



Allegheny Health Network
Department of Pharmacy

Pharmacy Intern Program Manual

2019 – 2020



Allegheny
Health Network

Allegheny General Hospital (AGH) Pharmacy Intern Program

<u>Table of Contents</u>	<u>Page(s)</u>
1. Introduction	3
2. Program Purpose Statement	3
3. Highmark Health Vision, Mission, and Values	3
4. Allegheny Health Network (AHN) Core Behaviors	4
5. Department of Pharmacy Overview	4 – 5
6. Department of Pharmacy Mission	5
7. Pharmacy Department Charter	5
8. Allegheny General Hospital Overview	5
9. Institutes of Excellence	5 – 6
10. Pharmacy Intern Program Overview	7
11. Employee Acknowledgement	8
12. Pharmacy Intern Roles and Responsibilities	9
13. Additional Learning Opportunities	9
14. Clinical Specialists	10
15. Pharmacy Management and Pharmacy Practice Supervisors	11
16. Pharmacy Intern Program Coordinators	11

Introduction

The AGH Pharmacy Intern Program provides an environment for comprehensive education and training in inpatient pharmacy operations and pharmacy clinical practice. The Pharmacy Intern Program is open to current pharmacy students enrolled in an ACPE accredited pharmacy school.

Program Purpose Statement

The purpose of the Pharmacy Intern Program is to expand a student’s knowledge, skills, and communication. The Pharmacy Intern Program prepares student pharmacists to pursue a position in the inpatient pharmacy setting or a residency program.

Highmark Health Vision, Mission, and Values



Allegheny Health Network Core Behaviors



Department of Pharmacy Overview

The Department of Pharmacy at AGH provides 24-hour comprehensive inpatient pharmacy services, utilizing a decentralized, computerized unit-dose drug distribution system, and intravenous admixture programs. EPIC serves as the electronic health record for inpatient and outpatient care. Services provided include: drug information, computerized inventory control and procurement systems, integrated drug use review, and quality improvement. Extended-hour outpatient pharmacy services are available through the AGH Apothecary for patients and employees throughout the Allegheny Health Network. Extensive in-service education and staff development programs are also available.

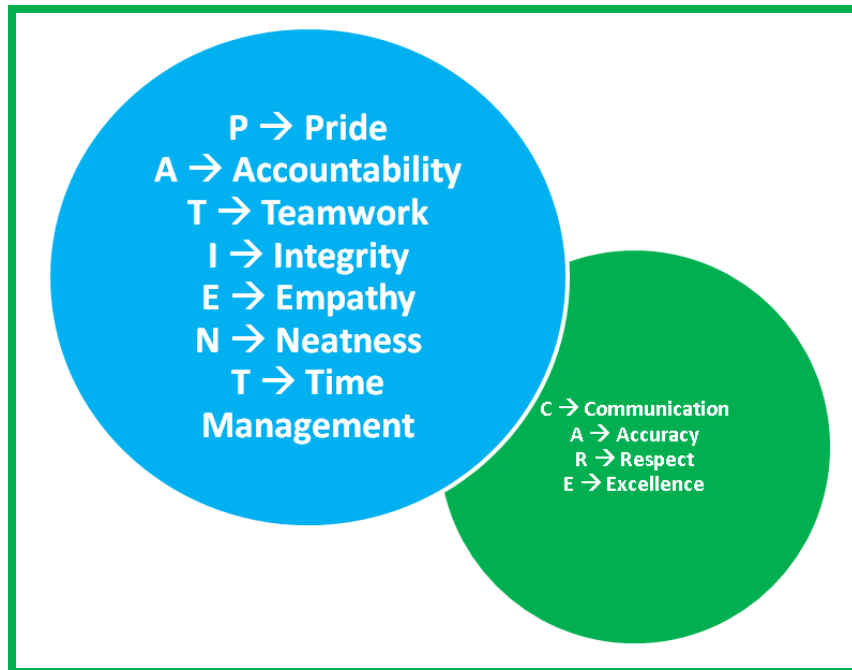
Pharmacists assume direct patient care responsibilities for ensuring the safe and effective use of medications, in addition to supervising supportive pharmacy personnel. Pharmacists with specialized training provide expertise in advanced principles of pharmaceutical care in areas including critical care, emergency medicine, transplantation, infectious disease, cardiology, internal medicine, hematology/oncology, ambulatory care, and drug information.

The health care setting at AGH offers an ideal environment for the training and education of pharmacists and supportive pharmacy personnel. The AGH Department of Pharmacy maintains affiliation agreements with the University of Pittsburgh, Ohio Northern University, Lake Erie College of Osteopathic Medicine, and Duquesne University Schools of Pharmacy. In addition, several preceptors serve as adjunct faculty and provide didactic lectures at Duquesne University and/or the University of Pittsburgh. Affiliations with these sites as well as professional organizations are fostered in an effort to provide formal educational programs through clerkships, externships, internships, and residencies.

Department of Pharmacy Mission

The Department of Pharmacy Services at AGH is responsible for the application of specialized knowledge of drugs and drug therapy to promote the health and welfare of the community that the institution serves. The department is committed to continuously improving the quality of patient care through its support services, education, and research efforts.

Pharmacy Department Charter



Allegheny General Hospital Overview

- One of the largest tertiary facilities in the region
- Primary medical provider for orthopedic and rehabilitation care for the Pittsburgh Pirates
- Received the Consumer Choice Award for western Pennsylvania from the National Research Corporation, and Solucient Inc., one of the industry's leading quality research organizations, which recognized AGH as a Top 100 hospital in the country for both orthopedic surgery and treatment of stroke
- First hospital in the region to receive designation as a Level I Shock Trauma Center

Institutes of Excellence

Cancer

- AGH is a Highmark Blue Cross Blue Shield designated Blue Distinction Center for the treatment of complex and rare cancers
- AGH houses the National Surgical Adjuvant Breast and Bowel Project (NSABP), a clinical trials cooperative group supported by the National Cancer Institute
- First diagnostic breast center in Pittsburgh
- First in the region to initiate radiation therapy for the treatment of tumors

Cardiovascular

- 11 heart care physicians named to Best Doctors in America
- A heart transplant survival rate that is among the best in the nation
- National leader in treating atrial fibrillation

Neurosciences

- AGH is a Highmark Blue Cross Blue Shield designated Blue Distinction Center for spine surgery
- Anesthesiology Research Lab specializes in experimental stroke research
- Designated Comprehensive Epilepsy Center
- AGH and Forbes Regional are Designated Stroke Centers – highest achievement in clinical excellence for stroke patients
- Neurophysiology Research Lab focuses on the newest treatments for epilepsy patients
- AGH was the first in the region to offer deep brain stimulation as a treatment for obsessive-compulsive disorder

Orthopedic & Rehabilitation

- AGH is a Highmark Blue Cross Blue Shield designated Blue Distinction Center for both spine surgery and hip and knee replacement
- Official medical provider of the Pittsburgh Pirates, also providing sports medicine services and programming for numerous area school districts and coaches
- One of the most comprehensive academic orthopedic surgery practices the region

Other Specialties

- Allergy/immunology
- Anesthesiology/pain medicine
- Bariatric surgery
- Colorectal surgery
- Critical care medicine
- Dental medicine
- Dermatology
- Emergency medicine
- Endocrinology/diabetes
- Family medicine
- Gastroenterology
- General surgery
- Geriatrics
- Infectious disease
- Infertility and Reproductive
- Internal medicine
- Lupus
- Minimally invasive surgery
- Neonatology
- Nephrology
- Nutrition and integrated holistic medicine
- Obstetrics/gynecology
- Ophthalmology
- Oral and maxillofacial surgery
- Otorhinolaryngology
- Pathology and laboratory medicine
- Pediatrics
- Plastic and reconstructive surgery
- Podiatry
- Primary care medicine
- Psychiatry
- Pulmonary medicine
- Radiology
- Rehabilitation
- Rheumatology
- Sleep disorders
- Surgery
- Transplant surgery
- Trauma
- Urogynecology
- Urology

Pharmacy Intern Program Overview

Schedule Requirements

- Required to work every other weekend (rotating between Daylight and Evening).
- Required to work 1-2 four and half hours shifts (5pm-9:30pm) every two weeks (Minimum 1 shift every two weeks).
- During vacations (eg summers and holidays), interns will be expected to pick up additional shifts.
- Although not likely, because we are 24 hour operation, the possibility exists for night shift coverage.
- Medication History Shifts (For those trained ONLY)
 - On weekend day shift from 8 AM until 4:30 PM, they should do Med History in the Emergency Department/acute care nursing units.
 - The clinical on call pharmacy resident/clinical specialist will be responsible for checking all of the completed Med Rec during the shift. If we need to get in touch with the Med Rec tech/intern throughout the day we should page #2435. This pager should only be used and paged by employees in the pharmacy.
 - PLEASE NOTE: If any technician calls off on the day shift, the Med Rec technician/intern will be pulled to staff the entire day in the main pharmacy.
- Call-offs: Call pharmacy as soon as possible. You are required to make-up these shifts.

Holidays

- Interns will be scheduled two of the six holidays recognized by the hospital: New Years, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas.
 - Schedule will include one summer and one winter holiday.
 - Intern holidays will be scheduled by selection basis where those with the most hours worked in the past year select their holiday first. (Effective Jan 2020 schedule)
 - Pay for holidays is premium, meaning time and a half.
- Interns are free to pick up additional holiday time as available.
- Days off (Vacations)
 - Departmental policy must be followed for requesting time off.
 - Per that policy, interns are allowed to request one weekend (two days) off per year.
 - If additional time is needed, intern is required to switch with another employee. These switches must not create overtime.
 - Midterms and final exams – interns will be scheduled during those dates.
 - Interns are **responsible for their scheduled work time**. An intern must work when they are scheduled or switch with another employee when needed.

Rotation

- The pharmacy will provide coverage for one out of state (5 week) rotation in the intern's final year.
 - This request must be sent to the management team no later than 1 week after the rotation schedule is posted

- For any additional rotations out of state, the intern will be responsible for arranging their own coverage.
- Interns are expected to check e-mail periodically and complete any required training courses during this time.

Training

- Training is approximately 4 weeks in length.
- Optimal training occurs during consecutive days (eg Monday-Friday).

Employee Acknowledgement

I have reviewed and understand the Pharmacy Intern position requirements outlined in this handbook. I further understand that I am responsible for the execution of the essential functions described therein, under any and all conditions as described.

Employee Name: _____

Employee Signature: _____

Date: _____

Manager Name: _____

Manager Signature: _____

Date: _____

Pharmacy Intern Roles and Responsibilities

Responsibility	Job Description
Automated Dispensing Systems	Demonstrates proficiency with tools, techniques, processes and maintenance requirements for pharmacy automated dispensing system.
Medication Cart Fills	Fills medication carts accurately.
Repackaging Bulk Medications	Utilizes tools, techniques and process in the repackaging of bulk medications.
Pharmacy Supply Maintenance	Maintains inventory for the pharmacy department.
Sterile Compounding	Prepares intravenous products including chemotherapy.
Organization, Research, Proposals, and Implementation	Under the direction of an assigned preceptor, conducts pharmacy practice and clinical research, analyzes data, and synthesizes information into action plans.

Additional Learning Opportunities

Activity	Year Requirement
Attending lectures, Continuing Education (CE) Programs, or Resident Student Teaching Conference (RSTC) as available	1 st year
Audits as designated by management team (ie override audit, NG audit), inventory projects, workflow/employee training projects, technician ACPE programs (30 min lunch and learns)	2 nd year
Medication reconciliation	3 rd year
Drip rounds	3 rd year
Renal monitors	3 rd year
Projects – Collaborate with residents and/or clinical specialist on research projects/Medication Utilization Evaluations (MUE), formulary reviews	3 rd year
Pharmacokinetic training, Anticoagulation training	3 rd year
Topic Discussions (ie clinical, leadership)	3 rd year
Medication safety presentations and in-services	4 th year
Order verification shadowing – Under the supervision of a licensed pharmacist	4 th year

Clinical Specialists

Clinical Specialist	Area of Day-to-Day Practice
Bauer, Abby	Anticoagulation Clinic
Bremmer, Derek	Infectious Disease
Carr, Dustin	Infectious Disease
Castelli, Margaret	Anticoagulation Clinic
Edmonson, Lindsey	Hematology/Oncology
Freedy, Tucker	Internal Medicine and Drug Information
Finoli, Lauren	Critical Care, Medicine Intensive Care Unit
Guarascio, Anthony	Infectious Disease
Kipp, Gretchen	Transplant
Lisenmayer, Collen	Advanced Heart Failure Inpatient
Montepara, Courtney	Cardiac Care Unit (CCU), Advanced Heart Failure
Magrini, Cindy	HIV (Positive Health) Clinic
Merkel, Alison	Emergency Department
Park, Seon Jo	Hematology/Oncology
Rosenfeld, Brittany	Internal Medicine
Stanton, Brooke	Cardiac Care Unit (CCU), Advanced Heart Failure
Trienski, Tamara	Infectious Disease
Verlinden, Nathan	Cardiac Care Unit (CCU), Advanced Heart Failure
Yarabinec, Ashely	Anticoagulation Clinic
Young, Sarah	Critical Care, Neurology Intensive Care Unit

Pharmacy Management and Pharmacy Practice Supervisors

Name	Position
Horn, Paula	Pharmacy Practice Supervisor
Horton, Rhonda	Pharmacy Practice Supervisor – Narcotics
Lazur, Maria	Manager, Pharmacy Operations
Mark, Laura	Vice President of Pharmacy – Allegheny Health Network (AHN)
Mehta, Aripit	Director of Pharmacy
Miller, Kim	Director of Medication Safety and Regulatory – AHN
Misko, Janet	Pharmacy Practice Supervisor
Pavlik, David	Manager, Pharmacy Clinical Services
Popovich, John	Manager of Operations – IT Services
Seidl, Edward	Director Pharmacy Clinical Services – AHN
Walsh, Caitlin	Pharmacy Informatics Specialist
Wieloch, Linda	Manager Medication Safety and Regulatory

Pharmacy Intern Program Coordinators

Name	Position	Roles and Responsibilities
Carlson, Rick (Outgoing) Matthew Davis (Incoming)	Lead Pharmacy Intern	Serves as liaison between the interns and the intern coordinator, schedules the interns, assists the intern coordinator in developing and implementing programs for the interns
Karen Lin and Roland Massaad	Intern Program Coordinators	Coordinates with the lead intern and management team to ensure that the interns get a comprehensive inpatient pharmacy experience, continues to develop additional opportunities for the intern program