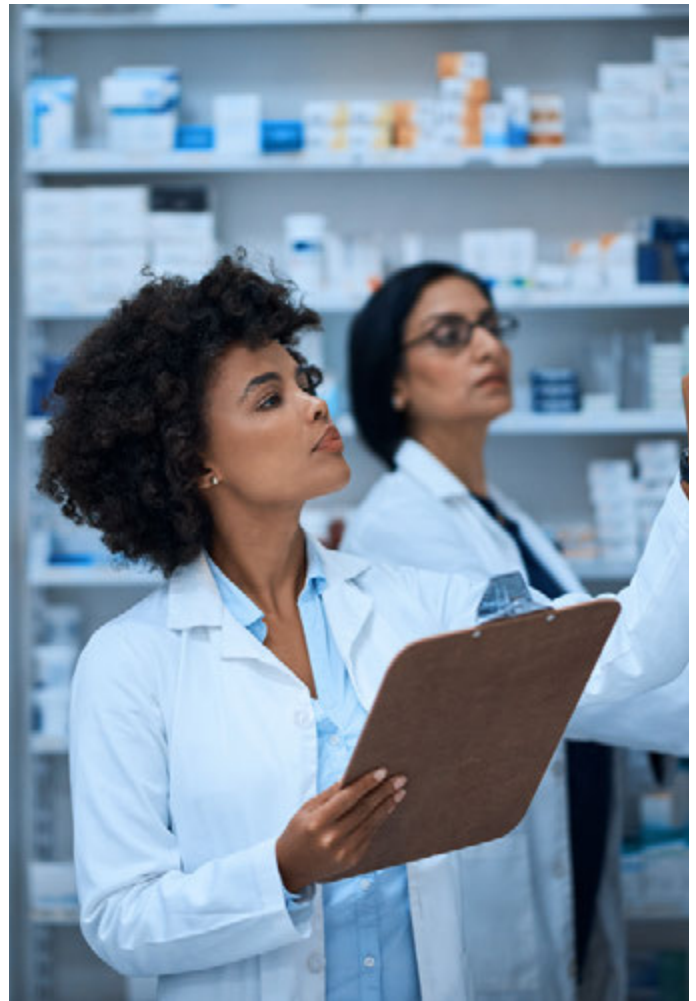


## Facilitating Mentoring for Staff

Business owners can benefit from having their own mentors but should also help facilitate and encourage mentoring relationships for their staff finding mentors both internally and externally depending on the individual staff member and their goals. Pairing junior or new staff with more senior experienced staff in a mentoring relationship may be beneficial to help grow confidence and skills. A pharmacist with a special interest who wants to expand a service offering in the business, may benefit from having an external mentor.

## Key Points

- Mentoring can be defined as a nurturing process in which a more skilled or more experienced person, serving as a role model, teaches, sponsors, encourages, counsels, and befriends a less skilled or less experienced person for the purpose of promoting the latter's professional and personal development.<sup>1</sup>
- Mentoring can be both formal and informal
- Mentoring has benefits from both mentors and mentees
- Staff involved in mentoring relationships have higher retention rates
- Both business owners and their staff can benefit from being involved in mentoring relationships



# MOTION SICKNESS MANAGEMENT

M

Motion sickness is a common illness resulting from real or perceived motion and is considered a normal response to an abnormal environment. [1] Motion sickness can be referred to as kinetosis and is more commonly known as travel sickness, sea sickness, and car sickness.





## Learning Objectives

On completing this activity pharmacists should be able to:

- Describe the clinical presentation of motion sickness
- Outline causes of motion sickness
- Discuss pharmacological and non-pharmacological options for motion sickness

**Competency standards addressed:**

2.3, 3.1,3.2, 3.5



**Accreditation Number:** A2307ITK1

**Expires:** 30/06/2025

*This activity has been accredited for 1 hr of Group 1 CPD (or 1 CPD credit) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1 hr of Group 2 CPD (or 2 CPD credits) upon successful completion of relevant assessment activities.*

### Pathogenesis

The vestibular system is located in the inner ear and is responsible for our perception of self-motion. Motion sickness can affect anyone with a functional vestibular system (given sufficient motion stimuli). [2] There are several different theories of the pathogenesis of motion sickness with the main theory being the sensory conflict theory. [3] Sensory conflict theory is used to describe the conflict between the current pattern of sensory inputs, and the pattern that is expected based on previous experiences.[4] The brain relies on several sensory inputs that include vestibular signals, visual cues, and proprioceptive feedback to determine the body's position and movement in space. [5] When there is a conflict between these sensory inputs, motion sickness can occur. For example, the eyes perceive a stationary environment when reading a book on a boat, but the vestibular system recognises motion.

### Causes of Motion Sickness

In ancient times, humans relied solely on their legs for movement, therefore little motion sickness existed because the body was able to naturally respond to the visual and vestibular stimuli.[4] Early motion sickness was likely to be from traveling via canoe or horse. As civilisation has changed over time so have the common triggers for motion sickness. Within this day and age, the most common causes of motion sickness are vehicles e.g. cars, buses, planes, helicopters, boats, and spacecraft (for those lucky few). Due to the expanding scope of technology, virtual reality has been recognized as a more recent cause of motion sickness. [6]

### Clinical Presentation

Common symptoms of motion sickness include nausea and vomiting however, it is important to acknowledge that motion sickness is a complex syndrome and can present with a range of symptoms. The relative discomfort and types of symptoms can vary greatly between individuals.

Symptoms of motion sickness can include: [7] [8]

- Nausea
- Vomiting or retching
- Cold sweating
- Pallor
- Increased salivation
- Drowsiness/ fatigue
- Headache
- Dizziness
- Anorexia
- Apathy
- Loss of appetite
- Increased sensitivity to odours
- Hyperventilation
- General discomfort
- Warm sensation

Vomiting is a common symptom, and some people feel complete relief after vomiting for a period of time. Others have a higher threshold for vomiting and are more disabled and nauseated prior to vomiting, then experience only partial relief after vomiting. Some people are unable to vomit despite a strong urge to do so. [7]

Symptoms of motion sickness will generally cease once the person is no longer exposed to the motion trigger (e.g. getting off the bus) or if their body adapts (e.g. on a cruise ship). Some patients can feel the 'after-effects' of motion sickness for a few hours or a few days after the exposure to the motion trigger ceases. [9]

## Epidemiology

Anyone with a functioning vestibular apparatus who is exposed to a sufficient provocative stimulus may experience motion sickness in some form. [10] People who have a total loss of labyrinthine function, either resulting from an adverse reaction to a medication or another medical condition, are completely unable to experience motion sickness in any form. [10] For the remainder of the population, however, there is some variation in the prevalence.

Women are more likely to experience motion sickness than men. [10] Certain hormones, such as progesterone, can increase the likelihood of experiencing motion sickness, hence women who are pregnant or women at different points in their menstrual cycle may have increased susceptibility due to hormonal changes. [10] [11]

Younger people are typically more likely to experience motion sickness than the elderly, with the 'typical' age of diagnosis being 6 years old, peaking at 9 years old and then rapidly declining after that and becoming almost non-existent in the elderly population. [10] It is rare for children under 2 to experience motion sickness.

There is some weak evidence that shows that race and ethnicity may influence the incidence of motion sickness. One study mentioned that people of Chinese ethnicity are more sensitive to motion sickness than people of Caucasian ethnicity. [12]

## Pharmacological Management

Receptors in the vestibular system are the drug target for motion sickness prophylaxis. These include cholinergic and/or histaminergic receptors. [13] Thus, anticholinergics and antihistamines are the first-line drugs of choice as advised by the Therapeutic Guidelines. [13] Prevention of motion sickness is considered more effective than treatment and pharmacists should educate patients on the appropriate timing of administration of prophylactic medicines. The usual recommendation is 30 minutes to 1 hour prior to triggering motion (see product information for instructions as this is product specific). [10]

The anticholinergic and antihistamine agents that are utilised for motion sickness prophylaxis can have sedating properties. Antihistamines and anticholinergics that do not easily cross the blood-brain barrier (and hence usually have less adverse effects) are not recommended for motion sickness as they are unlikely to be effective (e.g. fexofenadine, loratadine, hyoscine butylbromide). [14] [15]

It is common for people traveling in a group to want to purchase one product that everyone in their group can take (children and adults). However, this all-for-one approach is not suitable and advice and treatment should be tailored to each traveller based on their history of motion sickness, success/failure and adverse effects from prior treatments, and concurrent medicines and medical conditions.

## ANTICHOLINERGICS

Hyoscine hydrobromide (also known internationally as scopolamine) is an anticholinergic agent which can effectively prevent motion sickness. Adverse effects can include drowsiness/sedation, dry mouth, blurred vision, headache, dilated pupils and dizziness. [16] Hyoscine hydrobromide is sedating but less so than first-generation antihistamines. [10]

Internationally hyoscine hydrobromide is also available in a transdermal patch that can be applied for 3 days. [10]

## ANTIHISTAMINES

First-generation antihistamines used in Australia for motion sickness prevention include dimenhydrinate, cyclizine, and promethazine. These agents are H1 receptor antagonists and have anticholinergic properties. [16]

The most common adverse effect of first-generation antihistamines is drowsiness, as well as the anticholinergic side effects listed above. [16] Other potential adverse effects include fatigue, dizziness, impairment of cognitive function, memory and psychomotor performance. [16] There is limited data on the use of antihistamines for motion sickness in children. [17]

All first-generation antihistamines and other anticholinergic medicines contribute to the anticholinergic burden. [18] Duration of therapy with anticholinergic medicines as well as a high cumulative anticholinergic burden has been associated with symptoms such as falls, dry eyes, dry mouth urinary retention, delirium, flushed skin, fever and mydriasis (dilated pupils). [19] Hence, it is important to check if the person is taking any other medications that may also contribute to their anticholinergic burden and to provide adequate counselling on the potential risk of combining these with the medicines used for motion sickness.

**Table 1:** Medicines available for motion sickness prophylaxis in adults [13] [16]

Medicine	Dose	Maximum Dose
cyclizine 50 mg (Nausicalm®)	50 mg one to 2 hours before travel. Repeat every 6 to 8 hours as required.	150 mg in 24 hours
dimenhydrinate 50 mg + hyoscine hydrobromide 200 mcg + caffeine 20 mg	Information is organised data with context and purpose.	Information is organised data with context and purpose.
hyoscine hydrobromide 300 mcg (Kwells®, Travacalm H.O®)	300 mcg to 600 mcg 30 minutes before travel. Repeat every 4 to 6 hours as required.	1.2 mg in 24 hours
promethazine 25 mg (Phenergan®)	25 mg 1 to 2 hours before travel. Repeat 6 to 8 hours as required.	100 mg in 24 hours

**Table 2:** Medicines available for motion sickness prophylaxis in children [13] [16]

Medicine	Dose	Maximum Dose
dimenhydrinate 50 mg + hyoscine hydrobromide 0.2 mg + caffeine 20 mg (Travacalm Original®)	Children 4 to 7 years – quarter to half a tablet Children 8 to 13 years – half to 1 tablet Give 30 minutes before travel, repeat every 6 to 8 hours as required.	3 doses in 24 hours.
<ul style="list-style-type: none"> <li>hyoscine hydrobromide 150 mcg (Kwells Kids®) this product is suitable for children 2 years and older</li> <li>hyoscine hydrobromide 300 mcg (Travacalm HO®) this product is suitable for children 8 years and older</li> </ul>	Children 2 to 7 years – 75 mcg Children 8 to 12 years – 150 to 300 mcg Give 30 minutes before travel. Repeat every 4 to 6 hours as required.	Children 2 to 7 years – 300 mcg Children 8 to 12 years – 600 mcg
promethazine 1mg/ mL (Phenergan Elixir®)	Children 2 to 5 years – 5 mg Children 6 to 12 years – 10 mg Give the night before or 1 to 2 hours before travel. Repeat every 6 to 8 hours as required.	3 doses in 24 hours

## GINGER

Based on the current available data, it cannot be confidently concluded that ginger is an effective remedy for motion sickness. [20] [21] However, because ginger is a natural alternative, some people still prefer to take it over other, evidence-based pharmacological options. The most common adverse effect of ginger is gastrointestinal upset. [20] Ginger is not thought to cause drowsiness or anticholinergic adverse effects.

## ANTIEMETICS WHICH ARE NOT RECOMMENDED IN THE MANAGEMENT OF MOTION SICKNESS

5HT<sub>3</sub> antagonists such as ondansetron and dopamine agonists such as metoclopramide are ineffective at treating nausea and vomiting due to motion sickness because they do not act directly on the vestibular systems. [22] [23]

## Non-Pharmacological Management

Non-pharmacological management of motion sickness encompasses a range of activities that may assist with preventing and relieving motion sickness. According to the latest findings, non-pharmacological preventive measures on their own are effective in easing most cases of motion sickness. [24]

Advice on non-pharmacological management measures should include: [8, 10, 25, 26,27]

1. Avoid triggers (where practical).
2. Avoid travel in conditions with poor visibility.
3. Avoid reading a book or looking at a screen whilst in a vehicle that is moving.
4. Position optimisation (e.g. drive the vehicle instead of being a passenger, sit in front seat of bus/ car, seating over the wing of the plane, window seat on flights/ trains, head firmly on back of seat).
5. Sensory input reduction (e.g. lie face down, shut eyes, sleep, look at the horizon).
6. Hydration, limiting alcohol and caffeine, having small frequent meals.
7. Ensure adequate ventilation (e.g. open window or air conditioning)
8. Smoking avoidance.
9. Distraction technique (e.g. controlled breathing, listening to music)
10. Gradual exposure to triggers (e.g. long term or repeated exposure)
11. Acupressure / acustimulation – stimulation of the P6/ Neiguan pressure point, may provide benefit for some people, however, evidence is severely lacking.
12. Focusing the eyes on a fixed spot on the horizon, in the direction of travel of the vehicle.
13. Wearing sunglasses may reduce visual input and thus may be beneficial.
14. Ensuring adequate sleep

## Is Treatment Necessary?

Motion sickness is self-limiting but can cause significant discomfort. Treatment should always involve non-pharmacological management measures.

The risks and benefits of pharmacological management should be considered for people with a prior history of motion sickness. It is important to ask customers about their history of motion sickness and previous experience with taking motion sickness medicines. Some customers may choose to take a trial dose of the medicine at home before departure to assess its effects. [8]

Customers may be undecided about whether they should take a medicine for the prophylaxis of motion sickness and could be concerned about the risk of adverse effects that can accompany pharmacological treatments. It may be helpful to guide patients in their decision-making by using the BRAIN decision-making framework. [14] What are the Benefits? Risks? Alternatives? What do I want? What if I do Nothing?

If pharmacological management is the preferred choice the patient should make sure they take the medicine as directed, and on time, as prevention is more effective than cure.



## Summary

There are two core methodologies to prevent motion sickness. The first is to avoid the cause of motion sickness (effective yet not practical), and the second is to use pharmacological & non-pharmacological management strategies. [22] The most recent evidence states that non-pharmacological preventative

therapies are adequate by themselves in reducing most cases of motion sickness. However, pharmacological agents should be considered for those with more severe cases or for those who do not respond to non-pharmacological measures. [24] Symptoms of motion sickness vary from person to person and treatment should be tailored for patients based on their previous symptoms and their responses to past pharmacological and non-pharmacological management strategies.



## The Benefits of Career Mentoring

### 01 Which other methods has mentoring been confused with?

- a) Teaching
- b) Coaching
- c) Counselling
- d) All of the above

### 02 What is the main purpose of mentoring in the pharmacy setting?

- a) To provide counselling for personal issues
- b) To pass on knowledge and information
- c) To promote professional and personal development
- d) To schedule regular coaching sessions

### 03 Outline 3 key components of an effective mentoring relationship

- a) Exchange of knowledge, Friendship, Honesty
- b) Mutual Respect and Trust, Open Communication and Accessibility, Common personal interests
- c) Role Modelling; Mutual Respect and Trust; Independence and Collaboration
- d) Goals and Challenge; Competence; Success

### 04 What is the role of a mentor in a mentoring relationship?

- a) To make decisions for the mentee
- b) To provide guidance, support, and encouragement
- c) To outline the goals for the relationship
- d) To assess mentees performance

### 05 What are some potential benefits of a mentoring relationship?

- a) Mentees gain insight into skills that require improvement and guidance on how to improve them
- b) Mentored individuals had more promotions, higher salaries, greater salary growth along with greater career and job satisfaction
- c) Workplace retention rates are higher for mentors and mentees compared to people not involved in mentoring
- d) All of the above



#### LEARNING OBJECTIVES

After completing this CPD activity, pharmacists should be able to:

- Understand the main features and different types of mentoring
- Understand role of mentee and mentor in a mentoring relationship
- Outline key components of an effective mentoring relationship
- Describe benefits of career mentoring



#### SUBMIT YOUR ANSWERS TO EARN CPD CREDITS

Answers can be submitted through GuildEd at [guided.guild.org.au](http://guided.guild.org.au). Australasian College of Pharmacy members can submit answers online at [acp.edu.au](http://acp.edu.au) in the CPD Library.

**Accreditation Number: A2305ITK1** | This activity has been accredited for 1 hr of Group 1 CPD (or 1 CPD credit) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1hr of Group 2 CPD (or 2 CPD credits) upon successful completion of relevant assessment activities.

## Motion Sickness Management

**01** Which of the following medications is considered the most efficacious for the preventative treatment of motion sickness?

- a) Ondansetron
- b) Domperidone
- c) Promethazine
- d) Ginger

**02** Which of the following is not a potential cause of motion sickness?

- a) Using a virtual reality headset
- b) Watching a 3D movie
- c) Participating in an ultra-marathon
- d) Riding in a hot air balloon

**03** Nausea and vomiting are common symptoms of motion sickness, other symptoms may include:

- a) Drowsiness, cold sweating, increased salivation
- b) Paranoia, impending doom, itchy skin
- c) Nausea and vomiting are the only symptoms of motion sickness
- d) Cough, fever, earache

**04** Which of the following pharmacological agents, cannot be used in a 3 year old?

- a) ginger
- b) promethazine
- c) hyoscine hydrobromide
- d) dimenhydrinate + hyoscine hydrobromide + caffeine combination

**05** Which of the following is a recommended non-pharmacological treatment strategy for motion sickness?

- a) A – Gradual exposure to trigger
- b) Position optimisation
- c) Listening to music
- d) All of the above



### LEARNING OBJECTIVES

After completing this CPD activity, pharmacists should be able to:

- Describe the clinical presentation of motion sickness
- Outline causes of motion sickness
- Discuss pharmacological and non-pharmacological options for motion sickness



### SUBMIT YOUR ANSWERS TO EARN CPD CREDITS

Answers can be submitted through GuildEd at [guided.guild.org.au](http://guided.guild.org.au). Australasian College of Pharmacy members can submit answers online at [acp.edu.au](http://acp.edu.au) in the CPD Library.

**Accreditation Number: A2305ITK2** | *This activity has been accredited for 1 hr of Group 1 CPD (or 1 CPD credit) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1 hr of Group 2 CPD (or 2 CPD credits) upon successful completion of relevant assessment activities.*