



**American Society of  
Health-System Pharmacists**

**MEMORANDUM**

TO: Residency Program Directors and Preceptors

FROM: Lead Surveyors

SUBJECT: Itinerary for your Upcoming PGY1 or PGY2 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 used to provide the residents' learning experiences. 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 sites offering PGY1 and PGY2 programs being reviewed concurrently, there will be separate meetings for each program being surveyed. Some of these meetings will include the entire survey team and representatives of all programs and others will include the surveyor and requested personnel from your site.

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:

- The chief executive officer or designee and the person to whom the pharmacy reports
- Members of the medical staff, including a representative of the Pharmacy and Therapeutics Committee (Chair is preferred). Two or three physicians with whom the residents have interacted with routinely are preferred. House staff are acceptable in addition to but not in replacement of attending physicians.
- Members of the Nursing staff, including the Director of Nursing or designee, one or two supervisors, and one or two staff nurses
- The director of pharmacy
- Members of the pharmacy management staff, including associate or assistant directors, line supervisors
- Preceptors of required learning experiences (generally on the first day)
- Members of the residency advisory committee (if applicable)
- Staff pharmacists; two or three staff members not designated as preceptors
- Pharmacy technicians; two or three staff members
- For PGY2 programs, other health care professionals (e.g., nurse practitioners, social workers, physician assistants, dieticians)
- 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 facilities, including the inpatient and outpatient pharmacies, pharmacy satellite facilities, representative patient care areas (e.g., internal medicine, surgery), critical care areas, other areas with specialized drug distribution and control needs (e.g., oncology, NICU, PICU), and the emergency department. Depending on the size and complexity of your organization, the tour may require 60-90 minutes or more. The survey team may also choose to separate and tour different areas of the organization. Your lead surveyor will provide guidance in this area.
- Schedule time for the surveyors private conference
- Schedule time for the report to the pharmacy staff
- Schedule time for an exit summary with the CEO or designee

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