

University of Utah PGY-1 General Practice Residency Program
Track B Staffing
Salt Lake City, Utah

Learning Experience: Staffing/Dispensing

Primary Preceptors:

Redwood Health Center – Megan Lowe, PharmD, BCACP
South Jordan Health Center – McKay Robinson, PharmD
Greenwood Health Center – Davis Moore, PharmD

Site Descriptions:

The Redwood Health Center Pharmacy is a high volume (approximately 600 prescriptions per day) pharmacy that primarily serves the patients and employees of the University of Utah Healthcare System.

The South Jordan Health Center Pharmacy is a moderate volume (approximately 350 prescriptions per day) pharmacy that primarily services the patients and employees of the University of Utah Healthcare System. The South Jordan Health Center Pharmacy also services an emergency department and two ambulatory infusion sites, located within the Health Center.

The Greenwood Health Center Pharmacy is a moderate volume (approximately 400 prescriptions per day) pharmacy that primarily services the patients and employees of the University of Utah Healthcare System.

Learning Experience Description:

The resident will be oriented to the procedure and operations of the dispensing pharmacy. The purpose of this experience will be to provide an opportunity for the resident to develop the skills necessary to manage the dispensing operations of a pharmacy. At the completion of this longitudinal experience, the resident will be able to efficiently and accurately verify a prescription for completeness, appropriateness, contact the prescriber for corrections if necessary, and counsel a patient on the medication. Through this experience, the resident will also be exposed to the current workflow at the pharmacy and may have the opportunity to participate in quality improvement initiatives.

Role of the Pharmacist:

Staff pharmacists within each clinic work to provide quality patient care. This involves identification and resolution of medication-related problems during the dispensing process and taking responsibility for medication-related outcomes of the patients served.

Typical Daily, Weekly, Monthly Activities and Resident Expectations:

Residents will staff in operations or patient care area for the equivalent of four 8 hour shifts per month. Residents will be assigned a staffing preceptor that will be available to answer questions and evaluate the progress of the resident as an independent pharmacist practitioner

in each area staffed. As the year progresses, every effort will be made to provide the resident with the opportunity to be the pharmacist in charge with preceptor assistance available.

Rotation Progression:

Day 1: The resident is expected to be familiar with the Drug Information Resource Center for resources available while staffing- <https://pulse.utah.edu/site/dirc/Pages/Home.aspx>. On the first day the resident will be oriented to the rotation learning description and shown the clinic and pharmacy. Daily activities and rotation expectations will be discussed and the resident will have time to ask any questions.

Quarter 1: The resident will work closely with a community pharmacist learning all aspects of staffing within the community pharmacy. Prior to becoming autonomous and within the first 2 months the resident is expected to experience and understand all items on the staffing checklist (attached).

Quarter 2: By the second quarter the resident should be able to staff autonomously within the community pharmacy ensuring all tasks within the pharmacy are being achieved.

Quarter 3: This third quarter the resident will be evaluated on the ability to direct the flow of the pharmacy and delegate responsibilities so the flow will be more efficient. As dispensing efficiency improves it is expected that the resident focus on providing quality patient care as well.

Quarter 4: By the end of the fourth quarter the resident should be seamless within the flow of the community pharmacy. The resident will direct the flow of the pharmacy and be a go to person for urgent care providers with all medication questions, and a valuable resource for all patients and staff.

RLS Objectives

- R1.1.1 Interact effectively with health care teams to manage patients’ medication therapy
- R1.1.4 Analyze and assess information on which to base safe and effective medication therapy
- R1.1.6 Ensure implementation of therapeutic regimens and monitoring plans (care plans) by taking appropriate follow-up actions
- R1.1.7 Document direct patient care activities appropriately in the medical record or where appropriate
- R1.1.8 Demonstrate responsibility to patients
- R1.3.1 Prepare and dispense medications following best practices and the organization’s policies and procedures
- R1.3.2 Manage aspects of the medication-use process related to formulary management
- R1.3.3 Manage aspects of the medication-use process related to oversight of dispensing

Activities Evaluated:

Objective Number & Description	Teaching 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.		
OBJ R1.1.1: (Applying) Interact effectively with health care teams to manage patients' medication therapy	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Interact with all pharmacy staff members or health care team to ensure safe and effective medication therapy by proactively problem solving.
OBJ R1.1.4: (Analyzing) Analyze and assess information on which to base safe and effective medication therapy	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Accurately use patient data to assess medication profiles and plan for medication adjustments. • Use pass off data, current clinical information, and policies to make therapeutic plans for each patient.
OBJ R1.1.6: (Applying) Ensure implementation of therapeutic regimens and monitoring plans (care plans) by taking appropriate follow-up actions	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Make clear, evidence-based recommendations to the team and document outcomes in Epic. • Quickly and accurately select the correct provider to contact to make recommendations. • Use pass off data, current clinical information, and policies to make therapeutic plans for each patient.
OBJ R1.1.7: (Applying) Document direct patient care activities appropriately in the medical record or where appropriate	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Clearly and completely document pass off notes in Epic as appropriate for safe continuity of care. • Make clear, evidence-based recommendations to the team and document outcomes in Epic.
OBJ R1.1.8: (Applying) Demonstrate responsibility to patients	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Show ability to prioritize patient care issues and complete work prior to leaving. • Appropriately counsel a patient or caregiver at the time of pick-up. Counseling should include, but not limited to, patient verification, medication use, proper storage, and potential adverse effects.
Goal R1.3: Prepare, dispense, and manage medications to support safe and effective drug therapy for patients		
OBJ R1.3.1: (Applying) Prepare and dispense medications following best practices and the organization's policies and procedures	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Follow and clearly explain a systematic procedure for checking the accuracy of medications dispensed, including correct patient identification, correct medication, correct dosage form, correct dose, correct number of doses, correct prescriber, expiration dates, and properly repackaged and relabeled medications.
OBJ R1.3.2: (Applying) Manage aspects of the medication-use process related to formulary management.	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Be able to perform all operational tasks including finding and checking/labeling medications in operational or clinical shifts. • Be able to use policies and guidelines to ensure safe patient care (eg, non-formulary, therapeutic interchange, etc.)
OBJ R1.3.3: (Applying) Manage aspects of the medication-use process related to oversight of dispensing	Modeling, Coaching, Facilitation	<ul style="list-style-type: none"> • Show ability to manage technician work flow to maximize the efficient dispensing of medications or coordinating deliveries of medications.

Preparatory Work:

Be familiar with the Drug Information Resource Center for resources available while staffing-
<https://pulse.utah.edu/site/dirc/Pages/Home.aspx>.

Evaluations:

The resident will receive regular formative feedback related to patient care activities, patient education, and other activities. Evaluations will be documented in PharmAcademic™. Throughout each quarter, the resident will self-evaluate, the preceptor will evaluate the resident, and the resident will evaluate both the preceptor and the learning experience.

Achieved Definition:

1. Competently and safely care for patients at a level acceptable for all pharmacists in the University system.
2. Present patients in a logical and succinct order and understand the priorities of pharmaceutical needs.
3. Serves as a valuable resource for the healthcare team.
4. Gives timely responses that are clear and appropriate for audience understanding.
5. Demonstrates an advanced level of problem solving skills. Demonstrating knowledge, and proper use, of all available resources.
6. Able to autonomously identify and prioritize current tasks as well as upcoming deadlines.
7. Appropriately balance time between work tasks, personal life, projects, and learning opportunities in order to complete all requirements, while continuing to increase knowledge and skills.
8. Through actions demonstrates reliability, responsibility, and trustworthiness on a level that would be desirable for employment.
9. Helps to create an amiable, productive work environment.