

Faculty: Slade, Jamie; Tyler, Linda S.

Site:

University of Utah Hospitals and Clinics

Status: Active

Not Required

Description:

Preceptor: Jamie Slade, PharmD

Rotation Duration 1-4 weeks

Overall Rotation Description:

This rotation can be 1-4 weeks in duration; the objectives and expectations of the resident will be adjusted based on rotation duration.

University Home Infusion provides a wide variety of services and is comprised of a variety of different personnel types that perform various roles. The primary objective of the resident is to develop a functional understanding of home infusion services and the roles that staff members perform in order to provide these services. The resident will also engage in activities that develop an understanding of the operational, regulatory, and accreditation requirements of home infusion. The resident may also learn about the home infusion revenue cycle and finances.

Site Description:

University of Utah Hospitals & Clinics (UUHC) is comprised of 4 hospitals, 12 free standing clinics, 16 retail pharmacies, 4 infusion centers, ambulatory clinic services, home infusion service, and a comprehensive drug information service. University Hospital is a 490 bed, level 1 trauma center with strong critical care, emergency medicine, surgical services, obstetrics and gynecology, neonatal, internal medicine and subspecialties, neurosciences, and rehabilitation. The University Neuropsychiatric Institute is a 130 bed inpatient psychiatric facility. The Huntsman Cancer Center consists of a 100 bed inpatient service including an ICU, an ambulatory infusion suite, and extensive ambulatory cancer clinics, including bone marrow transplant. The University Orthopaedic Hospital provides mostly ambulatory care surgery services plus orthopaedic specific clinics. The ambulatory care network includes the Community Clinics located throughout the Salt Lake Valley and the 4 surrounding counties that provide both primary and specialty care, plus the specialty clinics and infusion rooms.

This specific site rotation is located at University Home Infusion Pharmacy, which is housed at the Midvalley Campus. Home Infusion is comprised of a diverse team of pharmacists, pharmacy technicians, nurse case managers, intake specialists, reimbursement specialists, and delivery coordinators that provide comprehensive and high quality infusion services to patients in their homes. Our services include transitions of care coordination, benefit investigation and prior authorization, USP <797> sterile compounding, dispensing and delivery of medications, clinical monitoring and ongoing care coordination, and billing and reimbursement for services provided.

Role of the Pharmacist:

The responsibilities of the Home Infusion Pharmacy Manager at University of Utah Health is to:

- Oversee day to day pharmacy operations
- Manage and prepare staff for change
- Maintain regulatory compliance - state & federal laws, 340B, controlled substances, billing & reimbursement,

CMS, USP 797, USP 800

- Maintain accreditations - specialty (URAC, ACHC), durable medical equipment
- Pharmacy strategic planning
- Payor & Contract management
- Develop and implement plans for excellent patient and customer experience.
- Strive for continued excellence in the quality of services provided including evaluating operations and clinical services.
- Organize and prioritize tasks and projects.
- Delegate work and engage team members.
- Demonstrate strong problem solving skills. Examples of these situations include:
 - o Urgent, emergent and disaster situations
 - o Day to day activities
 - o Actions needed based on reported medication events
 - o Actions to improve and standardize processes
 - o Making strategic decisions on the use of personnel and resources
- Facilitate team functions.
- Manage pharmacy finances including capital and expenses.
- Support employees by conducting HR functions including recruitment, onboarding, orientation, retention, motivation and engagement, coaching and development, and progressive discipline.
- Advocate for the role of the profession of pharmacy both within the organization, the community, and at the national levels.

Expectation of Learners:

Expectations of the resident

This is an exciting and often fast paced rotation. Residents will come prepared for the daily activities including the meetings and topic discussions. Residents will be meeting with other leaders in the organization so are expected to demonstrate executive presence. This includes demonstrating emotional intelligence and dressing appropriately. Residents represent the department on rotation and will have the opportunity to extend outstanding hospitality to department guests.

Residents will demonstrate excellent communication, time management, and organizational skills.

--Residents are responsible to schedule topic discussions and meetings with preceptor, including scheduling the final evaluation before the end of rotation.

--Residents will need to organize their time to be able to complete their projects within the rotation time block. This will involve being able to use small blocks of time effectively.

--Residents need to demonstrate excellent sign-posting skills by keeping their preceptor apprised of the status of projects, activities, and the problem solving they are doing.

Residents will attend meetings with department leaders. As such, residents will engage as appropriate for the meeting and generate questions to discuss with the leaders and preceptors. Residents will identify and follow the progression of issues during the course of the rotation and will be able to make connections between work areas and departments to facilitate communication. Note the opportunities to improve the medication use system. Be sure to bring up your observations and questions with preceptors for discussion.

Pre-rotation preparation:

Residents need to contact the preceptor 1-2 weeks before the rotation starts to confirm start date and provide the preceptor any scheduling situations (vacation, appointments, etc.) as soon as the resident is planning it. No preparation is required prior to the start of rotation.

By the first day of rotation, residents need to complete everything on the, "Rotation Orientation Checklist for Preceptors and Residents." In particular, residents should bring a copy of the customized plan and resident's individual goals for the rotation.

Typical Daily/Weekly/Monthly Activities

Usual time for rotation is 7:45 am to 5 pm. However, it is very important to be flexible based on what is going on in the department and with meetings: early (6 or 7 am) or late in the afternoon or evening meetings are likely to happen several times in the rotation. The preceptor and resident will review the schedule every Monday morning to develop a plan for the week, and adjust daily (or hourly) as the need arises.

Project/Presentation Description:

Depending on the length of the rotation, the resident may be expected to perform an in-service and complete a project. The in-service will be a 15-20 minute presentation on a regulatory or compliance topic (with slides) and presented to pharmacy staff. The required project may be administrative, quality, safety, or management oriented; examples include but are not limited to an audit, gap analysis, workflow redesign, or project proposal.

Typical Daily/Weekly/Monthly Activities:

Usual rotation time is 8:30 to 5 pm; however, it is very important to be flexible based on any meetings and other department activities. Early morning or late meetings may occur during the rotation. The schedule will be reviewed every Monday morning to develop a plan for the week but can be readjusted as often as needed as needs arise.

Expected Progression:

Rotation can be 1-4 weeks in duration.

Time frame

Resident progression

Pre-rotation and Day 1

Confirm with preceptor starting dates and time for first day.

Optional: pick up readings and start working through them

Come prepared to discussion resident progress to date, goals, and personal objectives for the rotation.

Review rotation description with preceptor.

Check off rotation orientation checklist.

Week 1

Complete standard Home Infusion Orientation, which includes learning the scope of services provided and understanding tasks and responsibilities of home infusion staff.

Set up topic discussion and evaluation appointments.

For 3-week rotations: in-service topic is assigned.

For 4-week rotations: project is assigned.

Week 2

Attend meetings with preceptor or other assigned meetings.

Topic discussions with preceptor: regulatory & accreditation requirements

For 3-week rotations: work on in-service.

Week 3

Topic discussions with preceptor: billing & reimbursement

Attend selected meetings with preceptor.

Present in-service to staff.

For 4-week rotations: work on project project

Week 4

Attend selected meetings.

Present projects to appropriate stakeholders.

Topic discussions with preceptor.

Discuss ideas for improving the medication use process and a plan for implementing the change.

Complete project.

Complete all goals for the rotation. Work with RPD to develop a plan to address any areas that need improvement.

Readings and Preparatory Work:

ASHP Guidelines on Home Infusion Pharmacy Services

NHIA Home Infusion Therapy Modules, as selected

Evaluations:

The resident will have discussions with the preceptor(s) multiple times per week. The weekly planning meeting (usually Monday morning) will serve as a place for providing feedback to the resident and making adjustments to the rotation as needed.

For a 4 week rotation, the preceptor will evaluate the resident at the midpoint of the rotation. A custom midpoint evaluation in PharmAcademic is used. The resident and preceptor will complete it together evaluating progress in completing goals, interpersonal communication, project and time management, and ability to work independently.

Resident strengths and opportunities will be discuss. No midpoint evaluation will be conducted for a 1-3 week rotation.

A final summative evaluation will be completed, usually on the last day of rotation (if not, prior to the last day of rotation). Prior to the evaluation meeting, the resident needs to complete the self-evaluation, evaluation of learning experience, and preceptor evaluation in PharmAcademic. The preceptor will conduct the final evaluation in PharmAcademic. The resident needs to be sure to use the template for evaluations (<https://pulse.utah.edu/site/dirc/Nonsearched/preceptor-003.pdf>) in preparing their evaluations.

		Activities	
Goal R1.3	Participate in assuring pharmacy compliance with internal and external compliance requirements, including legal, regulatory, safety, and accreditation requirements.		
OBJ R1.3.1	(Cognitive - Applying) Participate in a departmental assessment to assure compliance with applicable legal, regulatory, safety, and accreditation requirements.	Taught and Evaluated	Produce an audit to assess compliance with regulations and standards (e.g. controlled substances, clean room procedures, billing, 340b, accreditation)
Goal R1.4	Understand and evaluate the medication distribution process.		
OBJ R1.4.2	(Cognitive - Evaluating) Evaluate pharmacy's medication use systems to assure practice is safe and effective.	Taught and Evaluated	Assess drug control systems for home infusion and make recommendations for improvement.
Goal R2.1	Apply methods for measuring and improving internal and external customer satisfaction with pharmacy services.		
OBJ R2.1.1	(Cognitive - Applying) Participate in an assessment of customer satisfaction with a specific aspect of pharmacy services.	Taught and Evaluated	Interpret customer satisfaction survey results
Goal R3.3	Demonstrate understanding of the pharmacy revenue cycle and the implications for pharmacy.		
OBJ R3.3.1	(Cognitive - Understanding) Explain the pharmacy revenue cycle and its impact on pharmacy practice.	Taught and Evaluated	Interpret monthly financial statements.

Evaluations:

	Evaluator	Evaluated	Timing
Summative Evaluation	All Preceptors	Each Resident Taking this Learning Experience	Ending and Quarterly if Needed
ASHP Preceptor Evaluation	Residents	All Preceptors of this Learning Experience	Ending and Quarterly if Needed
ASHP Learning Experience Evaluation	Residents	Learning Experience	Ending and Quarterly if Needed