# Most of What I Needed to Know I Didn't Learn in Residency

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#### Objectives

- Summarize 3 steps you can take early in your first job to position you for success
- ▶ List 5 post graduate certifications available to pharmacists
- Describe the benefits of professional organizations in ongoing career development
- Compare and contrast the roles and responsibilities of a resident with those of a new preceptor

## All I Really Needed to Know I Learned in Kindergarten

by: Robert Fulghum

- ▶ Share everything
- ▶ Play fair
- ▶ Don't hit people
- ▶ Put things back where you found them
- ► Clean up your own mess
- ▶ Don't take things that aren't yours
- ▶ Say your sorry when you hurt somebody
- ▶ Wash your hands before you eat
- ► Flush

## I Thought All I Really Needed to Know I Learned in Englander M

- ► Patient care is always your first priority
- ▶ Preceptors can tell the future
- $\,\blacktriangleright\,$  There is no such thing as stable renal function
- ► Everyone has a different opinion on how to format a poster
- Read the 3 most important articles every week to keep up with the evidence
- ▶ Red text on top of blue slides is always wrong
- ► Warfarin dosing is more art than science
- ► Always reference your PowerPoint slides
- ► Research isn't hard, it is just time consuming

## Things I did NOT Learn in Residency

- ► Everything does not stop for patient care
- ▶ Colleagues and resources are the key working efficiently
- ► Finding the "right" articles can be more work than reading them
- Research is less about data collection and more about a good idea, good design and interpretation
- ► Career and professional growth require a lot of extra work
- ▶ PharmD are not the last letters I am likely to need
- ▶ Every learner has different strengths and weaknesses
- ▶ Professionalism is not automatic

A Warning about Burnout

#### What is Burnout?

- ▶ A syndrome characterized by emotional exhaustion that results in depersonalization and decreased personal accomplishment at
- ▶ Maslach Burnout Inventory 22 questions on a 7-point scale
  - ▶ Emotional exhaustion
    - ▶ Overwhelmed, apathetic, exhausted by work, inability to become invested
  - ▶ Depersonalization
  - ▶ Personal accomplishment
    - ▶ Incompetent, decreased productivity, never good enough

Agency for healthcare Research and Quality, Burnout Among Health Professionals and its Effect on Patient Safety, Nature (promotions) gentlemps of the description (PR) to worst among health professionals and its effect on patient safety. Accessed May 8, 2011.

▶ Cynical, impersonal response to task or detached

## Burnout

- Survey of a subsection of American College of Clinical Pharmacists for burnout
- ▶ 1256 responses (11.4% response
- ▶ Burnout rate 61.2%
- ► Career satisfaction 83.7%
- ▶ Top independent predictor ► Too many non-clinical duties
- Multivariable Logistic Regression of Burnout.

Variable	Odds ratio	95% confidence interval
Age	0.96	0.95-0.98
Inadequate administrative time	1.9	1.4-2.6
Inadequate teaching time	1.8	1.3-2.5
Uncertainty of health care reform	2.0	1.4-3.1
Difficult pharmacist colleagues	2.1	1.5-2.9
Contributions underappreciated	2.2	1.6-3.1
Too many nonclinical duties	2.3	1.7-3.2

Jones GM, Roe NA, et al. Factors associated with burnout among US hospital clinical ph Hosp Pharm. 2017:52(11):742-751.

#### Pharmacists have Unique Risks of Burnout

- ▶ Many clinical pharmacist are never truly off service
- ▶ Clinical pharmacists have both patient care responsibilities and nonclinical responsibilities
- ▶ Clinical pharmacists often care for more patients than other clinical providers
- "It's the practitioners of less than five years that's who you really have to worry about"
  - Amanda M. Ball, Clinical Manager of Clinical and Patient Care Services at Duke University Hospital in Durham, North Carolina

Rivosecchi R. Critical care clinical pharmacist burnout, Critical Connections 2018. Traynor K. Pharmacists examine risk, remedies for burnout, AJHP, 2019;76[9]:571-573.

## **Avoiding Burnout**

- Almost as many recommendations to avoid burnout as there are contributing factors to burnout, largely expert opinion
  - ▶ Find a support system
  - ▶ Mental reboot
  - ▶ Use your vacation
  - ► Find a mentor
  - ▶ Join an association or group
  - ▶ Participate in other activities and hobbies
  - ▶ Develop resiliency and coping skills

#### Positioning Yourself for Success

SUMMARIZE 3 STEPS YOU CAN TAKE EARLY IN YOUR FIRST JOB TO POSITION YOU FOR SUCCESS

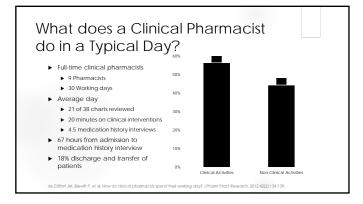
#### **Determine Expectations**

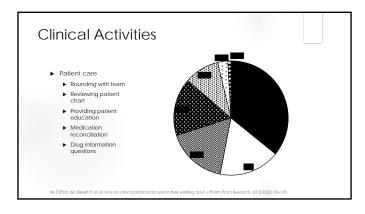
Clinical Activities

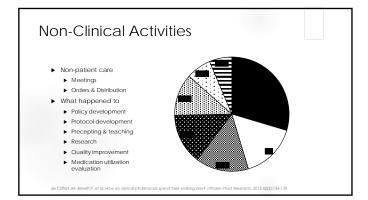
- ▶ Rounding with team
- ▶ Reviewing patient chart
- ▶ Providing patient education ▶ Medication reconciliation
- ▶ Drug information questions
- Medication interventions

Non-Clinical Activities

- Policy development
- Protocol development
- ▶ Precepting & teaching
- Order & distribution
- ▶ Research
- ▶ Quality improvement
- ► Medication utilization evaluation
- ► Reviewing literature
- ► Additional projects and initiatives













#### Set Time Aside for Personal Need

- ▶ Set personal and professional goals
- ► Focus on options for a healthy lifestyle
  - ▶ Diet
  - ▶ Exercise
  - ▶ Sleep
- ▶ Mindfulness
- ► Develop personal interests and hobbies
- ▶ Set a manageable pace

# Certification LIST 5 POST GRADUATE CERTIFICATIONS AVAILABLE TO PHARMACISTS

#### The Board of Pharmacy Specialties (BPS)

- ► Ambulatory Care Pharmacy (BCACP)
- Cardiology Pharmacy (BCCP)
- ▶ Compounded Sterile Preparations Pharmacy (BCSCP)
- ▶ Critical Care Pharmacy (BCCCP)
- Geriatric Pharmacy (BCGP)
   Infectious Diseases Pharmacy (BCIDP)
- ► Nuclear Pharmacy (BCNP)
- ► Nutrition Support Pharmacy (BCNSP) ► Oncology Pharmacy (BCOP)
- ▶ Pediatric Pharmacy (BCPPS)
- ▶ Pharmacotherapy (BCPS)
- Psychiatric Pharmacy (BCPP)



#### **BPS** Certification

#### Pros

- Required for many clinical positions
  - ▶ Faculty
  - Residency Program Directors & Preceptors
- ► Advantage when applying for positions
- ▶ Continuing education is robust

#### Cons

- Annual dues and costly renewal
- ► Extensive costly continuing education requirements
- Expect knowledge and experience with full range of disease states within specialty

#### Certified Nutrition Support Clinician (CNSC)

- ► Multidisciplinary certification (RN, RD, RPh, MD, PA)
- ► Requirements for pharmacists
  - ▶ No specific requirements
  - ▶ Recommend two years of experience in specialized nutrition support
- ▶ Recertification requirements
- More information
  - ► http://www.nutritioncare.org/NSNCS/

#### Certified Asthma Educator (AE-C)

- Multidisciplinary certification (RN, LPN, NP, RPh, MD, DO, PA, RRT, CRT, CPFT, RPFT, CSW, CHES, PT, OT) OR others meeting criteria
- ▶ Requirements for pharmacists
- ► Current, active license
- ► Recertification requirements
- ► Examination every 7 years ▶ More information
  - ► https://naecb.com

# Certified Anticoagulation Care Provider (CACP)

- ► Multidisciplinary certification (RN, NP, RPh, MD, DO, PA)
- ► Requirements for pharmacists
  - ► Current, active license for a minimum of 2 years
  - ► Completed 750 hours of active anticoagulation patient management in the last 18 months
  - ▶ A written description of anticoagulation activities
- Recertification requirements
- ► Examination every 5 years
- More information
- ▶ http://ncbap.org

National Certification Board for Anticoagulation Care Providers. http://ncbap.org/ Accessed May 4, 2019.

# Certified Tobacco Treatment Specialist (CTTS)

- ► Multidisciplinary certification (Bachelor's Degree)
- ► Requirements for pharmacists
- Complete an accredited Tobacco Treatment Specialist Training program
- ▶ 240 hours of tobacco treatment practice following training within 2 years
- ▶ Recertification requirements
  - ► Continuing education every 7 years
- More information
  - ► https://www.naadac.org/NCTTP/

The Association for Addition Professionals. https://www.naadac.org/NCTTP\_Accessed May 7, 201

#### HIV Specialist (AAHIVS) HIV Expert (AAHIVE) HIV Pharmacist (AAHIVP)

- ► Multidisciplinary certification (MD, DO, PA, NP)
- ► Requirements for pharmacists
  - ► Current, active license
  - ▶ Direct involvement in the care of 20 HIV patients
- ▶ 30 credits of HIV-related continuing education in the previous 24 months
- ► Recertification requirements
  - ► Examination every 2 years
- ▶ More information
  - ► https://www.aahivm.org

American Academy of HIV Medicine, <a href="https://www.aahivm.org">https://www.aahivm.org</a> Accessed May 7, 2019

#### Certified Diabetes Educator (CDE)

- ► Multidisciplinary certification (RN, NP, RPh, MD, DO, PA, OT, PT, Others)
- ► Requirements for pharmacists
- ► Current, active unrestricted licens
- ► Two-years professional practice experience in pharmacy
- ▶ 1000 hours of diabetes self-management education (400 hours in last 12 months)
- 15 clock hours of continuing education applicable to diabetes within the 2-years
   Recertification requirements
  - ▶ Must continue to hold the license held at the time of certification
  - ▶ 1000 hours of professional practice experience during 5-year certification cycle
- ► Complete continuing education or examination
- More information
  - ► <a href="https://www.ncbde.org">https://www.ncbde.org</a>

## Board Certified-Advanced Diabetes Management (BC-ADM)

- Multidisciplinary certification (Clinical Nurse Specialists, NP, RD, MD, DO, PA, RPh)
- ► Requirements for pharmacists
  - ► Current, active pharmacist license
  - ► Master's degree or higher in pharmacy
  - ▶ 500 clinical hours in advanced diabetes management after licensure
- ► Recertification requirements
  - ➤ 1000 practice hours in your certification role and population/specialty in the previous 5 years
- ▶ More information
  - ► https://www.diabeteseductor.org

American Association of Diabetes Educators, <a href="https://www.diabeteseducator.org/">https://www.diabeteseducator.org/</a> Accessed May 6, 2011

## Clinical Lipid Specialist (CLS)

- ► Multidisciplinary certification (RN, NP, RPh, RD, PA, Others)
- ► Requirements for pharmacists
  - ► Current, active license
  - ▶ BS degree and 3000 hours of clinical experience managing lipid disorders OR
  - ▶ MS degree and 2000 hours of clinical experience managing lipid disorders
- ► Recertification requirements
  - ► Examination every 10 years
- ▶ 100 hours of continuing education completed in the last 5 years
- ▶ More information
  - ► <a href="http://www.lipidspecialist.org">http://www.lipidspecialist.org</a>

Accreditation Council for Clinical Lipidology, <a href="http://www.lipidspecialist.org/">http://www.lipidspecialist.org/</a> Accessed May 5, 2019.

#### Credentialed Pain Educator (CPE)

- ► Multidisciplinary certification (Any health care professional)
- ► Requirements for pharmacists
  - ► Current, active license
  - ▶ 2 years full-time with 10% of time devoted to providing pain-related education within the last 5 years
  - ▶ 30 hours of pain-related education within the last 5 years
- - ► Examination every 5 years
- ▶ More information
  - https://www.paineducators.org

#### Diplomate of the American Board of Applied Toxicology (DABAT)

- ▶ Multidisciplinary certification (doctoral degree in biomedical discipline)
- Requirements for pharmacists
- ► Current, active license
- ▶ 12 month post-doctoral training program or 3 years professional experience in clinical toxicology
- ▶ Recertification requirements
- ► Every 5 years
- More information
- ► https://www.clintox.org/resources/

## Accredited in Applied Pharmacology (AP)

- Multidisciplinary certification (MD, DO, doctoral degree in life or medication sciences)
- ▶ Requirements for pharmacists
  - 2 -year postdoctoral fellowship training in clinical pharmacology at a registered or accredited American Board of Clinical Pharmacology program

  - Documentation of contribution to the field (le Publications)
     Participate as a student and teacher in clinical pharmacology continuing education activities
- ► Two letters of recommendation
- Recertification requirements
- Continuing education or related examination and 1000 hours of professional practice during previous 5 years
- More information
- ► http://www.abcp.net/index.html

erican Board of Clinical Pharmacology, <a href="http://www.abcp.net/index.html/">http://www.abcp.net/index.html/</a>. Accessed May 6, 2019.

## Health Information Technology

- ► Certified Professional in Electronic Health Records (CPEHR)
- ► Certified Professional in Health Information Technology (CPHIT)
- ► Certified Professional in Health Information Exchange (CPHIE)
- ▶ Certified Professional for Operating Rules Administration (CPORA)
- ► Multidisciplinary certification (no specific licensure requirement) ▶ Requirements for pharmacists
- ▶ No specific requirements
- ▶ Recertification requirements
- ► Earn continuing education
- ▶ More information
  - ► https://www.healthitcertification.com

Health IT Certification, https://www.healthitcertification.com/ Accessed May 4, 2019.

### Other Certifications Available to **Pharmacist**

- ► American Heart Association
  - ► Basic Life Support (BLS)
  - ► Advanced Cardiovascular Life Support Training (ACLS)
- ► Pediatric Advanced Life Support (PALS)
- ▶ Oklahoma State Board of Pharmacy
  - ► Immunization Registration
  - ▶ Preceptor Certificate

American Heart Association: <a href="https://www.heart.org">https://www.heart.org</a> Accessed May 4, 2019. Oklahoma State Board of Pharmacy, <a href="https://www.ak.gov/pharmacy">https://www.ak.gov/pharmacy</a> Accessed May 5, 2019.

#### **Professional Organization**

DESCRIBE THE BENEFITS OF PROFESSIONAL ORGANIZATIONS IN ONGOING CAREER DEVELOPMENT

## Benefits of Professional Organizations

- ▶ Expand your knowledge and experiences
- ► Access to specialized, exclusive resources
- ► Networking opportunities
- ▶ Career opportunities
- ► Collaborative research and practice opportunities
- ▶ Professional development
- ► Leadership opportunities
- ▶ Updates
- Stay motivated

ASHP Connect. Benefits of ASHP membership for New Practificners. <a href="https://connect.ashp.org/zirogs/amands-speeds/2015/2026/2-cedits of-ashp-membership for new practificners/suppc-1">https://connect.ashp.org/zirogs/amands-speeds/2015/2026/2-cedits of-ashp-membership-for-new practificners/ashpc-1">https://connect.ashp.org/zirogs/amands-1</a>, Accessed May 9, 2019.

ASHP. Become a Member ship-ry/news ashp organisations/ashpc-1-accessed May 9, 2019.

#### **Pharmacy Organizations**

- Academy of Managed Care Pharmacy (AMCP)
- American Association of Pharmaceutical Scientists (AAPS)
- American College of Clinical Pharmacy (ACCP)
- American Pharmacist Association (APA) American Pharmacists Association (APhA)
- American Society of Consultant Pharmacists (ASCP)

  American Society of Health-System Pharmacists (ASHP)
- College of Psychiatric and neurologic Pharmacists (CPNP)
   Hematology/Oncology Pharmacy Association (HOPA)
- National Association of Chain Drug Stores (NACDS)
  National Community Pharmacists Association (NCPA)
- Pediatric Pharmacy Advocacy Group Society of Infectious Diseases Pharmacists (SIDP)

#### Multi-Disciplinary Specialty Organizations

- ▶ American Academy of Pediatrics (AAP)
- ► American College of Cardiology (ACC)
- ▶ American College of Chest Physicians
- ► American Heart Association (AHA)
- ► American Society of Clinical Oncology (ASCO)
- ► American Society of Transplant Surgeons (ASTS)
- ▶ Infectious Diseases Society of America (IDSA)
- ► Neurocritical Care Society (NCS)
- ► Society of Critical Care Medicine (SCCM)

#### Levels of Involvement

- ► Geographic
  - ► National ▶ State
  - ▶ Local
- ► Committees
- ▶ Workgroups
- ▶ Elected leadership Invited contributions
- Event or project volunteer

## Precepting

COMPARE AND CONTRAST THE ROLES AND RESPONSIBILITIES OF A RESIDENT WITH THOSE OF A NEW PRECEPTOR

#### Where Did My Free Time Go?

- ▶ 0600 Arrive, review patients ▶ 0800 - Round with team
- ▶ 1200 Lunch
- ▶ 1230 Journal club with preceptor
- ▶ 1330 Review patients
- 1500 Follow up and patient education
- ▶ 1600 Project work
- ▶ 1800 Home
- 1900 Read an article

#### Day in the Life of a Resident Day in the Life of a Preceptor

- ▶ 0600 Arrive, complete slides, meet student
- ▶ 0800 Round, infection control, code blue
- ▶ 1200 Lunch, read journal article
- ▶ 1230 Journal club, feedback to trainees
- ▶ 1330 Review patients, feedback for
- ▶ 1500 Protocol meeting, write policy, patient education
- ► 1600 Data collect, review resident poster
- ▶ 1800 Home
- ▶ 1900 -Review abstracts, complete CE, e-

#### Why Does Precepting Feel So Busy?

- New expectations
  - ► Personal life
  - ► Independent practice
- ► Trainees
- ► Shifting roles
  - ▶ Patient care
  - ► Research and quality initiatives
  - ▶ Pharmacy departmental projects
  - ► Professional development

#### Shifting Responsibilities - Patient Care

#### Resident

- ▶ Round
- ► Intervene on patient specific items 
  ► Intervene on patient specific items
- Patient education

#### Preceptor

- ▶ Round
- ▶ Patient education
- Document interventions
- Manage pharmaceutical needs for the unit support
- Provide education to nursing and other allied health around medications
- Work with providers to ensure new procedures and service lines are adequately supported

#### Shifting Responsibilities - Research and Quality Initiatives

#### Resident

- ▶ Write proposal
- ▶ Collect data
- Analyze data
- ▶ Present data
  - ▶ Presentations ▶ Written reports
  - Manuscripts

#### Preceptor

- ► Come up with feasible project
  - ideas
- ► Review and edit proposal
- ► Ensure data properly collected
- ▶ Analyze data
- Determine appropriate conclusions
- ► Critique presentations
- ▶ Implement process or procedural changes as dictated by findings

#### Shifting Responsibilities - Pharmacy **Departmental Activities**

#### Resident

- ► Complete a drug monograph
- ► Present to P&T

- Complete drug monograph, evaluate learner development of drug monograph
- Consult with providers and allied health to create and implement protocols
- Consult with administration and effected departments to write and implement policies
- Present protocols, policies, monographs, formulary recommendations to P&T
- Educate those impacted regarding policies, protocols, and formulary

#### Shifting Responsibilities - Pharmacy **Professional Development**

#### Resident

Survive residency

- ▶ Write book chapters, review articles
- Invited guest lectures to local, state, national meetings
- ► Review abstracts and manuscripts
- ▶ Serve as an advisor or on a board
- Serve a leadership role in a professional organization
- Serve as a mentor

#### How Do You Become a Successful Preceptor?

- ▶ Be available and attentive
- ► Communicate clearly and frequently
- ▶ Actively listen
- ▶ Be aware of non-verbal queues
- ▶ Demonstrate interest
- ▶ Have a positive attitude and outlook for the profession
- ▶ Orient trainee to learning environment
- ▶ Identify trainee goals and empower to them to achieve goals
- ▶ Provide resources and self directed learning

## In Summary

- ► Completing residency is another step in your educational journey, not the destination
- ► Anticipate new challenges and experiences
- ► Identify resources and establish expectations early
- ► Take care of yourself
- ► Your career development is up to you
- ► Preceptors have many shifting responsibilities
- ► Take on what you can handle
- ► Teach what you wish you had known!

