



The COMMUNIQUÉ

Serving Pharmacy Residency Programs

Spring Issue
Volume 14 Issue 1

American Society of Health-System Pharmacists 7272 Wisconsin Avenue Bethesda, MD 20814
Accreditation Services Division asd@ashp.org 301-664-8645 www.ashp.org

INSIDE THIS ISSUE

Pharmacy Residency Capacity
Stakeholders Meeting

Summer Meeting

- RLS Workshop
- How to Start a Residency Program
- Preceptor Development

Web-Based Educational
Programming

MCM Residency Showcase

- Extended Hours

2011 National Match Results

Commission on Credentialing
Meeting Highlights

- New Members

March 2011 Highlights: Voted
Actions

- PGY2 Board Certification
- ACGME Duty Hours
- Outside Appraisal of Facilities
- PGY1 Managed Care Critical Factors

ASHP Education and Foundation
Announcements

- Residency Excellence Award Winners 2010
- Residency Excellence Awards Application 2011
- Residency Program Expansion Awardees
- Residency Practice-Based Research Awardees

Resident Poster Submission
Deadline for MCM 2011 New
Orleans

Surveyor Tips

ASD Update

PHARMACY RESIDENCY CAPACITY STAKEHOLDER'S MEETING

ASHP is committed to helping ASHP members expand residency programs and positions. ASHP believes that successful preceptors will help enable the profession to expand capacity with the number of residency positions and programs.

ASHP conducted the Pharmacy Residency Capacity Stakeholder's Conference on February 15-16, 2011 to begin the profession wide discussion on how to increase residency positions to meet this vision. References that sites may find useful when starting or expanding their residencies can be found on the web site. An executive summary of the conference will appear in AJHP by the end of 2011. <http://www.ashp.org/menu/Accreditation/Resources/Residency-Capacity-Conference.aspx>

ASHP SUMMER MEETING AND EXHIBITION

JUNE 12-15, 2011 Colorado Convention Center, Denver, CO

New this year, the RLS (Residency Learning System) Workshop will be offered as a pre-meeting workshop on Saturday, June 11, 8:00 am to 5:00 pm. A new workshop, "How to Start a Residency Program", is on Sunday, June 12, 9:00 am to 12:00 pm. Regular programming during the meeting includes the session, "Taking Preceptor Development to New Heights". Pre-registration is required. Learn more at <http://www.ashp.org/SM11/Education/Workshops.aspx>

In addition, the Summer Meeting this year offers the opportunity to earn up to 32 CE hours in medication-safety, clinical, informatics and leadership areas. Click here to check out the details: <http://www.ashp.org/summermeeting>.

Web-Based Educational Programming to Help You Meet the Residency Standards

Within the next few months, look for these three short new CE programs and preceptor development resource coming soon to our website!

Anatomy of the Outcomes, Goals and Objectives (*associated with ASHP's residency accreditation standards*)

New and trying to figure it all out? Or want a review or clarification? This short program "dissects" an excerpt from the outcomes, goals and objectives to define all the terms and explain the structure and key related requirements.

Level With Your Resident: Learning Taxonomies and Levels

Ever notice that each objective in the outcomes, goals and objectives has a word in parentheses associated with it? Ever wonder what it is and why it is there? This program will give you the scoop on how that little word can have a big positive impact when it comes to ensuring that your learning activities meet the standards by being appropriate and effective for teaching its objective.

Starring Roles: The Four Preceptor Roles and When to Use Them

Requirement 5.10 of ASHP's Accreditation Standards for Pharmacy Residency Programs states: "Preceptors must demonstrate a desire and an aptitude for teaching that includes mastery of the four preceptor roles fulfilled when teaching clinical problem solving (instructing, modeling, coaching, and facilitating). This program defines each role and explains how to use them in a way that meets this standard.



The ASHP Section of Clinical Scientist and Specialists has an advisory group on preceptor skill development and by May 2011 a **new web page Resource Center - Preceptor Skill Development** will be available on the ASHP web site. This will include recorded sessions of the webinars they have conducting that help improve preceptor skills.

Residency Showcase Information

New this year, extended residency showcase times!

Monday 1:00 pm - 4:30 pm

Tuesday 8:00 am - 11:30 pm

Tuesday 1:00 pm - 4:30 pm

The booth sizes will be 10 x 10, 10 x 15, and 10 x 20

Information for residency showcase booth selection and purchase online will be **July 19, 2011, 10:00 am EDT**

Registration for the MCM will begin July 7, 2011

2011 National Match Results

More candidates than ever received good news on Pharmacy Residency Match Day, March 23, 2011, with the highest fill rate for positions since the matching program began in 1979.

Nearly 3,675 graduating pharmacy students and new practitioners participated in the Resident Matching Program seeking PGY1 and PGY2 residencies, the highest participation to date.

Here's how it shook out on Match Day 2011, as compared to last year:

- 12% increase in candidates seeking PGY1 residencies,
- 7% increase in candidates seeking PGY2 residencies,
- 2,027 PGY1 positions matched, a 13% increase, and
- 438 PGY2 positions matched, an 18% increase over 2010 statistics.

Obtaining a residency continues to be quite competitive as the number of candidates continues to outpace the number of available positions. More than 1,250 individuals seeking PGY1 residencies did not have a successful match, with only 146 positions left open. Pharmacists seeking PGY2 residencies were not quite as competitive, with 103 unmatched individuals seeking to fill 76 open positions.

Commission on Credentialing Meeting Highlights

The Commission on Credentialing (COC) met at ASHP headquarters in Bethesda on March 4-6, 2011. The Commission welcomed the following **new members** who began their terms on January 1, 2011:

James Carlson, Pharm.D. Appointed to the Standards Subcommittee
 AMCP representative (completing the term of Carey Cotterell)
 Director, Pharmacy Clinical and Health Plan Services
 Group Health Cooperative, Seattle WA

Rebecca Cupp, BS Appointed to the Program Assessment Subcommittee
 Director, Department of Pharmacy
 Ralph Grocery Store, Compton CA

Meghan Davlin, Pharm.D. (Resident representative) Appointed to the Standards Subcommittee
 The Johns Hopkins Hospital, Baltimore MD

Kristina De Los Santos, Pharm.D. BCPS Appointed to the Standards Subcommittee
 Southern Arizona VA Healthcare System, Tucson AZ

Sharon Hall, MSM (public member) Appointed to the Program Assessment Subcommittee
 Charleston Area Medical Center, Charleston, WV

The Commission took action on 230 programs with one program withdrawing and 6 programs deferred to the August COC:

	<u>New programs</u>	<u>Reaccredited</u>	<u>Total # programs in</u>
PGY1 programs:	27	34	683
PGY1 community:	5	1	63
PGY1 managed care:	2	0	37
PGY 2 programs:	16	23	479
Technician Training Programs:	6	9	169
Total Visits = 123	56	67	1431

Residency programs, extended accreditation 88
 Technician programs, extended accreditation: 19

The COC reviewed the credentials of 184 new residency program directors and 24 new technician program directors.

The next meeting of the ASHP Commission on Credentialing occurs on August 12-15, 2011. Programs surveyed for accreditation between December 1, 2010 and May 31, 2011 will be reviewed at this meeting.

Voted Actions:

Board Certification: To add the following interpretation to requirement 5.1 of the *ASHP Accreditation Standard for Postgraduate Year Two (PGY2) Pharmacy Residency Programs*: For newly approved BPS specialties, this requirement will be enforced on the first day of January two years after the first offering of the certification examination. Note: this will require PGY2 RPDs in Ambulatory Care to become ambulatory care board certified by January 1, 2014.

ACGME Duty Hours: Currently all programs must follow the current ACGME duty hours, and ACGME has new duty hours going into effect July 2011. The COC will work on "pharmacy" specific duty hours in the interim to be ready to implement by July 1, 2013. The 2007 ACGME duty hours will be posted to the ASHP website. The voted action was to add the following waiver language to section 2.2 of all the ASHP Accreditation Standards: Alternatively, from July 1, 2011 through June 30, 2013, programs will be granted temporary exemption waiver from the current ACGME standard and allowed to follow ACGME Common Program Requirements, VI-Resident Duty Hours in the Learning and Working Environment, effective July 1, 2007.

Outside Appraisal of Facilities and Practice: To add the following interpretation to requirement 6.1 of the ASHP Accreditation Standards for PGY1 and PGY2 programs: If a hospital is certified as a Medicare and /or Medicaid single provider institution, the review process will meet the intent of this section. Note: Additionally, The Joint Commission (TJC) name will be changed to reflect its current name, and Det Norske Veritas (DNV) will be added as an example in 6.1a.

Criteria for Lengths of Accreditation---PGY1 Managed Care: To approve the Critical Factors* criteria assessment and scoring method for PGY1 Managed Care Pharmacy Residency Programs.

The PGY1 Managed Care critical factors (the Principle, total number, and citation) include:

Principle 1 (0)	
Principle 2 (4)	2.5 2.8 2.9 2.10
Principle 3 (0)	
Principle 4 (17)	4.1 b (1), (2), (3), (4), (5), (6), (7), 4.1 c (1), (2) 4.1 d, 4.2 b (1), 4.2 c, 4.2 d (1), (2), (3), 4.2 e (1), (2)
Principle 5 (7)	5.1 5.6 5.7 5.8 5.9 5.10 5.11
Principle 6 (1)	6.1
Principle 7 (16/4*)	7.3 e 7.4 a 7.5 a, b, h (each as applicable to practice site)* 7.6 a (1), (2), (4), (5), (6), (7), (8) 7.7 a, b, c, d 7.8 a, c, d 7.8 b (as applicable to practice site)*

*A complete explanation of Critical Factors can be found in the Fall 2010 Issue of the Communiqué located under the Accreditation tab on the website. .ashp.org

The frequent findings listed below are for PGY1 and PGY2 programs with on-site surveys reviewed at the March 2011 Commission meeting. **CF** after the finding - denotes a critical factor.

March 2011 Top Areas of Partial Compliance with PGY1 Pharmacy Residencies (n=42)

Residency Program Issues:

- 100% Not all preceptors have made adequate contributions to the total body of pharmacy knowledge & meet 4/7 preceptor criteria- **CF**
- 98% Preceptors have not adequately developed & documented descriptions of learning experiences - **CF**
- 93% Preceptors do not adequately apply clinical teaching roles or provide criteria based feedback - **CF**
- 74% Preceptors development is inadequate/ RPD does not have a plan for improving the quality of preceptors' instruction
- 69% Tracking of the resident's overall progress toward achieving the goals is inadequate -**CF**
- 60% Resident documentation of summative self-assessments is not adequate

Service Issues at the site:

- 52% Facilities do not promote safe and efficient work - **CF**
- 50% Pharmacists do not prospectively help develop individualized patient treatment plans - **CF**
- 40% Unit dose is not complete & does not extend to all patient care areas - **CF**
- 33% Automated medication system & software do not support a safe medication use system - **CF**
- 31% Pharmacists do not adequately design and implement medication therapy monitoring plans for patients-**CF**

March 2011 Top Areas of Partial Compliance with PGY2 Pharmacy Residencies (n=37)

Residency Program Issues:

- 86% Preceptors have not adequately developed and documented descriptions of learning experiences - **CF**
- 84% Preceptors do not complete assessment of their own performance
- 68% Customized plans for residents are not documented/implemented/updated adequately - **CF**
- 65% Not all preceptors have made adequate contributions to the total body of pharmacy knowledge & meet 4/7 preceptor criteria - **CF**
- 62% Tracking of the residents overall progress toward achieving the goals is inadequate -**CF**

Service Issues at the site:

- 51% Facilities do not promote safe and efficient work - **CF**
- 49% Pharmacists do not prospectively develop individualized patient treatment plans - **CF**
- 46% Documentation of significant patient care recommendations is lacking in the patient's medical record- **CF**
- 46% Unit dose is not complete & does not extend to all patient care areas - **CF**
- 43% Computerized systems do not support a safe medication use system - **CF**

ASHP EDUCATION AND FOUNDATION

2010 Pharmacy Residency Excellence Award Winners:

The following Awardees were honored at the 2010 ASHP Midyear Clinical Meeting in Anaheim, California:

2010 Program Award:

University of Michigan Hospitals and Health Centers and College of Pharmacy
Postgraduate Year 1 Pharmacy Residency Program
Ann Arbor, Michigan

2010 Preceptor Award

Beth Bryles Phillips, Pharm.D.
University of Georgia Charlie Norwood VA Medical Center Athens Georgia

2010 New Preceptor Award
Jennifer Namba, Pharm.D.
University of California San Diego Medical Center San Diego CA

2011 Pharmacy Residency Excellence Awards Application Deadline

The Pharmacy Residency Excellence Awards recognizes excellence and leadership in the training and mentoring of pharmacy residents - training that is crucial to the development of future leaders and raising the level of practice. This awards program honors leading practice facilities and mentors in pharmacy residency training. The facilities that conduct residency training are the forerunners in excellence, leadership, innovation and training in the United States. Key decision makers in health-system practice are mentors for future leaders in pharmacy practice. **The deadline to apply is July 29, 2011.** For more information, please visit www.ashpfoundation.org/residencyawards.

2011 Residency Program Expansion Grant Awardees

The ASHP Foundation has awarded \$850,000 in grants to 20 institutions for use in establishing new pharmacy residency programs or adding positions to existing residency programs. This program, sponsored by Amgen, was created in response to the increasing need for more pharmacy residency positions. Each year, more than 1,000 candidates for residency spots do not get matched due to lack of available positions. Visit the Foundation's website to [see a list of the institutions](#) who received PGY-1 Expansion Grant stipends!

Four Pharmacy Resident Grantees Named

The ASHP Foundation has named four pharmacy residents as recipients of the Pharmacy Resident Practice-Based Research Grant. This program, which is supported by the ASHP Foundation, encourages practice-based research in medication use that is conducted by residents in ASHP-accredited pharmacy residency. [Read more about the grantees and their research projects](#).

Congratulations to all the awardees!

Resident Poster Submission Deadline for MCM 2011 New Orleans October 1, 2011

More information will be posted online on the MCM website this summer.

SURVEYOR TIPS

Efficient and Effective Evaluations

Are your resident summative evaluations too long and taking too much time? Plan now for next year to limit the number of goals you assign to each learning experience. While multiple learning experiences may teach specified goals and objectives, the learning experience to which they are assigned are responsible for the summative evaluation. Planning as a committee will help avoid duplication of effort in this area.

Residency Program Policies

All pharmacy residency programs should have the following policies in place and documented in writing:

1. Candidate application, interview, and ranking criteria: a written description of the process and procedures that your residency program follows when gathering requested applicant materials and decisions made from them; interview forms or metrics used to evaluate the candidate during or after the interview; and finally, the decision support or methods used to determine the rank order list.
2. Licensure Policy: a policy or statement that declares the date that a resident must be licensed as a pharmacist by. Note: the Standard states that residents should be licensed prior to starting or very soon after starting the residency program. Sites should make the determination that residents become licensed by a set date taking into consideration the amount of time it may take a resident to retake a NABPLEX or state law exam.
3. Dismissal Policy: a policy that defines dismissal from the residency program inclusive of the site's human resource policies and any other items determined to be a cause of dismissal from a residency program, such as failure to perform the functions and duties of a resident, poor performance on goals and objectives of the residency program, and failure to become a licensed pharmacist, etc.
4. Extended Leave of Absence Policy: a policy or statement that addresses whether or not a resident may be able to complete a residency program in the event of a prolonged leave of absence from the program due to injury, illness, family leave, or unexpected leave as examples.
5. Requirements of Certificate: a policy or statement that lists the required activities (inclusive of required goals and objectives in the residency program) that a resident must complete in order to earn a certificate of residency from the residency program.

ACCREDITATION SERVICES UPDATE: ASD WELCOMES NEW SURVEYORS

Two new lead surveyors have recently been added to the Accreditation Services Division team of surveyors. **Akilah Strawder, Pharm.D.** and **Carey Cotterell, R.Ph.**, have begun leading surveyors this spring. Dr. Strawder is an Accreditation Services Associate and Mr. Cotterell is a contract lead surveyor.



Prior to coming to ASHP, Dr. Strawder was a Clinical Pharmacist Specialist in Primary Care at Grady Health System in Atlanta, GA for seven years and the PGY-1 Pharmacy Residency Program Director (Ambulatory Care) for four years. Dr. Strawder received her Doctor of Pharmacy from Xavier University of Louisiana College of Pharmacy. She completed her PGY-1 Pharmacy Residency at the University of Maryland Medical Center and PGY-2 Ambulatory Care Residency at the VA Medical Center in Baltimore, Maryland.

Carey C. Cotterell, RPh, FAMCP, FCSHP, DPNAP, recently retired from a 39-year career with Kaiser Permanente in Southern California. Mr. Cotterell has been a member of the Boards of Directors of the American Society of Health-System Pharmacists, the Academy of Managed Care Pharmacy, and the California Society of Health-System Pharmacists. He is a Past-President of CSHP and AMCP. He is a Fellow of both the Academy of Managed Care Pharmacy and the California Society of Health-System Pharmacists, and is a recipient of the AMCP Distinguished Service Award and the ASHP Award for Achievement in the Professional Practice of Health-System Pharmacy. Carey was one of the

primary developers of the PGY1 Managed Care Residency Standard and was program director at one of the original three development sites for the Residency Learning System (RLS). He served on the ASHP Commission on Credentialing from 2005-2010 and now is a contract lead surveyor for accreditation of pharmacy residency programs.



ASD Office News



Toiya Hargrow is the new administrative assistant in the Accreditation Services Division.

Contact Information for Accreditation Services Division:

asd@ashp.org ASHP 301-657-3000 ASD fax 301-664-8867

Janet Teeters	jteeters@ashp.org	301-664-8656
Katrin Fulginiti	kfulginiti@ashp.org	301-664-8726
Lisa Lifshin	llifshin@ashp.org	301-664-8720
Bruce Nelson	bnelson@ashp.org	301-664-8658
Naomi Schultheis	nschultheis@ashp.org	301-664-8745
Akilah Strawder	astrawder@ashp.org	301-664-8780
Goldie Holloman	gholloman@ashp.org	301-664-8712
Crystal Greene	cgreene@ashp.org	301-664-8858
Toiya Hargrow	thargrow@ashp.org	301-664-8840