

Faculty: Bowden PharmD, Ashley; Choudhary, Kavish

Site:

University of Utah Hospitals and Clinics

Status: Active

Required

Description:**Preceptors:**

Kavish Choudhary, PharmD, MS (Primary)

William Black, PharmD, MBA, MS, BCPS

Ashley Bowden, PharmD, MS, BCPS

Rotation duration: 8 weeks.

General Rotation Description Overview: This rotation provides the foundation for operations in the inpatient settings. Resident will be at both University Hospital and Huntsman Cancer Hospital. The resident will understand drug distribution, staff roles, and the coordination of central and decentral services. The resident may be required to staff on-line as a clinical pharmacist while on rotation. The resident will be required to serve as the pharmacy administrator on-call at various times throughout the rotation.

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. University Hospital is a 490 bed, level 1 trauma center with strong critical care, emergency medicine, surgical services, obstetrics and gynecology, neonatal, internal medicine and subspecialties, neurosciences, and rehabilitation. The University Neuropsychiatric Institute is a 130 bed inpatient psychiatric facility. The Huntsman Cancer Institute consists of a 100 bed inpatient service including an intensive care unit, an ambulatory infusion suite, and extensive ambulatory cancer clinics, including bone marrow transplant. The University Orthopaedic Center provides mostly ambulatory care surgery services plus orthopaedic specific clinics. 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.

While on rotation, the resident will spend the majority of time at University Hospital and Huntsman Cancer Hospital.

Role of the Pharmacist: The inpatient operations managers work to ensure that clinical pharmacy work can be completed without disruption. In their management of the inpatient setting, the operations managers are responsible for overseeing all distribution functions and workflow. The resident is expected to be able to serve in this role at the completion of the rotation.

Expectation of Learners:

Expectations of the resident: The resident is expected to be able to serve in the role of an inpatient operations manager at the completion of the rotation. During the rotation, the resident will be expected to learn the operations of the inpatient pharmacies and make workflow adjustments as necessary. In this role, the resident is expected to collaborate and coordinate with other pharmacy leaders and front-line pharmacy staff.

Pre-rotation preparation: The resident is required to reach out to the primary preceptor prior to the start of the rotation to schedule an initial rotation meeting. This meeting can occur on the first day of rotation. In addition, the resident will provide the dates and times of potential conflicts that may occur during the scheduled rotation.

Readings and preparatory work: Rotation readings can be found in the following location: H:\Rx Pharmacists

\Resident Inpatient Operations Rotation. Additional, relevant reading may be assigned to the resident during the rotation.

Project or presentation description: The resident will have the opportunity to work on a wide range of relevant inpatient operations projects during the rotation. Projects will be concentrated on topics and initiatives that will enable the 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 organizational initiatives and may require the resident to facilitate meetings and make presentations.

Typical daily, weekly, and monthly activities Most days, the resident will be required to be present, Monday through Friday, from 8:00am to 5:00pm. However, there are exceptions and the resident may be required to come in early or stay late for rotation obligations.

Residency Progression:

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 discuss 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.

Participate in daily huddles throughout the rotation as available

Start working through readings. Complete 15% 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 30% of the readings.

Signpost on projects. Get additional project assignments.

Complete audit assignments.

Discuss assigned topics with preceptor.

Complete 25% or more of the goals for the rotation.

Week 3

Continue to attend meetings with preceptor as assigned.

Complete 45% of the readings.

Signpost on projects. Get additional project assignments.

Complete audit assignments.

Discuss assigned topics with preceptor.

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

Serve as the pharmacy administrator on-call (assisted).

Week 4

Continue to attend meetings with preceptor as assigned.

Complete 60% of the readings

Signpost on projects. Get additional project assignments.

Complete audit assignments.

Discuss assigned topics with preceptor.

Complete 50% or more of the goals for the rotation.

Week 5

Continue to attend meetings with preceptor as assigned.

Complete 75% of the readings

Signpost on projects. Get additional project assignments.

Complete audit assignments.

Discuss assigned topics with preceptor.

Complete 65% or more of the goals for the rotation.

Week 6

Continue to attend meetings with preceptor as assigned.

Complete 90% of the readings

Signpost on projects. Get additional project assignments.

Complete audit assignments.

Discuss assigned topics with preceptor.

Complete 80% or more of the goals for the rotation.

Week 7

Attend selected meetings.

Complete remaining readings.

Discuss assigned topics with preceptor.

Apply readings to rotation activities.

Serve as the pharmacy administrator on-call.

Week 8

Attend selected meetings.

Complete projects. Present selected projects to appropriate stakeholders. Prepare written project reports.

Present Journal club for preceptors.

Facilitate a meeting (such as a Daily Huddle, journal club, department meeting)

Discuss assigned topics with preceptor.

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

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

Complete evaluation in PharmAcademic prior to the end of rotation using evaluation template for both the resident and preceptor.

Evaluation: The resident will receive informal feedback on a regular basis regarding their progress on projects, readings, and participation/communication. They will sit with the preceptor at midpoint for a formal summative evaluation and again at the end of the rotation. The summative evaluations will be recorded in PharmAcademic.

		Activities	
Goal R1.1	Lead departmental and/or interdisciplinary teams in the design, implementation, and/or enhancement of a health system's medication-use process.		
OBJ R1.1.2	(Synthesis) Exercise effective leadership of a team tasked with the redesign of a selected aspect of the medication-use process.	Taught and Evaluated	Conduct gap analysis with staff and leadership leading to creation of a project plan to address identified issues. Participate in pharmacy administrator-on-call; prepare staff communications. Shadow all central staff and identify improvement opportunities, including, but not limited to creating a new position. Participate in narcotic compliance activities.
Goal R1.2	Manage the medication distribution process in all locations within the health system where drugs reside.		
OBJ R1.2.1	(Evaluation) Based on one's own assessment of the pharmacy's drug control systems, contribute any needed recommendations for improvement.	Taught and Evaluated	Conduct gap analysis with staff and leadership leading to creation of a project plan to address identified issues. Shadow all central staff and identify improvement opportunities, including, but not limited to creating a new position. Participate in narcotic compliance activities.
Goal R2.2	Improve quality using contemporary performance improvement methodology.		
OBJ R2.2.1	(Synthesis) Participate in a formal performance improvement project utilizing the organization's process for improving quality.	Taught and Evaluated	Conduct gap analysis with staff and leadership leading to creation of a project plan to address identified issues.
Goal R2.4	Understand how to assure pharmacy compliance with legal, regulatory, safety, and accreditation requirements.		
OBJ R2.4.1	(Comprehension) Explain the components of a departmental system that would assure compliance with applicable legal, regulatory, safety, and accreditation requirements.	Taught and Evaluated	Conduct gap analysis with staff and leadership leading to creation of a project plan to address identified issues. Create and present education to staff on a current compliance, regulatory and/or safety topic.
Goal R3.2	Conduct recruitment and hiring activities.		
OBJ R3.2.1	(Synthesis) Use knowledge of the health system's customary practice to write a job description for a new pharmacy position.	Taught and Evaluated	Shadow all central staff and identify improvement opportunities, including, but not limited to creating a new position. Participate in narcotic compliance activities. With the purchasing and operations team, work on inventory reduction/optimization project and/or workflow redesign that consolidates staff.
Goal R4.5	Develop and implement cost reduction strategies.		
OBJ R4.5.2	(Synthesis) Participate in a cost reduction project.	Taught and Evaluated	With the purchasing and operations team, work on inventory reduction/optimization project and/or workflow redesign that consolidates staff.

Goal R5.1	Design a plan that will maximize the safe and effective use of information technology and automated systems.		
OBJ R5.1.1	(Comprehension) Explain pharmacy management responsibilities relating to information systems and technology.	Taught and Evaluated	Oversee information technology installation, upgrade, downtime, etc. Prepare a capital technology presentation and/or request for proposal for an information technology.
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	Oversee information technology installation, upgrade, downtime, etc.
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	Oversee information technology installation, upgrade, downtime, etc.
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	Oversee information technology installation, upgrade, downtime, etc. Prepare a capital technology presentation and/or request for proposal for an information technology.
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	Oversee information technology installation, upgrade, downtime, etc. Prepare a capital technology presentation and/or request for proposal for an information technology.
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	Oversee information technology installation, upgrade, downtime, etc.
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	Oversee information technology installation, upgrade, downtime, etc.
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	Prepare a capital technology presentation and/or request for proposal for an information technology.
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 a capital technology presentation and/or request for proposal for an information technology.
Goal R6.1	Demonstrate the personal leadership qualities and commitments necessary to advance the profession of pharmacy.		
OBJ R6.1.6	(Application) Use listening skills effectively in performing job functions.	Taught and Evaluated	Participate in pharmacy administrator-on-call; prepare staff communications. Set the agenda and lead a large group meeting. Lead a management-related journal club with leadership team.
OBJ R6.1.10	(Characterization) Consistently use good judgment in the conduct of professional relationships.	Taught and Evaluated	Participate in pharmacy administrator-on-call; prepare staff communications. Set the agenda and lead a large group meeting. Lead a management-related journal club with leadership team.
Goal R6.2	Make effective management decisions.		
OBJ R6.2.1	(Synthesis) Utilize a systematic approach to making management decisions.	Taught and Evaluated	Create and present education to staff on a current compliance, regulatory and/or safety topic. Participate in pharmacy administrator-on-call; prepare staff communications. Set the agenda and lead a large group meeting. Lead a management-related journal club with leadership team.

OBJ R6.2.2	(Evaluation) Make departmental decisions that align with the organization's goals and priorities.	Taught and Evaluated	Create and present education to staff on a current compliance, regulatory and/or safety topic. Participate in pharmacy administrator-on-call; prepare staff communications. With the purchasing and operations team, work on inventory reduction/optimization project and/or workflow redesign that consolidates staff.
Goal R6.3	Demonstrate business skills required to advance the practice of pharmacy.		
OBJ R6.3.4	(Application) Use effective negotiation skills to resolve conflicts.	Taught and Evaluated	Participate in pharmacy administrator-on-call; prepare staff communications.
OBJ R6.3.6	(Synthesis) Demonstrate effective delegation strategies for accomplishing one's job.	Taught and Evaluated	Participate in pharmacy administrator-on-call; prepare staff communications.

Evaluations:

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