Student National Pharmaceutical Association

Chapter Reporting
and
Chauncey I. Cooper Excellence Program

Chapter Manual

Student National Pharmaceutical Association Chapter Reporting and Chauncey I. Cooper Excellence Program: Chapter Manual

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INTRODUCTION TO THE CHAPTER REPORTING AND CHAUNCEY I. COOPER EXCELLENCE PROGRAM MANUAL

As future pharmacists, documentation is central to our lives. In healthcare, if a task is not properly documented, it didn't happen; documentation is the *sine qua non* of patient-based care and evidence-based practice. Bad documentation or failure to properly document encounters and events may have dire consequences. Even more importantly, however, documentation builds a narrative. This narrative is more useful for learning and teaching than lists of facts and figures, which is why in case presentations, we focus on telling the patient's story than reading the list of labs or findings. Anyone can read a checklist or flag numbers as high or low, but only a true, well-crafted story can be used as a learning experience and lead to solving problems in our field.

Stories are incredibly useful to both your chapter and SNPhA as a national (hopefully soon to be international) organization. First, a well-written activity narrative gives future pharmacy student classes insight into the activity and helps them learn from it – what went well, what could have gone better – to repeat and improve on your ideas. A well-established history also opens up the opportunity to reflect on an activity and go back any number of years or iterations, back to the original, even, to see if an idea is really improving or if it should go back to basics. Without a well-documented story, no legacy survives long. Stories can also help a potential benefactor feel included and involved in our organization, helping your chapter and our organization bring in much-needed funds to accomplish our mission. Finally, even though we call news personalities "reporters," we don't refer to "news reports" but "news stories." Successfully raising awareness of our objectives and spreading word of all that we do for pharmacy students and communities will not come from reporting brief lists of facts and materials and numbers, but from telling our *story* to the world, letting people relate to our work in a personal, intimate way.

The Chauncey I. Cooper Chapter Excellence Award is an honor given to the chapters who strive for excellence in pursuit of SNPhA's goals of serving the community, in pharmacy practice, and in communication with other SNPhA chapters and SNPhA as a whole. While a point-based system is used as a guide in awarding this honor, the decision is made after chapters have had a chance to share their narratives at SNPhA's National Meeting, to distinguish themselves in a way that numbers on a page never could. A well-documented year will surely aid any chapter in this, and as one of the specific goals of the CIC Excellence Program is communication within SNPhA, frequent sharing of that well-crafted narrative is important for chapters who strive for excellence within SNPhA.

It is the closeness in purpose and function of Chapter Reporting and the CIC Excellence Program which has led SNPhA to better integrate these two tasks over the past few years. This began with an online submission of CIC points to support Chapter Reports about 3 years ago. Beginning in 2015, the National Executive Board has developed Chapter Reporting 2.0 (CIC 2.0), an online application for managing both Chapter Reporting and CIC points, representing a more complete integration of these two tasks and solidifying the link between reports and CIC points.

This manual is designed to help you through the process of submitting Chapter Reports and earning CIC points for SNPhA. The manual is best used in conjunction with the manuals published for each of the 6 National Initiatives and with advice and guidance from the Region Facilitators. The Initiative Manuals will best describe what the initiatives are about and how to pursue those initiatives with excellence. Region Facilitators know their chapters better than any other National Officers and have experience with and knowledge about Chapter Reports and the CIC Excellence Program, so can act as guides and advocates for chapters who need advice. It is my most sincere hope that this manual, whatever version or edition, provides you with the tools you need to create a historical narrative and strive for excellence as you participate in the CIC Program.

Respectfully,

Bryan J. Donald, SNPhA Recording Secretary 2015-2016

CHAUNCEY I. COOPER CHAPTER EXCELLENCE PROGRAM

HISTORY AND PURPOSE

Dr. Chauncey Ira Cooper was the founder of the National Pharmaceutical Association (NPhA). In 1949, Dr. Cooper recognized the vital need to develop a pharmacy organization focused on the needs of the minority community. He strived to promote excellence and uniformity among minority health professionals to improve the quality of health care in minority communities. As the student affiliate of NPhA, the Student National Pharmaceutical Association (SNPhA) must aim to continue to promote the objectives of its founder.

The Chauncey I. Cooper Chapter Excellence Program has been established in Dr. Cooper's honor because of his dedication to excellence. As pharmacy students and SNPhA members, we have a responsibility to ourselves, our communities, and our organization to maintain the excellence set forth by Dr. Chauncey I. Cooper. The purpose of the program is to promote excellence and continuity among SNPhA chapters, as well as enhance the communication network within the organization.

The Chauncey I. Cooper Excellence Award is given in recognition of SNPhA chapters' effort to promote the goals of SNPhA in the spirit of excellence. Chapters are recognized for the planning and implementation of various activities. In addition, they are rewarded for maintaining communication with the National Headquarters.

EXPLANATION OF ACTIVITIES AND POINT CATEGORIES

Chapters receive points based on completing the following activities by the indicated time. Proper documentation must be submitted to the National Headquarters before points will be rewarded. How to submit documentation will be described in the Chapter Reporting section of this manual.

A. Chapter Dues and Reporting

Monthly Report and Reflection	Monthly reports are built out of the documentation submitted throughout the month. At the end of each month, chapters submit a monthly reflection to the Region Facilitator. Reflections must be submitted no earlier than 3 days before the end of the month and no later than the second day of the next month, or as designated by the Region Facilitator.
Annual Report and Reflection	Like the monthly report, annual reports are built out of the documentation submitted throughout the year. At the end of each year, chapters submit an annual reflection to the Region Facilitator. Reflections should be submitted after the last activities of the year in May but no later than June 7, or as designated by the Region Facilitator.
Membership and Chapter Registration	Chapters must register their members with the National Office, which includes assessment of membership dues, payment of annual Chapter Fees, and submission of Chapter Registration or Renewal forms. Year-specific instructions will be issued as early as possible each academic year. The deadline for submission of each of these is October 31st of each respective academic year. Chapter fees and Registration or Renewal forms are required to maintain active chapter status. New chapters needing to establish charters or inactive chapters needing to renew their charters should request assistance from National Office to remediate through this process.

B. Meeting Participation

National Meeting	Chapters receive points for registered members in attendance at the SNPhA National Meeting. Additional points are awarded for members with more than 10 members in attendance or chapters whose advisors are present. National Office will provide a list of attendance to verify presence. National Meeting points will be applied to the following year's CIC point total.
Regional Meeting	Chapters receive points for registered members in attendance at the regional meeting. Additional points are awarded for chapters with more than 10 members in attendance or chapters whose advisors are present. The host school will provide a list of attendance to verify presence.
Delegate Credentialing	Points are awarded for submitting the Delegate Credential Form by the deadline designated by the National President-Elect and the Resolutions Committee.
Resolution Submission	Resolutions are to be submitted prior to the regional meeting at a date to be determined by the National President-Elect.

C. Professional Services

High School Outreach	Chapters earn points for encouraging high school students to pursue degrees in health sciences, specifically pharmacy. High school outreach events are designed for the development of high school students into future professionals and acquainting them with the pharmacy profession.
High School Membership	Chapters earn points for registering high school students as affiliate members. Member registration is ongoing, therefore points are awarded when high school members are registered, not at the October 31 deadline for general membership.
Pre-Pharmacy Membership	Chapters earn points for registering undergraduate or graduate pre-pharmacy members. Member registration is ongoing, therefore points are awarded when pre-pharmacy members are registered, not at the October 31 deadline for general membership.

Professional Development	Any activity with a direct impact on students' professional lives, such as CV review, professional workshops, professional or residency panel discussions, leadership training, or pharmacy practice training may be submitted as professional development.

D. Initiatives

SNPhA's six national initiatives are briefly described here. A more in-depth description of each initiative and the requirements for initiative activities can be found in the National Initiatives section of this manual or in each initiative's published manual on the SNPhA website.

Diabetes	SNPhA has accepted the challenge to educate patients on disease state management, lifestyle modifications, medication therapy, and monitoring related to Diabetes. Chapters will be awarded CIC points based on clinical programming targeting these diabetes-related educational topics and health screenings.
Chronic Kidney Disease (CKD)	This initiative's purpose is to increase awareness of the risk factors and disease states that can lead to CKD. Chapters are awarded points based on patient screenings, distribution of health information, and awareness during National Kidney Disease Awareness Month.
Remember the Ribbon (RTR)	Remember the Ribbon is a nationwide project to improve the health and social environment of minority communities with respect to HIV/AIDS awareness, education, and prevention.
Operation Immunization	This initiative is intended to increase the public's knowledge about immunization issues both domestically and globally, while increasing the number of children and adults who receive immunizations through education, awareness, and administration of vaccines led by student pharmacists.
Power to End Stroke (PTES)	SNPhA has founded the PTES initiative with the mission to drive the message that stroke is largely preventable and to help increase awareness of stroke signs, symptoms, and prevention. Chapters will be awarded points for screening and outreach events promoting awareness.

Legislative	This initiative is dedicated to enforcing and advocating for legislation that positively impacts the profession of pharmacy and issues related to healthcare for all patients.

E. Community Involvement

Health Service Projects	Health service projects are health-related education, outreach, and screening events which do not already qualify for initiative points. Examples include sickle cell anemia, birth control seminars, drug abuse workshops, blood drives, and walks and awareness events to promote various health causes, among other things.

F. Chapter Projects

Black History & Cultural Diversity	These are projects related to minorities in science, health care, or public service or which promote diversity and cultural awareness.
Bulletin Board or Showcase	These activities include setting up a display (showcase) for a certain time in the pharmacy building or on campus to promote professionalism or updating a permanent bulletin board within the pharmacy building. The display may be focused on SNPhA or other pharmacy- or professionalism-related topics.
Chapter Newsletter	Chapters receive credit for submitting copies of all chapter newsletters distributed to the general membership for each month.
Signatura	*Signatura* is SNPhA's online newsletter. Chapters are invited to submit articles on chapter activities, current events, new drugs, or other SNPhA- or pharmacy-related topics. Guidelines for *Signatura* submissions are published by the SNPhA National Public Relations Liaison.
Social Media & Website	Chapters are recognized for maintaining an online presence and regularly updating Twitter, Facebook, Instagram, and other social media platforms as well as their Chapter websites or blogs. Regular updates are indicated by sharing links to or screenshots of three posts or updates from each platform each month.

Chapter Achievement Partners (CAPS) Participation	Chapters are encouraged to collaborate with any recognized SNPhA chapter to allow for the exchange of ideas, activities, and information in fulfilling SNPhA's mission. This collaboration may be in the form of physical cooperative activities, conference calls, or collaborative longitudinal projects. Chapters also receive bonus points if NPhA members are involved in the event or if a *Signatura* article is written featuring the event.
Scrapbook	SNPhA holds a scrapbook competition each year at the National Meeting. Chapter scrapbooks document chapters' activities for the year in a creative way.

POINT DISTRIBUTION TABLE

A. Dues and Report Category	
Monthly Reports (10) By 2nd of each month	150 (12.5 each, 37.5 Summer/August)
Annual Report Submission by June **7th**	100
Membership Application/Dues Submission by **Oct. 31St**	300
Chapter Fee and Registration Form Submission by **Oct. 31st**	200
B. Meeting Participation Category	
Regional Meeting	100
• Additional points for >10 members attending	50
• Additional points for Advisor in attendance	25
National Convention	200
• Additional points for >10 members attending	75
• Additional points for Advisor in attendance	75
Delegate Credential Form submitted by **deadline**	50
Resolution Submission (maximum 2)	up to 75 (per submission)
C. Professional Services	
High School Recruitment	200
High School Affiliate Members (first 3 members)	150
• Each additional 5 members	50
Pre-Pharmacy Affiliate Members ($\geq$ 10)	150
Professional Development	150
D. Initiatives	
Diabetes Initiative	300*
Chronic Kidney Disease Initiative	300*
"Remember the Ribbon" – HIV/AIDS Initiative	300*
Operation Immunization Initiative	300*
Power to End Stroke (PTES) Initiative	300*
Legislative Initiative	300*
*Chapters earn 300 points for the first 10 activities for each initiative (total 3,000 points). Subsequent activities for each initiative earn 150 points.	
E. Community Outreach	
Health Service	150 (per event)
F. Chapter Projects	
Black History Project (each project)	150
Bulletin Board Showcase	150
Chapter Newsletter	100
Signatura Submission	50 (per submission)
Chapter Social Media Pages/Website	200 (per month)
• Facebook page	50
• Twitter account	50
• Instagram Account	50
• Chapter Website	50
Minimum 3 posts or updates monthly on each platform	

CAPs Participation	200 (per event)
• Collaborative Signatura submission	10
• NPhA Member attendance	5 (25 points max)
• More than 2 chapters collaborating	50 each (150 points max)
Scrapbook Submission	150
• Chapter Scrapbook Winner	250

DUE DATES AND ANNUAL TERM

All activity reporting is due 14 days after the activity date, beginning the day after the activity date, as described in the Chapter Reporting section of this manual (See 14+1 rule). Due dates are 11:59pm local time for each chapter, except when another time is specified by a Region Facilitator, Initiative Chair, or Executive Board member. The last activity date for each academic year is May 31st. Therefore, all reporting for the academic year is due no later than June 15th (not counting annual report material due on June 7th).

Activities held beginning June 1st of each academic year, including National Meeting attendance and the Scrapbook Competition, will be applied to the next academic year's report and CIC point total.

MEDIA REQUIREMENTS FOR CIC POINT SUBMISSION

All activities earning CIC points are **required** to have no fewer than three pictures, videos, or a combination of the two attached to receive CIC credit. Pictures of materials distributed as part of an activity do not count toward the 3 picture requirement. Exceptions to the 3 picture requirement are chapter newsletters, social media/website uploads, where links to files or posts may be substituted for pictures, and bulletin board updates. Failure to upload and attach the required media for any activity will result in no CIC points being awarded for that activity.

Media uploads and requirements are described in more detail in the National Initiatives and Chapter Reporting sections of this manual.

ACTIVITY REPORTING INTEGRITY

Documentation of activities is the key to collecting Chauncey I. Cooper Points. Chapters can only receive recognition by communication with National Headquarters through the Chapter Reporting/CIC web app. Points are awarded based on events as verified by Region Facilitators and Initiative Chairs. All events must be submitted no more than 14 days after the event as described above and in the Chapter Reporting section of this manual. These forms are used to award chapters the appropriate points for activities completed.   Be sure to list and describe activities completely. Remember to download and keep a copy of the completed monthly and annual reports for your chapter records.

Chapters must adhere to the honor code in their reporting. Any time spent earning co-curricular credit or as an employee or volunteer of a non-SNPhA entity cannot be counted as volunteer time for SNPhA activities. Chapters found reporting false or improper events will be subject to strict penalties. Any violation will result in removal of all CIC points previously accrued. Multiple violations will result in (1) notification to the chapter advisor, (2) disqualification from the CIC Excellence Program for the calendar school year, and (3) chapter probation for the current and following school year.

LONGITUDINAL OR SERIAL ACTIVITIES

Some activities may span multiple days, but an honest reflection on the nature of the event requires that the multi-day project be submitted as a single activity. An example would be a continuous CV review which meets to provide feedback multiple days in a month or week; this should be submitted once monthly for Professional Development points. Patient care activities with different patients and student volunteers should count as separate activities; educational or other activities with similar materials and the same target population within a single month should be combined into one activity. Specific questions should be addressed through the chapter's Region Facilitator or the appropriate Initiative Chair.

CASE DECISIONS AND APPEALS

Some activities may not clearly fit the definitions outlined in this manual. In this case, case-by-case decisions will be made from the consensus of the National Vice President, Recording Secretary, and the appropriate Region Facilitator or Initiative Chair. A chapter may request a decision on its activity through the chapter's Region Facilitator or the appropriate Initiative Chair. Chapters may also appeal points awarded by Region Facilitators or Initiative Chairs this way.

SNPHA NATIONAL INITIATIVES

National Initiative Reports submitted through the Chapter Reporting web app are submitted to the appropriate National Initiative Chair or Executive Board mentor. Initiative chairs will then evaluate their respective reports to ensure that the chapter has conducted an event that is acceptable for awarding CIC points based on these protocols. For a single event to receive credit for multiple initiatives, it must independently meet all criteria related to each initiative counted, and separate reports must be submitted for each initiative counted. All mentions of officers or mentors in this section refer to the National Executive Board.

GENERAL REQUIREMENTS

- Reports must be submitted through the Chapter Reporting web app within 14 days of the activity date beginning on the day after the activity date (see the 14+1 rule).
- Reports must include three pictures, videos, or a combination of the two.
  ◦ Pictures should be of the activity itself; pictures of materials used or distributed will not count toward the picture requirement. Some initiatives require pictures of the materials used; those must still be submitted in addition to the 3 required pictures or videos.
  ◦ If an activity is submitted for multiple initiatives, separate reports must be submitted for each initiative counted, and different pictures must be used for each report.
- A minimum of two SNPhA members must be present for the event to count as a SNPhA event.
- Initiative Chairs and Executive Board mentors may request additional details, clarifications, or re-writes of submitted reports. Chapters must respond to these requests within five business days of this communication.
  ◦ After five business days, if chapters are still within the 14+1 day time frame, clarification is still permissible.
  ◦ After five business days, if chapters are outside the 14+1 day time frame, activities are automatically denied.
  ◦ The five business day window is counted on the 5+1 principle, meaning that it begins on the next business day after the clarification request is made.
  ◦ All National Initiative Chairs and Executive Board members have the right to ask for more information or deny any chapter's event in the interest of fairness across the organization.
- When reporting the number of patients affected, include the number of patients <u>directly</u> impacted by the chapter's activity, not the number of people in attendance at an event as a whole; these numbers will not be the same in many circumstances.
- If you have questions about these requirements or find that these descriptions need updating, please contact the respective Initiative Chair or the Recording Secretary through your Region Facilitator.

CAPS PARTNER EVENTS

Chapter Achievement Partners (CAPS) is a collaboration between SNPhA chapters. The Executive Board mentor for the CAPS program is the National Vice President.

- Must involve at least 2 members from each chapter, and at least two chapters.
- Must consist of a detailed agenda of activities that will be performed.
- The event must be directed towards chapter development, membership education, or disease state focus.
  ◦ This includes joint events.
- Must include *one* of the following to qualify as a CAPS event:
  ◦ Provide coordinated direct patient outreach.
  ◦ Meeting discussing how to further the mission of SNPhA or Chapter Development. This may be a virtual or physical meeting. Chapters must submit their meeting agenda and a detailed minutes to the National Vice President as an attachment to the fragment.

CHRONIC KIDNEY DISEASE

- Must provide direct outreach to patients and/or healthcare providers or students.
- Must include *two* of the following to qualify as a CKD event:
  ◦ Distribution of patient information related to CKD (*i.e.* CKD pamphlets, brochures, printouts). Must include a picture of the materials distributed in addition to the three pictures or videos required.
  ◦ Questionnaire screening (screening for history, risk factors, past medical history) plus blood pressure screening.
  ◦ Medication review.
  ◦ Seminar/lecture to membership or patients directly related to CKD.

DIABETES

- Must provide direct outreach to patients and/or healthcare providers or students.
- Must provide a detailed description of the event and level of patient outreach.
- Must include *two* of the following to qualify as a Diabetes event:
  ◦ Distribution of patient information related to diabetes (*i.e.* pamphlets, brochures, printouts). Must include a picture of the materials distributed in addition to the three pictures or videos required.
  ◦ Diabetes-related screenings (blood glucose, A1c, diabetic foot screenings).
  ◦ Medication review or insulin technique education.
  ◦ Seminar/lecture to membership or patients directly related to diabetes.

POWER TO END STROKE

- Must provide direct outreach to patients, preferably in targeted areas such as minority and multicultural communities, college campuses, or high schools, and/or education of stroke-related topics to healthcare providers or students.
- Must include *two* of the following to qualify as a PTES event:
  - Distribution of patient information related to stroke or cardiovascular health (*i.e.* pamphlets, brochures, printouts). Must include a picture of the materials distributed in addition to the three pictures or videos required.
  - Questionnaire screening (screening for history, risk factors, past medical history) plus blood pressure screening.
  - Medication review.
  - Seminar/lecture to membership or patients directly related to stroke prevention
    - This could be videos or posters – get creative!
- **Smoking Cessation Requirements**
  - Must provide direct patient outreach.
  - Must include the 5 As or 5 Rs of smoking cessation counseling as described in the PTES manual.

OPERATION IMMUNIZATION

- Must provide direct outreach to patients and/or healthcare providers or students.
- Must include *one* of the following to qualify as an Operation Immunization event:
  - Distribution of patient information related to immunization (*i.e.* pamphlets, brochures, printouts).
  - Providing immunizations to patients.
  - Seminar/lecture to membership or patients directly related to immunization.
  - Letter writing campaign, calls, or advocacy for immunizations with state or national legislatures. *(All legislative advocacy events that* only *incorporate the topic of immunizations should be submitted for Operation Immunization; if other legislative issues are addressed as well, then these events may be submitted for both the Legislative and Operation Immunization initiatives.)*

LEGISLATIVE

- Must serve to educate patients, legislators, or members of the pharmacy and/or healthcare profession about legal or legislative issues affecting healthcare.
- Must include *one* of the following to qualify as a Legislative event:
  - A letter writing campaign to educate legislators, address concerns, and offer potential solutions for topics pertaining to healthcare reform and the profession of pharmacy.
  - A voter registration drive with additional information on how citizens can become more involved with the local or national legislative system.

REMEMBER THE RIBBON (HIV/AIDS)

- Must provide direct outreach to patients, preferably in targeted areas such as minority communities, college or high school campuses, and/or education of healthcare providers or students about HIV/AIDS-related topics.
  - For events that don't involve direct patient outreach, pictures of educational materials must be submitted.
  - Student education events may not occur concomitantly with SNPhA chapter meetings or other non-RTR SNPhA chapter functions.
  - Public education events which consist solely of social media and posters for outreach (*id est,* they are not direct outreach to patients) may not be counted and should be submitted as a Social Media event.
- Must include *two* of the following to qualify as an RTR event:
  - Distribution of patient information related to HIV/AIDS (*i.e.* pamphlets, brochures, printouts). Must include a picture of the materials distributed in addition to the three pictures or videos required.
  - Provide a list of local HIV/AIDS testing locations
  - Medication review/patient counseling on HIV, STI, or Hepatitis C treatments
  - Seminar/lecture to membership or patients directly related to HIV/AIDS /STIs
  - Conduct or help other healthcare providers with HIV, STI, or Hepatitis C testing

SIGNATURA

The *Signatura* is SNPhA's newsletter and is published online. The Executive Board mentor for *Signatura* is the National Public Relations Liaison, who will post deadlines and requirements each year. These requirements may be unique from year to year and will not be outlined in this manual. *Signatura* submissions require the minimum 3 pictures, but should include as many pictures as are necessary to support the article, and the Public Relations Liaison may ask for additional pictures to fit her or his edition of *Signatura*.

"SURGE" ACTIVITIES

Some initiatives may announce extra events or activities for extra CIC points. These surge events may not fit exactly into the usual requirements for initiative activities, or may have additional requirements. Instructions for reporting surge events and the number of points earned will be included with the announcement, if applicable.

CHAPTER REPORTING

Chapters submit regular reports to SNPhA National Office through a Chapter Reporting web application. Chapters may generate or assign documentation and reporting responsibilities however they see fit, but all reports must be submitted through the Chapter Reporting app.

DEFINITIONS

activity	Any activity in which a chapter engages and which merits reporting to the Executive Board. May be synonymous with *event* (*i.e.* a Diabetes *activity* vs. a Diabetes *event*). This manual prefers the use of the term activity, as it is more broadly applicable than event. May also be used in place of *fragment* (*i.e.* submitting a Diabetes *activity* vs. submitting a Diabetes *fragment*).
CIC	Chauncey Ira Cooper, the founder of NPhA. This may also be used as an alias for *CIC points*.
CIC points	Points awarded to chapters from the Executive Board for accomplishing SNPhA goals and the basis for the CIC Chapter Excellence Award. CIC points are closely linked to chapter reporting and require proper documentation before they are awarded.
CR2.0	Chapter Reporting 2.0, the name of the web application through which chapter reports are submitted. Also known as *CIC2.0*.
event	Any meeting of two or more SNPhA members to accomplish SNPhA goals. This includes serving SNPhA's mission by having a recordable impact on pharmacy students, pharmacists, or patients.
fragment	A complete monthly or annual report is built out of pieces called *fragments*, where each fragment is a report on a single activity. The Chapter Reporting web app refers to the report made on each activity as a fragment to show that it is only a small piece of the whole, larger report.
mentor	The Executive Board Mentor is the Executive Board member responsible for approving a report fragment or activity. In most cases, this is the Region Facilitator or Initiative Chair.

STEPS TO CHAPTER REPORTING

Before learning about the specifics of Chapter Reporting, it may be useful to become familiar with the steps each report fragment takes within the CR2.0 system. Approval of fragments in Chapter Reporting is a two-step process wherein fragments are first approved by the respective Executive Board Mentor for the activity type and then acknowledged by the Recording Secretary. CIC points are added at the end of the process after fragments are acknowledged by the Recording Secretary.

1. An activity takes place at the chapter level. Pictures or videos are taken of the activity (at least 3) and the number and characteristics of patients are recorded.
2. A representative from the chapter enters a report fragment for the activity into CR2.0 and attaches any necessary pictures or materials.
3. The appropriate National Executive Board Mentor is selected to review the fragment based on the fragment category chosen during submission.
4. The Executive Board mentor may approve the fragment, return it to the chapter for clarification or revision (this will allow the chapter to return to step 2 and re-submit), or deny the fragment permanently.
5. Approved fragments will show the chapter a gold star to show they have been approved by the Executive Board Mentor.
6. The approved fragment is forwarded to the Recording Secretary.
7. The Recording Secretary may acknowledge the fragment, return it to the chapter for clarification or revision (this will allow the chapter to return to step 2 and re-submit), or deny the fragment permanently.
8. Acknowledged fragments will show the chapter a bronze star to show they have been acknowledged by the Recording Secretary. Any applicable CIC points are added to the chapter's CIC point total.
9. The fragment is automatically added to the chapter's monthly and annual reports. At the end of each month and at the end of the academic year, the chapter will submit a monthly (annual) reflection.
10. Region Facilitators read the monthly (annual) reflection and approve the monthly or annual report as an entire unit.

All of the forwarding within the system is handled automatically. Chapters are responsible for steps 1, 2, and 9, and CR2.0 is designed to show feedback so that chapters can identify where in the process any fragment is at any time, and can make sure their reports are being faithfully built.

REPORT CATEGORIES

Selecting the appropriate report category when submitting a report fragment is critical to that fragment's timely review and approval. Selecting the wrong report category will result in delays. Most report categories correspond directly to the terms in the above Explanation of Activities and Point Categories. Those categories which do not should be easily discernible, such as Chapter Meeting and Fundraising activities. If you are unsure to what category your activity belongs, reach out to your Region Facilitator to save your chapter later trouble.

DUE DATES AND THE 14+1 RULE

Unless stated otherwise, due dates are at 11:59p.m. local time. CR2.0 automatically records local time, but chapters are responsible for making sure their local times are up-to-date in their profiles. Also, any fragment is due within 14 days of an activity, beginning on the day *after* the activity date, hence 14+1 days. For example, an activity dated on the 1st of the month is due on the 15th of that month; the 14 days to submit the fragment begins on the 2nd, and the +1 is the day of the activity itself. Exceptions to this rule include activities with a predefined due date, such as *Signatura*, and the monthly and annual report materials, which have a specific window in which they may be completed (Monthly and Annual Report materials include: Monthly or Annual Reflection, Bulletin Board Showcases, Social Media and Website, or other fragments as requested by the Region Facilitator). Other activities, such as surge activities, may be announced with a specific due date.

CR2.0 USER ACCOUNTS

Chapters have no limit to the number of users they can register for CR2.0 access, however, each chapter is encouraged to consider its anticipated use and actual needs to come up with its own decision of how many users to register. Some chapters will choose to delegate only one or a few members to write reports, and will need only as many users. Other chapters may ask each initiative chair to submit her or his own reports, and will register more users. Each chapter must have, at minimum, the President as a user. Chapters are discouraged from sharing a single sign-on between multiple persons. The reason for this is two-fold: Executive Board members should know to whom they are providing feedback, and accidentally signing into the same account at the same time from multiple locations will cause unpredictable results (this has been tested).

Users may register by invite only. At the beginning of the academic year, Chapter Presidents will receive such an invitation, and will be responsible for adding additional users to their chapters. Chapter users are grouped into three user groups: Chapter Admins or "super-users," Chapter Users, and Chapter Advisors. Chapter Admins have permission to add users, edit user accounts, and see all submitted fragments. Chapter Advisors will have similar permissions to Chapter Admins, but are distinguished for their different role in the reporting process. Chapter Users may submit fragments, but will only

be able to see fragments they have authored. Chapters should carefully consider not only how many users to register, but what roles to assign each user. All users will be deleted each year following the SNPhA Annual Meeting in July and Chapter Presidents will be invited to begin their chapters' participation again in August.

Chapters may also assign chapter officer roles to users. This is not necessary for reporting, but may be useful to Executive Board members and Chapter Advisors viewing reports.

SUBMITTING REPORTS: FRAGMENT TEXT

To submit a new report fragment, go to my Work and click the link to submit a new report fragment. Initially, only the text portion of the fragment is available.

The text form information changes based on the report category. To ensure a complete report, select the appropriate report category and fill out the form completely. After completely filling out the text form, click submit to send the report fragment to the Executive Board mentor or save to continue editing or add pictures (see below). *Caution: refreshing the page or uploading pictures without first saving the text form will undo any changes to the text form. If no changes have been made since the last save, do not worry about this.* Fragments which are created but not submitted may be deleted after 30 days to keep the system clean.

SUBMITTING REPORTS: PICTURES

After fragment text is saved for the first time, a picture upload dialog appears. Click choose file, navigate to your picture, and select it. You may then type in a description of the picture. Please take advantage of the picture description; it will help your records more than you might anticipate. CR2.0 will rename your pictures, so do not spend time organizing picture files by name. Click upload picture to complete the upload process. For security reasons, only png, jpg/jpeg, and gif files may be uploaded this way. *Caution: do not paste or insert pictures into the text portion of the fragment.*

SUBMITTING REPORTS: OTHER MEDIA

Any media other than the 3 allowed picture formats cannot be uploaded through the picture upload dialog. Other media items such as pdfs or videos may be uploaded to a chapter website or a Google Drive® and a link to the uploaded file pasted into the fragment description text. Videos may also be uploaded to YouTube® and a link pasted into the fragment text. Links must be to public files or videos which are visible when the link is clicked.

CIC POINT RANKINGS

Chapters have access to a list of chapters ranked by CIC points by National Organization, Region, and Size Division. National and Regional rankings are available throughout the entire academic year. Divisional rankings will be made available as soon as possible after SNPhA's primary membership drive concludes on October 31st and chapters are sorted into divisions based on chapter size (small, medium, and large).

While the number of points accumulated is far from the sole determinant in selecting the winners of the Chauncey I. Cooper Chapter Excellence Awards, chapter candidacy for this award is based on Divisional point rankings. Chapters can use these point rankings to compare their activity and standing to other chapters, and can use past CIC point records to compare their activity to their own chapter from previous years. Of course, CIC points are only a surrogate marker and do not necessarily reflect a chapter's impact on its community and on SNPhA. True winners of the CIC Excellence Award will have an impact on their patients' lives, their members' lives, SNPhA, and the world of pharmacy, and will earn points as a consequence of these outcomes.

CIC AND CHAPTER REPORTING TRAINING

Each year, the Executive Board strives to present a comprehensive webinar describing the CIC Chapter Excellence Program and the requirements for Chapter Reporting. It is also standard for many chapters to have officers train their successors, handing down SNPhA expectations and traditions as well as their own chapter's expectations and traditions. However, sometimes chapters may feel that they would benefit from further explanation or demonstration of CIC and Chapter Reporting. Any chapter or group of chapters may request an additional meeting by emailing the Recording Secretary. This meeting will most likely be held in webinar format and based on the availability of Executive Board members who may host the meeting and the availability of the chapter or chapters who requested the meeting, and extend invitations to other chapters. Every effort will be made to meet each chapter's needs and keep specially requested meetings small enough that all questions may be answered.

DRAFTING QUALITY REPORTS

On a final note:

Some of the goals of and reasons for chapter reporting are to generate a historical narrative, to serve as a basis for teaching future generations of SNPhA and learning from our own past, and to train ourselves in the culture of documentation which exists in healthcare and pharmacy. It is essential, therefore, that we practice drafting quality reports, and that we know what a quality report looks like.

Quality reports preserve the original activities in their fullness. For patient care, these might look like SOAP notes, and consist mostly of clinical information; the focus of these reports is the patient. For SNPhA events, where students are involved in the planning and execution of service events, the focus is both the community or patient and the student. These reports will include not only what actions are performed or an assessment of the patients, but also a reflection from the student's perspective of what went well, what could be improved, and how the student felt or what she or he learned from the activity. Some activities will not lend themselves to these types of reports, such as simple newsletter submissions or social media updates, but where there is room to show student growth, our documentation should reflect this growth.

Region Facilitators and Initiative Chairs may return a fragment to a chapter for revisions and improved quality of the report even if the activity meets the minimum requirements outlined in this manual. This is for SNPhA, so we may improve our historical narrative, for future students, so they may learn from your hard work and efforts, and for you, so you may grow as student pharmacists. Sometimes a report which would have been accepted in August will be returned in November. This is because we are always growing and seeking to improve. We hope that you choose to accept the challenge to always write quality reports and to always improve the quality of your reports.