

Residency Handbook  
2017-2018

Roseman University College of Pharmacy

PGY-1 Community Pharmacy Residency

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## **Overview**

This 24-month part-time first post-graduate year program offers longitudinal experiences in ambulatory care, medication use management, didactic teaching, faculty governance, student mentoring, research, and population health. The program will provide an individualized approach to learning based on the interests and goals of each resident; however, residents are required to complete core components in order to successfully complete the training program.

## **Purpose**

PGY-1 Community-Based Pharmacy Residency Program Purpose:

To build upon the doctor of pharmacy (PharmD) education and outcomes to develop community-based pharmacist practitioners with diverse patient care, leadership, and education skills who are eligible to pursue advanced training opportunities including postgraduate year two (PGY2) residencies and professional certifications.

## **Brief description**

The PGY-1 pharmacy residency sponsored by Roseman University of Health Sciences College of Pharmacy is designed to produce clinical pharmacists who are competent to practice clinically in ambulatory practice settings with an emphasis on providing care to indigent patients and developing aptitudes and skills in pharmacy education. The pharmacy resident will gain clinical skills necessary to treat patients in a team-based setting with a variety of medical, cultural, and social needs. The program will foster the development of a competent, conscientious, and versatile practitioner through experiences in teaching, research, and professional practice.

## **Program competency areas**

1. Patient care (73%)
2. Leadership and management (6%)
3. Advancement of community-based practice and improving patient care (16%)
4. Teaching, education, and dissemination of knowledge (3%)

### **Elective goals (required)**

1. Teaching and learning (2%)

## **Resident Qualifications**

The qualified applicant will be a graduate of an ACPE-accredited college or school of pharmacy and must be eligible for licensure as a pharmacist in the state of Utah by the end of the second week in June. An on-site interview at the applicant's expense is required. Each applicant should submit requested materials to PhORCAS beginning November 1 and commencing the first non-Holiday Monday in January. Applicants will be notified regarding eligibility to participate in the on-site interview no later than the second Monday in January. Application materials include:

- The PhORCAS application
- Signed agreement regarding the moonlighting policy
- A letter of intent which should describe the following:
  - Career goals/vision
  - Philosophy of patient care
  - Philosophy towards other learners (ex. students)
- Curriculum vitae
- Official transcripts from pharmacy and pre-pharmacy educational institutions
- Three reference forms submitted via PhORCAS with the following preferences:
  1. APPE preceptor in a patient care area

- 2. Employer or direct supervisor
- 3. Faculty advisor
- 4. Other faculty member
- PCOA Score (optional)

On on-site interview at the College of Pharmacy and at the clinical practice site will be required. Residency candidates are evaluated and ranked by a Residency Advisory Committee and site representatives using pre-determined criteria.

***Confirmation of Training and Licensure***

By the second week in June, residents must provide a copy of their academic transcript attesting to their successful completion of the Pharm.D. degree. If the degree will not be reflected on their transcript by that date, a resident may submit a signed letter from the dean of their college of pharmacy indicating that they have met all degree requirements.

Each resident must be licensed to practice pharmacy in the state of Utah. If reciprocating from another state, licensure should be obtained before July 5 of the year in which that resident will be starting the residency. For residents obtaining their first license, the process should be initiated by July 1 with a valid license obtained no later than September 1. Failure to obtain a license to practice pharmacy in Utah by October 1 will result in termination from the program. Should a resident’s license to practice pharmacy be revoked or suspended during the residency, that resident will not be permitted to continue in the residency program.

***Orientation***

During the first 3 weeks of the residency, orientation to the practice site and University will be scheduled. In the process, each resident will self-assess the skills which are most relevant to success in the program and will identify professional goals and interests. The skills assessment and the stated goals/interests will be used to develop a learning plan for each resident. Since completion of the residency is contingent on completion of the program objectives, the learning plan will dictate the division and depth of effort towards the learning activities associated with the program. Resident orientation will also involve an introduction to the institution, the educational philosophy, the applicable handbooks, and the basic tools/resources which can be used by residents. At the practice site, each resident will receive training regarding clinic operations and continuity of care

***Resident Schedule***

Orientation	3 weeks	PHC/Roseman University
Teaching certificate	11 weeks	Roseman University
Academia experience 1	3 weeks	Roseman University
Academia experience 2	3 weeks	Roseman University
Academia experience 3	3 weeks	Roseman University
Academia experience 4	4 weeks	Roseman University
Research 1	8 weeks	Roseman University
Research 2	8 weeks	Roseman University
Research 3	24 weeks	Roseman University
Research 4	24 weeks	Roseman University
Family med 1	24 weeks	PHC
Drug info/peds	24 weeks	PHC
Family med 2	24 weeks	PHC
Medication use systems	8 weeks	PHC
Clinical practice management	8 weeks	PHC/Roseman University
Selectives	24 weeks	PHC/Other sites

Clinical (required) (1 week = 16 hours)	Non-clinical (required)
R - Family med 1 = 24 weeks	L - Research = 64 weeks (1 & 2 = 4 hours/week, 3 & 4 = 6 hours/week)
R - Drug info/peds = 24 weeks	L – Teaching certificate = 11weeks 8 hours/week x 7 weeks 16 hours/week x 4 weeks
R - Family med 2 = 24 weeks	L – Academia experience = 13 weeks (8 hours/week)
	L - Clinical practice management = 8 weeks (8 hours/week)
	L - Medication use systems = 8 weeks (8 hours/week)
Selectives (pick one or a 50:50 combination) (1 week = 16 hours)	Non-clinical concentrated (1 week = 24 hours)
R - Community outreach and prevention = 24 weeks	C - Orientation = 3 weeks
R - Obstetrics = 24 weeks	
R - Diabetes intensive = 24 weeks	
	Activities outside of a learning experience
	Academia 4 = 4 weeks
	Professional meetings = 2 weeks

C = concentrated, L = longitudinal, R = rotational

The schedule will be determined based on the activities which meet the objectives of the program in consultation with each resident’s learning plan. It is expected that residents will spend a minimum of 25 hours a week on residency activities which would fall under “duty hours” (see the following page) and the resident must document all residency hours. In order to maintain the continuity of patient care, the portion of the schedule involving clinic activities will change no more frequently than every 3 months. Below is a summary of the available activities on the respective days.

Roseman

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	Remediation review with students				Student Assessments or Communications Course	Continuing education activities including certificate programs
Afternoon	Faculty meetings, Faculty Development Forums	Curriculum Committee	Student organization meetings	Admissions interviews		
Evenings	Continuing education activities (ex. preceptor development), student-driven seminars, Research Symposia					

Multiday: Faculty retreat (optional)

People’s Health Clinic

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	Family medicine	Family medicine	Obstetrics	Staff meeting Family medicine	Family medicine
Afternoon	Family medicine	Family medicine Pediatrics	Obstetrics	Family medicine Pediatrics	

## ***Duty Hours and Moonlighting***

Duty hours are the hours which are related to the activities of the pharmacy residency program and include time spent providing patient care, participating in meetings, performing administrative duties, attending conferences, and engaging in outreach activities if assigned, scheduled, or considered part of normal residency activities. Duty hours do not include studying, reading, conference preparation, travel to meetings or other unscheduled activities. Residents may engage in pharmacy-related work outside of the residency, but not necessarily external to Roseman, which will be considered “moonlighting.” Transparency regarding the difference between moonlighting and duty hours is necessary to protect public safety, as mandated by ASHP, and to ensure that each resident can be successful in the program.

For every 28-day period, each resident must have a minimum of four days free from all duty and moonlighting hours. The combination of moonlighting and duty hours may not exceed 80 hours per week as averaged over a four-week period. There must be a minimum of 10 hours between duty and the previous duty or moonlighting hours and continuous duty may not exceed 16 hours. To ensure that the maximum hours are not exceeded, residents are required to report duty and moonlighting hours (including times) to the RPD on a biweekly basis. Because safety in patient care must come first, if it is felt that moonlighting is affecting a resident’s performance, a formal plan will be developed to modify duty and/or moonlighting hours.

This unique non-stipend residency is set up to not just allow moonlighting, but to facilitate it. Direct supervisors of residents in their moonlighting positions must agree to the duty-hour regulations put forth by ASHP in the form of a written agreement between the employer and the University. Residents engaged in moonlighting outside of a written agreement are subject to disciplinary action.

## ***Role of the Residency Program Director (RPD)***

The RPD will serve as the direct supervisor for all residents and will be responsible for guiding and supporting each resident in the process of successfully completing each residency objective. Meetings between residents and the RPD will take place at the beginning of the program so that an individualized plan can be developed which considers each resident’s previously-acquired skills and current professional goals. Additional meetings will take place at least quarterly and on an ad hoc basis. The RPD will also be responsible for coordinating resident orientation during the first few weeks of the residency. The RPD will receive and approve requests for vacation and other types of leave during the residency.

If it is determined that a resident is not making satisfactory progress towards completion of the residency within the allotted timeframe, the RPD may begin dismissal procedures. This will not occur unless the RPD has developed a detailed remediation plan in collaboration with the preceptors and the resident at risk for dismissal.

## ***Resident Assessment***

PharmAcademic™ will be used to document all evaluation and planning. The learning plan for each resident will be modified every 6 months pursuant to resident goals and interests; the learning plan is subject to resources which can be provided by the practice site and the University at the time the learning plan modification is being made. A copy of this Residency Handbook will be provided electronically to each resident during orientation. Each resident is responsible for being familiar with the contents of the Handbook as well as the manuals and handbooks referred to in other sections of this Manual.

Achieving 90% of the residency objectives with a rating of “achieved for residency” with no ratings of “needs improvement” is required for residency completion. In addition, all required residency activities must be completed in order to receive a certificate of completion. The residency will begin the first Monday after the July 4<sup>th</sup> holiday (or Tuesday if the Monday is a holiday). Residency requirements should be completed by the last Wednesday before the annual University closure in June/July at the end of the second year. If there is the potential for a resident to not

complete program requirements, the RPD will work closely with the resident and preceptors to make arrangements to provide additional learning or practice opportunities. Despite these arrangements, it may be possible that a resident may still not meet the requirements to complete the residency. The residency time period may be extended up to 1 month, in some circumstances. In some but not all cases, it may be possible to increase the number of hours in the resident's work week in order to meet the complete the requirements of the residency, assuming no violations of the policy on duty hours (below) occur. Residents unable to complete requirements according to the written plan with or without an extended timeframe will be dismissed from the program.

### ***Academic Appointment***

Upon commencement of the residency program, residents will be given an academic appointment at the level of Instructor. The appointment will be a calendar-year appointment for the two-year duration of the residency.

### ***Compensation and Benefits***

Residents in this part-time program are not eligible to receive a stipend or traditional fringe benefits but will be permitted to secure additional outside work during the residency ("moonlighting"), will be eligible for professional development funds, and may receive honoraria for ad hoc services provided to the University. Residents are not eligible to receive medical or dental care from the clinic practice site, even if patient eligibility criteria have been met.

### ***Professional, family, sick and extended leave***

Time off will be guaranteed for the six observed University holidays (see Faculty or Employee Handbook) and for the winter and summer breaks approved by University administration. Residents are also eligible for 11 vacation days per year (3.39 hours every 2 weeks). A minimum of 2 weeks' notice should be provided to the RPD should a resident wish to use vacation time so that patient care coverage can be arranged. Prior approval by the RPD for vacation leave is required. Vacation may not be used in the final 2 weeks of the residency. Sick, parental, or bereavement leave may be used for absences related to additional needs of a resident or the resident's family. If summoned for jury duty, leave for up to 10 working days is available if a copy of the jury summons is provided to the RPD. If the total amount of leave, outside of vacation leave, is such that a resident is not making satisfactory progress towards completion of the residency activities by the scheduled residency completion date, make-up time scheduled outside of the regular agreed-upon weekly hours will be required.

Professional leave which necessitates time away from campus or the practice site may be available if an activity contributes to the achievement of one or more residency learning objectives. Prior approval by the RPD is required.

In some circumstances, it may become necessary for a resident to take extended leave from the residency. When this occurs, a plan will be put in place which will ensure that each resident can complete the required components of the residency. Residency hours in excess of the originally agreed-upon part-time hours will be required in this situation. Because of space and resource constraints associated with potential overlap between a resident/residents starting the residency and a resident/residents completing the requirements of the residency, a resident may extend their residency by no longer than 3 months.

### ***Professional Conduct***

Residents should display professionalism in all aspects of daily practice which include but are not limited to: being punctual, behaving ethically, showing mutual respect, accepting feedback, being flexible and taking responsibility for one's learning and actions.

## Dress Code and Identification

Neatness and cleanliness are evidence of concern and respect for our patients, students, colleagues, and guests. Appropriate attire provides an atmosphere of professionalism and confidence in our ability to deliver services. In accordance with Chapter 1 of the Division of Occupational and Professional Licensing Act, residents must wear a badge which is attached to clothing in a way which is visible and apparent to staff and patients. It must not be designed such that rotation of the badge would prevent the necessary information from being visible. The badge must include each resident's name and the designation "pharmacist." While on campus, a name badge is to be worn at all times.

The following attire is considered inappropriate while on campus or while at the practice site: flip-flops, open-toed shoes (practice site only), baseball hats, strapless or spaghetti-strap tops, tank tops, sleeveless shirts (practice site only), see-through clothing, exposed undergarments, stretch pants, sweat pants, tight clothing, shorts, t-shirts containing advertisements, pajamas, scrubs, or shirts exposing the midriff. Clothing should be in good condition without tears or rips. Business casual attire which may include jeans which are clean and in good repair as well as Roseman logo-wear may be worn while on campus on Fridays only.

## **Resident Duties**

Evaluations in PharmAcademic which includes: learning experience evaluations, preceptor evaluations, summative self-evaluations and co-signatures, must be completed within 7 calendar days of the published deadline or upon receipt of the evaluation requiring a co-signature. For the purposes of residency recruitment, the resident must attend the ASHP Midyear Clinical Meeting in December of their second year plus all scheduled residency interview days. Residents are also required to participate in the Mountain States residency conference, which means meeting all submission deadlines (i.e. slides, abstract). A manuscript for the research project should also be submitted to a peer-reviewed journal. The resident must also complete the teaching certificate, which includes a minimum of one ½ day of classroom teaching plus one additional ½ day in the second year. Classroom teaching includes participation in the assessment, the post-assessment review, the re-assessment review, and the post-reassessment review. Summer remediation activities are optional. One additional presentation to an audience of health care professionals is also required. Residents are required to teach/mentor in the PHAR 495 and 595 Continuing Professional Development courses. In the first year, the resident is a co-instructor. In addition, residents should attend a minimum of two faculty meetings. A minimum of 20 written drug information question responses and a new or revised pharmacy policy document must be submitted. Regular communication with current preceptor(s), defined as at least one in-person meeting, phone call or email, must occur each week. All other activities described in learning experience descriptions must be completed as well unless other arrangements have been made. All submitted documents must be uploaded into the portfolio in PharmAcademic. A residency completion checklist will be used to track whether all required learning experiences, products and presentations have been completed.

## Resident Rights and Responsibilities

1. Notify the RPD of any emergency situation including but not limited to sickness or injury.
2. University policies regarding chemical, biological, and radiation safety must be followed by each resident. The same applies to Animal Care and Use Policies.
3. Residents engaging in research involving human subjects must follow guidelines formulated by the University Institutional Review Board.
4. Residents should avoid possession or use of alcoholic beverages or illegal substances while at the practice site, while on campus, or during university activities.
5. Firearms and other weapons should not be brought to campus, even if in a vehicle.
6. Residents should act with safety in mind. Equipment or machines should only be used or adjusted if trained and qualified. Know where to find first-aid and other safety equipment.
7. Threatening communications received or overheard by a resident should be reported to the RPD immediately.

8. Each resident's workspace should be kept neat and organized and waste should be disposed of in the appropriate container. Residents should seek assistance from the RPD if not sure where something belongs.
9. Residents who are tardy or absent should contact the RPD, preferably before the start of the scheduled workday. If a resident is on the schedule at the practice site, a resident should also contact the Volunteer Coordinator regarding tardiness or absences. Email is preferred over phone calls and texts. Separation procedures will be initiated for residents who are absent for more than 2 workdays (campus or practice site) without notice.
10. Resident should avoid harassing behaviors and should report harassment that they are experiencing to the RPD.
11. Because residents are considered part of the workforce of the practice site and university, internal matters including but not limited to shortcomings, criticisms, procedural problems, and idiosyncrasies should not be discussed between residents and students, patients, or outside parties.
12. Residents who are witness to or aware of conduct which could be damaging to the university or practice site should also contact the RPD or Volunteer Coordinator as appropriate.
13. Each resident's Roseman personnel file and clinic volunteer file will be held in confidence with access restricted to authorized personnel on a need-to-know basis.
14. Residents will keep the university and practice site updated on any changes in name, address, or phone number which should occur during the program.
15. While at the practice site, residents should park at the far side of the parking lot unless there is a physical need to park closer.
16. Cell phones should be in vibration mode while at the clinic and food/drink should be kept out of patient care and provider work areas.
17. University email, including student/employee distribution lists, should be used for business purposes only and residents are expected to check their email each business day. To minimize spam and inadvertent FERPA violations, residents should not send mass emails without first checking with the RPD or a preceptor. Residents should engage auto-lock with password/pin protection on devices containing university email in order to help protect confidential university information and prevent unauthorized access.
18. Residents should utilize the Wi-Fi and networks at the practice site and university for business purposes only and should keep antivirus software up-to-date. Practice site and university internet bandwidth is not intended for video or audio streaming. Computers at the practice site should only be used for the needs of the practice site, not personal or university business.
19. Each resident must follow the guidelines for acceptable use of copyrighted materials as outlined in the Faculty Handbook.
20. Before any teaching occurs, residents should review the College of Pharmacy Student Assessment Policies and discuss areas of confusion with preceptors/the RPD.
21. Residents should show respect for students and should exercise fairness and objectivity. The assignment of academic tasks to students is each resident's purview; however, residents should not exploit students or infringe on their academic freedom.
22. Policies regarding academic and research misconduct, as described in the Faculty Handbook, must be followed by each resident.
23. As described in the Faculty Handbook, materials created by a resident designed to support the curriculum will be considered "works for hire" with copyright ownership retained by the University unless other arrangements have been made. Other works, if part of College or University projects or initiatives, may be subject to University copyright ownership. Works created by residents will not be subject to University copyright ownership if works were created at the initiative of a resident.
24. Residents should obtain permission from the RPD to use University resources if for projects/activities above and beyond what is required for completion of the residency program.

### ***Disciplinary Action***



A written reprimand will be placed in the personnel file for any actions in violation of the Faculty, Employee, or Residency Handbooks. Suspension or dismissal from the program may be required in circumstances involving repeat offenses or gross violations.

### ***Grievances***

Grievances can involve an allegation of wrongful administrative action or a complaint concerning interpretation of the resident rights and responsibilities in this manual or other University handbook/policy documents. Residents are encouraged to first discuss grievances with the RPD and attempt to resolve the issue within the program. If a resident is unable to resolve the matter with the RPD, a meeting with the Campus Dean may be requested in writing with specific grounds for filing the grievance. The Campus Dean will notify both that resident and the RPD in writing of the resolution or an indication that the grievance cannot be resolved. In cases where the grievance cannot be resolved, that resident may request, by notifying the Campus Dean, that the matter be investigated by the Experiential Appeals Committee within 7 business days of receiving notice from the Campus Dean. If no appeal is filed within the timeframe, the case will be considered closed. The Experiential Appeals Committee may request additional information from any relevant party. The Experiential Appeals Committee may only review disputes involving grievances as defined above. The responsibility for academic and patient care skill evaluation rests with the preceptors and/or RPD. The Dean of the College of Pharmacy shall review the findings and recommendations of the Experiential Appeals Committee and render a final decision regarding appropriate action pertaining to the grievance. The Dean's decision shall be transmitted in writing to that resident and the RPD with a copy placed in that resident's personnel file.

### ***Resident Resources***

Each resident will be entitled to free parking while on campus and at the associated practice site. Vehicles should not be left on campus after hours per the university's agreement with River Park and vehicles should display a Roseman parking permit. The RPD should be contacted as soon as possible if weather or road closures prohibit safe access to the campus or practice site. A desk with secure space for files and personal belongings will be provided for each resident. Residents will receive a badge which will serve as their key to the public areas of Building 10 (10920 S. Riverfront Parkway). Access will be available weekdays and on weekends during the day.

Residents formerly affiliated with Roseman as students should continue to use the laptop which was provided by Roseman. Support for the maintenance of that laptop will continue to be provided for the duration of the residency with the exception of damage beyond normal wear-and-tear or equipment loss/theft. The laptop will continue to belong to that resident after the completion of the residency. Residents not formerly affiliated with Roseman as students will be issued a laptop for use during the residency with support for the maintenance of the laptop with the exception of damage beyond normal wear-and-tear or equipment loss/theft. In this case, the laptop will be returned to the University at the end of the residency. Loaner equipment including laptops, projectors, and screens are available for temporary use. Printing is available on two different copiers located in Building 10. In order to conserve resources, printing should be a rare occurrence. Contact the RPD for assistance with making documents available electronically. Printers can also be used for scanning to email and faxing.

Access to physical and online library resources both on- and off-site will be available throughout the residency program. Interlibrary loan (ILL)s may be requested through the library but requests associated with a fee must be approved by the RPD before the ILL is processed. The library will notify the College of Pharmacy Dean and RPD if a fee is associated with an ILL request before the request is processed. In most cases, no fee is incurred. Books, journals, media and reference materials may be checked out from the library. Refer to the Circulation Policy on the Roseman web site for deadlines and restrictions.

Residents may request one set of 250 university business cards. If a resident is engaged in a community engagement event such as a health fair or fundraiser, the university marketing department is available to assist with graphic design and web/social media announcements provided they receive notice a minimum of 2 weeks prior to the planned

announcement. Office supplies including but not limited to pens, pads, tape, staplers, staples, folders, and notebooks are available for resident use. Special items may be requested from the contracted office supply company with prior approval from the RPD. Residents will have a designated mailbox at the university which should be checked weekly.

### ***Meetings/Professional Development***

Because of the two-year structure, residents are only required to attend the ASHP Midyear Clinical Meeting for recruitment purposes in the second year. Travel-related professional development funds in the amount of \$2500 over the two-year period are available. Travel must first be approved by the RPD and 6 weeks-notice is requested. Some meetings offer travel assistance for residents; the RPD and preceptors can assist residents in applying for these travel grants. All reimbursements except for meals require original receipts which should be submitted through Concur. Taxis or car rentals should be used based on the lesser of the two expenses associated with the travel plans. The same applies to airline travel vs. mileage reimbursement. Each resident is responsible for any costs in excess of the travel stipend. Residents are encouraged to attend a mix of local (state) and national meetings which best fit with their future career focus. Days spent traveling to/from or attending meetings are not counted towards vacation days; however, residents are expected to participate in the meeting on all days away for such purposes. Travel for meetings can be scheduled sequentially with vacation with advance permission from the RPD.

Residents also participate in the [Mountain States Residency Conference](#) in Salt Lake City in May of the second year of the residency. Each resident's research project will be presented at this conference but may also be presented at other state or national conferences.

### ***Professional Liability Insurance***

The patient care provided by residents during the residency program will be offered to patients free of charge. Patients are asked to make a donation to the clinic but they are not required to make any payment for services rendered. As part of the Utah Pharmacy Practice Act, pharmacists who provide healthcare treatment on behalf of this type of health care facility are not liable in a malpractice action if the treatment was within the scope of the pharmacist's license, if neither the pharmacist nor facility received compensation, and if the act or omission was not grossly negligent or willful and wanton. Clinic patients consent to waiving rights to sue for professional negligence except for cases of gross negligence or willful and wanton acts. For this reason, residents may not need to secure their own professional liability insurance. Residents engaging in moonlighting as a pharmacist may want to purchase individual coverage if professional liability is not being provided by the employer.