

Faculty: Slade, Jamie

Site:

University of Utah Hospitals and Clinics

Status: Active

Not Required

Description:**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 Center consists of a 100 bed inpatient service including an ICU, an ambulatory infusion suite, and extensive ambulatory cancer clinics, including bone marrow transplant. The University Orthopaedic Hospital 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 4 surrounding counties that provide both primary and specialty care, plus the specialty clinics and infusion rooms.

This specific site rotation is located at University Home Infusion Pharmacy, which is housed at the Midvalley Campus. Home Infusion is comprised of a diverse team of pharmacists, pharmacy technicians, nurse case managers, intake specialists, reimbursement specialists, and delivery coordinators that provide comprehensive and high quality infusion services to patients in their homes. Our services include transitions of care coordination, benefit investigation and prior authorization, USP <797> sterile compounding, dispensing and delivery of medications, clinical monitoring and ongoing care coordination, and billing and reimbursement for services provided.

Role of the Pharmacist:

The responsibilities of the Home Infusion Pharmacy Manager at University of Utah Health is to:

- Oversee day to day pharmacy operations
- Manage and prepare staff for change
- Maintain regulatory compliance - state & federal laws, 340B, controlled substances, billing & reimbursement, CMS, USP 797, USP 800
- Maintain accreditations - specialty (URAC, ACHC), durable medical equipment
- Pharmacy strategic planning
- Payor & Contract management
- Develop and implement plans for excellent patient and customer experience.
- Strive for continued excellence in the quality of services provided including evaluating operations and

clinical services.

- Organize and prioritize tasks and projects.
- Delegate work and engage team members.
- Demonstrate strong problem solving skills. Examples of these situations include:
 - o Urgent, emergent and disaster situations
 - o Day to day activities
 - o Actions needed based on reported medication events
 - o Actions to improve and standardize processes
 - o Making strategic decisions on the use of personnel and resources
- Facilitate team functions.
- Manage pharmacy finances including capital and expenses.
- Support employees by conducting HR functions including recruitment, onboarding, orientation, retention, motivation and engagement, coaching and development, and progressive discipline.
- Advocate for the role of the profession of pharmacy both within the organization, the community, and at the national levels.

Expectation of Learners:

Rotation Description and Expectations of the Resident:

This rotation can be 2 or 4 weeks in duration; the objectives and expectations of the resident will be adjusted based on rotation duration.

University Home Infusion provides a wide variety of services and is comprised of a variety of different personnel types that perform various roles. The primary objective of the resident is to develop a functional understanding of home infusion services and the roles that staff members perform in order to provide these services. The resident will also engage in activities that develop an understanding of the operational, regulatory, and accreditation requirements of home infusion. The resident may also learn about the home infusion revenue cycle and finances.

Project/Presentation Description:

For a 4-week rotation, the resident will be expected to perform an in-service. The in-service will be a 15-20 minute presentation on a regulatory, compliance, or clinical topic (with slides) and presented to pharmacy staff. There is no project or presentation for a 2-week rotation.

Typical Daily/Weekly/Monthly Activities:

Usual rotation time is 8:30 to 5 pm; however, it is very important to be flexible based on any meetings and other department activities. Early morning or late meetings may occur during the rotation. The schedule will be reviewed every Monday morning to develop a plan for the week but can be readjusted as often as needed as needs arise.

Expected Progression:

Rotation can be 2 or 4 weeks in duration.

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

Complete standard Home Infusion Orientation, which includes learning the scope of services provided and understanding tasks and responsibilities of home infusion staff.

Set up topic discussion and evaluation appointments.

For 4-week rotations: in-service topic is assigned.

Week 2

Attend meetings with preceptor or other assigned meetings.

Topic discussions with preceptor: regulatory & accreditation requirements

For 4-week rotations: work on in-service.

Week 3

Topic discussions with preceptor: billing & reimbursement

Attend selected meetings with preceptor.

Week 4

Attend selected meetings.

Present in-service to staff.

Topic discussions with preceptor.

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

Readings and Preparatory Work:

ASHP Guidelines on Home Infusion Pharmacy Services

NHIA Home Infusion Therapy Modules, as selected

Evaluations:

The resident will have discussions with the preceptor(s) multiple times per week. The weekly planning meeting (usually Monday morning) will serve as a place for providing feedback to the resident and making adjustments to the rotation as needed.

For a 4-week rotation, the preceptor will evaluate the resident at the midpoint of the rotation. A custom midpoint evaluation in PharmAcademic is used. The resident and preceptor will complete it together evaluating progress in completing goals, interpersonal communication, project and time management, and ability to work independently. Resident strengths and opportunities will be discuss. No midpoint evaluation will be conducted for a 2-week rotation.

A final summative evaluation will be completed, usually on the last day of rotation (if not, prior to the last day of rotation). Prior to the evaluation meeting, the resident needs to complete the self-evaluation, evaluation of learning experience, and preceptor evaluation in PharmAcademic. The preceptor will conduct the final evaluation in PharmAcademic. The resident needs to be sure to use the template for evaluations (<https://pulse.utah.edu/site/dirc/Nonsearched/preceptor-003.pdf>) in preparing their evaluations.

		Activities	
Goal R2.1	Demonstrate ability to manage formulary and medication-use processes, as applicable to the organization		
OBJ R2.1.4	(Applying) Participate in medication event reporting and monitoring	Taught and Evaluated	Based on review of RLs, make recommendations for process improvement Perform review of RLs and identify gaps in current processes
Goal R2.2	Demonstrate ability to evaluate and investigate practice, review data, and assimilate scientific evidence to improve patient care and/or the medication-use system		
OBJ R2.2.1	(Analyzing) Identify changes needed to improve patient care and/or the medication-use system	Taught and Evaluated	Assess drug control systems for home infusion and make recommendations for improvement. Learn tasks and responsibilities of pharmacists, technicians, nurses, delivery coordinators, billing supervisor, and other staff in home infusion.
Goal R3.2	Demonstrate management skills		
OBJ R3.2.1	(Understanding) Explain factors that influence departmental planning	Taught and Evaluated	Review and discuss strategic planning for department and home infusion Topic discussion with preceptor

OBJ R3.2.2	(Understanding) Explain the elements of the pharmacy enterprise and their relationship to the health care system	Taught and Evaluated	Review and discuss role of home infusion in relation to health system
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	(Applying) Use effective presentation and teaching skills to deliver education	Taught and Evaluated	In-service is developed and presented to pharmacy staff (for 4-week rotations only)

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