



*Health for Life*

# PGY-2 Ambulatory Care Pharmacy Residency Manual

## **WELCOME!**

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Welcome to Kern Medical's PGY-2 Ambulatory Care Pharmacy Residency. We are excited that you have chosen to participate in our residency program.

We pride ourselves in providing a unique and innovative pharmaceutical care program in which all our pharmacists participate. Patients are our primary focus, and we strive to establish an excellent pharmacist-patient relationship with them. You will find all our pharmacists are committed to providing exceptional patient care and driven to improve patient outcomes.

For the resident, we offer an opportunity to participate in an active pharmacy practice where our pharmacists practice at the top of their licenses in several of our expansive ambulatory care clinics. Our medical teaching environment allows residents to develop strong teaching skills. Our capable staff is an excellent resource for assisting the resident in developing a solid foundation in research design and analysis.

Most of all, members of our staff are committed to supporting the residency program and assisting residents throughout the residency year. It is a year for tremendous learning! Please do not hesitate to ask them for any assistance.

We hope you will enjoy your residency year at Kern Medical. We look forward to participating in your development as a clinician and to your many contributions to our program, our institution, and our profession.

Jeff Jolliff, PharmD  
*Residency Program Director  
Director of Pharmacy Programs & Education*

Alan Duvall, PharmD  
*Associate Residency Program Director*

David Lash, PharmD  
*Senior Clinical Pharmacist*

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## **Kern Medical PGY-2 Pharmacy Residency Program**

**ASHP Accredited: Program Number 92984**

**National Match Program Code: 675165**

### **Overview of Kern Medical PGY-2 Pharmacy Residency Program**

#### **Kern Medical Healthcare System**

Welcome to Kern Medical Healthcare System, a 222-bed level-2 trauma center providing comprehensive healthcare. Along with the Columbus, Truxtun Ave, Stockdale Hwy, 34<sup>th</sup> Street, Q Street, and Eye Street outpatient clinics, we deliver healthcare to the citizens of Kern County.

Kern Medical has established primary care clinics based on managed care principles of health promotion and disease prevention. Through these new programs, we are moving from the traditional inpatient setting to an emphasis on outpatient care delivery thus increasing staff efficiency and patient satisfaction.

#### **Scope of Services**

Kern Medical is a level-2 trauma center that performs over 5,500 surgeries, delivers over 5,600 babies, and dispenses approximately 750,000 prescriptions in a typical year. We provide comprehensive services including Geriatrics, Pediatrics, Neonatal ICU, Oncology, Infectious Diseases, OB/GYN, Physical Therapy, Surgical Specialties, among many more.

On a typical day at Kern Medical:

- 12 babies will be born
- 40 patients admitted
- 525 patients will be seen in the outpatient clinics
- 50 patients will be seen by our Clinical Pharmacists for chronic disease state management
- 150 patients will be seen in the Emergency Room
- 65 hours of volunteer time will be served
- 420 patient meals will be served
- 1500 laboratory tests will be completed
- 180 x-rays, CT scans, and MRI's will be performed

The focus of the organization is on the provision of a comprehensive patient care program. The Healthcare System provides clinical and administrative support to inpatient, ambulatory, and continuing care programs.

#### **Clinical Services**

Kern Medical delivers quality healthcare to patients in such areas as ambulatory care and urgent care centers; medical services in cardiology, endocrinology, gastroenterology, hematology/oncology, hypertension, infectious disease, nephrology, pulmonary and rheumatology; psychology services in behavioral medicine and alcohol dependence and treatment, and mental health; surgical services in cardiothoracic, head and neck, oncologic, urologic, and vascular surgeries, neurosurgery, and plastic and reconstructive surgery. Advanced diagnostics such as magnetic resonance imaging (MRI), computerized tomography (CAT), angiography, and mammography are also available.

**Academic Affiliations**

Kern Medical is affiliated with academic institutions, including the schools of pharmacy from University of Pacific, University of Southern California, Touro University, Western University of Health Sciences, and Midwestern Chicago; the schools of medicine from University of California Los Angeles, University of California San Diego and University of California Irvine; California State University of Bakersfield and Bakersfield College Schools of Nursing

**Accreditation**

Kern Medical is accredited by The Joint Commission (TJC). Kern Medical's PGY-1 Pharmacy Residency is accredited by the American Society of Health-System Pharmacists (ASHP). Our PGY-2 Ambulatory Care Pharmacy Residency is in accreditation candidate status with ASHP, with accreditation site survey scheduled for March 2024 and determination of accreditation to be voted on by ASHP Council on Credentialing (COC) in August 2024.

## Staff Roster

### Pharmacy Services

Director of Pharmacy Programs	Jeff Jolliff, PharmD, MBA, APh, BCPS, BCACP, AAHIVP
Pharmacy Residency Director	Jeff Jolliff, PharmD, MBA, APh, BCPS, BCACP, AAHIVP
Senior Clinical Pharmacist	David Lash, PharmD, APh, MPH, CDCES
Associate PGY-1 Residency Director	David Lash, PharmD, APh, MPH, CDCES
Associate PGY-2 Residency Director	Alan Duvall, PharmD, BCACP
Senior Inpatient Pharmacist	Heba Taha, PharmD, MBA

### Clinical Pharmacy Specialists

Ali Bazmi, PharmD, BCOP - *Oncology*  
Jeff Jolliff, PharmD, MBA, APh, BCPS, BCACP, AAHIVP - *Amcare/ Infectious Disease*  
Raquel Aguirre, PharmD, BCPS, BCGP, CDCES - *Amcare*  
David Lash, PharmD, APh, MPH, CDCES - *Amcare*  
Shereen Ward, PharmD, APh, BCPS, BCGP, CDCES – *Amcare*  
Alan Duvall, PharmD, BCACP - *Amcare*  
Everett Yano, PharmD, CDCES - *Amcare, Internal Medicine*  
Lisa Bickford, PharmD, BCPPS - *Pediatrics*  
Michelle Fang, PharmD, BCPS, BCIDP - *Infectious Disease*  
Jagdeep Bhullar, PharmD, BCPS- *Internal Medicine, Amcare*  
Tinh Duong, PharmD - *Internal Medicine, Amcare*  
Sehjan Bhura, PharmD, BCPS - *Internal Medicine*

### Inpatient Staff Pharmacists

Quynh Nhu Tran, PharmD	Yen Nguyen, PharmD
Thary Liev, PharmD	Navjot Singh, PharmD, BCPS
Ida Lam, PharmD	Katayoun Barghi, PharmD, BCPS
Roger Liu, PharmD	Taron Ayrapetyan, PharmD
Taryn Jolliff, PharmD	Emad Gad, PharmD
Jenny Vu, PharmD	David Nguyen, PharmD
Nicholas Vu, PharmD	Minh Nguyen, PharmD, BCPS
Willis Dang, PharmD	Angela Torres, PharmD

## **CLINICAL PHARMACY SERVICES PROVIDED**

### **Ambulatory Care Services**

Pharmacists have full prescriptive authority to initiate, titrate, or discontinue medications in the management of a wide variety of chronic disease states. Pharmacists also have authority to order any lab work or other diagnostics necessary to ensure safe and effective medication management in the monitoring of medications or chronic disease(s) they are managing. Pharmacists provide care in the following areas and clinics:

- Anticoagulation
- Cardiology
- Oncology
- Pharmacotherapy Clinic
- Diabetes
- HIV and Immunology Clinic
- Outpatient Parenteral Antimicrobial Therapy (OPAT) Clinic
- Medication Assisted Recovery Clinic (MARC)
- Patient-Centered Medical Homes

### **Acute Care Services**

Inpatient Pharmacy Services include traditional medication management and dispensing via physician order entry, profile/medication pharmacist review, and Pyxis automated dispensing cabinets, as well as many clinical services such as

### **Clinical Pharmacy Consult Services**

- Insulin Dosing
- Iron Replacement Therapy
- Pain Management
- Epoetin Alpha Dosing
- Antimicrobial Stewardship
- Oncology
- Maternal/Child (NICU, Pediatrics, L&D)

### **Services with Prescribing Privileges**

- Pharmacokinetic Dosing Service
- Anticoagulation
- Oncology
- Renal Dosing Service
- IV to PO Service

## **Resident Roster 2023 – 2024**

### **PGY-2 Ambulatory Care Pharmacy Residents**

- Calynn Diones, PharmD
  - University of Florida PGY-1 Community-Based Pharmacy Residency
  - Medical University of South Carolina College of Pharmacy

## **RESIDENCY APPLICANTS**

### **Recruitment of Residency Applicants**

Kern Medical is dedicated to serving a diverse patient population and places a high regard on diversity among its pharmacy residents and throughout our pharmacy staff. In an effort to foster inclusivity within its residency programs, Kern Medical actively engages in residency showcases at no expense to participants, and we offer several virtual Open House programs. Virtual interviews are made available to accommodate applicants who may face constraints in participating in on-site interviews. The format of the interview, whether on-site or virtual, will not influence the application evaluation process. Furthermore, Kern Medical is proud to be an equal opportunity employer. All qualified residency applicants will receive consideration without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, age, or disability.

### **Applicant Requirements**

Applicants to Kern Medical's PGY-2 Ambulatory Care Residency program must be graduates of an Accreditation Council for Pharmacy Education (ACPE) accredited Doctor of Pharmacy (PharmD) degree program (or one in the process of pursuing accreditation). Applicants must also be actively completing, or have completed, a PGY-1 Pharmacy Residency, Community-Based Pharmacy Residency, or Managed Care Pharmacy Residency program accredited by ASHP or one in the ASHP accreditation process. Applicants must submit their complete application via Pharmacy Online Residency Centralized Application Service (PhORCAS) and include the following:

- An official transcript from their School of Pharmacy
- Current Curriculum Vitae
- Letters of Recommendation (3)
- Letter of Intent

### **Application Process**

The Residency Program Director (RPD), Associate Residency Director, and/or member(s) of the resident selection committee evaluates the qualifications of all applicants in the same manner through a documented, formal, and thorough procedure based on predetermined criteria. Applications are objectively scored and the top six applicants will be invited to interview. If an applicant declines an interview, an invitation will be sent to the next highest scoring applicant in order to fill all six interview spots. Additional interviews may be offered on a rolling basis to ensure an ample cohort of ranked applicants.

Highly qualified applicants are invited for an on-site interview. Interviews consists of the following:

- Meet and greet with Program Directors and pharmacy management (30 minutes)
- Meet and greet with preceptors (30-60 minutes)
- Traditional Interview (resident selection committee asks a variety of questions to get to know the applicant on a personal level while also allowing time for the applicant to ask any questions they have of the committee, typically 60 to 90 minutes)
- Brief PowerPoint presentation on a pharmacy-related topic of the applicant's choosing (15min presentation + 5min for questions and answers, typically 12-18 slides total)
- Clinical skills assessment with cases and/or questions (30 minutes)



- Facility Tour (on-site interviews)

### **Applicant Scoring**

Applicants are scored based on a combination of the following (with approximated weighted percentage next to each component in parenthesis)

- Phorcas application [CV, GPA, letter of intent, letters of recommendation, etc] (25%)
- Interview (40%)
- Presentation (15%)
- Multiple choice or case-based questions (20%)

Applicants who do not have a GPA will be assigned point total equivalent to GPA of 3.0 for purposes of the scoring rubric. Applicants who are unable to make it to on-site interview will be offered virtual interviews, which are assessed equally to on-site interviews. On-site interview is not a requirement. Note: the scoring rubric aforementioned serves to guide the resident selection committee and the RPD with objective data from which to assess and compare applicants. However, the residency selection committee, in conjunction with the RPD, retains final discretion when determining rank list of applicants.

### **Match Process**

Residency Applicants must participate in the National Residency Match administered by National Matching Services, Inc. (NMS) and agree to abide by rules for ASHP Pharmacy Residency Matching Program, available at: <https://natmatch.com/ashprmp/documents/ashpmatchrules.pdf> . Kern Medical Pharmacy Residency Program Director, Associate Program Director, Preceptors, and all staff members at Kern Medical also agree to adhere to these rules and ***agree that that no person at this site will solicit, accept, or use any ranking-related information from any residency applicant.***

### **Phase II Match Process**

In the event that Kern Medical does not match its available PGY-2 residency position, the non-matched position will be offered through the Phase II match process. Application requirements for Phase II are identical to Phase I applications as outlined above and will be scored and ranked in an identical manner as well. Due to the abbreviated timeline of the Phase II match process as compared to Phase I, interviews will be offered virtually and on a rolling-basis based on the strength of the application.

### **Match Results**

Successful applicants matched to Kern Medical will receive an acceptance letter within 30 days from the match results that is to be signed and returned acknowledging the Match. Additionally, they will receive the contract agreement with the general terms and conditions of the residency, including the list of criteria for successful completion of the PGY-2 residency at Kern Medical. Acknowledgement by the resident will constitute acceptance of the match and the agreement to fulfill the duties of the residency position for the upcoming year.

Additionally, successful applicants matched to Kern must be eligible for pharmacist licensure in California with the requirement for obtaining their California Registered Pharmacist license within 120 days from the start of their residency. Residents who fail to become licensed within 120 days of starting residency will be given the option to be dismissed from residency program at that time or to suspend the residency training for a period not to exceed 90 days. Residents can resume residency training once licensed as a pharmacist, which thereby extends residency and delays graduation by length of time equal to the suspension period not to exceed 90 days. If the resident

fails to obtain pharmacist licensure by January 1<sup>st</sup>, then the resident will be dismissed from the program. Because the PGY-2 resident start date can vary from one year to the next, the amount of allowable extension may also vary from year to year, but the length of extension can never exceed 90 days and the resident must be licensed by January 1<sup>st</sup> of their residency year without exception. Therefore, residents are strongly encouraged to apply for licensure early and take licensing exams (CPJE) if necessary as soon as possible.

### **Early Commitment Process**

Incoming PGY-1 residents will be informed of the Early Commitment process every year as part of the PGY-1 Orientation process and as part of the Residency Manual. Kern Medical PGY-1 residents interested in applying for the PGY-2 in Ambulatory Care Pharmacy Program at Kern Medical may do so through the early commitment process. The RPD of the PGY-2 Program may or may not offer early commitment position(s) annually depending on variables such as interest in the program, preceptor availability, or baseline qualifications of interested candidates. If a Kern Medical PGY-1 resident is interested in pursuing early commitment to a Kern Medical PGY-2 program, they should contact the RPD for the program as early as possible to discuss their interest and evaluate their candidacy. If the RPD agrees to accept early commitment candidates, application materials listed below must be submitted by November 1st. Application materials are submitted via email to the PGY-2 RPD with PGY-1 RPD cc'd:

- Letter of Intent (LOI)
- Curriculum Vitae (CV)
- Two letters of Recommendation (LOR) completed by health professionals in a letter format, preferably from Kern Medical preceptors or PGY-1 RPD or Associate RPD.

The interview process will occur in November prior to the ASHP Midyear and Clinical Meeting and will include interviewing with the PGY-2 RPD, PGY-2 Associate RPD, core preceptors, and current PGY-2 pharmacy resident. Early commitment interviews will include a presentation and patient case and will be evaluated in a similar manner to the traditional interview process outlined above.

If an offer is made, a letter confirming the offer will be provided and both the early commitment PGY-1 and PGY-2 RPDs will follow the steps outlined by the ASHP early commitment process available at: <https://natmatch.com/ashprmp/ecp.html>. If all PGY-2 positions are filled through the early commitment process, the PGY-2 RPD will immediately close program applications in PhORCAS. Decisions by RPDs and acceptance by PGY-1s who interviewed is due the Wednesday before Thanksgiving annually to allow for planning for potential Midyear/PPS participation for both RPDs and PGY-1s if needed.

## **RESIDENCY PURPOSE**

### **PGY-2 Program Purpose**

PGY-2 Ambulatory Care Pharmacy residency programs build upon Doctor of Pharmacy (PharmD) education and PGY-1 pharmacy residency training to develop pharmacist practitioners with knowledge, skills, and abilities as defined in the educational competency areas, goals, and objectives for advanced practice areas. Residents who successfully complete PGY-2 residency programs are prepared for advanced patient care or other specialized positions, and board certification in the advanced practice area, if available.

Furthermore, the PGY-2 Ambulatory Care Pharmacy Residency at Kern Medical exists to develop the professional pharmacist who can thrive in a variety of ambulatory care settings and excel in the management of a multitude of chronic disease states. The program is also committed to developing leaders in pharmacy who are able to create or expand pharmacist-led ambulatory service lines and advance our profession in areas of providing direct patient care.

## **RESIDENCY DESIGN**

### **Required and Elective Learning Experiences**

Structured learning experiences spread throughout a minimum of a 52-week period are utilized to facilitate the achievement of the program outcomes. Within each structured experience, learning activities have been developed which allow the resident to meet the program's goals and objectives. The program is flexible to meet the individual needs of residents. Residents are encouraged to develop areas of interest and explore elective opportunities in those interests.

Prior to each learning experience, the resident will discuss their goals with the preceptor so as to provide an opportunity for the preceptor to evaluate and, if possible, design specific activities to meet the resident's goals. Activities and expectations to achieve the goals and objectives identified for each learning experience have been developed by each preceptor and are shared with the resident at the beginning of each experience.

#### **Required learning experiences** (duration 52 weeks unless specified otherwise):

- Orientation (4 weeks)
- Pharmacotherapy Clinic
- Patient Centered Medical Home (PCMH)
- Infectious Disease
- Oncology/Infusion Clinic
- Administration
- Research

#### **Elective learning experiences**

There will be flexibility in the schedule in the second half of the program based on resident interests and needs of the program.

#### **Residency Customization and Resident Development Plans**

The residency year starts with a 4-week orientation learning experience which includes general orientation, BLS, and ACLS training with our physician residents, and a pharmacy specific orientation week to go over residency design, goals, objectives, learning experiences, etc. The resident also must fill out ASHP Entering Interests Form and the Entering Objective-Based Self-Evaluation Form in PharmAcademic. Based upon resident's responses, interests, career goals, and their personal goals, the academic training year is adjusted to facilitate the accomplishment

of these goals. The RPD will develop a customized development plan for the resident, which will be reviewed and adjusted quarterly with the resident to ensure achievement of these goals. During the 4-week orientation, the resident will also be oriented to each of the eight required longitudinal learning experiences and spend time in each of the six required longitudinal care clinics.

After orientation, the resident will continue to rotate through longitudinal clinics each day (see example resident schedule on page 35). A typical work week will include the resident having morning and afternoon clinics rotating between required longitudinal clinics, with protected times for research and administrative projects. Electives can begin as early as Q2 provided that the resident has grown in competency and independence in the core learning experiences. This a great opportunity to expand service lines for Ambulatory Care Pharmacy Clinics at Kern Medical, which could also serve as a longitudinal administrative project. The RPD works with each resident closely throughout the year and updates the individual resident's development plan quarterly to ensure that resident is growing clinically, accomplishing program goals and objectives, and that the resident is accomplishing their own desired outcome(s) of residency training and is on the path to accomplishing their career goals.

## Education Standards

The PGY-2 Ambulatory Care Pharmacy Residency Program at Kern Medical has been designed in accordance with the American Society of Health-System Pharmacists (ASHP) accreditation standards (currently the 2023 Harmonized Accreditation Standard).

### Educational Outcomes

Educational goals are broad statements of the residency graduates' abilities. The objectives required to achieve the goals that follow are listed in ASHP's 2015 document entitled: "Required Competency Areas, Goals, and Objectives for Postgraduate Year One (PGY-1) Pharmacy Residencies" that can be found on the ASHP website (<https://www.ashp.org/-/media/assets/professional-development/residencies/docs/required-competency-areas-goals-objectives>).

The objectives are observable, measurable statements describing what residents will be able to do as a result of participating in the residency program. Criteria are examples that are intended to help preceptors and residents identify specific areas of successful skill development or needed improvement in residents' work.

Upon successful completion of the program, the resident will at a minimum have achieved for the residency (ACHR) the following

### Required Competency Areas, Goals, and Objectives

#### Four competency areas (required)

##### Competency Area R1: Patient Care

- Goal R1.1 Provide comprehensive medication management to ambulatory care patients following a consistent patient care process.
- Goal R1.2 Design and/or deliver programs that contribute to public health efforts or population management.

##### Competency Area R2: Advancing Practice and Improving Patient Care

- Goal R2.1 Manage the development or revision, and implementation, of proposals related to the ambulatory care setting.
- Goal R2.2 Demonstrate ability to conduct a research project.

##### Competency Area R3: Leadership and Management

- Goal R3.1 Demonstrate leadership skills
- Goal R3.2 Demonstrate management skills in the provision of care for ambulatory care patients.
- Goal R3.3 Manage the operation of an ambulatory care pharmacy service.

##### Competency Area R4: Teaching, Education, and Dissemination of Knowledge

- Goal R4.1 Demonstrate excellence in providing effective medication and practice-related education.
- Goal R4.2 Effectively employ appropriate preceptor roles when engaged in teaching students, pharmacy technicians, or fellow health care professionals in ambulatory care.

Objectives have been selected to assure the above outcomes and goals are achieved through structured learning experiences. Flexibility has been designed into the program to permit individualization of the program to meet the personal interests and goals of the resident while directing attention to areas identified for improvement. Elective goals and objectives may be added based upon residents' interests as part of their customized development plan.

## How the Goals and Objectives will be assessed

Performance Indicator	Definition
Needs Improvement ( <i>NI</i> )	<ul style="list-style-type: none"> <li>▪ Deficient in knowledge/skills in this area</li> <li>▪ Requires assistance to complete the goal/objective in &gt;30% of instances</li> <li>▪ Unable to ask appropriate questions to supplement learning</li> </ul>
Satisfactory Progress ( <i>SP</i> )	<ul style="list-style-type: none"> <li>▪ Adequate knowledge/skills in this area</li> <li>▪ Requires assistance to complete the goal/objective in 10-30% of instances</li> <li>▪ Able to ask appropriate questions to supplement learning</li> <li>▪ Requires skill development over more than one learning experience</li> </ul>
Achieved ( <i>ACH</i> )	<ul style="list-style-type: none"> <li>▪ Fully accomplished the ability to perform the goal/objective</li> <li>▪ Requires assistance to complete the goal/objective in &lt;10% of instances; minimum supervision required</li> <li>▪ No further developmental work needed</li> </ul>
Achieved for Residency ( <i>ACHR</i> )	<ul style="list-style-type: none"> <li>▪ A <u>goal</u> may be achieved for the residency if all of its objectives are marked "Achieved (ACHR)"</li> <li>▪ An <u>objective</u> may be achieved for the residency (ACHR) if it has been marked as ACH at least twice during residency or marked as ACH once for objectives in competency areas R2 and R3 with agreement between preceptor and RPD that resident has fully accomplished that the ability to perform the objective and no further developmental work is necessary</li> </ul>

## Requirements for Completion of Residency

- Pharm.D. degree from an ACPE accredited, or pending accreditation, School of Pharmacy
- An official transcript from the School of Pharmacy
- A completed application to Kern Medical PGY-2 Ambulatory Care Residency to be submitted via Pharmacy Online Residency Centralized Application Service (PhORCAS)
- Current Curriculum Vitae
- Three letters of recommendation
- Letter of Intent
- Participation in the National Residency Match administered by National Matching Services, Inc. (NMS), as well as abiding by ASHP rules for Resident Matching Program
- Proof of completion of a PGY-1 Pharmacy Residency, Community-Based Pharmacy Residency, or Managed Care Pharmacy Residency program accredited by ASHP or one in the ASHP accreditation process (official copy of PGY-1 certificate of completion is preferred, but verification of graduation in pharmacademic.com is acceptable)
- Eligible for licensure in California with the requirement for obtaining their California Registered Pharmacist license within 120 days of starting PGY-2 residency training. Residents who fail to become licensed by 120<sup>th</sup> day of the calendar year of the start of residency will be dismissed from residency. Therefore, matched residents who do not already have an active California Pharmacist license are strongly encouraged to apply for licensure early and take licensing exams (CPJE and NAPLEX) as soon as possible after Match. Additionally, must complete at least 2/3 of residency training as a licensed pharmacist.
- Resident must spend 2/3 of residency year (35 week equivalent) in direct patient care activities. Furthermore, the maximum time away from the residency program, including all types of paid or unpaid leave as per ASHP Accreditation Standard 2.2, shall not exceed 37 days without requiring an extension to residency training.
- Must abide by the ASHP duty hour requirements (Addendum B of Residency Policy PHA-HR-100 and in conjunction with <https://www.ashp.org/-/media/assets/professional-development/residencies/docs/duty-hour-requirements.ashx>)
- Must complete required activities during residency training (Addendum C of Residency Policy PHA-HR-100) as follows by June 30<sup>th</sup> or final day of residency training
  - Completion of all required learning experiences
    - Orientation
    - Pharmacotherapy Clinic
    - Patient Centered Medical Home (PCMH)
    - Infectious Disease
    - Oncology/Infusion Clinic
    - Administration
    - Research
  - Completion of all Evaluations
    - Summative Self Evaluations
    - Evaluation of Preceptor Summative for each learning experience
    - Mid-Point Evaluations of Preceptor are required for longitudinal learning experiences and encouraged for block learning experiences

- Final Evaluation of learning experience for each learning experience (quarterly for longitudinal experiences)
- Final evaluation of Preceptor for each learning experience
- Initial and Quarterly Self-Assessments for development plan
- Exit Interview
- Completion of Research Project
  - Poster Presentation at Southern San Joaquin Research Forum
  - Oral Presentation at Western States Conference or regional conference
  - Publishable Manuscript
- Completion of Administrative/Quality Projects
  - Medication Use Evaluation
  - Medication Monograph for P&T Committee
  - Policy creation/review
  - Quality Improvement Project
  - Patient Education Tool
  - Teaching Certificate for those who do not have one
- Presentations
  - Completion of 2 CE quality presentations
  - Completion of 3 in-services
  - Completion of a minimum of 10 case presentations and 6 Journal Club presentations

Note: Residents are also encouraged to use the graduation requirement tracking document loaded in PharmAcademic to aid in tracking the progress toward graduation for residents and preceptors alike. Progress towards completion of the above learning experiences and deliverables and percentage of goals achieved in required competency areas will be updated with quarterly development plans.



## **Evaluation and Feedback**

Evaluations are performed throughout the residency to provide feedback and guidance regarding the resident's performance and the effectiveness of training. All evaluations are based upon the Residency Program Goals and Objectives. Written evaluations are managed via the ASHP Resident Tracking System (PharmAcademic). Informal and verbal feedback will also be recorded within PharmAcademic.

### **Formative feedback (informal, verbal feedback)**

- Resident and learning experience preceptors are to meet at a frequency determined by the preceptor based on resident experience, timing of learning experience in the residency year and support needs of the resident, to review and discuss patients and issues.
- Residents and Program Director meet at least monthly to discuss and review overall program success.

### **Summative evaluation of resident**

Formal, written evaluation between the resident and learning experience preceptor is conducted at the end of each learning experience (as close to the last day as possible) using a summative evaluation specific to each learning experience. The preceptor will electronically sign the evaluation in PharmAcademic only after having a verbal discussion with the resident regarding the evaluation. The preceptor for the resident's upcoming learning experience may be invited to the evaluation session to identify areas of focus for the upcoming experience. For longitudinal experiences, evaluations are completed quarterly. For block rotations evaluations are completed at the midpoint and at the end of the block rotation. Evaluations are reviewed by the Program Director and shared with the Residency Advisory Committee.

### **Resident Self-Evaluation**

The resident completes a formal, written self-evaluation using a provided summative self-evaluation form and reviews their completed self-evaluation with the learning experience preceptor. All evaluations are reviewed by the Program Director and shared with the Residency Advisory Committee.

### **Evaluation of Preceptor(s)**

Formal, written preceptor evaluations are completed by the resident at the conclusion of each learning experience and shared with the preceptor. The evaluation will be reviewed by the RPD. The preceptor will electronically sign the evaluation in PharmAcademic only after having a verbal discussion with the resident. For longitudinal experiences, evaluations are completed quarterly.

### **Evaluation of Learning Experience**

Formal, written learning experience evaluations are completed at the conclusion of each learning experience, shared with the preceptor and reviewed by the RPD. The preceptor will electronically sign the evaluation in PharmAcademic only after having a verbal discussion with the resident. For longitudinal experiences, evaluations are completed quarterly.

### **Routine Progress Report**

The resident's progress on goals and objectives as well as their program plan are discussed routinely at monthly Residency Advisory Committee meetings. The summative evaluations and criteria based checklists will be updated at least quarterly as part of the resident's quarterly development plan.

### **Remediation**

In the event an resident's performance is judged by the RPD to be unsatisfactory or noncompliant with the terms of the residency contract, the RPD shall notify the resident in writing of the nature of the unsatisfactory or noncompliant conduct or performance. A remediation plan will be

developed that outlines the terms of remediation and the length of the remediation process. Examples of remediation plans include special assignments, direct supervision, or repeating learning experience(s). The plan of action will be specific and will include measurable objectives. Remediation is a course of action to correct deficiencies pertaining to an resident's actions, conduct, and/or performance, which if left uncorrected, may result in summary suspension or termination. Failure of an resident to comply with the remediation plan may result in termination of the resident's appointment. Remediation is not subject to any grievance or appeal procedures. If the resident's failure to comply with a remediation plan results in termination of said resident's appointment, such determination shall not be subject to any grievance or appeal procedures.

### **Dismissal**

Resident's continued participation in the PGY-2 Program is expressly conditioned upon satisfactory performance of all Program elements by Resident, which will be determined in the Program's sole discretion. Resident may be dismissed or other corrective action may be taken for cause, including but not limited to: (a) unsatisfactory academic or clinical performance; (b) failure to comply with the policies, rules and regulations of the Program or KM or other sites where Resident is trained; (c) revocation or suspension of license; (d) theft; (e) acts of moral turpitude; (f) insubordination; (g) use of professional authority to exploit others; (h) conduct that is detrimental to patient care; and (i) unprofessional behavior.

The Program may take any of the following corrective actions: (a) issue a warning or reprimand; (b) impose terms of remediation or a requirement for additional training, consultation or treatment; (c) terminate, limit or suspend Resident's appointment; (d) dismiss Resident from the Program; or (e) take any other action that is deemed by the Program to be appropriate under the circumstances. Issuance of a warning or reprimand and imposition of a remedial program are educational interventions and are not subject to appeal.

### **Automatic Termination**

Notwithstanding any provision to the contrary, Resident's appointment shall be terminated automatically and immediately upon the suspension, termination or final rejection of Resident's application for his or her California professional license. In the event of such a suspension, termination or final rejection, Resident is obligated to report that to the Program director immediately.

### **Summary Suspension**

Kern Medical or the Program director, or their designees, each shall have the authority to summarily suspend, without prior notice, all or any portion of Resident's appointment granted by Kern Medical, whenever it is in good faith determined that the continued appointment of Resident places the safety or health of Kern Medical patients or personnel in jeopardy or to prevent imminent or further disruption of Kern Medical operations.

### **Withdrawal by Resident**

Resident may terminate his or her appointment at any time, without cause, after notice to and discussion with the Program director and at least 30 days' prior written notice to Kern Medical.

## **RESIDENCY PROGRAM GOVERNANCE**

### **Director of Pharmacy Programs and Education**

The Director of Pharmacy Programs and Education (DOP) has ultimate responsibility for the residency program and has appointed the PGY-2 in Ambulatory Care Pharmacy Residency Program Director who provides the coordination and oversight for the PGY-2 residency program.

### **Residency Program Director**

Residency Program Director (RPD) is appointed by the DOP, to coordinate and oversee the residency program. The Residency Program Director is a member of the Residency Advisory Committee (see Charter). The Residency Program Director is accountable to the DOP and is responsible for ensuring that:

- residents are adequately oriented to the residency and Pharmacy Services
- overall program goals and specific learning objectives are met
- training schedules are maintained
- appropriate preceptorship for each learning experience is provided
- resident evaluations based on the pre-established learning objectives are routinely conducted
- the residency program meets all standards set by ASHP (American Society of Health-Systems Pharmacists)
- communication with residents is maintained throughout the program to ensure an optimal experience and to resolve any problems or difficulties
- all resident requirements are completed prior to recommendation for certification

### **Residency Advisory Committee**

The Residency Advisory Committee (RAC) governs the residency program. The RAC is comprised of preceptors and select members of the Pharmacy Administration team. The RAC is chaired by the Residency Program Director (RPD) and meets routinely to review and discuss the progress of the resident(s). Interactive feedback within the committee is utilized to direct the resident's current and upcoming residency activities and to provide mentoring and guidance in the resident's pharmacy practice. The group will recommend modifications to the resident's schedule as necessary. The RAC also conducts a robust formal evaluation of the residency program twice a year (scheduled for January and July of each year) and implements program improvements based on the results of resident surveys which are sent out twice a year to residents with surveys due from residents on December 31<sup>st</sup> and again on June 30<sup>th</sup>. Residents are encouraged to give honest and actionable feedback to aid in program improvements.

### **Learning Experience Preceptors**

Each learning experience is directed by a primary pharmacy preceptor who is responsible for:

- Developing learning experience goals and specific learning objectives for the learning experience, in conjunction with the Residency Program Director
- Meeting and discussing with the resident's immediate past preceptor the resident's progress towards achievement of program goals and objectives, reviewing resident's strengths and weaknesses, and discussing any recommended plans for growth for the resident (preceptor handoff) prior to orienting the resident to the learning experience
- Orienting the residents to the learning experience using the learning experience in PharmAcademic at the beginning of the learning experience. Orientation will include reviewing the learning experience goals and specific learning objectives for the learning experience, a general description of the role of the pharmacist (preceptor) for the learning experience, expectations of the resident for the learning experience including the expectations of the progression of the resident throughout the learning experience, and

review of learning activities and other requirements of the learning experience. Both preceptor and resident will sign the learning experience description and scan document to Pharmacademic as documentation of orientation to the learning experience.

- Introducing the resident to the general work area and people with whom they will be working
- Describing the daily activities and work flow patterns involved in the learning experience
- Meeting with the resident on a regularly scheduled basis
- Helping the resident achieve the learning experience objectives by providing direction to the appropriate resources
- Providing final evaluation of progress toward learning experience learning objectives which is discussed with the resident (mid-point evaluations are not required but are given on a PRN basis)

### **Research Preceptors**

All research proposals will be reviewed and approved by RAC and will include designation of a qualified research preceptor for each project. The research preceptor will be assigned to each resident as a primary co-investigator. The research preceptor responsibilities include:

- Advising the resident in defining a project that will be completed within the residency allotted time
- Assisting the resident in developing the research protocol including study hypothesis, study design, methodology, and analysis
- Coordinating research resources for statistician review and advice in the protocol design, analysis, and power determination
- Assisting the resident in obtaining any approvals (i.e., Institutional Review Board or IRB) if necessary
- Ensuring that the resident maintains progress on the project according to the research timetable
- Guides the resident on data collection, data analysis, and summary of results
- Assists the resident in preparation of the platform presentation at the Western States Conference for Residents, Fellows, and Preceptors
- Ensures that the resident's research project is written in manuscript form suitable for publication as required by the residency requirements
- Determines authorship for the research manuscript and other presentation formats as applicable
- Notifies the Residency Program Director of manuscript approval of the research project

### **Pharmacy Resident Advisor (Preceptor)**

Mentoring and advising are key elements of the PGY-2 Ambulatory Care Residency Program. Following the orientation period, each resident will select an individual from among the Residency preceptors as their personal Resident Advisor. This selection should take into account shared career goals, work ethic, general attitude and disposition. The advisor to resident ratio cannot exceed 1:1. The Resident Advisor will collaborate with the RPD to complete the resident's quarterly assessments. If circumstances arise during the residency year that warrant reevaluation of the Resident Advisor selection, discussion with and approval from the RPD will be required before any changes are made. The Resident Advisor will act as a personal contact in all matters related to the successful completion of the PGY-2 residency program and will supplement and augment the activities of the RPD.

The Resident Advisor will collaborate with the resident to develop their residency plan and monitor the plan's progress. The resident advisor will determine the degree of contact and involvement

necessary to meet these objectives (generally meeting at least monthly). Key areas of focus include advice on projects (initiation, completion, deadlines, etc.), elective learning experience selection, time management, professional interpersonal relationships and conflict, licensing, career opportunities after residency and, any residency-related or other issues that may arise.

The goal in providing a residency advisor is to give the resident a specific contact, of their choosing, with whom they will be comfortable discussing any matters related to the successful completion of the residency. Residents are involved in many different projects, in many different aspects of hospital operations, interacting with many different individuals. The pharmacy practice resident may become overwhelmed at some time during the program and may benefit from discussions, direction and counsel from their selected contact person. The Resident Advisor may also act as an impartial third party should issues or conflict arise between the resident and the director/managers of the pharmacy department or residency program.

### **Qualifications of the Residency Program Director**

The Residency Program Director is appointed by the DOP to oversee the residency programs; however, the DOP has ultimate responsibility for the program. The RPD must have demonstrated sustained contribution and commitment to pharmacy practice, maintain high professional ideals, have distinguished themselves in practice, and have the desire and aptitude to teach.

- Jeff Jolliff, PharmD, APh, BCPS, BCACP, AAHIVP, Director of Pharmacy Programs and Education
- Jeff Jolliff, PharmD, APh, BCPS, BCACP, AAHIVP, Residency Program Director

### **Qualifications of the Preceptors**

Each learning experience is assigned a qualified pharmacist preceptor. Preceptors will be selected based on their demonstrated competence in their respective area of practice, professional education and experience, and desire and aptitude for teaching. Many preceptors have completed residency programs and hold the Doctor of Pharmacy degree or have obtained equivalent qualifications. Pharmacists selected to be a Residency Preceptor are appointed to a 2-year term as Preceptor and are assigned a preceptor development program by the RPD to promote their professional growth and promote an excellent learning experience for the residents they precept.

Prior to each learning experience, the resident will discuss their goals with the preceptor so as to provide an opportunity for the preceptor to evaluate and, if possible, design specific activities to meet the resident's goals. Activities and expectations to achieve the goals and objectives identified for each learning experience have been developed by each preceptor and are shared with the resident at the beginning of each experience.

# Employee Information for Pharmacy Residents

## Residency Position Information

**Pay and Benefits** (see contract)

### Period of Appointment

12 months, from July 10 through July 9 (dates vary, but start 2<sup>nd</sup> week of July each year)

### Salary

\$58,000

### Benefits

10 vacation days, 8 sick days, 8 federal holidays, and Five (5) days paid education leave for the CSHP Seminar or ASHP Midyear Clinical Meeting and Western States Residency Conference. Health care insurance is included. Traditional residents are also given a meal allowance per month to spend on any food or drink item in the Kern Medical cafeteria. Any unused allowance at the end of each month shall be forfeited. Food or drink items are for the consumption of the resident only.

### Licensure

For all residency programs, the applicant must be licensed or be eligible for licensure in the state of California. Professional pharmacist licensure from the state of California must be obtained either prior to the beginning of the residency program or within 120 days of starting residency. It is highly recommended that all resident applicants apply for licensure from *both* the California Pharmacy Jurisprudence Exam (CPJE) as well as the North American Pharmacist Licensure Examination (NAPLEX) prior to entering the residency program. If failed, the resident should re-take the next available licensure examination. If resident fails to obtain professional pharmacist licensure by 120 days from start of residency, then the resident will be dismissed from the program. Residents must complete at least 2/3 of residency training as a licensed pharmacist.

**Proof of Licensure:** Required upon entry into the residency program. If California pharmacist licensure is not available, California pharmacy intern license is sufficient in the interim but must be currently valid for the duration of time in which the resident is not licensed through either the CPJE or NAPLEX; however, all pharmacist activities will require direct supervision until proof of pharmacist licensure is provided. A copy of the wallet-sized license is sufficient for proof of licensure.

**Proof of Completion of PGY-1 Residency Training:** Required upon entry into the PGY-2 Ambulatory Care Pharmacy Residency Program. Proof of completion should be in the form of a graduation certificate from PGY-1 Residency, which will be reviewed by the RPD and uploaded into Pharmacademic. If graduation certificate is not available by first day of PGY-2 Residency training, then the RPD will verify successful completion of PGY-1 Residency through completion documentation in pharmacademic, by communication (phone or email) with resident's PGY-1 RPD, or both.

### Computer Access

Computer access will be restricted to that appropriate for a pharmacist trainee until the resident can provide proof of pharmacist licensure. These menus require preceptor review and co-signature. Access to computer menus appropriate for pharmacists will be assigned to residents when proof of pharmacist licensure is provided.

## **Service Commitment**

Service commitment responsibilities will not be scheduled until the resident has provided proof of pharmacist licensing. Proper training will be provided prior to service commitment. All service commitment requirements must be met to satisfy the completion of the residency program.

## **Leave**

**Annual leave (AL, vacation)** of 80 hours is credited to each resident effective the first day of residency training. Annual leave can be used for rest, relaxation, and recreation as well as time off for personal business (e.g., licensure examinations, job interview) and emergency purposes (e.g., auto repair). Leave must be requested in advance, preferably 2 weeks, and approved before being taken. **Residents cannot be on Annual Leave on the last day of their residency.** Since residents cannot miss more than **10 days** in any 1 month learning experience (due to annual, sick, or authorized leave), those planning vacations greater than **1 week** need to schedule the vacation across two learning experiences. Notification is then given to the Pharmacy Residency Director for final approval. As a courtesy, it is the resident's responsibility to directly notify the immediate supervisor and immediate preceptor of their learning experience area prior to taking approved leave. All leave requests are subject to the approval of the Pharmacy Residency Director and will be acted on in light of the resident's ability to complete the program's required learning experience experiences as well as the overall completion of the residency requirements. You will be paid at the end of the residency for any annual leave that you have not used.

**Sick leave (SL)** is earned at the rate of 2.46 hours every two weeks and can be used for illness and injury as well as medical, dental, optical, and other medically-related appointments or procedures. Sick leave must be reported as soon as you determine you will not be able to come to work and preferably at or prior to the beginning of your scheduled tour of duty, but in any event, not later than 2 hours thereafter. It is the resident's responsibility to directly notify the immediate supervisor and immediate preceptor of their learning experience area and the Pharmacy Residency Director of the absence (voice messages are not acceptable). **The resident must call in sick for each consecutive day of illness. If you require sick leave for more than 3 consecutive work days, you must furnish medical certification by a physician attesting to the need for sick leave during the period of absence.** Residents cannot miss more than **10 days** in any 1 month rotational experience (due to annual, sick, or authorized leave) and need to plan accordingly. Sick leave may also be used for family care, adoption-related purposes, or bereavement for a family member. If your request for sick leave exceeds the amount of earned sick leave hours, annual leave will be used. "Leave without pay" (LWOP) is only granted at administrative discretion by the Director of Pharmacy.

**Court Leave** during your residency program is discouraged due to the high demands of the program within a limited training period. Residents are encouraged to request deferment of jury duty requests; however, should you wish to participate, you must notify the RPD and DOP as early as possible.

**Authorized absence (AA, leave with pay)** is granted when you are conducting KMC related activities at a location other than Kern Medical Center. Field trips and training seminars are two examples that require authorized absence. Authorized absences must be requested in advance, preferably 2 weeks. A justification (including city and state of the training) for the AA should be noted. Both forms are submitted to the Pharmacy Residency Director and Training to be initialed and sent to the Director of Pharmacy for approval.

**Leave of absence (LOA)** may be granted by Human Resources in consultation with RPD. LOAs may be paid using annual leave or sick leave (if qualifying circumstances). LOAs may also qualify for compensation from programs such as Family and Medical Leave Act (FMLA)

and California Family Rights Act (CFRA). If a resident has exhausted annual leave and sick leave, then the LOA will be unpaid. In any event, the LOA may result in extension of residency program training if time away from the program exceeds 37 days.

- Extensions to residency training for unprotected absences will be decided by the RAC and Human Resources on a case-by-case basis not to extend 90 days total. During the extension period, residents will continue to be compensated and maintain existing fringe benefits.
- Extensions to residency training will be granted for qualified events as protected by state and/or federal law such as Family and Medical Leave Act (FMLA) and California Family Rights Act (CFRA) as approved by Human Resources

### **Health Benefits During a Leave of Absence**

- Any resident taking a leave of absence must complete a Health Benefits Leave of Absence form, which is available from payroll/personnel clerks in the HR department. Kern Medical will continue to contribute toward coverage as outlined in the Health Benefits Leave of Absence form. If on an unpaid leave, then the resident is responsible to pay their contributions out of pocket. Kern Medical will invoice the resident and continue to pay the employer contribution. A letter detailing the process will be sent the resident address on file as applicable. If the resident fails to pay for their coverage, the resident becomes responsible for payment of COBRA premiums to maintain health coverage and eligibility. For more information, please contact the Kern Medical Human Resources Department or County Administrative Office-Health Benefits Division at (661) 868-3182.

### **Resident Dismissal**

Resident's continued participation in the residency program is expressly conditioned upon satisfactory performance of all program elements and requirements. Resident may be dismissed or other corrective action may be taken for cause including but not limited to: (a) unsatisfactory academic or clinical performance, (b) failure to comply with policies, rules, and regulations of the program or KM (c) revocation or suspension of license (d) theft (e) acts of moral turpitude (f) insubordination (g) use of professional authority to exploit others (h) conduct that is detrimental to patient care, and (i) unprofessional behavior. Further details are provided related to Termination, Dismissal, or Corrective action are provided to residents in their Graduate Medical Education Agreement under Article VI.



## **PGY-2 Pharmacy Residency Position Description**

### **PGY-2 Ambulatory Care Pharmacy Resident**

#### **Definition**

The Pharmacy Resident participates in a one-year post-graduate residency training program that offers rotational experiences in ambulatory care clinics and administrative pharmacy practice environments as outlined in the Residents' Manual.

#### **Distinguishing Characteristics**

The Pharmacy Resident will participate in the post-graduate residency training program sufficient to assure they become the expert in all areas related to drug therapy and to function as a consultant to other health care professionals.

They will also be responsible for meeting all the requirements of the Residency Program within the training year.

#### **Essential Functions**

- Participates in service commitment assignments as delineated in the Residents' Manual
- Initiates, adjusts, monitors, and recommends changes in drug therapy based on information obtained through patient interviews, objective monitoring parameters, review of drug profiles and the patient medical record under collaborative practice agreement.
- Provides patient monitoring for the purpose of evaluating and optimizing patient outcomes, drug utilization and patient compliance, detecting and/or minimizing adverse drug reactions, eliminating unnecessary drug use and duplication
- Identifies, interprets, and resolves prescribing and dispensing issues, including pharmacotherapeutics and the formulary. Documents interventions as necessary.
- Provides patient education related to the patient's disease state and pharmacotherapy regimen, including predictable actions, side effects, reasons for proper compliance, and any special instructions

#### **Other Functions**

- Participates in daily ambulatory clinics to provide chronic disease state management to patients with a variety of illnesses, including but not limited to diabetes, hypertension, dyslipidemia, chronic heart failure, chronic obstructive pulmonary disease, asthma, HIV, and hypothyroidism, with the intent to maximize patient care outcomes taking into consideration choice of therapy, safety, efficacy, and pharmacoeconomics.
- Provides care and/or services appropriate to the demographics of the patients being served. Assesses data reflective of the patient's status and interpret the information needed to identify each patient's requirements relative to their age-specific needs and to provide care needed as described in the services' policies and procedures.
- Provides consultative services to all professional staff regarding drug therapy.
- Completes a residency research project and write a report that is suitable for publication within the guidelines outlined in the Residents' Manual.

#### **Employment Standards**

The PGY-2 Ambulatory Care Pharmacy Resident must have received Doctor of Pharmacy degree from an ACPE accredited or pending accreditation School of Pharmacy and must be licensed or be eligible for licensure in the state of California and have completed a PGY-1

Pharmacy Residency, Community-Based Pharmacy Residency, or Managed Care Pharmacy Residency program accredited by ASHP or one in the ASHP accreditation process.

Professional pharmacist licensure from the state of California must be obtained either prior to the beginning of the residency program or within 120 days of starting residency.

If pharmacist licensure is not available, pharmacy intern license is sufficient in the interim but must be currently valid from the state in which it was issued for the duration of time in which the resident is not licensed through either the CPJE or NAPLEX; however, all pharmacist activities will require direct supervision until proof of pharmacist licensure is provided. A copy of the wallet-sized license is sufficient for proof of licensure.

### **Additional Requirements**

- Serves as a preceptor when appropriate for students at Kern Medical
- Participates in the development and implementation of formal and informal drug education/clinical consultation to medical, surgical, nursing, and pharmacy staff in the form of in-services and continuing education programs as outlined for the Residents' Manual.
- Interfaces with other health-care providers and administrators to ensure compliance with established pharmacy and Kern Medical policies and procedures.
- Successfully complete all assigned rotational experiences with satisfactory performance
- Completes formal evaluations for Residency Orientation, Residency Program/Director, Research Preceptor, and all rotational experiences in a timely manner as required.

### **Ability to**

- Identify Adverse Drug Reaction (ADR) and Medication Error reporting
- Works with other health care providers to develop programs for improvement of drug use.
- Develop and conduct drug usage evaluation in areas of need from a cost and patient outcome perspective.
- Document cost reduction/cost avoidance activities on a periodic basis.
- Manage an effective quality assurance program for the service that meet the changing service, patient, and organizational needs.
- Accurately complete all assignments in a timely manner as required by the rotation preceptor or section supervisor or residency director.
- Routinely identify the patient's situation properly and performs the tasks required to resolve the patient's problem accurately and in a timely manner. Follows-up, as necessary, to ensure a satisfactory resolution.
- Consistently respond to patients', families', visitors', and co-workers' requests for assistance promptly and in a friendly and cooperative manner.
- Listen to all patient feedback, positive and negative, acts to resolve complaints within their control, and report feedback to management (or supervisor) in a timely manner.
- Meet patient expectations, with results to be determined through an established patient survey or other appropriate feedback system, which has baseline measurements of patient satisfaction.
- Ensure that all facility mandatory training is accomplished within established timetables and properly documented in service competency files.
- Maintain conduct, attitude, and practice consistent with the Kern Medical's mission and vision goals as well as the Pharmacy's professional code of ethics.

- Work and communicate effectively with others while remaining courteous, tactful, and understanding when interacting with others, even in potentially difficult or volatile situations.

### **Supplemental**

Dependent upon assignment, applicants may be required to pass an extensive background investigation, and be fingerprinted. Disqualification for felony, misdemeanor, and traffic offenses will be assessed on a case-by-case basis.

All Kern Medical employees are designated “Disaster Service Workers” through state and local laws (CA Government Code Sec. 3100-3109 and Ordinance Code Title 2 - Administration, Ch. 2.66 Emergency Services.) As Disaster Service Workers, all county employees are expected to remain at work, or to report for work as soon as practicable following a significant emergency or disaster.

# Kern Medical PGY-2 AmCare Residency Duty Hour Requirements

## Resident Duty Hours

It is the policy of Kern Medical PGY-2 Pharmacy Residency Program to follow and abide by the ASHP Duty Hour Requirements at all times

- (1) Refer to Kern Medical Policy PHA-HR-100
- (2) Refer to ASHP website at <https://www.ashp.org/-/media/assets/professional-development/residencies/docs/duty-hour-requirements.ashx?la=en>

## Duty Hour Inclusions

Duty hours encompass inpatient and outpatient patient care (resident providing care within a facility, a patient's home, or from the resident's home when activities are assigned to be completed virtually); staffing/service commitment; in-house call; administrative duties; work from home activities (i.e., taking calls from home and utilizing electronic health record related to at-home call program); and scheduled and assigned activities, such as conferences, committee meetings, classroom time associated with a teaching certificate or master's degree for applicable programs or other required teaching activities and health and wellness events that are required to meet the goals and objectives of the residency program.

## Duty Hour Exclusions

Duty hours do not include reading, studying, and academic preparation time for presentations and journal clubs; travel time to and from conferences; and hours that are not scheduled by the residency program director or a preceptor. The specific application and enforcement of the ASHP Duty Requirements to the Kern Medical Pharmacy Residency program are as follows.

## Maximum Hours of Work per Week

- Duty hours must be limited to 80 hours per week, averaged over a four-week period, inclusive of all in-house call activities and all moonlighting.
- All duty hours will be tracked and actively monitored for compliance with ASHP policy by the RPD. Residents will be required to submit all hours worked that are not recorded in the KM electronic time card monitoring system (e.g. home call, external moonlighting, etc) to the RPD via email at each week's end. RPD will assume responsibility for maintaining compliance with ASHP duty hour requirements

## Moonlighting

- Moonlighting must not interfere with the ability of the resident to achieve the goals and objectives of the educational program.
- Internal moonlighting is not allowed.
- Time spent by residents in External Moonlighting must be reported to the RPD and counted toward the 80-hour Maximum Weekly Hour Limit.
- External moonlighting must be approved by RPD and by Human Resources Department. "OUTSIDE EMPLOYMENT APPROVAL REQUEST" form must be filled out and submitted to RPD and Human Resources in accordance with Kern County Ordinance A-194.
- If moonlighting (internal or external) is determined to be interfering with the ability of the resident to achieve the goals and objectives of the educational program or at any time determined to be in violation of Kern County Ordinance A-194, then RPD will order the resident to cease external moonlighting. ***Refusal to comply shall constitute grounds for dismissal***

### **Mandatory Time Free of Duty**

- Residents must be scheduled for a minimum of one day free of duty every week (when averaged over four weeks)
- At-home call cannot be assigned on these duty-free days.

### **Maximum Duty Period Length**

- Duty periods of PGY-2 residents must not exceed 16 hours in duration.
- It is essential for patient safety and resident education that effective transitions in care occur. Residents may be allowed to remain on-site in order to accomplish these tasks; however, this period of time must be no longer than an additional four hours.
- Residents must not be assigned additional clinical responsibilities after 24 hours of continuous in-house duty.
- In unusual circumstances, residents, on their own initiative, may remain beyond their scheduled period of duty to continue to provide care to a single patient. Justifications for such extensions of duty are limited to reasons of required continuity for a severely ill or unstable patient, academic importance of the events transpiring, or humanistic attention to the needs of a patient or family.
  - a. Under those circumstances, the resident must:
    - i. appropriately hand over the care of all other patients to the team responsible for their continuing care; and,
    - ii. document the reasons for remaining to care for the patient in question and submit that documentation in every circumstance to the program director.
    - iii. The program director must review each submission of additional service, and track both individual resident and program-wide episodes of additional duty.

### **Minimum Time Off between Scheduled Duty Periods**

- Pharmacy residents should have 10 hours free of duty between scheduled duty periods.
- However, residents **MUST HAVE 8 hours free** of duty between scheduled duty periods.

### **At-Home Call**

- Time spent in the hospital by residents on at-home call must count towards the 80-hour maximum weekly hour limit. The frequency of at-home call is not subject to the every-third-night limitation, but must satisfy the requirement for one-day-in-seven free of duty, when averaged over four weeks. At-home call must not be so frequent or taxing as to preclude rest or reasonable personal time for each resident
- Residents are permitted to return to the hospital while on at-home call to care for new or established patients. Each episode of this type of care, while it must be included in the 80-hour weekly maximum, will not initiate a new “off-duty period”
- Residents are responsible for communicating with supervising preceptor prior to and during periods of At-home call. Adequate supervision of the residents will be maintained by preceptors via the following:
  - a. Therapeutic decisions and recommendations shall be communicated between preceptor and resident prior to implementation in the plan of care for each patient.

Therapeutic recommendations or plans of care should be documented in the electronic medical record in the form of a progress note or consult result.

- b. Residents shall assign their respective preceptor as a co-signer within the electronic medical record for all progress notes and consult results, which the preceptors will review and make changes if necessary before signing. This requirement can be waived once resident has demonstrated competency and independence in that practice area, and provided that credentialing process has been finalized. Note: resident may be able to see patients in one clinic without co-signer (e.g. Pharmacotherapy Clinic), but still require co-signer based on competency level in another clinic (e.g. Oncology Clinic).

## **Professional Liability Insurance**

With more responsibility, comes more risk. Each employee must determine if they should invest in professional liability insurance. You operate on hard work and dedication on the job at hand, but even the most careful and responsible professional can be named in a malpractice suit.

### **What is professional liability insurance (PLI)?**

PLI ensures the entity or individual against claims of negligence or failure to render professional services made by a third party, such as a patient. There are two types of liability

- a. Occurrence/Extended Reporting Period: covers events that occur while the policy is in effect even if reported after the policy expires.
- b. Claims-Made: covers events that occur while the policy is in effect and even those that occur before the policy is in effect

### **Why do pharmacists need PLI?**

Being part of a profession places you at risk for negligence or failure to render professional services. Anyone at any time can file a complaint against you. When people sue, they usually name anyone who had anything to do with the situation. Regardless of who is negligent, it may take years for litigation to be dismissed. Even if your case is dismissed, attorney fees can be a financial burden.

### **What types of lawsuits are most common?**

Negligence lawsuits, that is, damages sustained due to failure to perform according to normal standards of conduct within the profession.

### **What does PLI cover?**

Generally, the following is covered by PLI: Actual or alleged errors, omissions, negligence, breach of duty, misleading statements, and performance or non-performance of professional services.

### **What questions should be asked when selecting PLI?**

What triggers coverage, that is, a verbal allegation versus a written statement? If you must take time away from practice, will coverage provide compensation for wages lost? Is there a deductible and does it apply to defense costs? Does the insurance policy cover governmental or administrative action taken against you?

### **Will your employer's policy apply to you?**

Yes, but you may still be liable for your own negligence. You may still be responsible for all or part of the plaintiff's award or settlement. The only way to ensure you are covered is to have your own policy.

### **How much does PLI cost?**

A premium will be based on your profession, potential severity of the claim, number of years in practice, number of professionals covered, annual revenues, location of business, and claims history

### **How much money will be covered by PLI?**

Limits on the minimum and maximum benefits vary depending on state, but you generally get what you pay for; that is, higher benefits cost more. It may be possible to add an additional \$1,000,000-\$2,000,000 of coverage for a minimal addition to your premium. It is important to look at the maximum limits offered by your policy rather than selecting the most inexpensive policy.

**Websites:** [www.ashp.org](http://www.ashp.org); [www.seaburychicago.com/products/liability.as](http://www.seaburychicago.com/products/liability.as)

## Privacy Policy (HIPAA)

In 1996, Congress passed the Health Insurance Portability and Accountability Act (HIPAA) and in 2000, HHS published the final rule for Standards for Privacy of Individually Identifiable Health Information, known as the HIPAA Privacy Rule. Annual training in HIPAA is required for all current KM employees. Training will review the background and scope of applicable privacy and confidentiality statutes and regulations; rights granted to veterans by the Privacy Act and HIPAA Privacy Rule; disclosure purposes that do and do not require prior written authorization from the veteran; information that can be disclosed; general requirements of the operational management for the release of patient information, and elements of the Freedom of Information Act (FOIA). This is a web-based training program (Moodle) found on the intranet home page.

### Confidentiality of Patient Information

At KM, confidentiality is a must. Confidentiality is the condition in which the patient's information is available to only those people who need it to do their jobs. Breaches in confidentiality can occur if you walk away from your computer without logging off or when paper documents are not adequately controlled. They sometimes occur when you are accidentally given access to too much computer information. Conversations about patient cases in public places can be a breach of confidentiality. KM computers are designed to protect confidentiality, but remember that there are things you can do, and should not do, to protect confidentiality. Patient sensitive information includes medical history, financial information, criminal or employment history, social security numbers, fingerprints, and other personal information.

<b>HIPAA and Privacy DO's and DON'Ts</b>	
<b>Emails</b>	<ul style="list-style-type: none"> <li>• DO use Cerner Message Center to send and receive Protected Health Information (PHI).</li> <li>• DO de-identify* patient information in email messages.</li> <li>• DO remind patients that email systems are not secure if patients contact you by email. Request that patients call for information.</li> <li>• <b>DON'T</b> send PHI through OUTLOOK unless it is de-identified or encrypted.</li> <li>• <b>DON'T</b> send email messages containing PHI outside of KM.</li> <li>• <b>DON'T</b> use patient identifiable information in the Subject Line of email message.</li> </ul>
<b>FAXES</b>	<ul style="list-style-type: none"> <li>• DO fax PHI only when necessary to provide information in reasonable time.</li> <li>• DO verify that fax numbers are correct.</li> <li>• DO make certain that faxes containing PHI are not sent to public areas.</li> <li>• DO include confidentiality statement on cover sheet in event of error.</li> <li>• <b>DON'T</b> let received faxes with PHI sit in machines in public areas.</li> <li>• <b>DON'T</b> fax PHI unless you are certain someone is there to receive the fax.</li> <li>• <b>DON'T</b> transmit PHI via fax machines unless encrypted.</li> </ul>
<b>MESSAGE MACHINES</b>	<ul style="list-style-type: none"> <li>• DO verify that phone number is correct.</li> <li>• DO leave a message for the patient to <u>call back</u> for information.</li> <li>• <b>DON'T</b> leave PHI on answering machines or voicemail systems.</li> </ul>
<b>DISPOSAL</b>	<ul style="list-style-type: none"> <li>• DO de-identify any documents or other items before disposal in trash.</li> </ul>



	<ul style="list-style-type: none"> <li>• DO shred (or place in shredder disposal boxes) any documents containing PHI.</li> <li>• <b>DON'T</b> toss <u>prescription bottles</u>, <u>IV bags</u>, or any other item that contains PHI in regular trash unless you de-identify.</li> </ul>
<b>CONGRESS</b>	<ul style="list-style-type: none"> <li>• If Congressman is acting on behalf of the government or subcommittee, information may be released.</li> <li>• If Congressman is acting on behalf of patient, <b>DON'T</b> release patient information without authorization.</li> </ul>
<b>MINIMIZE</b>	<ul style="list-style-type: none"> <li>• Always only release the minimum necessary information to suit the request.</li> </ul>
<b>PHONE CALLS</b>	<ul style="list-style-type: none"> <li>• Nurses, physicians, and other providers may discuss a patient's condition over the phone with the patient, a provider, or a family member if it is in the best interest of the patient.</li> <li>• Providers may coordinate care with nursing homes, board &amp; care, community hospitals and other facilities caring for our veteran patients.</li> <li>• DO take reasonable precautions to minimize the chance of disclosures to others nearby.</li> <li>• <b>DON'T</b> confuse phone discussions with the patient, family, or providers with the Opt Out preference.</li> </ul>
<b>OPT OUT</b>	<ul style="list-style-type: none"> <li>• DO check patient Opt Out preference before providing patient name, location or condition information to visitors and callers.</li> <li>• Opt Out preference only applies to the INPATIENT DIRECTORY, not to other issues or discussions related to treatment, payment, or healthcare operations.</li> <li>• <b>DON'T</b> disclose any information about an Opted Out patient to anyone including clergy, colleagues, family, or friends.</li> </ul>
<b>ORAL DISCUSSION</b>	<ul style="list-style-type: none"> <li>• DO speak in a low voice when discussing PHI in public areas.</li> <li>• DO use curtains, cubicles, offices, or other private areas when possible to safeguard discussions.</li> <li>• <b>DON'T</b> discuss patient issues with friends, co-workers, or others who do not have a need to know.</li> <li>• <b>DON'T</b> discuss PHI in elevators, cafeterias, or other public areas where information cannot be safeguarded.</li> </ul>
<b>OVERHEAD PAGING</b>	<ul style="list-style-type: none"> <li>• Staff who overhead page a patient only use a geographic location in the facility (e.g., 3 North) or Room Number or general area (e.g., Area 2, Blood drawing, Primary Care clinics) for the patient to return to OR provide a call back phone extension for the patient to call for detailed directions.</li> </ul>

**De-identification** involves removing all patient identification including name, SSN, address, DOB, etc. Using last initial and last four SSN is considered de-identified as long as no other identifiers are included, such as dates of service, DOB, etc.

## **Other Kern Medical Policies**

### **Computer Security**

Information security is an important issue for KM. Measures and controls used to protect information technology systems and data from theft, attempts to break in, and computer viruses are in place to protect sensitive patient information. Users of the computer system must only access data when there is a 'need to know' for the purposes of carrying out the responsibilities of the job.

All users of the computer system must secure computer workstation access codes. Never give your computer access code to anyone. If you should forget your access code, contact IS help line (ext. 62416).

**How do you secure your workstation? Always log off your computer**

### **Use of Personal Electronic Equipment in the Medical Center**

The use of personal electronic equipment as recording devices for patient information is prohibited in Kern Medical for obvious reasons of security and confidentiality. Use of personal cell is also prohibited in the Medical Center since they may interfere with telemetry and other monitoring equipment. There are exclusive areas in the Medical Center where personal cell phone use is allowed. If your cell phone or PDA has recording device application or digital camera capabilities, these cannot be used in the Medical Center.

### **Prevention of Sexual Harassment Policy**

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as unwelcome advances, request for sexual favors and other verbal or physical conduct of a sexual nature, such as intentional patting, pinching, or touching, leering, and obscene gestures. KM's policy on sexual harassment is zero tolerance. Sexual harassment in any form will not be tolerated. This prohibition applies to all employees as well as students.

### **Prevention of Violence in the Workplace Policy**

- Any act of intimidation, threat of violence, or act of violence committed against any person on the property of the KM is prohibited.
- No person shall possess or have control of any firearm, deadly weapon, or prohibited knife while on KM property except as authorized by the police, CEO, and security.
- Any person who is the subject of or witness to a suspected violation of this standard should report the violation to their supervisor. Any emergency, perceived emergency, or suspected criminal conduct should be reported immediately to Police and Security.

## Pharmacy Resident Initial Orientation & Training Checklist

Residents must complete the following as part of orientation.

<b>Pharmacy Resident Name:</b>	Preceptor Initials	Resident Initials
<b>New Employee Orientation</b> (HIPPA, Sexual Harassment, Privacy, Benefits, Conduct, Mission, etc.)		
<p><b>Clinical Pharmacy Services &amp; Residency Accreditation Standards Orientation</b></p> <ul style="list-style-type: none"> <li>- Review of clinical pharmacy services and the role of pharmacists in the various acute and ambulatory care settings</li> <li>- Introduction to residency learning experiences (Resident will be scheduled 30min w/ each preceptor to give overview all core and elective learning experiences offered)</li> <li>- ASHP training               <ul style="list-style-type: none"> <li>o Understanding Learning Activities, Taxonomy, &amp; levels <a href="http://www.ashpmedia.org/softchalknewbloomlearningtaxonomiesandlevels-2015-Jan/index.html">http://www.ashpmedia.org/softchalknewbloomlearningtaxonomiesandlevels-2015-Jan/index.html</a></li> <li>o The 4 Preceptor Roles and when to use them <a href="http://www.ashpmedia.org/softchalk/softchalk_preceptorroles/index.html">http://www.ashpmedia.org/softchalk/softchalk_preceptorroles/index.html</a></li> <li>o ASHP PCAC Competencies, including the following:                   <ul style="list-style-type: none"> <li>▪ Advanced Antimicrobial Stewardship</li> <li>▪ Anticoagulation Management</li> <li>▪ Confidentiality and Patient Rights</li> <li>▪ Infection Prevention</li> <li>▪ Medication Safety Basics</li> <li>▪ Medication Management in Renal Hepatic Impairment</li> <li>▪ Older Adult Medication Management</li> <li>▪ Pain Management and Opioid Stewardship</li> </ul> </li> </ul> </li> <li>- Residency Manual Review</li> <li>- Pharmacademic training, Evaluation processes, standards, and requirements</li> <li>- Review of Residency Requirements for Graduation</li> <li>- Review all applicable HR and program policies (attendance policy, dress code, PHA-HR-100 pharmacy residency policy)               <ul style="list-style-type: none"> <li>o Resident has hereby reviewed these policies and agrees to abide by these policies as documented with signature below (<i>must be done within 14 days of start of residency</i>)</li> </ul> </li> <li>o Resident signature: _____ Date: _____</li> </ul>		
<p><b>Pharmacy Administration Orientation:</b></p> <ul style="list-style-type: none"> <li>- Explanation of medication use system and its vulnerabilities to Adverse Drug Events (ADE) and introduction to the process of ADE reporting</li> <li>- Policy and Procedures</li> <li>- Accrediting/Regulatory requirements (Joint Commission/MERP/CDPH)</li> <li>- Service Expansion Process (business plan review, etc)</li> <li>- Administrative and Research project review               <ul style="list-style-type: none"> <li>o Review IRB process and forms</li> <li>o Complete CITI training for Human Subjects Research</li> </ul> </li> </ul>		

<b>Computer Access and Training:</b> <ul style="list-style-type: none"> <li>- Pharmacademic            -CoagClinic</li> <li>- Cerner Millennium       -Micromedex</li> <li>- Outlook Email</li> </ul>		
<b>Provision of Lab Coat, Pager, and Parking Pass</b>		
<b>BLS and ACLS Training</b>		
<b>Pharmacy Intern or Pharmacist Licensure/Verification</b>		
<b>PGY-1 Graduation Verification</b>		

I certify that the resident has completed all applicable items on this list and has received a thorough orientation.

\_\_\_\_\_

**Resident**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Jeff Jolliff, PharmD | Residency Program Director**

\_\_\_\_\_

**Date**

**Example Resident Schedule:**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
8 am	<b>Oncology</b>	<b>Diabetes Clinic</b>	<b>Diabetes Phone Clinic</b>	<b>PCMH</b>	<b>PCMH</b>
9 am					
10 am					
11 am					
12 pm	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>
1 pm	<b>OPAT</b>	<b>Admin</b>	<b>HIV</b>	<b>Diabetes Clinic</b>	<b>Admin</b>
2 pm					
3 pm					
4 pm					

Anticoag clinic: warfarin phone monitoring prn basis throughout each week, typically done in afternoons  
 On call monitoring of inpatient anticoagulation patients once every 8 weeks from 8am – 12pm Saturday  
 and Sunday