



LE *Practice Management and Professional Development

PGY1 - Community Pharmacy (94007)

Faculty: Davis, Jennifer L.

Training Site:

Oregon State University College of Pharmacy

Status: Active

Not Required

Description:

Practice management and professional development is a required, longitudinal learning experience. Discussions and activities are designed to address issues pertaining to application of clinical knowledge and development of clinical practice; pharmacy and formulary decision making; professional involvement in local, state and national pharmacy affairs; interprofessional education; performing as a role model for pharmacy students; and continuous professional development through self assessment and goal setting. Successful completion of the learning experience will require active participation in weekly OSU Residency Conference meetings and bi-weekly/monthly Citywide Residency Conference meetings and as well as involvement in professional organizations including student health fairs.

Core Topics in which the resident will be expected to gain proficiency through literature review, topic discussion, and/or professional experience including, but not limited to:

- Practice Development and Management
- Selected readings from: Building a Successful Ambulatory Care Practice: A Complete Guide for Pharmacists, by Mary Ann Kliethermes and Tim R. Brown. American Society of Health-System Pharmacists. 2012.
- Collaborative drug therapy management agreement and standards of care development
- Business Plan Development
- Formulary Management: Medication Use Evaluation
- Professional Development
- Drug information presentations (Provider education and literature review)

Expectation of Learners:

Expected progression of resident responsibility on this learning experience:

Quarter 1: Resident will attend all meetings and start working on projects as assigned. Develop understanding of organizational and professional leadership positions at local/state/national level. Resident will begin recruitment process for next residency cycle by representing program at recruitment events as scheduled.

Quarter 2: Develop or update a standard of care for clinic site and discuss business plan progression. Begin co-precepting through health fairs and immunization clinics. Resident will be responsible for utilizing Phorcas and WebAdmit to assist in resident candidate selection for interviews. Reflect on self learning strategies through completion of CPD plan.

Quarter 3: Development of business plan. Involvement in professional organizations. Participation in resident candidate interviews and final rank process.

Quarter 4: Final presentation of business plan. Implementation of CPD plan. Assist with onboarding of new resident(s).

Preceptor Interaction:

- Weekly: Participate in weekly meetings of OSU Residency Conference
- Quarterly meetings with RPD: Check in regarding progression of continuous professional development plan and involvement in the profession

Communication:

- E-mail: Preferred route to communication to set up necessary meeting requests through calendar appointments. E-mail should be checked at least daily.
- Personal cell phone: Residents must call (no texting) preceptor for urgent/emergency personal situations. Residents may communicate non-urgent situations via text outside of office/clinic hours. Notify residency program director and call preceptor by 7am if unable to come to work due to illness or personal emergency.

Evaluation Strategy:

PharmAcademic will be used for documentation of scheduled summative evaluations. Formative self-evaluation will be completed after significant assignments. Formative feedback from preceptors and peers will be verbal and/or written after completion of projects and presentations.

What Who When Review and update learning description Preceptor, Resident End of year Formative + Formative Self Preceptor, Resident See below Summative Preceptor Quarterly, see below Summative Self-evaluation Resident Quarterly Preceptor, Learning Experience Resident Quarterly

PGY1 summative evaluation schedule: Start in July, Evaluations in September, December, March and June.

PGY1 formative and self-evaluation schedule for learning activities: Formative evaluations have been scheduled in PharmAcademic for the month the activity is assigned. Reminders will be sent to residents & preceptor on the first day of the month. Evaluations must be completed within one week of the activity due date.

8. Health fair/ Immunization clinic
9. Networking at professional meetings
10. DI presentation
11. Business plan

		Activities
Goal R1.2	Identify, design, and implement quality improvement changes to the organization's (e.g., community pharmacy, corporation, health-system) medication-use system.	
OBJ R1.2.4	(Synthesis) Participate in the process by which the organization identifies the need for, develops, implements, and evaluates evidence-based treatment guidelines/protocols for specific patient populations.	(Q2) Develop or update a Standard of Care for clinical practice site and an accompanying CDTM for Clinical Pharmacy Services. Deadline 12/31 of residency year.
Goal R2.1	Establish collaborative professional relationships with other healthcare professionals involved in the care of patients.	
OBJ R2.1.1	(Comprehension) Explain the process by which collaborative practice agreements are developed and implemented.	(Q1) Discussion about CDTM during clinic orientations at each site. After site discussion, verbally state steps required to develop and implement a CDTM at clinical practice site.
OBJ R2.1.2	(Synthesis) Develop a collaborative practice agreement (may be hypothetical) that could be used in the community pharmacy.	(Q2) Develop or update a Standard of Care for clinical practice site and an accompanying CDTM for Clinical Pharmacy Services. Deadline 12/31 of residency year.
Goal R2.8	Implement regimens, monitoring plans, and provide patient education for patients.	
OBJ R2.8.3	(Complex Overt Response) When permissible, use skills to administer immunizations.	(Q2) Precept a minimum of 2 student run immunization clinics. Model and coach immunization administration for pharmacy students.
Goal R3.1	Exhibit essential personal skills of a practice leader.	
OBJ R3.1.1	(Characterization) Practice self-managed continuing professional development with the goal of improving the quality of one's own performance through self-assessment and personal change.	(Q2) Complete Continuous Professional Development plan including professional goals and timeline for achieving them. Discuss plan at OSU Residency Conference in November.
OBJ R3.1.2	(Characterization) Act ethically in the conduct of all practice-related activities.	(Q2,4) Ethical performance includes many areas. Drug information: properly citing references. Teaching: copyright laws and use of other's materials. Clinic: correct and complete documentation, following clinic policy and OR BOP laws and regulations. Professional development: correctly representing yourself, your skills/abilities and experiences.
OBJ R3.1.3	(Application) Demonstrate commitment to the profession through active participation in the activities of local, state, and/or national professional associations.	(Q1) Select a committee to be involved with at OSHP, OSPA or other pharmacy organization. (Additional task Q3,Q4) (Q3) Report current work of professional committee to OSU Residency Conference (Additional work Q4) (Q4) Develop plan for involvement in profession over next 5 years
OBJ R3.1.4	(Characterization) Serve as a role model for pharmacists, pharmacy students, pharmacy technicians, and other healthcare professionals.	(Q2,4) Demonstrate professional behavior in clinic, on campus, and in the community.
OBJ R3.1.5	(Organization) Choose and manage daily activities so that they fulfill practice responsibilities and place an appropriate priority on the delivery of patient-centered care	(Q1,2,3,4) Discussion at OSU Residency Conference regarding balancing patient care with other tasks. Prioritizing patient care over other assignments. Daily/weekly self-assessments of timely completion of pt care duties.
OBJ R3.1.6	(Comprehension) Explain the role and importance of pharmacist active engagement in the political and legislative process.	(Q1) Discussion with pharmacy leaders involved in Oregon Pharmacy Coalition and/or Legislative Committees of OSPA or OSHP during residency orientation. Self reflection of the importance of this involvement & ideas of how to contribute to these efforts over the next 1-5 years.
Goal R3.2	Exhibit practice leadership in organizational and management activities.	
OBJ R3.2.3	(Application) Use group participation skills when leading or working as a member of a committee or informal work group.	(Q1) Review and discuss group participation skills during OSU Residency Call. Use group participation skills when leading discussions at OSU Residency Conference, or working as a group on a task.

Goal R3.3	Contribute to the development, implementation, and evaluation of a new pharmacy service or to the enhancement of an existing service.	
OBJ R3.3.1	(Synthesis) Generate an idea for a new service or evaluate a current pharmacy service or program to determine if it meets the stated goals.	(Q1,2,3) Review elements of a business plan during OSU Residency Conference. Select a new/enhanced service and develop elements of the business plan.
OBJ R3.3.2	(Synthesis) Develop a business plan for a new service or an enhanced service, if applicable.	(Q1,2,3) Review elements of a business plan during OSU Residency Conference. Select a new/enhanced service and develop elements of the business plan.
OBJ R3.3.3	(Application) Use presentation and persuasive skills to secure approval of a plan for a new or enhanced service.	(Q4) Final presentation of Business Plan to Pharmacy Director, clinical team, and other leaders.
OBJ R3.3.4	(Synthesis) Contribute to the development of a marketing strategy for a new or enhanced service that is integrated with the overall marketing plan.	(Q3) Business plan to include specific marketing strategy to ensure success of new/enhanced service
OBJ R3.3.5	(Comprehension) Explain the various mechanisms by which pharmacists can be paid for the patient care services they provide.	(Q1) OSU Residency Conference discussion regarding compensation for pharmacy services. Review limitations in reimbursement for pharmacy services in an FQHC. Resident to verbally state opportunities and limitations of reimbursement.
OBJ R3.3.6	(Analysis) Employ an effective strategy for obtaining compensation for a new or enhanced service from appropriate potential sources of compensation.	(Q3) Business plan to include reimbursement options for new/enhanced service.
OBJ R3.3.7	(Synthesis) Implement a new or enhanced service according to the business and marketing plans.	(Q3) Business plan must include implementation plan (real or theoretical) with discussion of anticipated barriers
OBJ R3.3.8	(Evaluation) Evaluate the new or enhanced service to determine if it meets the stated goals.	(Q3) Business plan will include specific goals of new or enhanced service, criteria for evaluating achievement of goals and methods for collecting and reporting data.
Goal R5.1	Provide effective medication and practice-related education and/or training to groups of patients, groups of caregivers, healthcare professionals, student pharmacists, and the public.	
OBJ R5.1.4	(Application) Use public speaking skills to speak effectively in large and small group situations.	(Q3,4) DI presentations to provider and clinical team at site in January, February, March, April. Effective delivery of presentation content: avoiding distracting habits, preparation and confidence apparent in delivery, good eye contact, appropriate rate of speech, correct length of presentation and able to respond to provider questions.
Goal R5.2	Provide concise, applicable, comprehensive, evidence-based, and timely responses to requests for drug information from health care providers and patients.	
OBJ R5.2.3	(Synthesis) When the drug information request requires further evaluation of the literature, formulate a systematic, efficient, and thorough procedure for retrieving drug information.	(Q3,4) DI presentations to provider and clinical team at site in January, February, March, April. Clarification of intent of DI question obtained prior to conducting literature search. Literature search strategy designed to identify all relevant literature.
OBJ R5.2.4	(Analysis) When the drug information request requires further evaluation of the literature, assess the usefulness of biomedical literature gathered.	(Q3,4) Efficiently review search results to eliminate irrelevant and/or low quality literature, identify literature that relates to question, and select highest quality/most pertinent results for presentation.
OBJ R5.2.5	(Synthesis) When a drug information request requires further evaluation of the literature, provide evidence-based responses to drug information requests based on that evaluation.	(Q3,4) From identified literature results, apply evidence to answer DI question in a way that is relevant to clinical site patients and providers. Formulate a concise answer and/or recommendation for practice at clinic.
Goal R6.1	Use information technology to make decisions and reduce error.	
OBJ R6.1.3	(Evaluation) Use electronic data and information from internal information databases and external online databases and resources for the purposes of making patient care, operational, and financial decisions.	(Q2) Complete a Medication Use Evaluation with a focus on patient safety or efficacy of therapy.

Evaluations:

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