


NHC Residency Programs 2011

- Adult Residency Program
 - PGY-1 2009 - (2)
 - PGY-1 2010 - (3) ASHP-accredited
 - Model Community-based, multi-facility


- 1 RPD + 3 residency coordinators
- 29 preceptors
BS, PharmD, PGY-1 (8), PGY-2 (4), MPA, MBA
Board Certification: 16-BCPS, 1-BCOP, 1-BCNSP
- Qualifies for CMS reimbursement



7

Improve Patient Care Services

- Inpatient Services
 - Expand existing services
 - Include more patients
 - Advance knowledge and skills
 - Develop/provide new clinical services
- Outpatient Services
 - Create a strategic plan for Ambulatory Pharmacy Services
- Employee Services
 - Maintain Wellness (nurse/exercise physiologist managed)
 - Advance DSM with MTM (pharmacists managed)
- ACO/Healthcare Reform
 - Create a strategic plan for Pharmacy Services across transitions of care



8

Strategies: Improve Patient Care Services


- Inpatient Services
 - Existing services
 - Include more patients
 - Improve efficiency for delivery of care
 - Advance knowledge and skills
 - Develop staff, hire advanced-trained staff
 - New clinical services
 - How to find the "Time"
 - Improve efficiency for delivery of care
 - How to create/develop the "Knowledge Base"
 - Develop staff, hire advanced-trained staff



9

PPMI offers Strategy Allies


- Technology
- Technicians
- Students and Colleges of Pharmacy
- *Residents and Residency Training Programs*



10

Seize the Opportunity


- **Every** patient care service challenge is an opportunity to assess your residency training program for solutions. Begin to align improved patient care services with residency training.
 - Manpower
 - Vision and Culture
 - Pilot Interventions/Initiatives/Programs/Projects
 - Preceptor Development
 - Increase Knowledge & Skill
 - Focus on Model, Coach, Facilitate



11

Innovation Zappers!

- Lack of Vision
- Lack of Support
- Lack of Understanding Residency Training
 - Lack of Knowledge or Skill (perception)
 - Lack of Flexibility
 - Perfectionism
- Lack of Measured Results



12

Integration Residency Training with Improved Patient Care Services

Pharmacy Services	Residency Training
Grow Model toward Hybrid: 1. Staff Development 2. Clinical Specialists 3. Improve Patient Care Services	Preceptor Development: 1. Increase Knowledge/Skills 2. Expand PGY-1 Programs 3. Create/Deliver PGY-2 Programs
Reduce Episodic Presence of Manpower 1. Expand Services 2. Collect Metrics	Flexible Training Calendar 1. Pilot Interventions/Projects 2. Support Customization



13

Timeline for Norton Healthcare

- PGY-1 2009 - (2)
 - Research Projects (retrospective)
 - Hired first 2 resident graduates
- PGY-1 2010 - (3)
 - Research Projects (concurrent)
 - Customized Plan (ED service pilot x 8 wks)
- Pharmacy Services (4/2011) - Hired 3 clinical specialists
- PGY-1 2011 - (3)
 - Flexible Start Date for 1 resident
 - Research Projects
 - Customized Plan (Collaborate w/other PGY-1)
 - Plan for residency program(s) expansion



14

Summary

- Residency training programs inherently possess solutions for the dilemma of delivering improved and expanded patient care services.
 - Have a strategic plan; start with the end in mind!
 - Develop and grow the pharmacy model
 - Stay flexible in delivery of the residency training program
- Integration of residency training with improved patient care pharmacy services will optimize patient outcomes and increase capacity for residency training.



15