PGY-1 Residency Training Program

PRACTICE MANAGEMENT

Description, Preceptor Interaction, and Evaluation Strategy:

The Practice Management rotation is mandatory for all PGY1 residents and provides the resident with a foundation as a professional leader who 1) practices with principles, 2) continuously learns through successes and failures, 3) focuses on others and 4) finds personal fulfillment in the journey. The rotation also provides an opportunity to participate in team and relationship building.

This longitudinal rotation consists of monthly meetings the last weekday of each month beginning at 7:30 am, rotating between EUH and EUHM. The Chief Resident is responsible for coordinating meeting locations with Journal Club discussions, making room reservations, and completing minutes. Minutes are sent to the PM Rotation Preceptor by the 10th of the month, approved by the preceptor and disseminated by the Chief Resident prior to the next meeting.

The first half of the day is devoted to discussions with the preceptor and guest speakers and often includes assigned readings. The afternoons are devoted to working on group assignments. Preparations for meetings, participation in discussions, follow through on assignments and building the residency team are all vital to the successful completion of this rotation.

Residents will meet with the Practice Management Preceptor quarterly to review progress on goals and update Resitrak. The face to face evaluations will occur during the PM meeting time unless rescheduled to accommodate resident and preceptor schedules.

Goals Selected and Activities:

**ASHP Goal: R1.1 Identify opportunities for improvement of the organizations medication-use system**

OBJ R1.1.1  (Comprehension) Explain the organization’s medication-use system and its vulnerabilities to adverse drug events (ADEs).

**Learning activity: Participate in ADE discussions and readings at PM.**

OBJ R1.1.2 (Analysis) Analyze the structure and process and measure outcomes of the medication-use system.

**Learning activity: Flowchart a process, develop and implement an improvement model. Measure the outcomes before and after the intervention.**
OBJ R1.1.3  (Evaluation) Identify opportunities for improvement in the organization’s medication-use system by comparing the medication-use system to relevant best practices.

Learning activity: Review ISMP newsletter and identify an area of improvement for Emory Healthcare.

**ASHP Goal**  R1.2: Design and implement quality improvement changes to the organization’s medication-use system.

*OBJ R1.2.1, OBJ R1.2.2, OBJ R1.2.3 are not applicable to this rotation so rank as n/a*

OBJ R1.2.4  (Synthesis) Design and implement pilot interventions to change problematic or potentially problematic aspects of the medication-use system with the objective of improving quality.

*IO*  Explain the importance of continually reassessing medication-use policies.

*IO*  Exercise skill in the revision of a policy or procedure when necessitated by the implementation of a change in a medication-use process.

Learning activity: Identify and update a policy for revision

**ASHP Goal**  R1.4: Demonstrate ownership of and responsibility for the welfare of the patient by performing all necessary aspects of the medication-use system.

OBJ R1.4.1  (Characterization) Display initiative in preventing, identifying, and resolving pharmacy-related patient-care problems.

*Explain the role of the pharmacist in preventing, identifying, and resolving pharmacy-related patient-care problems.*

*IO*  Explain the importance of contacting the appropriate parties when a problem is identified.

*IO*  Explain the role of assertiveness in presenting pharmacy concerns, solutions, and interests.

*IO*  Explain the pharmacist’s obligation for absolute attention to detail in the preparation/distribution process.

*IO*  Explain the interdependent relationship between operational tasks and clinical activities.

*IO*  Explain the importance of follow-through of medication-use system activities.

Learning activities:

(1) Document in PharmNote as per policy; describe a situation when both documentation and discussion with the provider is important

(2) Document interventions in Quantifi as per policy

(3) Document medication errors in STARS
**ASHP 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.

Learning activity:

1. Provide an overview of two AK Whitney lectures, identifying the focus of each leader.
2. During Chief Resident role, provide Practice Management minutes to the preceptor by the 10th of each month.
3. Provide one example of actively determining/anticipating a preceptor’s expectations (reading “Managing Your Boss”)

OBJ R3.1.2 (Characterization) Demonstrate pride in and commitment to the profession through appearance, personal conduct, and association membership.

Learning activity: Prior to MCM, develop goals for attendance at ASHP MCM.

OBJ R3.1.3 (Characterization) Act ethically in the conduct of all job-related activities.

Learning activity: Participate in discussions related to industry-sponsored activities at PM.

**ASHP Goal:** R3.2 Contribute to departmental leadership and management activities

OBJ R3.2.1 (Synthesis) Participate in the pharmacy department's planning processes.

Learning activity: Participate in pharmacy retreat by contributing to suggested goals.

OBJ R3.2.2 (Comprehension) Explain the effect of accreditation, legal, regulatory, and safety requirements on practice.

Learning activity: Participate in PM discussion including

1. TJC, CMS, ISMP, Leapfrog,
2. HR discussion on Federal Employment laws

OBJ R3.2.3 (Comprehension) Explain the principles of financial management of a pharmacy department.

Learning activity: Participate in discussions about the Emory “Daily Statistics” report, the various sections of the departmental finance report and the YTD Drug Analysis report.

OBJ R3.2.4 (Synthesis) Prioritize the work load, organize the work flow, and check the accuracy of the work of pharmacy technical and clerical personnel or others.

Learning activity: Provide two examples of assisting the technician with managing the workload and reviewing the accuracy of the technician’s work.
**ASHP Goal:** R3.3 Exercise practice leadership

**OBJ R3.3.1** (Synthesis) Use knowledge of an organization's political and decision-making structure to influence accomplishing a practice area goal.

*IO* Explain the importance of networking in achieving practice area and other professional goals.

**Learning activity:** Participate in PM discussion concerning impact of attending P&T and CSSCo. Describe how Emory's structure influenced the MUE discussion and any other presentations made by the resident.

**OBJ R3.3.2** (Comprehension) Explain various leadership philosophies that effectively support direct patient care and pharmacy practice excellence.

**Learning activity:** Participate in PM reading and discussion. Self-evaluate leadership skills and identify an area of self improvement.

**OBJ R3.3.3** (Application) Use group participation skills when leading or working as a member of a committee or informal work group.

*IO* Explain effective strategies for leading a meeting.

*IO* Explain the role of delegation for task accomplishment in effective leadership.

**Learning activity:** Lead 4 PM reading assignments

**OBJ R3.3.4** (Application) Use knowledge of the principles of change management to achieve organizational, departmental, and/or team goals.

**Learning activity:** Participate in PM reading discussions and provide two personal examples of how this information was utilized by you or your residency team.

**ASHP Goal:** R6.1 Use Information technology to make decisions and reduce errors

**OBJ R6.1.1** (Comprehension) Explain security and patient protections such as access control, data security, data encryption, HIPAA privacy regulations, as well as ethical and legal issues related to the use of information technology in pharmacy practice.

**Learning activity:** Participate in PM discussion with Pharmacy IS

**OBJ R6.1.2** not applicable. Do not evaluate. Check n/a.

**OBJ R6.1.3** (Evaluation) Successfully make decisions using electronic data and information from internal information databases, external online databases, and the Internet.

**Learning activity:** Use medication error information to make a practice decision change.

**Evaluations**

Preceptor, Resident Summative, and Learning Experience evaluations will be done on a quarterly basis for this longitudinal learning experience. Dates: Sept 30th, Dec 1st, March 31st, & May 31st.