

# **Health-System Pharmacy Administration Residency Program**

## **Program Description**

The MUSC Medical Center is a 740-bed tertiary care academic medical center providing care for patients of Charleston and throughout the state of South Carolina. In addition to general medical and surgical services, MUSC offers a variety of specialty services including cardiothoracic, transplant and neurosurgery, level I trauma center, digestive disease, psychiatry and level III neonatal intensive care. The medical center is comprised of four hospitals, Ashley River Tower, Children's Hospital, Institute of Psychiatry, and University Hospital. Outpatient facilities include the Hollings Cancer Center, Ashley River Tower Clinics, Rutledge Tower Clinics, Family Medicine Center and affiliated faculty practice ambulatory care centers.

The Department of Pharmacy Services provides service to patients on a 24-hour basis through multiple inpatient and ambulatory pharmacies to fulfill the department's mission, vision, and goals of providing optimal pharmaceutical care to all patients.

The Health-System Pharmacy Administration (HSPA) Residency is a 24-month post-Doctor of Pharmacy training program. The PGY1 and PGY2 years are designed to flow seamlessly together, with no need to re-apply or participate in the early commitment process.

### **Residency Program Director**

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### **Purpose**

The Health-System Pharmacy Administration Pharmacy Residency at the Medical University of South Carolina (MUSC) is designed to develop accountability; practice patterns; habits; and expert knowledge, skills, attitudes, and abilities in pharmacy practice and health system pharmacy leadership. The Health-System Pharmacy Administration Pharmacy Residency begins in the PGY1 year where broad-based competencies are achieved. In the PGY2 year continued training and experience will deepen the resident's ability to manage and lead the development, implementation and management of a safe and effective medication system. Therefore, the Health-System Pharmacy Administration Pharmacy Residency provides residents with opportunities to function independently as practitioners and leaders by conceptualizing and integrating accumulated experience and knowledge and transforming both into improved medication therapy for patients. The resident will be competent in medication safety, clinical management and operations management and should possess competencies that enable attainment of board certification (i.e. BCPS). Upon completion of the 24-month program the resident will have developed significant professional skills and will be prepared to assume clinical and/or operational management positions in a hospital or health system.

## Program Structure

### First Year

During the first year, after an extensive one month orientation, training experiences equivalent to the PGY1 program with emphasis in clinical practice (adult medicine, critical care, pediatrics, psychiatry, drug information, and ambulatory care), longitudinal experiences in management, and an administration rotation are provided. The PGY1 residency year provides a fertile environment to manage and improve the medication-use process, provide evidence-based, patient-centered medication therapy management with interdisciplinary teams, exercise leadership and practice management, demonstrate project management skills, provide medication and practice related education and training, and utilize medical informatics. The goals and objectives identified by the ASHP for PGY1 programs will be addressed during the first year of this 24-month program. A complete list of these goals and objectives may be found at <http://www.ashp.org/menu/Accreditation/ResidencyAccreditation>.

Table 1. Learning Experiences (PGY1)

Description	Rotation Length
<b>Orientation</b>	1 month (July)
<b>Management</b>	1 month
<b>Integrated Practice Rotation</b>	2 months
<b>Drug Information</b>	1 month
<b>Critical Care*</b>	1 month
<b>Pediatrics*</b>	1 month
<b>Psychiatry*</b>	1 month
<b>Ambulatory Care*</b>	1 month
<b>Acute Care *</b>	1 month
<b>Clinical Operations Experience</b>	Longitudinal
<b>Clinical On-call</b>	Longitudinal

\*Certain learning experiences are required but selective in that residents may select the specific learning experience under a more general topic. Selective Learning Experiences: (Must complete one of each):

- Critical Care – 1 month (MSICU, CCU, CTICU, STICU, NeuroICU, MICU, PICU, NICU, Heart/Lung Transplant, Solid Organ Transplant)
- Pediatrics – 1 month (Gen Peds required if no previous pediatric rotations, PICU, NNICU, Peds Heme/Onc)
- Psychiatry – 1 month (Gen Psych, Pediatric Psych, Geriatric Psych)
- Ambulatory Care – 1 month (BMT, Oncology, HIV, UIM, Transplant, CHF, Pharmacotherapy, Family Medicine)
- Acute Care – 1 month (Internal Medicine, Cardiology, Heme/BMT/Oncology, Nephrology Consult)

Electives: 2 months. May select any of the aforementioned rotations, plus the options below:

- Medication Use Policy
- Informatics
- Medication Assistance/Billing and Reimbursement
- Investigational Drug Services

### Second Year

During the second year, the HSPA resident will work collaboratively with the MUSC Medical Center pharmacy management team, lead process improvement projects, provide patient care in a collaborative practice clinic, chair a subcommittee of the P&T committee, and manage human resources and financial resources to develop advanced

leadership skills. The resident will be assigned a pharmacy area to manage as well as maintain a half day per week clinical practice in a clinic. The longitudinal structure in the PGY2 year will develop competence in high level managerial, supervisory, and leadership responsibilities. Concentrated experiences or projects with members of the management team will be conducted in the interest area of the resident as well as within the needs of the medical center. The goals and objectives identified by the ASHP for PGY2 HSPA programs will be addressed during the second year of this 24-month program. A complete list of these goals and objectives may be found at <http://www.ashp.org/menu/Accreditation/ResidencyAccreditation>.

Table 2. Learning Experiences (PGY2)

Description	Rotation Length
<b>Administrative On-call</b>	One week (numerous)
<b>Ambulatory Pharmacy Services</b>	Mini-rotation
<b>Clinic Experience</b>	Longitudinal
<b>Clinical Management</b>	Mini-rotation
<b>Clinical Operations Experience</b>	Longitudinal
<b>Coordinator Duties</b>	Longitudinal
<b>Director Rotation</b>	Mini-rotation
<b>Inpatient Operations</b>	Mini-rotation
<b>Medication Safety and Quality</b>	Mini-rotation
<b>Medication Use Policy</b>	Mini-rotation
<b>Pharmacy Business Office</b>	Mini-rotation
<b>Project/Manuscript</b>	Longitudinal
<b>Supply Chain Management</b>	Mini-rotation

Mini-rotations will be scheduled as follows in the second year. Based on the resident’s previous experiences, strengths, areas of interest and areas of opportunity, this schedule may be adjusted accordingly.

Quarter	Description
<b>Quarter 1</b>	Administrative On-call
	Clinic Experience
	Clinical Operations Experience
	Coordinator Duties
	Supply Chain Management
	Medication Use Policy
<b>Quarter 2</b>	Administrative On-call
	Clinic Experience
	Clinical Operations Experience
	Coordinator Duties
	Project/Manuscript
	Inpatient Operations
	Clinical Management
<b>Quarter 3</b>	Administrative On-call
	Clinic Experience

	Clinical Operations Experience
	Coordinator Duties
	Project/Manuscript
	Ambulatory Pharmacy Services
	Medication Safety and Quality
<b>Quarter 4</b>	Administrative On-call
	Clinic Experience
	Clinical Operations Experience
	Coordinator Duties
	Project/Manuscript
	Pharmacy Business Office
	Director Rotation

### Outcomes

Specific residency objectives will be established in the beginning of the residency modified according to the resident’s interests and previous experiences and advisor input. To meet the purpose of the residency, the resident will advance to achieve the following outcomes:

- Design, implement, and manage a safe and effective medication-use system.
- Apply contemporary quality methodology to the management of pharmacy services.
- Lead and manage the health system pharmacy’s human resources
- Manage the health system pharmacy financial performance within the context of the broader health system
- Leverage technology and automated systems to optimize the medication-use system
- Demonstrate personal leadership qualities and business acumen essential to operate effectively within the health system and advance the profession of pharmacy practice
- Demonstrate skills required to function in an academic setting

### Preceptors

Preceptors during the PGY1 year mirror those available to all PGY1 residents.

Preceptors during the PGY2 year primarily include the members of the management team. Some may not have a formal evaluation of the resident assigned in PharmAcademic but all managers interact regularly with the PGY2 HSPA resident.

<b>Name and credentials</b>	<b>Title</b>
Carolyn Bondarenka, PharmD, MBA, BCPS	Manager, Oncology Pharmacy Services
Jeff Brittain, PharmD, BCPS	Manager, Medication Use Policy and Informatics
Kelly Crowley, PharmD	Manager, Ambulatory Pharmacy Services
David Cruse, PharmD	Manager, Pharmacy Specialty Services
Heather Easterling, PharmD, MBA	Director, Department of Pharmacy Services
Joseph Mazur, PharmD, BCPS	Manager, Clinical Pharmacy Services
Joel Melroy, PharmD, MHA, BCPS	Manager, Adult Inpatient Pharmacy Services
Jason Mills, PharmD, MBA	Manager, Pharmacy Supply Chain
Dominic Ragucci, PharmD, BCPS	Manager, Pediatric Pharmacy Services
Maureen Sheakley, PharmD	Coordinator, Medication Safety

Donald Willis, MHA	Manager, Pharmacy Business Services
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The resident will also have significant interactions with the following staff members:

Karri Anderson, Administrative Assistant, Pharmacy Residency Programs

Margaret Smith, Administrative Assistant to Dr. Easterling

Allison Slyby, Administrative Assistant and HR recruiter

### Evaluation Method

The resident is expected to meet all the requirements as outlined in the Residency Manual with particular emphasis on attaining an “achieved” on 95% of the RLS objectives as assessed by the RPD on the last quarterly evaluation.

Evaluation procedures are outlined in the residency manual. The resident is expected to actively participate in their own self-evaluation as well as evaluate learning experiences and preceptors.

During the PGY2 year, the HSPA residency is set up to be longitudinal. There will not be a monthly rotation. Experiences are designed to meet the needs of the resident and the department. Management team members and other preceptors as applicable will be assigned criteria-based evaluations throughout the year to assess the resident for various activities. The resident will also be required to self-assess and evaluate the learning experience and preceptor. Quarterly, the RPD will gather all evaluations and meet with the resident to assess competency and achievement of the RLS goals. Weekly, the resident will meet with the RPD and keep a running list of all projects and activities. These activities will be matched to the RLS objectives. In this manner, the resident will be assured to be presented with the opportunity to attain all RLS objectives by the end of the PGY2 year.