

PGY2 Course Description

Learning Experience Title: Pharmacy Practice Management and Leadership Development

Preceptors:

Erin Boswell, Pharm.D., BCPS (primary)
University Health Truman Medical Center
2301 Holmes Street
Kansas City, MO 64108
Phone: 816-404-4445
Email: erin.boswell@uhkc.org

Emily Iglar, Pharm.D., BCPS
Phone: 816-404-4189
Pager: 816-347-2667
Mobile: 608-449-4264
Email: emily.iglar@uhkc.org

Katie Korte, Pharm.D., MHA, BCPS, BCCCP
Phone: 816-404-9319
Email: catherine.korte@uhkc.org

Kristi Stice, Pharm.D., BCPS, DPLA
Phone: 816-404-4441
Email: kristi.stice@uhkc.org

Scott Zweerink, Pharm.D.
Phone: 816-404-4223
Email: scott.zweerink@uhkc.org

Description:

The required longitudinal learning experience is designed to develop understanding of regulatory compliance, explore concepts related to pharmacy practice management and leadership development, and review key traits required for managing teams and individuals. A pharmacist in this role is responsible for becoming familiar with The Joint Commission Medication Management standards, TJC's National Patient Safety Goals and CMS Conditions of Participation. In addition, a pharmacist in this role will be familiar with resources available to develop their leadership and management skill set in a specialized setting. This experience focuses upon the integration of rules and regulations into the daily operations of the department, people management, and self-improvement.

Resident Responsibilities:

- Attend P&T and other meetings as assigned
- Create or update a medication related protocol or order set for the critical care service line
- Review and make recommendations for a policy update that was submitted for approval
- Participate in a medication or department related committee
- Attend and actively participate in topic discussions, including crucial conversations topic discussions

- Lead topic discussions as assigned
- Serve as mentor and conflict resolution facilitator for PGY-1 Residents
- Participate in the UMKC Teaching Certificate program, if offered by UMKC and have not previously completed a teaching certificate program
- Create Department Newsletter-including new drug monograph
- Complete projects as determined by preceptor
- Participate in Joint Commission Readiness Survey
- Identify an area of optimization within the pharmacy department related to regulatory compliance
- Participate in a surveyor visit if opportunity arises
- Attend meetings with the leadership team to discuss career development and maintenance of personal practice
- Present (1) leadership development grand rounds to pharmacy staff
- Lead an interview for a new hire candidate

Learning Experience Activities:

Activity	Objectives Covered
Use crucial conversations as an approach to conflict management as chief resident to solve conflict between peers	R 3.1.1
Use interpersonal skills for developing professional relationships with critical care staff	R 3.1.1
Solicit feedback from a peer or mentor and develop a plan to incorporate that feedback.	R 3.1.2
Develop a goal-driven master plan for personal and professional development.	R 3.1.2
Identify one area of optimization within the pharmacy department related to regulatory compliance.	R 3.2.1

Objectives selected to be evaluated during learning experience:

R 3.1.1 (Applying) Demonstrate personal, interpersonal, and teamwork skills critical for effective leadership in the provision of care of critically ill patients

R 3.1.2 (Applying) Apply a process of ongoing self-evaluation and personal performance improvement in the provision of care of critically ill patients

R 3.2.1 (Applying) Contribute to critical care pharmacy departmental management

Requirements of the Learning Experience:

Expected hours: Longitudinal-Work prioritization and time management is key

Required presentations: Pre P&T and P&T for MUE, leadership grand rounds, other presentations as assigned

Required readings: As assigned

Preceptor interaction: Preceptor interaction will be through face to face meetings leading up to each activity assigned.

Communication: Communication will be through face to face discussions and e-mail correspondence

Expected progression of resident on this learning experience:

Each resident should require less preparation if activities are to be repeated (P&T cycle). Otherwise each encounter is likely a new experience and will performance will be determined with each encounter.

Method of Evaluation:

Evaluation of the resident will be based on the ASHP activity and learning experiences listed above. Each learning activity has a corresponding code following the experience which corresponds to the activity learning experience listed in PharmAcademic®. During the orientation to the learning experience, the preceptor and the resident will review all the material contained in this learning experience description and sign a copy to be retained in the residents file.

The preceptor will provide feedback verbally (formative) throughout the course of the learning experience and electronically (summative) via PharmAcademic®quarterly. Once the resident is finished with all of the requirements for the experience, the preceptor and the resident will discuss the learning experience as a whole both formally and informally. The resident will also be responsible for providing both formative and summative feedback at the conclusion of the experience. All evaluations must be submitted by the conclusion of the learning experience.

I have read and acknowledged the responsibilities of the learning experience.

Pharmacy Resident

Primary Preceptor