

PGY-1 Pharmacy Practice Residency Program
University of Utah Hospitals and Clinics
Salt Lake City, Utah

Learning Experience:

Ambulatory Care – Internal Medicine Clinic

Preceptor:

Diana Fischer, PharmD, BCPS

Duration: 4 weeks

Site Description:

The University of Utah Hospitals and Clinics Internal Medicine clinic is located within University Hospital (Clinic 2). Madsen Internal Medicine is located in the Madsen Health Center on Foothill Boulevard. Clinic providers include attending internal medicine physicians, specialty providers (e.g., anticoagulation and palliative care) and medical residents.

Role of the Pharmacist:

Clinical pharmacy services provided at the clinics include chronic disease state medication management through collaborative practice, comprehensive medication reviews, refill authorizations, drug information services, and patient education.

Rotation Description:

The pharmacy resident will participate as an active member of the health care team and assist in providing clinical pharmacy services through collaborative practice agreements. He/she will be able to provide direct patient care assessments of patients seen at the clinic and develop plans together with primary care providers. Residents will also provide patient education for disease state management and new medications, evaluate drug therapy regimens, and provide recommendations for optimizing drug therapy, monitoring, and patient adherence. The resident will serve as a drug information resource for providers and staff. Other activities may include leading weekly topic discussions/patient presentations/journal clubs, presenting an in-service for providers, and completing a clinic project.

Typical Daily Activities:

- Review patient reports for uncontrolled diabetes and hypertension 8 AM, Monday-Friday
- Clinical pharmacist patient schedule 9:00-3:30 PM, Monday through Friday

Expected Progression:

First Day:

- Preceptor will orient resident to clinic, providers, health care professionals, and workflow. Preceptor will review learning activities and expectations with the resident.

- Resident will come prepared with three goals for the rotation.
- Prior to the first day the resident will have reviewed any policies and resources for the rotation site provided by the preceptor.
- The resident is expected to be punctual, professional, and prioritize daily activities with a focus on exceptional patient care.

Week 1:

- Display professionalism towards all staff and patients.
- Provide medication management for scheduled patients with the preceptor.
 - Prepare for patient visits by adequately reviewing the electronic medical record (EMR) for recent and future medical visits, current medications, medication changes, and problem list/past medical history.
- Be available to providers and clinic staff for drug information questions and provided responses in a timely manner.

Week 2:

- Interact appropriately with each patient and their family members, obtaining sufficient history to make patient-centered recommendations.
- Provide medication management for scheduled patients independently/with preceptor depending on the resident's comfort level and ability. Work with the preceptor to develop a treatment plan of action.
- Be available to providers and clinic staff for drug information questions and provided responses in a timely manner.
- Provide patient education as requested by the providers and clinic staff.

Week 3:

- Provide medication management for scheduled patients independently.
 - Discuss the plan for patient care with the preceptor before discussing with the patient.
- Continue to respond to any drug information questions posed by the providers in a timely manner.
- Continue to provide patient education as requested by the providers and clinic staff.

Week 4:

- Demonstrate competency and confidence when providing medication management for patients.
- Assess quality and appropriateness of patient's medication regimen given their past medical history and active disease states.
- Continue to respond to any drug information questions posed by the providers in a timely manner.
- Present an in-service to providers, depending on provider availability, no later than the last day of rotation.

RLS Goals

Ambulatory Care 1

GOAL R1.1 In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process.

OBJ R1.1.1 Interact effectively with health care teams to manage patients' medication therapy

OBJ R1.1.2 Interact effectively with patients, family members, and caregivers

OBJ R1.1.3 Collect information on which to base safe and effective medication therapy

OBJ R1.1.5 Design or redesign safe and effective patient-centered therapeutic regimens and monitoring plans (care plans)

OBJ R1.1.7 Document direct patient care activities appropriately in the medical record or where appropriate

GOAL R1.2 Ensure continuity of care during patient transitions between care settings.

OBJ R1.2.1 Manage transitions of care effectively

GOAL R3.1 Demonstrate leadership skills

OBJ R3.1.2 Apply a process of on-going self-evaluation and personal performance improvement

GOAL R4.1 Provide effective medication and practice-related education to patients, caregivers, health care professionals, students, and the public (individuals and groups).

OBJ R4.1.2 Use effective presentation and teaching skills to deliver education

Ambulatory Care 2

GOAL R1.1 In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process.

OBJ R1.1.2 Interact effectively with patients, family members, and caregivers

OBJ R1.1.4 Analyze and assess information on which to base safe and effective medication therapy

OBJ R1.1.5 Design or redesign safe and effective patient-centered therapeutic regimens and monitoring plans (care plans)

OBJ R1.1.6 Ensure implementation of therapeutic regimens and monitoring plans (care plans) by taking appropriate follow-up actions

OBJ R1.1.8 Demonstrate responsibility to patients

GOAL R3.1 Demonstrate leadership skills

OBJ R3.1.2 Apply a process of on-going self-evaluation and personal performance improvement

GOAL R3.2 Demonstrate management skills

OBJ R3.2.4 Manages one’s own practice effectively

GOAL R4.1 Provide effective medication and practice-related education to patients, caregivers, health care professionals, students, and the public (individuals and groups)

OBJ R4.1.2 Use effective presentation and teaching skills to deliver education

Activities Evaluated:

Ambulatory Care 1

Objective Number (Level of Learning Required) & Description	Methods	Rotation Activities
GOAL R1.1 In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process.		
Objective R1.1.1: Interact effectively with health care teams to manage patients’ medication therapy	Instruction, Modeling, Coaching and Facilitation	Identify medication-related problems through patient clinic interactions (in person and telephonic patient visits) and medication reviews and communicate recommendations for modifying drug therapy directly to the provider on a daily basis. Develop working relationships with providers and staff in the clinic by serving as a drug information resource and an additional provider and point of access for patients.
Objective R1.1.2 Interact effectively with patients, family members, and caregivers	Instruction, Modeling, Coaching and Facilitation	Daily patient interactions to review medications and collect information to develop recommendations (in person and telephonic patient visits). Information will be collected weekly to monthly from patients whose chronic disease states are managed by pharmacy through collaborative practice. Design of therapeutic regimens will consist of appropriately collecting and reviewing all patient information to develop a realistic plan in collaboration with the patient and health care team.
Objective R1.1.3 Collect information on which to base safe and effective medication therapy	Modeling, Coaching and Facilitation	Participate in clinic visits with primary care providers and provide telephone follow up for a panel of patients on a daily basis. Activities include reviewing patient medications, treatment efficacy, side effects, and preventive care issues relevant to the patient, through chart review and direct patient interaction.

Objective Number (Level of Learning Required) & Description	Methods	Rotation Activities
Objective 1.1.5 Design or redesign safe and effective patient-centered therapeutic regimens and monitoring plans (care plans)	Instruction, Modeling, Coaching and Facilitation	Management of patients through collaborative practice agreements including medication management, dose adjustments, ordering of labs, and providing education for patients. Labs for clinic patients may be ordered by pharmacists as appropriate for patients and monitored regularly according to current practice and organizational policies.
Objective R1.1.7 Document direct patient care activities appropriately in the medical record or where appropriate	Instruction, Modeling, Coaching and Facilitation	Documentation of all patient care activities and interactions will be provided in the electronic medical record for all pharmacist-patient interactions. Documentation will include pertinent information and will be forwarded to the appropriate health care professionals verbally or electronically in a timely manner. Types of documentation will be discussed.
GOAL R1.2 Ensure continuity of care during patient transitions between care settings.		
Objective R1.2.1: Manage transitions of care effectively.	Modeling, Coaching and Facilitation	After meeting with patients during clinic appointments or by telephone, pertinent information will be relayed securely to the provider verbally or through the electronic medical record. Review appropriate documentation and assist patients with medication management for patients who are transitioning out of one health care setting and following up in the clinic.
GOAL R3.1 Demonstrate leadership skills		
Objective R3.1.2 Apply a process of on-going self-evaluation and personal performance improvement	Coaching and Facilitation	Feedback will be provided to the resident on a daily to weekly basis as appropriate. The resident will be expected to be able to self-assess and engage in feedback discussions.
GOAL R4.1 Provide effective medication and practice-related education to patients, caregivers, health care professionals, students, and the public.		
Objective R4.1.2: Use effective presentation and teaching skills to deliver education.	Coaching and Facilitation	One short in-service on a clinical topic will be provided to nursing staff and/or providers as appropriate. Education on medications and disease states (e.g. insulin administration) will be provided to patients in clinic.

Ambulatory Care 2

Objective Number (Level of Learning Required) & Description	Methods	Rotation Activities
GOAL R1.1 In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process.		

Objective Number (Level of Learning Required) & Description	Methods	Rotation Activities
Objective R1.1.2 Interact effectively with patients, family members, and caregivers	Instruction, Modeling, Coaching and Facilitation	<p>Daily patient interactions to review medications and collect information to develop recommendations (in person and telephonic patient visits). Information will be collected weekly to monthly from patients whose chronic disease states are managed by pharmacy through collaborative practice.</p> <p>Design of therapeutic regimens will consist of appropriately collecting and reviewing all patient information to develop a realistic plan in collaboration with the patient and health care team.</p>
Objective R1.1.4 Analyze and assess information on which to base safe and effective medication therapy	Coaching and Facilitation	<p>Daily patient work ups and interactions to review medications and collect information to develop recommendations (in person and telephonic patient visits).</p> <p>Address drug information questions that arise in clinic on a daily basis through review of primary literature and evidence-based recommendations.</p>
Objective R1.1.5 Design or redesign safe and effective patient-centered therapeutic regimens and monitoring plans (care plans)	Modeling, Coaching and Facilitation	<p>Management of a panel of patients through collaborative practice agreements including medication management, dose adjustments, ordering of labs, and providing education for patients.</p> <p>Labs for clinic patients may be ordered as appropriate for patients and monitored regularly according to current practice and organizational policies.</p>
Objective R1.1.6 Ensure implementation of therapeutic regimens and monitoring plans (care plans) by taking appropriate follow-up actions	Coaching and Facilitation	<p>Management of patients through collaborative practice agreements includes frequent follow up. Plans for patients will include monitoring for safety and efficacy as well as a timeline for follow up.</p>
Objective R1.1.8 Demonstrate responsibility to patients	Modeling, Coaching and Facilitation	<p>Medication changes will be monitored to ensure safety and efficacy. Developing relationships with patients seen in clinic will take into account patient preferences in the decision-making process.</p>
GOAL R3.1 Demonstrate leadership skills		
Objective R3.1.2 Apply a process of on-going self-evaluation and personal performance improvement	Coaching and Facilitation	<p>Feedback will be provided to the resident on a daily to weekly basis as appropriate. The resident will be expected to be able to self-assess and engage in feedback discussions.</p>
GOAL R3.2 Demonstrate management skills		

Objective Number (Level of Learning Required) & Description	Methods	Rotation Activities
Objective R3.2.4 Manages one's own practice effectively	Modeling, Coaching and Facilitation	Residents will be expected to work towards autonomy by the second half of the learning experience as well as develop skills in time management to complete daily activities and address needs of the clinic.
GOAL R4.1 Provide effective medication and practice-related education to patients, caregivers, health care professionals, students, and the public (individuals and groups)		
Objective R4.1.2 Use effective presentation and teaching skills to deliver education	Coaching and Facilitation	One short in-service on a clinical topic will be provided to nursing staff and/or providers as appropriate. Education on medications and disease states (e.g. insulin administration) will be provided to patients in clinic.

Topics to be Covered During Experience:

- Diabetes mellitus
- Hyperlipidemia
- Hypertension
- Smoking cessation
- Other primary care topics of interest to the resident
- Review of topics will include pertinent pathophysiology, signs/symptoms, and treatment (patient case presentation, pharmacology, dosing, side effects, monitoring, education, and non-pharmacological recommendations)

Readings and Preparatory Work:

- University of Utah Hospitals and Clinics collaborative practice agreements, found on Pulse
- Current metabolic disease state guidelines
 - Diabetes
 - Hyperlipidemia
 - Hypertension

Project/Presentation Description:

The resident will provide a 10-15 minute inservice to clinic nursing staff and/or providers. The resident may also assist with other clinic projects as appropriate.

Typical Clinic Schedule:

Monday— Madsen Internal Medicine (IM) 0800-16:30
Tuesday— Clinic 2 IM 0800-16:30
Wednesday— Madsen IM 0800-16:30
Thursday— Clinic 2 IM 0800-16:30
Friday— Madsen IM 0800-16:30

Evaluations:

The resident will receive regular formative feedback related to patient care activities, communication/staff interaction, and presentations. Verbal evaluations will be provided on a daily to weekly basis. Midpoint and final written evaluations will be documented through PharmAcademic.