



# The COMMUNIQUÉ

## Serving Pharmacy Residency Programs

Fall 2013  
Volume 16 Issue 2

American Society of Health-System Pharmacists 7272 Wisconsin Avenue Bethesda, MD 20814  
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### Celebrate 50 years of residency accreditation in the exhibit hall!

**1963:** ASHP accepted the first applications for pharmacy residency accreditation in 1962 and started granting accreditation in 1963. Accreditation was granted to 31 programs in 32 worksites and 12 of these original sites have been in continuous operation!

**2013:** More than 1,600 residency programs are in the accreditation process, with more than 3,600 residency positions.

### Special ribbons: “I Completed an ASHP Accredited Residency”

will be available at the Membership Center at the MCM!



PhORCAS™ (Pharmacy Online Residency Centralized Application), is a web-based tool that brings residency application material together in one location. By streamlining the residency recruitment process, it decreases the administrative burden that comes with paper applications.

Please familiarize yourself with all the new updates and enhancements to the service:

<http://www.ashp.org/DocLibrary/Accreditation/Phorcass-Update-8-13-2013.pdf>

For more information:

YouTube tutorials and information, including a more detailed PhORCAS™ FAQ on the ASHP accreditation web site under PhORCAS™:  
<http://www.ashp.org/phorcass>

PhORCAS™ Customer Service 617-612-2868 or [PhORCASinfo@Phorcass.org](mailto:PhORCASinfo@Phorcass.org)



## National Pharmacy Preceptors Conference: Thanks for Coming!

Thanks for making this a very well attended National Pharmacy Preceptor Conference!

The 2013 NPPC: *The Spectrum of Learning* was held August 21-23 at the Washington Hilton Hotel in Washington, DC. The conference was attended by over 700 enthusiastic participants and included residency training program directors, coordinators, preceptors for residents and students, and directors of pharmacy. In addition to RLS workshops and informative educational sessions, a networking poster session and reception was conducted for preceptors to share their innovations in residency training and pharmacy student education with others and was a great success.

### **Don't Forget: The National Pharmacy Preceptors Conference is now an ANNUAL event!**

Dates and location for the next National Pharmacy Preceptors Conference will be announced in a future issue of the Communiqué. We look forward to your participation as a speaker, or a pearl or poster presenter! Look for announcements regarding this opportunity this winter and on our website as we begin to plan for another great meeting in August 2014.



## 2013 Residency Showcase Information

There is **still time** left to secure a Residency Showcase booth at the Midyear Clinical Meeting in Orlando, Florida. *Residency Showcase booths are often added right up to the start of the meeting.*

Don't delay, visit: <https://apps.ashp.org/residencyshowcase/>

You may also contact Cheri Zollicoffer at [czollicoffer@ashp.org](mailto:czollicoffer@ashp.org) or call Customer Service at 1-866-279-0681 for additional assistance.

Instead of printing an outdated list in the AJHP journal, ASHP offers an up-to-the-minute listing online for prospective residents to do their homework and find you.

<http://connect.ashp.org/MCM13/ResidencyShowcase/ResidencyProgramListing>

Finalized printed listings will also be available at the Residency Showcase information booth onsite.

### **Residents' Poster Mentors Wanted: Volunteer To Be A Poster Mentor**

Here's your chance to get involved in the ASHP Midyear Clinical Meeting by **providing oral feedback to residents presenting posters** at the meeting. Residents have told us that they are seeking this type of input on their research projects. It is also an opportunity to pay it forward to another resident in exchange for someone visiting your resident's poster and for helping to meet criteria as a residency preceptor. All residency program directors and preceptors are encouraged to perform this worthwhile activity. Be sure to include this activity performed on your academic and professional record for credit towards your preceptor qualifications each year (in the reviewer section).

If you are interested in serving as a residents' poster mentor for the 2013 Midyear Clinical Meeting, please complete and submit this online application by **Friday, November 22**.

[http://ashp.az1.qualtrics.com/SE/?SID=SV\\_c06utyNUMfVwGC9](http://ashp.az1.qualtrics.com/SE/?SID=SV_c06utyNUMfVwGC9)

**Accepted residency posters and their authors are listed below:**

<http://www.ashp.org/DocLibrary/Midyear13/Resident-Poster-Listing.pdf>

## Recommendations for Resident Appointments to the Commission on Credentialing and other Councils

The deadline for submission of applications for consideration of appointment to the Commission on Credentialing (including the PGY2 pharmacy resident position appointment or as new practitioners for other Councils) is **November 14, 2013**. Information regarding the application process will be posted to:

<http://www.ashp.org/menu/AboutUs/OurLeadership/CouncilsCommitteesandAdvisoryBodies.aspx>

Resident Application Criteria:

[http://www.ashp.org/s\\_ashp/docs/files/accreditation/RTP\\_ResidentApppointmentCOC.pdf](http://www.ashp.org/s_ashp/docs/files/accreditation/RTP_ResidentApppointmentCOC.pdf)

## National Matching Services Dates

**November 1, 2013** Participating programs posted ([www.natmatch.com/ashprmp](http://www.natmatch.com/ashprmp))

### December 20, 2013 Early Commitment Deadline

The ASHP Resident Matching Program incorporates an Early Commitment Process, whereby a position in a PGY2 program can be committed to a current PGY1 resident within the same organization in advance of the matching process. Information on this Early Commitment Process is available from the Match web site at [www.natmatch.com/ashprmp](http://www.natmatch.com/ashprmp).

Please note: if you early commit to a current resident in your program and you originally signed up for PhORCAS, you must go into your PhORCAS selection portal and the residency program director needs to close your application deadline.

### March 7, 2014

This is the final date for submission of applicant and program Rank Order Lists.

**No Rank Order Lists or registrations can be accepted after this date.**

### March 21, 2014

Results of the Match are released to applicants and program directors by 12 noon Eastern Daylight Saving Time on this date.

### March 21, 2014-April 20, 2014

Program directors must send letters of confirmation of the Match result to matched applicants, who must sign and return the letters of confirmation by April 22, 2014. Unmatched applicants can see available programs and positions participating the post-match process.

### Post-match Scramble:

The PhORCAS portal will be open for unmatched applicants and for those programs with unmatched positions till seeking to fill them.

**Monday March 24**, applicants can begin applying to programs with open residency positions in PhORCAS. Programs gain access to unmatched applicants list.

### Monday, March 31

Program directors may begin to make offers to applicants to unmatched positions. (The Commission on Credentialing is recommending a one week moratorium on making offers to ensure that all parties have had time to consider their post-match options.)

**May 31**, PhORCAS officially closes for the post-match process.

As above, program directors must send letters of confirmation to their matched applicants.

## ASHP Research and Education Foundation News 2013 Pharmacy Residency Excellence Awards

<http://www.ashpfoundation.org/PR2013PREAAwardees>

The American Society of Health-System Pharmacists (ASHP) Research and Education Foundation will recognize the recipients of the **2013 Pharmacy Residency Excellence Awards** at a special reception held during the ASHP 2013 Midyear Clinical Meeting in Orlando, Florida. Be sure to attend to congratulate them!

This awards program, supported by an educational donation provided from Amgen, Inc., recognizes excellence in pharmacy residency training through recognition of residency programs, preceptors and new preceptors. The recipients of this award have demonstrated excellence and innovation in training pharmacy residents and serve as models for other residency programs and preceptors.

**Congratulations to the following awardees who will be honored with a reception at the Hyatt Regency Orlando (formerly the Peabody Hotel), Regency Ballroom Q, on Saturday evening December 7, 2013 from 6:30 - 7:30 pm.**

### **2013 Program Award**

The Virginia Commonwealth University Health System (VCUHS)  
Postgraduate Year One (PGY1) Residency Program  
Richmond, Virginia

### **2013 Preceptor Award**

Jane M. Pruemmer, Pharm.D., BCOP, FASHP  
James L. Winkle College of Pharmacy, University of Cincinnati  
Cincinnati, Ohio

### **2013 New Preceptor Award**

Nicole M. Acquisto, Pharm.D., BCPS  
University of Rochester Medical Center  
Rochester, New York

## Pharmacy Residency Expansion Grant Program Application Deadline January 10, 2014

The overarching goal of the ASHP Foundation Pharmacy Residency Expansion Grant (PEG) program is to expand the number of hospital/health-system-based PGY1 and PGY2 pharmacy residency positions for the 2014-2015 training year. Grants (supported by an educational donation provided by Amgen, Inc.) of \$40,000 will be provided to support PGY1 and PGY2 pharmacy residency training at eligible institutions.

For eligibility criteria: <http://www.ashpfoundation.org/pegprogram>

## Commission on Credentialing Meeting Highlights

The Commission on Credentialing (COC) met at ASHP headquarters in Bethesda on August 18-20, 2013

### Length of Accreditation Granted at the August 2013 COC meeting

Residency	Total #	Deny Accreditation	Conditional Accreditation	1yr	2yr	3yr	4yr	5yr	6yr	Continue Accreditation	Defer Action	Program Discontinued
<b>New</b>	<b>88</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>32</b>	<b>X</b>	<b>0</b>	<b>0</b>
<b>Reaccreditation</b>	<b>52</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>X</b>	<b>0</b>	<b>0</b>
<b>Midterms</b>	<b>40</b>	<b>0</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>40</b>	<b>0</b>	<b>0</b>
<b>Special Cases</b>	<b>96</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>12</b>	<b>57</b>	<b>4</b>	<b>3</b>	<b>X</b>	<b>X</b>	<b>1</b>	<b>0</b>
<b>TOTAL Residencies</b>	<b>276</b>	<b>2</b>	<b>3</b>	<b>36</b>	<b>12</b>	<b>122</b>	<b>4</b>	<b>3</b>	<b>53</b>	<b>40</b>	<b>1</b>	<b>0</b>
<b>Technician Training Programs</b>												
<b>New</b>	<b>22</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>X</b>	<b>0</b>	<b>0</b>
<b>Reaccreditation</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>X</b>	<b>0</b>	<b>0</b>
<b>Midterms</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>
<b>Special Cases</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>X</b>	<b>X</b>	<b>0</b>	<b>0</b>
<b>TOTAL Technician</b>	<b>51</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>17</b>	<b>5</b>	<b>0</b>	<b>0</b>

**Residency Program Statistics:**

Deny Accreditation	(2)	0.7%
Conditional Accreditation	(3)	1.1%
Defer Accreditation	(1)	0.4%
Continue Accreditation	(40)	14.5%
1 year Accreditation	(36)	13 %
2 year Accreditation	(12)	4.3%
3 year Accreditation	(122)	44.2%
4 year Accreditation	(4)	1.5%
5 year Accreditation	(3)	1.1%
6 year Accreditation	(53)	19.2%

The frequent findings listed below are for PGY1 and PGY2 programs with on-site surveys reviewed at the August 2013 Commission meeting. **CF** after the finding - denotes a critical factor that can impact the length of accreditation.

**August 2013 Top Areas of Partial Compliance with PGY1 Pharmacy Residencies (n=84)**

***Residency Program Issues:***

- 82% Preceptors have not adequately developed and documented descriptions of learning experiences - **CF**
- 80% Not all preceptors have made adequate contributions to the total body of pharmacy knowledge and meet 4/7 preceptor criteria- **CF**
- 73% RPD does not have a plan for improving the quality of preceptors' instruction
- 64% Residents do not complete evaluations of preceptors and learning experiences (at least quarterly for longitudinal) - **CF**
- 64% Preceptors do not complete all aspects of the assessment plan (e.g. self-evaluation, summative plans at least quarterly for longitudinal) - **CF**

***Service Issues at the site:***

- 52% Services are not of a scope and quality commensurate with identified patient needs - **CF**
- 52% Pharmacists do not prospectively help develop individualized patient treatment plans - **CF**
- 37% Pharmacists do not adequately design and implement medication therapy monitoring plans for patients -**CF**
- 37% Automated medication use systems and software do not support a safe medication use system - **CF**

**August 2013 Top Areas of Partial Compliance with PGY2 Pharmacy Residencies (n=43)**

***Residency Program Issues:***

- 88% Preceptors do not ensure all aspects of the assessment plan are completed (e.g. self-evaluation) - **CF**
- 81% Preceptors have not adequately developed and documented descriptions of learning experiences - **CF**
- 58% RPD does not have a plan for improving the quality of preceptors' instruction
- 56% Customized plans for residents are not documented/implemented/updates adequately - **CF**
- 56% Residents complete all evaluations of preceptors performance (at least quarterly for longitudinal) - **CF**
- 56% Not all preceptors have made adequate contributions to the total body of pharmacy knowledge and meet 4/7 preceptor criteria) - **CF**

***Service Issues at the site:***

- 44% Services are not of a scope and quality commensurate with identified patient needs - **CF**
- 39% Pharmacists do not prospectively develop individualized patient treatment plans - **CF**
- 35% Professional and technical staff is insufficient to provide level of services required of all patients - **CF**
- 35% Automated systems do not support a safe and effective medication use system. - **CF**
- 32% Pharmacists do not adequately design and implement medication therapy monitoring plans for patients - **CF**

## OTHER NEWS

### Pharmacy Residency Accreditation Standard Revision

The PGY1 Pharmacy Residency Accreditation Standard is undergoing a revision. Your input is vitally important in this revision. A draft of the new Standard will be posted to the Accreditation Services Division web page in November and will include an open time for comment. The proposed Standard draft will also be discussed at the Residency Town Hall meeting at the 2013 MCM in Orlando Florida on Sunday, December 8, 2013 from 3:00 - 5:00 pm in the Orange County Convention Center, West (W 209A, Level 2). We look forward to your contribution to the rewrite of the new Standard.

## Pharmacy Technician Accreditation Commission (PTAC)

ASHP has announced the collaboration with the Accreditation Council for Pharmacy Education (ACPE) to accredit pharmacy technician education and training programs, beginning in late 2014. The collaboration will result in the creation of the Pharmacy Technician Accreditation Commission (PTAC), which will be tasked with assuring and advancing the quality of pharmacy technician education and training programs. The PTAC will conduct document reviews and site surveys and advise the ASHP and ACPE boards of directors, which will then agree on final accreditation actions. With the formation of the PTAC, the ASHP Commission on Credentialing (COC) will no longer have primary responsibility for making technician accreditation decisions. The scheduling of technician surveys, maintenance of the directory, coordination of PTAC meetings, etc., will remain the responsibility of ASHP staff. This collaboration brings together ACPE's expertise along with ASHP's strength of accrediting pharmacy technician education and training programs will move the profession forward in requiring accredited pharmacy technician training. It is believed that ACPE's involvement in the process will help bring wider acceptance and demand for accredited training across pharmacy and the health care continuum. The collaboration should prove to be a win-win for both technician programs and for those who will benefit from the work of pharmacy technicians.

For more information visit: <http://www.ashp.org/menu/Accreditation/TechnicianAccreditation>



**2013 MCM Orlando Florida, December 7-8, 2013**

Encourage your residents attending the Midyear Clinical Meeting in Orlando to take advantage of programming geared specifically toward them. Great eXpectations Live programming takes place on Saturday, December 7 (Career Management) and Sunday, December 8 (Mastering Your Clinical Skills) and is included in the Midyear registration fee.

### Saturday December 7, 2013: Career Management

From navigating organizational politics, to publishing your work, to conquering a certification exam, heaven knows you're in over your head when it comes to advancing your career. Learn tips and tricks that your colleagues have used to not only make your career more successful, but more rewarding too.

### Sunday December 8, 2013: Mastering Your Clinical Practice

You've earned the right to be a member of the healthcare team and, on a day-to-day basis, must demonstrate you are competent, professional, intelligent, and credible. Learn ways to improve your clinical skills, regardless of your area of practice.

<http://connect.ashp.org/MCM13/GeneralInfo/InformationFor/NewPractitioners>



**Dallas, Texas March 3-4, 2014**

This first-ever conference provides 10 hr of continuing education. The event also offers the opportunity to influence the future of practice through consensus-building activities held during the Summit. Help create a vision for pharmacy practice models that ensure pharmacists are members of the ambulatory health care team responsible and accountable for patient and health-care-system outcomes. [Learn more](#)



**2014 Summer Meeting and Exhibition, May 31-June 4, 2014**

Mark your calendars! ASHP is excited to bring the Summer Meeting to Las Vegas! We will offer our meeting attendees and exhibitors the best of both worlds—a world-class hotel where you can find pharmacy's best education and networking opportunities—and one of the most exciting cities with endless entertainment options. Registration for the Summer Meeting opens mid-January 2014.



## Accreditation Services Division News



Janet A. Silvester, RPh, MBA, FASHP  
Vice President, Accreditation Services Office

Janet Silvester, RPh, MBA, FASHP was recently appointed to the new position of Vice President, Accreditation Services Office and brings a wealth of experience and expertise to this position. Janet has 34 years of experience in hospital practice with 26 years as pharmacy director. At Martha Jefferson Hospital, she served as director of pharmacy and emergency services. She previously served on ASHP's Board of Directors as President and as President of the Virginia Society of Health-System Pharmacists. In 2012, Janet received the ASHP Award for Distinguished Leadership in Health-System Pharmacy in recognition of her efforts to develop progressive pharmacy services at a small community hospital. Martha Jefferson was one of 25 hospitals in the country recognized in 2009 Hospital and Health Networks Magazine's "most wired" in part because of technology such as dispensing robots, automated medication storage and retrieval systems, automated medication dispensing cabinets, and bar code medication administration. At Martha Jefferson, Janet was also responsible for the development of a PGY1 residency training program. This experience has prepared her well for her new role as Vice President.

Janet will be responsible for expanding and elevating our accreditation programs and ensuring that these programs receive full-time, senior-level strategic oversight. She will be responsible for leading the growth and development of all ASHP accreditation programs and services domestically and internationally, including the implementation of sound business plans to grow and develop accreditation programs for both pharmacy residency and technician training programs. Janet can be reached at [jsilvester@ashp.org](mailto:jsilvester@ashp.org) or by calling her at 301-664-8873.

### Update your Online Residency Program Listing

Any and all updates to your online residency program directory listing should be emailed to [ASD@ashp.org](mailto:ASD@ashp.org). Please check that links to your own webpage are working. Please note, both PhORCAS and the National Matching Services (NMS) link to this directory listing, so make sure it's up to date.

### Accreditation Services Division Contact Information

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## Pharmacy Residency and Technician Related Programming ASHP Midyear Meeting - Orlando Florida

*\*if no hotel is listed, it is in the Orange County Convention Center WEST*

### Saturday, December 7, 2013 - Residency Activities

- 8:00 am - 12:00 pm      Design Your Residency Program for Success  
Pre-meeting Workshop  
W306A, Level 3  
[Workshop and Meeting Registration Required\\*](#)
- 8:00 am - 5:00 pm      Residency Learning System (RLS-A): PGY1 New Programs  
Pre-meeting Workshop  
W304E, Level 3  
[Workshop and Meeting Registration Required\\*](#)
- 8:00 am - 5:00 pm      Residency Learning System (RLS-B): PGY1 Existing Programs  
Pre-meeting Workshop  
W303B, Level 3  
[Workshop and Meeting Registration Required\\*](#)
- 8:00 am - 5:00 pm      Residency Learning System (RLS-C): PGY2 New and Existing Programs  
Pre-meeting Workshop  
W304G, Level 3  
[Workshop and Meeting Registration Required\\*](#)
- 6:30 pm - 7:30 pm      Pharmacy Residency Excellence Awards Presentation and Reception  
*Sponsored by the ASHP Foundation*  
*Regency Ballroom Q, Convention Level*  
*Hyatt Regency Orlando (formerly the Peabody Hotel)*

### Sunday, December 8, 2013- Residency Activities

- 8:00 am - 11:30 am      How to Start a Residency Workshop: Tools for Residency Training  
Pre-meeting Workshop  
W304E, Level 3  
[Workshop and Meeting Registration Required\\*](#)
- 12:00 pm - 1:00 pm      PhORCAS 2.0: Enhancements for Programs and Reference Writers  
W209A, Level 2
- 1:00 pm - 2:00 pm      Applying for Residency Accreditation: Finding the Pathway and Taking the Right Steps  
W209A, Level 2
- 2:00 pm - 3:00 pm      Meeting the Intent of the Accreditation Standard: Making ResiTrak™ Work for Your Program  
W314A, Level 3
- 3:00 pm - 5:00 pm      Residency Program Directors and Preceptors Town Hall and  
**\*\*New Residency Standard Update\*\***  
W209A, Level 2



## **Sunday, December 8, 2013 - Pharmacy Technician Activities**

- 1:00 pm - 2:00 pm                      New and Prospective Pharmacy Technician Training Program Directors and Instructors Meeting  
W208A, Level 2
- 2:00 pm - 3:00 pm                      It's Here! New Pharmacy Technician Training Standard Overview  
W208A, Level 2

## **Monday, December 9, 2013 - Residency Activities**

- 6:30 am - 9:00 am                      Veterans Affairs Residency Open Forum  
W208A, Level 2
- 1:00 pm - 4:00 pm                      Residency Showcase  
West Hall C, Level 2
- 4:30 pm - 5:30 pm                      Residency Regional Conference Planners Meeting  
W206C, Level 2
- 4:30 pm - 5:30 pm                      Community Pharmacy Residency Open Forum  
W108A, Level 1

## **Tuesday, December 10, 2013 - Residency Activities**

- 8:00 am - 11:00 am                      Residency Showcase  
West Hall C, Level 2
- 10:00 am - 11:00 am                      Ask the Pharmacy Residency Accreditation Surveyors Roundtable  
W414A, Level 4
- 1:00 - 4:00 pm                          Residency Showcase  
West Hall C, Level 2
- 2:00 pm - 3:00 pm                      Ask the Pharmacy Residency Accreditation Surveyors Roundtable  
W414A, Level 4
- 4:30 - 5:30 pm                          Managed Care Pharmacy Residency Open Forum  
W306A, Level 3
- 5:15 pm - 6:30 pm                      Harvey A.K. Whitney Award  
2013 Whitney Reception  
*Regency Ballroom T, Convention Level  
Hyatt Regency Orlando (formerly the Peabody Hotel)*

## **Wednesday, December 11, 2013 - Residency Activities**

- 8:30 am - 3:30 pm                      Resident Posters (staggered 1 hour blocks of time)  
West Hall A1, Level 2  
8:30 am - 9:30 am  
10:00 am - 11:00 am  
11:30 am - 12:30 pm  
1:00 pm - 2:00 pm  
2:30 pm - 3:30pm

**<http://connect.ashp.org/MCM13/Education/PremeetingWorkshops>**

**Workshop registrations must be received on or before November 22, 2013**

### ResiTrak™ Corner

You may have noticed some new features in ResiTrak™ regarding the customized plan (CP). Some of the new features include templates for the development of CPs and an option to allow the residency program director (RPD) to designate another person closely associated with the residency program, such as a residency coordinator, to develop or review the CP in programs with a large number of residents. The templates were added to facilitate the creation of succinct, actionable, and effective customized plans to promote resident growth and development. Both the table and paragraph formats include the same information but are simply different approaches for organizing the CP. The abbreviated example below from the ASHP website utilizes the new table formatted template, but may also be applied to the paragraph template. Additionally, programs have the ability to create or transfer their own template within ResiTrak™.

