

PHARMACY RESIDENT SERVICE COMMITMENT POLICY AND PROCEDURE

1. **PURPOSE:** To define policy and procedure for the fulfillment of the service commitment component of NWHCS Pharmacy Residency Programs.
2. **POLICY:** Each Pharmacy Resident is required to fulfill a service commitment to the institution as outlined by their individual Pharmacy Residency Program. Each resident will receive adequate orientation and training to meet the requirements of this service commitment.
3. **RESPONSIBILITIES:**
 - a. The Residency Program Director (RPD) is responsible for the oversight of this policy.
 - b. Pharmacy Residents are responsible for adhering to this policy.
 - c. The RPD, Pharmacy Residents and preceptors will share the responsibility of insuring residents receive adequate training in pharmacy operations.
 - d. Pharmacy Managers will supervise the training provided and ensure all required competencies are met prior to scheduling residents for independent shifts as part of their service commitment.
 - e. Pharmacy preceptors are responsible for providing effective training and supervision of residents in Pharmacy Operations, as well as being available off-site or by telephone while residents are executing their service commitment.
4. **PROCEDURES:**
 - a. The Pharmacy Resident will be trained in all necessary areas during the Pharmacy Operations learning experience. All goals and associated objectives must be achieved by the resident for the learning experience to be considered complete.
 - i. Each resident will be given a period of 4-8 weeks (as outlined in the respective Pharmacy Residency Handbook) to complete necessary competencies of Pharmacy Operations.
 - ii. If a Resident is not able to achieve competencies required of Pharmacy Operations, they will enter into remediation until such competencies are completed.
 - iii. Once all competencies are completed, the learning experience is completed and the Resident is a licensed pharmacist, the Service Commitment will commence.

- b. The Pharmacy Resident must fulfill the Service Commitment outlined by their Pharmacy Residency Program to receive a certificate.
 - i. The RPD will make every effort to avoid scheduling conflicts with resident Service Commitments.
 - ii. Pharmacy Residents may be scheduled for Service Commitment outside of their regularly scheduled tour, to include extended hours and weekend shifts as outlined by their individual program requirements.
 - iii. Pharmacy Residents may be excused from Service Commitment obligations for required presentations, approved conferences and teaching obligations, or as outlined by the RPD.
- c. Planned absences:
 - i. The Pharmacy Resident will be responsible for finding a replacement pharmacist in the event they are unable to fulfill their Service Commitment obligation as scheduled.
 - ii. The Pharmacy Resident will attempt to trade shifts with a co-resident whenever possible, to ensure Service Commitment obligations are met. If a co-resident is unavailable, the Pharmacy Manager will help arrange for another pharmacist to cover the hours if needed. The Resident may be expected to make up a missed shift to fulfill their Service Commitment.
 - iii. The Pharmacy Resident must receive approval from the RPD, Pharmacy Manager and current preceptor prior to trading or changing Service Commitment shifts.
- d. Unplanned absences:
 - i. If the Pharmacy Resident is scheduled for Service Commitment and is unable to work due to illness, the Resident must call the Pharmacy Manager or Chief of Pharmacy as soon as possible.
 - ii. The Resident will first attempt to trade shifts with a co-resident. If this is not feasible, the Pharmacy Manager or Chief of Pharmacy will determine staffing needs and secure a replacement accordingly.
- e. The Service Commitment will be considered fulfilled if the Pharmacy Resident works at least 90% of their scheduled shifts. This may require the Resident to trade and/or make up missed shifts to receive a certificate.

5. DEFINITIONS:

- a. Pharmacy Operations – refers to the required learning experience which must be completed at the beginning of the residency year. This experience will include direct training and supervision from preceptors, ongoing feedback and evaluation of competencies in the operation of the pharmacy.
- b. Service Commitment – refers to the time spent staffing as an independent licensed pharmacist, wherein the PGY-1 Pharmacy Resident is functioning without direct supervision of preceptor.

6. REFERENCES: NONE
7. RECISSION: PHARM-104 dated May 10, 2011
8. FOLLOW-UP RESPONSIBILITY
 - a. Residency Program Directors, Pharmacy Service
 - b. Clinical Coordinator, Pharmacy Service
9. CONCURRENCES: NONE

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Chief, Pharmacy Service