

Faculty: Link, Nicholas; Moore, Dallas

Site:

University of Utah Hospitals and Clinics

Status: Active

Not Required

Description:

Preceptor: Nick Link, PharmD, MS; Dallas Moore, MS, RPh

Duration of rotation: 4 weeks

Rotation Description:

Residents are trained in the operational side of associated information systems and technologies. They will gain an understanding of basic informatics principles and best practices and how they relate to assessing, analyzing, and implementing pharmacy information systems and technology. They are expected to achieve Epic Willow Inpatient proficiency. Training focuses on organizational and department structure, workflow, resident and informatics pharmacist responsibilities and requirements, appropriately using Epic Willow Inpatient for patient care, research, and other residency requirements.

Site Description:

University of Utah Hospitals & Clinics (UUHC) is comprised of 4 hospitals, 12 free standing clinics, 16 retail pharmacies, 4 infusion centers, ambulatory clinic services, home infusion service, and a comprehensive drug information service.. The ambulatory care network includes the Community Clinics located throughout the Salt Lake Valley and the four surrounding counties that provide both primary and specialty care, plus the specialty clinics and infusion room at University Hospital. Community Pharmacies are located at each of the following Hospitals: University Hospital, University Neuropsychiatric Institute, Huntsman Cancer Hospital, and University Orthopaedic Center. University Hospital and HCH provide comprehensive transitions of care services as well.

This specific rotation site is located at 102 Tower (102 South 200 East, Salt Lake City, Utah). It serves a diverse group of patients who are managed by our electronic health record systems. Pharmacy services at this site include informatics.

Role of the Pharmacist: Medication build for use in electronic health record including clinical decision support, enhancements, incidents, medication shortage configuration, and quality improvement initiatives.

Expectation of Learners:

Expectations of the resident: This is an exciting and often fast paced rotation. Residents are expected to come prepared for the daily activities including the meetings and topic discussions. Residents will be meeting with other senior leaders in the organization so are expected to demonstrate executive presence. This includes demonstrating emotional intelligence. Residents represent the department on rotation and will have the opportunity to extend outstanding hospitality to department guests. Residents will demonstrate excellent communication, time management, and organizational skills.

- Residents are responsible to schedule topic discussions and meetings with preceptor, including

scheduling the final evaluation before the end of rotation.

- Residents will need to organize their time to be able to complete their projects within the rotation time block. This will involve being able to use small blocks of time effectively.
- Residents need to demonstrate excellent sign-posting skills by keeping their preceptor apprised of the status of projects, activities, and the problem solving they are doing.

Residents will be attending many meetings with department leaders. As such, residents need to be actively engaged as appropriate for the meeting and generate questions to discuss with the leaders and preceptors. Residents are expected to identify and follow the progression of issues during the course of the rotation and will be able to make connections between work areas and departments to facilitate communication.

During this rotation we will have discussions concerning work-life balance. It is the responsibility of the resident to speak up if they feel they are overwhelmed, have too many projects, or have other things going on that may need adjustments of their schedule or activities. Preceptors want to support the residents, but can't always know what is needed.

Pre-rotation preparation: Residents need to contact the preceptor 1-2 weeks before the rotation starts to confirm start date and provide the preceptor any scheduling situations (vacation, appointments, etc) as soon as the resident is planning it. No preparation is required prior to the start of rotation. If desired, residents can pick up readings for the rotation and start prior to the rotation. By the first day of rotation, residents need to complete everything on the, "Rotation Orientation Checklist for Preceptors and Residents." In particular, residents should bring a copy of the customized plan and resident's individual goals for the rotation.

Typical Daily/Weekly/Monthly Activities: Usual time for rotation is 7:45 am to 5 pm. However, it is very important to be flexible based on what is going on in the department and with meetings: early (6 or 7 am) or late in the afternoon or evening meetings are likely to happen several times in the rotation. The schedule will be reviewed every Monday morning to develop a plan for the week, and will be adjusted daily (or hourly) as the need arises.

Project/Presentation Description: The resident will have the opportunity to work on a wide range of relevant administrative, quality, safety or management projects during the rotation. Projects will be concentrated on topics and initiatives that will enable to resident to work with different areas within the department of pharmacy as well as departments throughout the entire organization. Project opportunities will be driven by current events in the department or organization and may require a presentation.

Resident Progression: The following describes the usual resident progression during the rotation.

Time frame

Resident progression

Pre-rotation and Day 1

Confirm with preceptor starting dates and time for first day.

Optional: pick up readings and start working through them

Come prepared to discussion resident progress to date, goals, and personal objectives for the rotation.

Review rotation description with preceptor.

Check off rotation orientation checklist.

Week 1

Attend meetings with preceptor or other assigned meetings.

Start working through readings Complete 50% of the readings this first week.

Set up topic discussion and evaluation appointments.

Get project assignments.

Week 2

Continue to attend meetings with preceptor as assigned.

Complete 75% of the readings

Signpost on projects. Get additional project assignments.

Complete inpatient audit assignment.

Topic discussions with preceptor.

Complete 40% or more of the goals for the rotation.

Week 3

Attend selected meetings.

Complete remaining readings.

Topic discussions with preceptor.

Apply readings to rotation activities.

Signpost on projects.

Week 4

Attend selected meetings.

Present selected projects to appropriate stakeholders.

Topic discussions with preceptor.

Discuss ideas for improving the medication use process and a plan for implementing the change.

Complete projects.

Complete all goals for the rotation. Work with RPD to develop a plan to address any areas that need improvement.

Readings and Preparatory Work:

Residents will setup their Epic User Web access and begin the process of becoming Epic Willow Inpatient Proficient. The residents will be required to take the online classes and pass the exam for proficiency. This will allow them to have access to Epic Administration enabling the resident to help with incidences and work orders. They will be required to attend all informatics pharmacist team meetings.

Evaluations:

The resident will receive oral feedback from preceptors as they learn each new skill or task. The resident will have a final summative evaluation after they complete the rotation. This summative evaluation will be face-to-face and include comments from pharmacists who have worked most with the resident. It will be recorded in PharmAcademic.

			Activities
Goal R5.1	Design a plan that will maximize the safe and effective use of information technology and automated systems.		
OBJ R5.1.2	(Comprehension) Explain the importance of ensuring that information systems and data sources are integrated across the health system to facilitate appropriate medication use.	Taught and Evaluated	Complete assigned reading and discuss with respective preceptor
OBJ R5.1.3	(Comprehension) Explain advances and limitations in technology, hardware and software available to pharmacists and other healthcare professionals in the pursuit of improving patient care.	Taught and Evaluated	Prepare and deliver presentation on pharmacy technology innovations to pharmacy informatics team
OBJ R5.1.4	(Evaluation) Based on one's own evaluation of the pharmacy's current automation and technology systems plan, make any needed recommendations for improvement.	Taught and Evaluated	Shadow and be mentored by each specialized informatics pharmacist on the Willow team
OBJ R5.1.5	(Comprehension) Explain the importance of developing a long-range pharmacy information technology and automation plan that fits with the health system's plan.	Taught and Evaluated	Shadow and be mentored by each specialized informatics pharmacist on the Willow team
Goal R5.2	Understand how to develop a plan for the implementation of new technology and automation systems.		
OBJ R5.2.1	(Comprehension) Explain the components of a project plan for the implementation of new technology and automation systems.	Taught and Evaluated	Complete assigned reading and discuss with respective preceptor
OBJ R5.2.2	(Comprehension) Explain a systematic approach for identifying the resources that would be needed to design, build, validate, and implement a specific piece of new technology or automation system.	Taught and Evaluated	Shadow and be mentored by each specialized informatics pharmacist on the Willow team
Goal R5.3	Develop procedures for the day-to-day management of technology and automated systems.		
OBJ R5.3.1	(Comprehension) Explain how to maintain effective liaisons between the pharmacy department and information technology staff and other health care disciplines to support medication use.	Taught and Evaluated	Complete assigned reading and discuss with respective preceptor
OBJ R5.3.2	(Evaluation) Assess current policies and procedures for a particular piece of technology or automated system against current best practices and make recommendations for needed improvement.	Taught and Evaluated	Prepare and deliver presentation on pharmacy technology innovations to pharmacy informatics team

Evaluations:

	Evaluator	Evaluated	Timing
Summative Evaluation	All Preceptors	Each Resident Taking this Learning Experience	Ending and Quarterly if Needed
ASHP Preceptor Evaluation	Residents	All Preceptors of this Learning Experience	Ending and Quarterly if Needed
ASHP Learning Experience Evaluation	Residents	Learning Experience	Ending and Quarterly if Needed
Management Rotations	All Preceptors	Each Resident Taking this Learning Experience	50.00%

Summative Evaluation	Residents	Each Resident Taking this Learning Experience	Ending and Quarterly if Needed
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