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**Site:**

ABC Medical Center

**Status:** Active

Required

**General Description:**

Orientation is a four-week required learning experience at the ABC Medical Center for all PGY1 residents.

Components of Orientation will include the organization's general employee orientation (2 days focusing on organizational policies and procedures; employee code of conduct education; environment of care, safety, and compliance training; and cultural competence training), clinical interdisciplinary staff orientation to the electronic medical record system (2 days), residency program orientation (1/2 day), and pharmacy department orientation (remainder of Orientation month).

Components of residency program orientation will include orientation to the residency program policies and procedures, expectations, PGY1 Pharmacy Standards, PGY1 Pharmacy Competency Areas, Goals, and Objectives (CAGOs), program evaluation strategy, and training on the PharmAcademic™ system. Additionally, residents will meet with all elective preceptors during the month to review each elective opportunity and its associated learning experience description in order to make initial elective selections. Residents will also meet with the preceptors for all longitudinal learning experiences, reviewing learning experience descriptions and getting started on initial longitudinal activities as applicable to the individual learning experiences.

Orientation to the pharmacy department will primarily focus on the distribution aspects of pharmacy services along with an overview of how all aspects of pharmacy services intersect. Policies and procedures, including all clinical protocols, will be reviewed during Orientation although in-depth training on clinical protocols, clinical consults, multidisciplinary rounds, and other decentralized pharmacy services will occur during the Adult Medicine 1 learning experience. A series of Orientation checklists and competencies will be introduced during the Orientation month as a means of ensuring a comprehensive training experience to prepare the resident for future learning experiences and staffing responsibilities. The resident will also be expected to complete the organization's BLS/CPR and ACLS certification courses during the Orientation month if such certifications have not yet been obtained, or are due to expire during the first three months of the residency program, by the resident at the start of the residency. The resident will be expected to renew such certifications prior to the expiration date if either, or both, certifications are set to expire during the residency year.

ABC Medical Center is part of the Best Practice Health-System which is comprised of eight hospitals, ambulatory surgery centers, ambulatory clinics, and a multidisciplinary medical practice. While Orientation will be conducted at ABC Medical Center, the resident will be exposed to, and trained on, pharmacy services that extend to other hospitals, surgery centers, clinics and the medical practice in the system (e.g., remote order verification, drug and vaccine distribution, drug information services, etc.).

ABC Medical Center is a 400-bed hospital that provides services for neonates through geriatrics. Primary service lines include cardiac care, critical care, emergency and trauma care, endocrinology, neurosurgery, nephrology, oncology, pediatrics, transplant, and neonatology. The medical center is a Level 2 Trauma Center. Pharmacy services extend to all areas of the medical center. Pharmacy distributive services are decentralized with ~80% of all patient medications being stocked in the automated dispensing cabinets on the patient care units. Automated systems in the main pharmacy which include medication carousels support an efficient decentralized medication distribution system. Pharmacy clinical services are also decentralized with pharmacists based on the floors, providing order verification, clinical consult, and drug information services along with participation in

multidisciplinary rounds and code coverage.

### **Role(s) of Pharmacist(s):**

All pharmacists and technicians work as a team in providing patient care across the organization. Pharmacists at ABC Medical Center will rotate through shifts in the main pharmacy and on the floors in which they are cross-trained. All pharmacists are expected to be trained on, demonstrate competence with, and routinely complete the routine pharmacy clinical consults that are available 24/7 (pharmacokinetics services, dosing and monitoring of antimicrobials, anticoagulation dosing and monitoring service, parenteral nutrition service, pain management service, renal and hepatic dosing service, IV to PO service, therapeutic interchange service, and discharge medication education). Pharmacists with more advanced training in specialty areas (Critical Care, Emergency Medicine, Infectious Diseases, Pediatrics, Oncology, etc.) will also rotate through these decentralized shifts but additionally are expected to provide more comprehensive services for their service line that include policy and protocol review and development, medication usage review, committee representation, and development of education for pharmacy personnel and other healthcare associates.

All pharmacists at ABC Medical Center are required to maintain BLS/CPR and ACLS certifications and support the department's participation in code coverage across the medical center 24/7 (Code Blue, Rapid Response, and Stroke Code). Pharmacists in the Emergency Department are also required to maintain PALS certification as they also support pediatric codes and traumas in the emergency department.

When providing decentralized pharmacy services, the pharmacist's role is participation in multidisciplinary rounds on the unit(s) they are assigned to cover, complete order verification, complete all clinical consults, respond to codes, and provide comprehensive medication reviews for the patients on their unit(s). Pharmacists in the emergency department also oversee the pharmacy technicians who are completing medication history intake for all patient admissions in the medical center, assisting with the more complex medication histories, and making recommendations to providers for those patients whose medication histories indicate medication changes are needed during the admission medication reconciliation process.

The pharmacists and pharmacy technicians in the main pharmacy supplement the order verification and clinical services provided to all patients within the medical center by the decentralized pharmacists as well as provide remote order verification services to other hospitals in the organization after business hours. Each shift in the main pharmacy has dedicated pharmacist and pharmacy technicians assigned to the IV room and infusion center pharmacy to complete sterile compounding.

### **Expectations of Residents:**

General hours during the Orientation month for which the resident is to be on-site are 7am-4pm. However, the resident will be expected to complete some orientation training on 2nd shift and on a weekend while maintaining compliance with duty hours. The resident will be provided with an Orientation calendar at that beginning of the Orientation month outlining training shifts/hours along with other key requirements. Residents are expected to be on-time for all shifts, meetings, and other sessions.

Residents are expected to abide by the organization's and pharmacy department's dress code policy (either business casual or the assigned department scrub color if electing to wear scrubs, white pharmacy coat anytime the resident is outside the main pharmacy, surgical scrubs anytime the resident is staffing in the IV room or infusion center, and the associate name badge must be visible at all times).

Residents are expected to abide by the attendance and call-off policy outlined in the residency manual.

Residents are expected to maintain an open line of communication with the Orientation preceptor, communicating any issues and concerns. The Orientation preceptor will be in contact with the resident daily

when on-site and formal check-ins between the preceptor and resident are included on the Orientation calendar. A designated pharmacist is assigned to the resident for each training shift in which the preceptor is not working directly with the resident. Routine formative feedback will be provided by the preceptor and other pharmacists during Orientation to the resident. The resident is also expected to conduct routine formative self-assessments as they work through the Orientation checklists and competencies.

### **Progression of Residents:**

Day 1 & 2: Resident to complete the organization's general employee orientation program. Resident to meet with RPD at the end of Day 1 to review the Orientation learning experience description, Orientation calendar, and Orientation checklists.

Day 3 & 4: Resident to complete the organization's clinical associate interdisciplinary electronic medical records orientation/training sessions.

Day 5: RPD to review residency program policies and procedures, resident expectations, ASHP PGY1 Pharmacy Standards, ASHP PGY1 Pharmacy CAGOs, and the program's evaluation strategy with the resident. Resident to complete/sign attestation to residency program policies. RPD to train the resident on the PharmAcademic™ system. RPD or designee will also take the resident on a full hospital and pharmacy department tour. The resident will begin working through the organization's general new associate online learning modules and competencies.

Week 2: Resident will review pharmacy department policies, procedures, and protocols with preceptor. The first two days of the week will be spent with pharmacy technicians to learn the roles and responsibilities of technicians in the various distributive, sterile and non-sterile compounding services. The resident will spend the remainder of the week training in the IV room with either the preceptor or a designated pharmacist. The resident will be expected to complete their initial gowning and garbing observation/competency, media fill, and fingertip testing along with aseptic technique competencies by the end of the week. The resident will be expected to complete their initial residency development plan in PharmAcademic™ by the end of the week if not already completed.

Week 3: The resident will rotate through the various pharmacist shifts in the main pharmacy (IV room, order verification, final product checking, controlled substance management) as outlined on the Orientation calendar. The resident is expected to be functioning at a level where the preceptor is coaching the resident in the IV room functions by the middle of the week. For other functions (order verification, final product checking, controlled substance management), the resident will spend at least half the week where the preceptor is providing direct instruction and modeling for the resident and then proceeding to some initial coaching of the resident in such duties by the end of the week.

Week 4: The resident is expected to be progressing to a level of independence in the IV room functions and in final product checking for all other medications and kits/trays by the end of the week. The resident is expected to be functioning in other duties (order verification and controlled substance management) with the preceptor coaching the resident for the majority of the week. The resident is expected to have completed the Orientation checklist for the distributive pharmacy functions, including all sterile and non-sterile compounding online training modules, competencies, and required observations, by the end of Week 4. The resident is to have completed BLS/CPR and ACLS certification/recertification if these were not already obtained and current at the start of the residency year. The RPD will review the initial resident development plan with the resident at the end of the week, incorporating into the plan any observations, feedback, and initial program changes identified during the Orientation month.

The resident may start the online clinical competencies during the Orientation month but the completion of these, along with the clinical service components of the Orientation checklists will not be required to be fully completed until the end of the Adult Medicine 1 learning experience.

			<b>Activities</b>
<b>Goal R1.3</b>	<b>Promote safe and effective access to medication therapy.</b>		
OBJ R1.3.1	(Cognitive - Applying) Facilitate the medication-use process related to formulary management or medication access.	Taught and Evaluated	Complete the controlled substance product pulls for at least two full-hospital deliveries, accurately performing the dispensing counts, back-counts, performing delivery reconciliation report review at end of delivery, and reconciling any controlled substance discrepancies identified During order verification, for any medications that require specific baseline labs or assessments, follow-up labs or assessments, completion of prior authorizations, or other documentation (e.g., clozapine, dofetilide, injectable epoprostenol, etc.), follow applicable formulary policies and protocols for the review and ordering of labs or tests, communication with providers, and/or documentation During order verification, identify and complete therapeutic interchanges on medication orders in accordance with the organization's therapeutic interchange policy and protocol
OBJ R1.3.2	(Cognitive - Applying) Participate in medication event reporting.	Taught and Evaluated	Complete learning module on medication event reporting prior to completing below activities: * Review current month's dashboard of reported medication events and discuss with preceptor * Identify at least one medication event or near miss and complete the required documentation for reporting the event * Assess and discuss with preceptor potential process improvement or education opportunities to mitigate error recurrence * Share at least one medication event or near miss as educational opportunity at a department safety huddle
OBJ R1.3.3	(Cognitive - Evaluating) Manage the process for preparing, dispensing, and administering (when appropriate) medications.	Taught and Evaluated	Check a minimum of 5 non-sterile compounds completed by pharmacy technicians and ensure required documentation is completed in the compounding log Check sterile compounds completed by pharmacy technicians in the IV room, ensuring adequate labeling and documentation Complete and pass BLS/CPR and ACLS certification courses and prepare medications in a mock simulated mega-code Complete and pass the USP 797 sterile compounding required online competencies, real-time observations, and skills assessments (e.g., aseptic technique, gowning & garbing observations, media fill, and fingertip testing). Compound a minimum of 5 different sterile compounds, demonstrating appropriate aseptic technique and accuracy in product selection and compounding process During order verification, review all medication orders for appropriateness for the patient using the 5 Rights and checking for allergies prior to completing the orders Set-up TPN compounder accurately and complete ten parenteral nutrition compounds (completing double-checking of parenteral nutrition order, building or modifying the recipe in the automated compounding system, obtaining double-checks as required per policy, checking any manual additive ingredients, and completing all required documentation and labeling)
<b>Goal R3.2</b>	<b>Demonstrate leadership skills that foster personal growth and professional engagement.</b>		
OBJ R3.2.1	(Cognitive - Applying) Apply a process of ongoing self-assessment and personal performance improvement.	Taught and Evaluated	Complete initial resident development plan self-assessment

OBJ R3.2.3	(Cognitive - Applying) Demonstrate responsibility and professional behaviors.	Taught and Evaluated	Complete all required new employee modules by due date Ensure timeliness in reporting for all shifts and meetings; adhere to call-off policy and communication requirements as applicable Ensure timely follow-up communication and complete all required hand-off communication to appropriate clinician with all patient care activities
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**Assessments:**

	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