

Rotation Name: Drug Information Administration

Rotation Preceptors: Erin R. Fox, PharmD, FASHP

Site Description:

The Drug Information Service (DIS) at University of Utah Hospitals and Clinics.

Rotation Description: The resident will understand the aspects of managing a drug information service including purchasing resources, budgeting, preparing staffing plans, planning for space, contracted services, identifying costs-savings initiatives, and drug budget forecasting. The resident will be included in all meetings the Director of the Drug Information Service attends, with particular attention to any budget-related meetings (including annual budget defense), contracting discussions, or discussions with vendors of evidence-based subscriptions.

Readings and Preparatory Work:

DWYSYWD – Lesson 6. In: Bush PW, Walesh SG, eds. Managing and Leading. 44 Lessons Learned for Pharmacists. American Society of Health-System Pharmacists. Bethesda, MD; 2008:39-41.

Vermeulen LC, Hoffman JM, Shah ND. Forecasting Pharmaceutical Expenditures. In: Wilson AL ed. Financial Management for Health-System Pharmacists. American Society of Health-System Pharmacists. Bethesda, MD; 2009:63 – 76.

Annual AJHP article on drug forecasting.

Most Recent Novation webinar on drug forecasting.

Current procurement policies.

Typical Daily/Weekly/Monthly Activities:

The typical schedule is Monday through Friday from 8:00 am to 4:30 pm; however the resident should be flexible if early or late meetings occur.

Monday morning staff meeting (8:30 am)

DI Rounds 1:30 pm Tuesdays

Attend P&T Committee summary meeting (3rd Wednesday of the month, 1:15 – 2pm)

Attend pharmacy department leadership meetings as required by preceptor or prior arrangement

Attend P&T subcommittee meetings as required by preceptor

Attend MSR meetings and other appointments as needed dealing with potential contracting issues.

Project / Presentation Description:

- Develop a plan with the preceptor by the first week of rotation for a cost reduction strategy and medication use policy initiative.
- Work with multiple staff and pharmacy managers to build consensus for a cost-reduction strategy or medication use policy initiative
- Write a summary of the cost reduction strategy and if possible, present to the P&T Committee or other subcommittees.
- Review Drug Information books and resources and plan for updates.
- Review RxWeblinks
- Lead Drug Information planning meetings
- Develop the call center schedule for a defined workload
- Participate in contract work planning and assignments

Evaluation:

The resident will attend Monday planning meetings as well as meet with the preceptor multiple times each week.

Midpoint evaluation. The resident and preceptor will complete a custom midpoint evaluation together evaluating progress in completing goals, interpersonal communication, project and time management, and ability to work independently. Resident strengths and opportunities for development will be discussed. The resident should prepare by providing a current project list to the preceptor.

Summative evaluation. The resident should complete the self-evaluation, preceptor evaluation, and learning experience evaluation in ResiTrak prior to the last day of rotation. The preceptor and resident will meet together to review the evaluations. Residents and Preceptors must use the template for evaluations when completing ResiTrak.

Goals and Objectives and Rotation Activities

Goals and Objectives	Rotation Activity	Teaching Methods
<i>Goal R3.1: Exhibit essential personal skills of a practice leader.</i>		
OBJ R3.1.1 (Characterization) Practice self-managed continuing professional development with the goal of improving the quality of one's own performance through self-assessment and personal change.	Discuss with preceptor short term and long term professional development goals.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation
OBJ R3.1.2 (Characterization) Demonstrate commitment to the profession of pharmacy through active participation in local, state, and/or national pharmacy professional organizations.	Discuss with preceptor short term and long term goals for participation in state or national pharmacy professional organizations.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation
OBJ R3.1.3 (Comprehension) Explain the nature of mentoring in pharmacy, its potential connection with achievement, and the importance of willingness to serve as mentor to appropriate individuals.	Discuss with preceptor short term and long term goals with regard to mentoring / mentorship.	<ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching
OBJ R3.1.4 (Comprehension) Explain the general processes of establishing and maintaining an ASHP-accredited residency program.	Resident and preceptor will review current accreditation status and requirements for maintaining and starting a new residency. The resident will have the opportunity to be involved in any required submissions.	<ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching
OBJ R3.1.5 (Comprehension) Explain the importance of contributing to the advancement of the profession through presentations and publications.	Discuss with preceptor short term and long term goals with regard to presentations and publications.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation
OBJ R3.1.6 (Application) Use time management skills effectively to fulfill practice responsibilities.	The resident will attend planning meetings and provide regular updates on deadlines and project lists to the preceptor.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation

OBJ R3.1.7 (Characterization) Use sound ethical reasoning to guide practice decisions.	The resident will have the opportunity to attend an IRB meeting as well as lead ethics discussions with trainees on rotation.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation
OBJ R3.1.8 (Analysis) Identify potential conflict-of-interest situations in one's practice.	The resident and preceptor will discuss the organization's conflict of interest requirements and compare and contrast differences between IRB, hospital, and professional organization requirements.	<ul style="list-style-type: none"> • Direct Instruction • Modeling
OBJ R3.1.9 (Comprehension) When applicable, explain the intricacies of all regulatory and accreditation requirements that affect the medication-use policies or processes of the organization.	The resident will review the medication management section of the DNV NIAHO accreditation standards and will review the medication management summary books for the opportunity to update and improve. The resident will participate in any accreditation surveys.	<ul style="list-style-type: none"> • Modeling • Coaching • Facilitation
Goal R3.4: Demonstrate political skills necessary to improve the organization's medication-use process or policies.		
OBJ R3.4.1 (Analysis) When confronted with a barrier to the accomplishment of a particular project, analyze the organizational environment, including its structure, network of resources, and politics, to determine a strategy for achieving success.	The resident will have multiple opportunities to navigate the most politically effective way to accomplish change while organizing policy or guideline updates or a cost reduction strategy.	<ul style="list-style-type: none"> • Modeling • Coaching • Facilitation
OBJ R3.4.2 (Synthesis) Create an effective professional network.	The resident and preceptor will discuss formal and informal networking opportunities throughout the year and during this rotation will work to formalize any formal networks.	<ul style="list-style-type: none"> • Coaching • Facilitation
OBJ R3.4.3 (Analysis) Identify the organization's committees where pharmacist participation is essential.	The resident will attend meetings with the preceptor and discuss the pharmacy department's philosophy on meeting attendance and understand which leader represents pharmacy on each committee.	Modeling Coaching
Goal R5.1: Provide drug cost forecasting.		
OBJ R5.1.1 (Analysis) Estimate the future cost implications for the organization of a new pharmaceutical agent.	The resident and preceptor will review and discuss the AJHP and Novation resources on forecasting. The resident and preceptor will also review resources for ongoing forecasting.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation

OBJ R5.1.2 (Analysis) Estimate the future cost implications for the organization from patent expiration.	The resident and preceptor will review relevant resources for patent expirations. The resident will analyze potential cost savings due to patent expirations.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation
OBJ R5.1.3 (Comprehension) Explain the organization's overall drug costs.	The resident will attend pharmacy department meetings with the preceptor with a financial focus. Resident will attend annual pharmacy budget defense.	<ul style="list-style-type: none"> • Direct Instruction • Modeling
Goal R5.2: Understand organizational decision-making for contracting for pharmaceuticals.		
OBJ R5.2.1 (Comprehension) Explain the organization's process for negotiating contracts for pharmaceuticals.	The resident will attend medical service representative meetings with the preceptor and review at least 1 contract. The resident will also review the organization's procurement policies.	<ul style="list-style-type: none"> • Direct Instruction • Modeling
Goal E1.3: Collaborate with others in the organization to assure the availability of appropriate evidence-based medication information for the organization's health care providers.		
OBJ E1.3.1 (Synthesis) Formulate or make improvements to an existing plan that assures the availability of complete, current, evidence-based medication information resources in the pharmacy and in all patient-care areas where medications are prescribed and/or administered.	The resident and preceptor will review the purchasing processes for electronic resources as well as books. The resident will review print resources for needed updates. The resident will review the RxWeblinks resource and provide suggestions for improvement.	<ul style="list-style-type: none"> • Modeling • Coaching • Facilitation
Goal E2.1: Contribute to the management of a drug information center/service.		
OBJ E2.1.1 (Comprehension) Explain the components of a proposal for the addition of services or resources to an existing drug information center/service.	The resident and preceptor will review any recent RFPs or service proposals.	<ul style="list-style-type: none"> • Direct Instruction • Modeling
OBJ E2.1.2 (Synthesis) Devise strategies for fiscally sound management of a drug information center/service.	The resident and preceptor will review the center's current pricing structure for contracted services.	<ul style="list-style-type: none"> • Direct Instruction • Modeling
OBJ E2.1.3 (Synthesis) Devise strategies for managing the human resources of a drug information center/service that result in an pleasant, effective and efficient working environment.	The resident will lead staff in planning meetings and review of workload. The resident will be in charge of making the monthly call center schedule.	<ul style="list-style-type: none"> • Coaching • Facilitation
OBJ E2.1.4 (Evaluation) Continually reassess the drug information needs of the organization.	The resident is responsible for providing feedback for improvement at any point during their residency year. The resident will participate in drug information service retreats.	<ul style="list-style-type: none"> • Coaching • Facilitation
OBJ E2.1.5 (Synthesis) Use documented information on services provided by the drug information center/service to generate reports that describe the center's/service's productivity, quality, and outcomes.	The resident will review reports available from the DIS call center web-based database. The resident will provide analysis of any noted trends.	<ul style="list-style-type: none"> • Coaching • Facilitation

OBJ E2.1.6 (Evaluation) Appraise a drug information center's/service's continuous quality improvement program for effectiveness.	The resident will participate in administering the quarterly customer service survey and review for any noted trends.	<ul style="list-style-type: none"> • Coaching • Facilitation
OBJ E2.1.7 (Synthesis) Design improvements in a drug information center/service.	The resident will assist in any workload redesign including development or improvement of any templates or checklists.	<ul style="list-style-type: none"> • Coaching • Facilitation
Goal E2.2: Formulate the budget for a drug information center/service.		
OBJ E2.2.1 (Comprehension) Explain how to formulate a capital budget for a drug information center/service.	The resident will participate in developing the annual drug information service budget. The resident and preceptor will review in detail capital needs, personnel needs, overall operating budget, and revenue.	Customized based on resident's experience <ul style="list-style-type: none"> • Direct Instruction • Modeling • Coaching • Facilitation
OBJ E2.2.2 (Comprehension) Explain how to formulate a personnel budget for a drug information center/service.		
OBJ E2.2.3 (Comprehension) Explain how to formulate an operating budget for a drug information center/service.		
OBJ E2.2.4 (Comprehension) Explain how to formulate a revenue budget for a drug information center/service.		