



**American Society of
Health-System Pharmacists**

MEMORANDUM

TO: Residency Program Directors and Preceptors

FROM: Lead Surveyors

SUBJECT: Itinerary for your Upcoming Community Pharmacy Residency Program Survey

The survey process is designed to provide an opportunity for the survey team to assess the quality of the residency program and to assess the quality of pharmacy services available to provide residents' learning experiences required by the standard. Residents are welcome to and encouraged to participate fully in the survey process.

Your lead surveyor will provide guidance to develop the survey itinerary. For surveys of programs that are sponsored by colleges of pharmacy or other organizations in collaboration with practice sites, the lead surveyor will provide guidance to determine how sites will be handled in the review process

During the survey of your residency program, in separate meetings, the survey team will want to meet with several individuals in your organization, including, but not limited to the following:

- An appropriate member of the executive team and the person to whom the pharmacy directly reports within a pharmacy organization sponsoring the program, or when the a college of school of pharmacy is the sponsoring organization, the Dean or Pharmacy Practice Chair of the college of pharmacy, or both
- The director of pharmacy/owner and manager(s) of the practice site(s)
- Members of the residency advisory committee (if applicable)
- Preceptors of required learning experiences (generally on the first day)
- Staff pharmacists not designated as preceptors
- Pharmacy technicians
- Physicians and other health professionals involved with the pharmacy and the residency program
- The residents currently enrolled in the program (generally on the first day)

In addition to these scheduled meetings, the survey team will want to do the following:

- Review residents' binders or portfolios that contain evaluations, customized plans, and descriptions of projects **or** view the same information contained within ResiTrak®. Surveyors will need access to computers for this part of the survey (generally done on the first day)
- Review on-site exhibits as noted in the pre-survey packet (may be done on the first day)

- Review additional materials that the team will request you to provide
- Conduct a tour of the pharmacy/pharmacies participating in the residency program. Your lead surveyor will provide guidance in this area.
- Schedule time for the surveyors private conference
- Schedule time for the report to the residency program director, preceptors and residents
- Schedule time for an exit summary with appropriate members of the administration

If you have questions, please contact your lead surveyor for guidance.