

# William S. Middleton VA Hospital



William S. Middleton  
Memorial Veterans Hospital  
in Madison, Wisconsin

## Pharmacy Residency Programs



### *PGY2 Pharmacy Administration & Leadership Residency*

Excellence  
in  
Patient Care  
and  
Teaching

The Pharmacy Administration & Leadership Residency is designed to provide highly motivated and exceptionally qualified pharmacists with a myriad of experiences in pharmacy management and leadership practice. These experiences are coordinated under the direct and immediate supervision of the Pharmacy Chief who is the designated Residency Director. The primary mission of the residency is to develop leadership and management skills that will support a professional and productive practice in pharmacy management. This mission is realized by providing experiences and responsibilities that realistically develop and augment the resident's communication skills, problem solving abilities, professional knowledge base, judgment, and insight in a "real life" pluralistic management environment. By providing an atmosphere for the resident to grow and develop individual talents (while receiving guidance and structure as required), the resident will become more cognizant of their strengths and weaknesses and will be able to continually apply themselves to further enhance their management and leadership practice skills.

The purpose of the Pharmacy Administration & Leadership Residency is to support and enhance patient care by developing the knowledge and skills that are needed to achieve competency in the provision of pharmacy leadership and practice management. Graduates of the program shall be able to develop, implement, monitor, and maintain operational and clinical pharmacy services, and shall be able to successfully apply the principles of strategic planning, personnel development, needs-based communication, fiscal management, regulatory compliance, program development, evidence-based outcome assessment, and pharmacoeconomics.

#### **Program Description:**

The Pharmacy Administration & Leadership Residency is a 12-month longitudinally organized and directed postgraduate training program in pharmacy management practice. The program is flexible in that it will adapt to the needs of the individual resident, yet provide the basic foundation for quality management and leadership practice experiences. It will include exposure to national, regional, and local activities that are directed to support team management, regulatory compliance, performance measure monitoring and compliance, and resource management.

**Program Description (continued):**

The program is currently in its first year and is working to be accredited by the American Society of Health-System Pharmacists using the ASHP Accreditation Standard for PGY2 Health-System Pharmacy Administration Residencies. Qualified candidates shall be licensed pharmacists who have completed an accredited PGY1 residency in any practice focus, and who have expressed a strong interest and desire for advanced management training.

**Training Activities: (Will include, but not be limited to)****Administrative Activities**

- Pharmacoeconomics
- Policy & Procedures / Regulatory Compliance
- Committee Participation includes
  - P & T Committee Management
  - Patient Safety
  - Patient Electronic Record
  - Various Process Action Teams
  - VISN 12 PBM / Pharmacy Chiefs
- Presentation Skill Development
- Bargaining Unit Integration
- Customer Satisfaction
- New Program Development
- Supervisory Assignments
- Organizational Structure Development
- Strategic Plan Development
- Departmental Management / Staff Scheduling
- Marketing / Patient Education

**Teaching / Research Activities**

- Formal Presentations
- Residency Research Project
- Competency Assessment assignments
- Rotation Inservices

**Resource Management**

- Personnel - Generational Awareness
- Personnel – Individual & Team Development
- Personnel – Recruitment / Placement
- Personnel - Management Systems
- Personnel – Performance Standards and Assessments
- Interpersonal Communication
- Purchasing / Inventory Control
- Budgetary Forecasting
- VHA Contractual Processes
- Control Point Management
- Supply Chain Management activities
- Contract Management

**Medication Use Distribution and Control**

- Narcotic Control and distribution
- Medication Usage Control Processes
- Investigational Drugs
- Automated Systems Integration
- Quality Management Program Development & Oversight
- Data Mining
- DUE / QA Plan Development

Note: The resident will be required to complete the Hermann Brain Dominance Instrument and instruction to help augment interpersonal and professional communication skills. In addition, some of the basic personnel management and fiscal management training requirements may be completed through interactive on-line training sessions or recorded instruction sessions with designated VHA topic experts.

## **Program Standards:**

The Pharmacy Administration & Leadership Residency adheres to the standards described in the following criteria:

- ASHP Regulations on Accreditation of Pharmacy Residencies
- ASHP Accreditation Standards for Postgraduate Year Two (PGY2) Pharmacy Residency Programs
- ASHP PGY2 Required and Elective Educational Outcomes, Goals, and Objectives

## **Residency Research Project:**

Successful completion of an original research project is a requisite for attainment of a residency certificate. The purpose of the resident's project is to develop the resident's problem solving skills and to expose residents to research methodology. The residents will choose a primary preceptor for his/her residency project who will serve as the Primary Investigator for IRB approval if needed.

Residents are encouraged to consider several factors when selecting a topic for their major project. First, the topic selected should be one of personal interest to the resident. The needs of the Pharmacy Service should also be considered when selecting a topic. The topic should be relevant to medication use, patient safety, or resource utilization management. Finally, resident projects should be selected with the intent of submitting the results for publication in an appropriate professional journal. All major projects must be presented to invited guests, as well as at the Great Lakes Residency Conference. Following presentation at the Great Lakes Residency Conference, the residents are required to design a poster for presentation at a Pharmacy Society of Wisconsin continuing education meeting and to have a manuscript drafted in AJHP format.

## **Major Presentations:**

The resident will present a minimum of two formal presentations during the year. Use of PowerPoint® during the verbal presentation is required. Handouts should be provided (these can simply be copies of the slides). The purpose of the formal presentations is to improve the resident's ability to prepare for a formal presentation with handouts, to provide an oral presentation to peers, familiarize the resident with PowerPoint®, and to increase the resident's familiarity with various types of literature associated with pharmacotherapy management.

## **Residency Journal Club:**

Residents will be required to attend and participate (via presenting journal articles and supporting an interactive discussion of presented articles) in the Pharmacy Residency Journal Club, which is coordinated by the Pharmacy Clinical Coordinator and Residency Director. The Journal Club meets weekly during the residency year and the resident will attend at least four of these meetings and twice present an article related to pharmacoconomics or clinical service management.

## **Teaching and Inservice Responsibilities:**

One of the goals of the residency program is to provide residents with the opportunity to develop and improve their communication and teaching skills. In addition to the formal presentations (see above), informal presentations will be done on a more routine basis as designated by rotation preceptors. Pharmacy residents will be involved in a number of ongoing teaching and inservice activities, including the following:

- Residents may help orient new pharmacy team members regarding the general operation of the department, and precept them on management-related topics.
- Residents will provide inservices to hospital administrative personnel, nurses, pharmacy personnel, students, and providers as assigned by rotation preceptors.

### **Participation in Continuing Education:**

Pharmacy residents have a responsibility to maintain competence through a planned program of self-education and continuing education. Residents are encouraged to take advantage of the wide variety of educational opportunities that are available to program participants. The following continuing education activities are available.

- Required:
  - All mandatory VA or Human Resources programs
  - Department staff development meetings and competency lectures
  - ASHP Midyear Clinical Meeting
  - General Sessions at the Great Lakes Residency Conference
- Optional:
  - State meetings of the Pharmacy Society of Wisconsin (PSW).
  - VAMC educational offerings: Morning Report, Grand Rounds, etc.

### **Membership in Professional Organizations:**

Residents are required to be members of the American Society of Health-System Pharmacists (ASHP). Residents must be a member of ASHP to avoid incurring unnecessary and additional costs associated with attendance at the Midyear Clinical meeting. Membership with the Pharmacy Society of Wisconsin is highly encouraged. Membership information may be obtained from the residency director or coordinator.

### **Assessment and Evaluation:**

The Pharmacy Administration & Leadership Residency utilizes the Residency Learning System (RLS) as established by ASHP for PGY2 programs. The RLS establishes outcomes, goals, and objectives that are to be learned, mastered, and evaluated during the residency program.

### **Application Procedure:**

Applicants must be a graduate of an American Council of Pharmaceutical Education accredited School of Pharmacy with a Pharm.D. degree. They must also have completed or currently be enrolled in a first year Residency. We will consider both internal candidates who wish to do two years at this institution as well as external candidates.

The Chief of Pharmacy shall determine the final acceptance of all residency applicants and interview team(s). Pharmacists interested in applying for the residency program are required to:

- Complete a residency candidate application (Form 10-2850c)
- Submit a personal letter of intent.
- Submit a copy of their curriculum vitae.
- Submit an official copy of their pharmacy transcript(s).
- Submit three (3) letters of personal recommendations - preferably from the applicants' faculty (former or present), employers (former or present), or any clinical staff member who provided clinical pharmacy training.
- Participate in an on-site interview (unless special dispensation is granted).

Application deadline is January 15<sup>th</sup>, 2009.

Address inquiries to:

Lynnae Mahaney

Residency Chief and Director

William S. Middleton VA Hospital

2500 Overlook Terrace

Madison, WI 53705

Phone: 608-256-1901 extension 11028

Email: Lynnae.Mahaney@med.va.gov