PGY1 Community-based Residency Program
Pharmacy Residency Manual
2021-2022
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Welcome!

Congratulations on starting your residency with the Medical College of Wisconsin School of Pharmacy! We are excited to have you join our team, as well as the team at your clinical practice site. We can’t wait to see how you work with us to provide our patients with a high level of care and innovation.

Your residency year is a time for great personal and professional growth. You will learn much about yourself as a person and pharmacy practitioner. Your knowledge of pharmacy practice will grow exponentially. You will encounter challenges along the way, but also will experience many rewards, and we will be here to guide you every step of the way. You will get out of it what you put into it, and it will be a year to challenge yourself in many new ways!

Our team at MCW and our affiliated practice sites is here to ensure you achieve your goals you have for yourself as well as the goals the residency program has for you. Our program will work with you to ensure your goals are met. Our team is dedicated to enhancing your learning and practice experience and are excited to have you join our team!

Best,

Sara Revolinski, PharmD, BCPS
Residency Program Director, PGY1 Community-Based Residency Program
Residency Program Leadership

George E. MacKinnon III, PhD, MS, RPh, FASHP, FNAP
Founding Dean and Professor

For over 30 years, George E. MacKinnon, III, PhD, MS, RPh, FASHP, FNAP has engaged in clinical practice, research, teaching and academic administration through joint academic appointments in medicine and pharmacy at several educational institutions. Dr. MacKinnon’s previous appointments include vice president of academic affairs with the American Association of Colleges of Pharmacy in Alexandria, Virginia, and director of global health economics and outcomes research of Abbott Laboratories. Dr. MacKinnon has helped found and accredit four academic pharmacy programs in three states. Dr. MacKinnon received a Bachelor of Science degree in Pharmacy and a Master of Science degree in Hospital Pharmacy, both from the University of Wisconsin-Madison School of Pharmacy. He completed two years of post-graduate clinical pharmacy residency training at the University of Wisconsin Hospital and Clinics. Dr. MacKinnon earned a Doctor of Philosophy degree in Educational Leadership and Policy Studies from Loyola University, Chicago. He is a registered pharmacist in Wisconsin.

Sara Revolinski, PharmD, BCPS
Director of Experiential Education and Professional Laboratories
Residency Program Director – PGY1 Community-Based Residency Programs
Assistant Professor, Department of Clinical Sciences

Sara Revolinski, PharmD, BCPS, joined the MCW School of Pharmacy as a Clinical Assistant Professor in September 2016 and was named Director of Experiential Education and Professional Laboratories in July 2018. Dr. Revolinski earned her Doctor of Pharmacy degree in 2006 from the University of Wisconsin-Madison School of Pharmacy. Following graduation, she completed her postgraduate-year-1 residency training at Froedtert & the Medical College of Wisconsin. Dr. Revolinski has held several clinical and administrative positions within pharmacy practice, including Pharmacy Manager for Aurora Health Care Retail Pharmacies, Clinical Pharmacist at ThedaCare, where she worked jointly with an infectious diseases provider to develop an antimicrobial stewardship program, Clinical Pharmacy Manager at Froedtert Hospital, where she was responsible for the Infectious Diseases and Pulmonary/Critical Care service lines and student experiential rotations, and most recently Antimicrobial Stewardship Coordinator for Froedtert & the Medical College of Wisconsin health system. Dr. Revolinski’s work with experiential education involved development of a longitudinal advanced pharmacy practice experience at Froedtert & the Medical College of Wisconsin, which resulted in receipt of a Best Practices Award from the American Society of Health-System Pharmacists in 2015. Additionally, Dr. Revolinski served as course director for two Integrated Sequence: Infectious Diseases courses during the inaugural year of the MCW School of Pharmacy. Dr. Revolinski continues her research in infectious diseases and her practice in an infectious diseases setting with Froedtert & MCW.
Residency Program Overview

Residency Program Purpose
The postgraduate year one residency (PGY1) community-based pharmacy residency programs build on the Doctor of Pharmacy (PharmD) education and outcomes to develop community-based pharmacist practitioners with diverse patient care, leadership, and educational skills who are eligible to pursue advanced training opportunities including postgraduate year two (PGY2) residencies and professional certifications.

The PGY1 Community-Based Pharmacy Residency Program (the “Residency Program”) at the Medical College of Wisconsin School of Pharmacy prepares graduates to be leaders and innovators in community practice, with the goal of elevating pharmacy practice and improving patient health outcomes both in our region and nationally.

Pharmacists will develop the skills and confidence to implement, evaluate, and sustain patient care services. Upon completion of our program, residents are qualified to practice independently and have the capability to adapt to future changes in healthcare.

Program Outcome
The PGY1 Community-Based Pharmacy Residency Program at the Medical College of Wisconsin is intended to be a broad-based learning and practice experience. Through a combination of practice locations, the Residency Program focuses on generalist patient care and development of advanced patient care services implemented in community pharmacy settings.

American Society of Health-System Pharmacists (ASHP) Competency Areas, Goals, and Objectives

Residency Program Organizational Chart
Qualifications of the Residency Program Director
The Residency Program Director (RPD) is appointed by the Dean of the MCW School of Pharmacy to oversee the Residency Program and serve as a role model in pharmacy practice. The RPD must have displayed the desire and aptitude to teach, demonstrated the leadership within MCW through documented improvements in and contributions to pharmacy practice, maintained high professional ideals, and contributed to the profession. Additionally, the RPD must hold an advanced pharmacy degree and have completed an ASHP-accredited residency and/or equivalent experience.

Qualifications of the Site Coordinator
The Site Coordinator is appointed by the RPD, in cooperation with the practice location and the partnering organization. The Site Coordinator must be a licensed pharmacist who meets the minimum requirements to serve as a preceptor, practices at the site at least 24 hours per week, has the ability to effectively teach in a clinical practice environment, and has the ability to direct and monitor resident and preceptor activities at the site (with the RPD’s direction and oversight).

Qualifications of the Preceptors
Each rotation is assigned a qualified pharmacist preceptor. Preceptors are selected based on their demonstrated competence in their respective area of practice, professional education and experience, and desire and aptitude for teaching. Some preceptors have completed residency training or have obtained equivalent qualifications and experience.

Residency Team Member Functions and Responsibilities
Residency Program Director
- Coordinates all recruitment and promotion-related activities
- Develops and coordinates structured applicant screening, interviewing, and matching processes
- Oversees resident scheduling and training in partnership with MCW’s Program Manager for Experiential Education, MCW’s Business Manager, and Site Coordinator
- Oversees orientation for residents
- Serves as Chair for the Residency Advisory Committee (RAC) and facilitates all RAC meetings
- Establishes Residency Development Plan during orientation
- Ensures learning objectives are described to residents
- Evaluates resident progress on learning objectives and development plans quarterly
- Oversees resident progression through residency and determines if resident meets requirements for graduation
- Evaluates learning experiences and preceptors to ensure they are meeting the residency and resident goals
- Appoints preceptors and preceptors-in-training
- Develops and coordinates preceptor development activities
- Ensures Residency Program meets ASHP standards for accreditation
- Establishes and leads quality improvement process for the Residency Program
Site Coordinator

- Contributes to the resident recruitment process
- Coordinates orientation to practice at the practice site
- Ensures resident is trained on all applicable site policies and practices
- Serves on the Residency Advisory Committee
- Collaborates with RPD on development of learning experiences and residency projects
- Provides and evaluates learning experiences that allows resident to meet the goals and objectives of the Residency Program
- Communicates with resident at regular intervals to ensure goals and objectives of residency and resident are being met
- Evaluates resident progression through the Residency Program
- Collaborates with RPD to appoint preceptors and develop preceptors-in-training
- Participates in the quality improvement process for the Residency Program

Preceptors

- Participates in recruitment events as determined by RPD and Site Coordinator
- Oriented resident to learning experience, including but not limited to workspace introduction, scope of practice, required technology, related policies, documentation, and learning experience goals and objectives
- Utilizes the four preceptor roles (instructing, modeling, coaching and facilitating) to guide resident through learning experiences as needed based on resident progression
- Evaluates resident formally on structured and pre-determined learning objectives via PharmAcademic on achievement and progression of rotational learning objectives within seven (7) days of completion of the rotation or due date of quarterly evaluations (for longitudinal rotations)
- Provides ongoing immediate, specific, and constructive feedback to resident during participation in learning experiences
- Participates in preceptor development activities annually (at a minimum)
- Participates in the quality improvement process for the Residency Program

Mentor

- Appointed by RPD and is an MCW faculty or staff member
- Assists with resident development throughout the year
- Assists with achievement of residency and career goals and provides advice for career planning after PGY1 year
- Participates in evaluation of resident progress on resident development plan

Chair of the Department of Clinical Sciences

- Appoints residents to residency positions within MCW School of Pharmacy
- Collaborates with RPD on any disciplinary actions that are required with residents, including dismissal
Teaching Certificate Program Directors

- Oversees resident progression through the Teaching Certificate Program
- Facilitates resident progression through required Teaching Certificate Program activities
- Communicates resident progression to the RPD
- Establishes and manages feedback for resident activities conducted via the Teaching Certificate Program

Program Manager for Experiential Education

- Manages development of resident schedule in collaboration with the RPD and Site Coordinators
- Coordinates hiring process in conjunction with MCW School of Pharmacy’s Business Manager
- Maintains PharmAcademic and ensures timely completion of structured evaluations
- Coordinates scheduling of RAC meetings and other meetings required by the RPD and residents such as quarterly evaluations and residency clinical site visits
- Participates in recruitment of residents as directed by the RPD
- Manages finances of Residency Program, including payments to ASHP and payments from clinical sites
- Completes and participates in accreditation requirements

Research Committee

- Evaluates resident research protocols to ensure sound research strategies are utilized
- Provides feedback to residents to strengthen research methods
- Guides resident through the IRB process at MCW School of Pharmacy

Support Staff

- Ensures hiring processes are completed and all necessary requirements for employment are achieved
- Manages payroll, paid time off, and benefits for residents
- Collaborates with Residency Program
- Supports recruitment efforts
- Supports marketing efforts
- Ensures resident has workspace, email, and all other items necessary to function within their role
- Provides general support to resident including lab coats, travel, posters, etc.

Preceptors

Criteria for Appointing and Reappointing Preceptors

Preceptors are appointed by the RPD, in collaboration with the practice Site Coordinator. The RPD will ensure preceptors meet the required criteria outlined in the Standards. Preceptors will be reviewed every two (2) years, as part of the Residency Program’s Quality Improvement Process. This includes review of the preceptor’s Academic and Professional Record form and other professional achievements, quality of feedback provided to residents via PharmAcademic, adherence to timely completion of evaluations, and evaluation data from residents.
Preceptors who fail to meet the required criteria in the Accreditation Standards for Postgraduate Year One (PGY1) Community-Based Pharmacy Residency Programs or are identified as not performing to Residency Program standards may be placed on a development plan. The development plan will be created by the RPD and the preceptor will be required to adhere to the plan and show documented improvement by the timeframes established by the plan. Residents may be removed from preceptor supervision based on the assessment of the RPD of the preceptor’s performance in accordance with such development plan. Failure of the preceptor to show improvement may result in removal of the preceptor from the Residency Program. The preceptor development plan and progression of the preceptor will be communicated to the Site Coordinator by the RPD.

**Preceptor Development Program**

New preceptors will be introduced to the Residency Program upon hire. Preceptors will be required to complete an Academic and Professional Record form, which will be reviewed by the RPD to determine preceptor status (full preceptor or preceptor-in-training) based on the Standards. Preceptors-in-training will receive a development plan (see below).

Preceptors will participate in a minimum of one (1) live preceptor development event annually, which is coordinated by MCW. Additional live preceptor development events will occur quarterly and be coordinated by the RPD and preceptor-in-training strongly encouraged to attend. Attendance at all preceptor development events (live or online) will be tracked by the preceptor and shared with the Program Manager for Experiential Education biannually. Preceptors will also be able to participate in any continuing education events offered by the MCW School of Pharmacy, which is generally six (6) sessions annually. A needs assessment for preceptor development will be sent to preceptors every two (2) years to help with preceptor development session planning.

Preceptors will be formally evaluated by their resident via PharmAcademic, and the preceptor will be required to cosign this formal feedback. Preceptor feedback will also be reviewed by the RPD biannually, with any concerning feedback discussed directly with the preceptor. Preceptor concerns may be addressed by the Residency Advisory Committee and the preceptor may be subject to a preceptor development plan.

**Preceptor-in-Training Development Plan**

Any preceptor who does not meet the Standards as a preceptor will be designated as a preceptor-in-training. The RPD will establish a preceptor development plan with the goal of the preceptor-in-training reaching preceptor status within two (2) years. The preceptor-in-training will be assigned a mentor who will work with the preceptor-in-training meeting the goals as defined in the preceptor development plan.

The development plan will include the following:

- Review and discussion of the Guidance Document for the ASHP Accreditation Standard for PGY1 Community-Based Pharmacy Residency Programs with the RPD
- Completion of preceptor training, if not already complete
- Completion of Academic and Professional Record form and Preceptor Self-Assessment and Development Form
- Completion of the Teaching Certificate Program will be highly encouraged, in coordination with
• Assignment of a preceptor mentor
  o Preceptor mentor will cosign any evaluations completed by the preceptor-in-training
  o Mentor will work with the preceptor to design educational activities and assessment for residents
  o Mentor will assess preceptor-in-training’s interactions with residents and provide specific, immediate, and direct feedback on how to improve
  o Preceptor-in-training will sign up as a preceptor with the MCW School of Pharmacy and serve as the primary preceptor for introductory and advanced pharmacy practice experience students (IPPEs and APPEs)
  o Preceptor-in-training will serve as a co-preceptor to residents

• Participation in preceptor development training, where topics may include but are not limited to: structuring rotations, identifying and utilizing the four preceptor roles, setting expectations, providing structured and effective feedback, crucial conversations, motivating learners, layered learning, and writing letters of recommendation.

Residency Advisory Committee (RAC)

Purpose: To establish and guide the Residency Program in accordance with the ASHP Accreditation Standards and to ensure the Residency Program leadership, Site Coordinators, and preceptors are engaged in the design, oversight, and quality improvement of the Residency Program.

Membership: The RAC will be chaired by the RPD with additional membership comprised of the Site Coordinators and resident mentors. Primary preceptors, if different than Site Coordinators, will also be invited to attend. Additional preceptors and residents may be asked to attend as warranted.

Functions:
  • Ensure compliance with ASHP accreditation standards
  • Establish, maintain, and evaluate resident learning experiences to ensure learning objectives are met and residents are able to be exposed to activities to help achieve residency goals and objectives
  • Review Resident Development Plan during orientation and then quarterly to evaluate resident progress and contribute to goal setting to ensure residents appropriately progress through the Residency Program
  • Evaluate and implement corrective action for residents and determines dismissals if appropriate, in conjunction with the RPD, Department Chair, and Business Manager
  • Establish, maintain, and participate in candidate evaluation either through application review or interviews
  • Participate in the quality improvement process, evaluate current process and resident feedback, and develop plans for improvement

Meetings: The RAC will meet quarterly, with additional meetings occurring more frequently as needed. The agenda will be developed by the RPD in conjunction with Site Coordinators, preceptors, and other Residency Program staff. Minutes will be kept by a designee of the RPD. Agendas and minutes will be maintained by the RPD.
Qualification and Selection of Residents

Qualifications: Minimum requirements include a PharmD degree from an ACPE-accredited School of Pharmacy, eligibility for licensure to practice pharmacy in the state of Wisconsin, and a commitment to a career in community-based pharmacy practice. Residents must be U.S. citizens or permanent residents. Residents must also adhere to the rules of the National Matching Service.

Application Requirements: Applicants must apply through PhORCAS. Application requirements include: three (3) letters of recommendation, letter of intent, curriculum vitae, an official transcript from the school/college of pharmacy, and any other materials as required by the Residency Program and shared on the ASHP website.

Recruitment: Recruitment will occur locally at the Pharmacy Society of Wisconsin Residency Showcase and nationally at the ASHP Midyear Residency Showcase. Assessment of applicants will begin at these events and continue through formal application submission.

Selection: Upon receipt of final application through PhORCAS, resident applications will be evaluated by standardized rubric. Application evaluation will be conducted by the RPD and RAC, as assigned by RPD. RAC members will be trained on standardized rubric to ensure equal assessment by all members. After all applications have been evaluated, candidates will be invited to interview based on application ranking. Interviews will be at the candidate’s expense. Interviews will be held on-site, unless otherwise dictated by the COVID-19 pandemic. During the interview, candidates will meet with members of the RAC as well as other site preceptors. The candidates will be asked to provide a presentation in addition to answering formal interview questions. All interviewers will assess the candidates via standardized rubric, rank candidates interviewed, and submit rubric scores and rank list to the RPD. The RAC will review the candidates’ feedback overall and determine a finalized rank list which will be submitted to the National Matching Service by the RPD.

Quality Improvement Process
The RAC will conduct an annual quality improvement assessment of the Residency Program. The assessment will include data obtained from resident feedback sessions quarterly and at the end of the residency (exit interview), formal resident evaluations documented in PharmAcademic, and assessment of resident achievement of their Development Plan and goals and objectives.

Residency Practice Sites
Evergreen Pharmacy
Mission: Improve the lives of our patients by continuously redefining conventional practices

Vision: Promote ambulatory care pharmacists in the community through training and delivery of diverse care services. Empower pharmacy technicians to expand their roles within our organization and to advance professionally

Services
- Enhanced patient care
- Medication Synchronization (Med Sync) of Maintenance Medications

Last Updated 08/20/2021
• Specialty Disease State Management
• Expertise in Biologic and Non-Biologic Therapies
• Specialty Medications for Long Term Care Facilities

**Specialties**
- Asthma & Allergy
- Behavioral Health
- Dermatology
- Gastroenterology
- Infectious Disease
- Long Term Care
- Neurology
- Pulmonology
- Rheumatology

**Good Value Pharmacy**
As a locally owned and family-operated pharmacy with five locations in Kenosha and Racine, we are proud to offer excellent service with a personal touch. Our staff and pharmacists know that nothing is more important than our patients and their family’s well-being. That’s why at Good Value we take the time to get to know our customers and are always ready to answer any health questions.

Through a variety of programs unique to Good Value, we offer the kind of individual, detailed service patients need from a pharmacy. Our long-term care program, retail products, packaged prescriptions and free delivery service are just a few of the ways we show our dedication to patients’ health.

**Services**
- Enhanced Patient Care
- Medication Synchronization (Sync My Meds)
- Vaccinations
- Compounding
- Pet Meds
- Packaged Medication (PACT Program)
- Long Term Care
- Delivery

**Welltopia Pharmacy**
Our practice combines the convenience of a typical pharmacy with the hands-on care of a wellness center. This approach allows us to bring patients the individualized attention they need to upgrade their healthcare outcomes and head strongly towards wellness and longevity.

**About Us:** Welltopia Pharmacy is committed to cultivating a healthy, inviting environment where patients can receive comprehensive pharmaceutical care from dedicated professionals. Our practice combines the convenience of a typical pharmacy with the hands-on care of a wellness center. This
approach allows us to bring patients the individualized attention they need to upgrade their healthcare outcomes and head strongly towards wellness and longevity. Our staff works closely with different healthcare practitioners to help develop a complex understanding of each of our patient’s needs. Using this information, we can utilize a wide range of wellness services to improve patient health.

Services:
- Enhanced Patient Care
- Custom-Made Medications
- Regular Retail Prescription Drugs
- Medication Therapy Management
- Proper Prescription Counseling
- Healing and Wellness Education
- High-Quality Vitamins and Supplements
- Convenient Medication Planners
- Consultants and Personal Health Coaching Plans
- Administration of Injectable Medications
- Bioidentical Hormone Replacement Therapy
- Medication Delivery Service

Residency Year Calendar
The residency year is one year in length, beginning on July 1st and ending on June 30th. Residents are expected to provide patient care four (4) days per week at their practice site and assist with the education of pharmacy students one (1) day per week.

Expectations for Professional Practice
Professional Conduct
Residents are expected to abide by the policies within the MCW Faculty Handbook, Code of Conduct, and Residency Program Manual. Expectations of professional behavior during residency include:
- Arriving at the site on time, prepared, and ready to be an active participant
- Behaving ethically and compassionately
- Completing assignments on time and at the highest quality
- Adhering to site and school policies and procedures
- Presenting a professional image through dress and behavior
- Accepting of constructive performance feedback
- Reviewing and responding to emails in a timely fashion

Professionalism is an important component of the Residency Program. If a resident becomes deficient in any aspect of professionalism, it will be addressed directly by the RPD. If corrective action is required, it will be initiated by the RPD. It is the responsibility of the preceptors and Site Coordinators to notify the Residency Program Director if a resident has violated or does not adhere to professionalism policies.

Professional Dress
Unless otherwise instructed, residents will dress professionally in business attire when in contact with
patients, healthcare providers, or students. When residents represent the MCW School of Pharmacy to another healthcare provider or patient, the resident should also wear a long white medical coat with appropriate labeling. Residents must adhere to any additional guidelines in place at each assigned practice site.

ID Badge(s)
Residents must wear their name badge when conducting the business of the MCW School of Pharmacy or affiliate institution.

Confidentiality
Residents will have access to confidential information regarding patients and students. This information must remain confidential and may not be disclosed to any unauthorized individuals in accordance with HIPAA (http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/) and FERPA (http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html), respectively. In addition, confidential information can never be included in emails of any kind. Violation of this confidentiality policy is grounds for dismissal from the Residency Program.

Attendance
Residents are required to attend all professional functions dictated by the RPD, residency leadership team, and rotation preceptors. Residents are responsible for their assigned duties of the Residency Program (e.g., rotations, staffing, etc.) and ensuring commitments are met in the event of an absence. All leave requests should be submitted in advance to the RPD after discussion with relevant preceptors. An excused absence is defined as leave approved by the RPD.

Inclement Weather
On rare occasions, severe external conditions (such as inclement weather or other potentially hazardous or emergency situations) may require MCW to close or delay opening. Announcements pertaining to closures are coordinated through the MCW Office of Communications and are posted on the Office of Communications website and broadcasted on several local AM and FM radio and television stations.

The MCW Office of Public Safety will coordinate the announcement of a closure through the mass notification system, which notifies residents via their MCW email address in addition to other means of communication which residents have entered into the system, such as personal phones or email.

MCW maintains a policy of adhering to a normal operating schedule to the greatest extent possible. A resident should never assume that MCW will close, delay opening, or close early due to inclement weather or other disruptive events. Unless otherwise announced by MCW, employees are expected to report to MCW in accordance with their regular schedule, regardless of the weather condition.

Residents are encouraged to make every effort, consistent with their own safety, to arrive to school or their practice site as scheduled. Residents are required to inform the RPD and/or Site Coordinator and/or Preceptor(s) by email if they are unable to report or anticipate arriving late due to adverse weather conditions or some other emergency.
General Responsibilities of Residents

Employee Eligibility
Residents must meet state and federal guidelines for employment at the Medical College of Wisconsin.

Pharmacist Licensure

- Pharmacist licensure in Wisconsin is required within 90 days of the residency start date
- Failure to meet the 90-day deadline may result in schedule adjustment, leave without pay until licensure is obtained, or dismissal from the Residency Program

Health Status Documentation Requirement
Residents are required to provide documentation of immunization to measles, mumps, rubella, and diphtheria and records of any past immunization against or infection with varicella (chicken pox). Results of a skin test for tuberculosis within the past six (6) months must also be provided. If the Bacille Calmette-Guerin (BCG) vaccine was administered in the past, please note this. Furthermore, documentation of immunity to Hepatitis B by serologic testing must be provided. If this documentation is lacking, the incoming resident will be required to obtain Hepatitis B vaccination at the time of employment. It is the responsibility of the resident to provide the required immunization and tuberculosis skin test data prior to initiating clinical duties. Failure to do so will delay the resident’s participation in the Residency Program. Compliance with OSHA and CDC safety, bloodborne pathogen, and infection control guidelines is also required. Residents are required to obtain the annual influenza vaccine. Residents must have had a physical assessment within the last 12 months prior to the start of the residency. Health documentation will be retained by the RPD and must be up-to-date prior to providing patient care.

Pharmacy Malpractice Insurance
MCW’s Professional Liability Self-Insurance Program began on July 1, 1988. MCW Risk Management coordinates the Professional Liability Self-Insurance Program and assures liability coverage with the Wisconsin Injured Patients and Families Compensation Fund, in excess of the primary annual limits of $1,000,000 per incident and $3,000,000 in the aggregate. Residents are encouraged to obtain their own insurance as well.

Basic Life Support
Each resident will successfully complete basic life support training or ensure that their certification is up to date. A copy will be retained by the Residency Program.

Professional Memberships
Residents will become a member of the Pharmacy Society of Wisconsin as part of their employment with the MCW School of Pharmacy. Residents are highly encouraged to maintain membership in ASHP.

Residency Program Completion Attendance Requirements and Extended Absences
The pharmacy residency programs at the MCW School of Pharmacy are 52-week programs (July 1 – June 30). A minimum of 49 weeks is required to complete the Residency program and be awarded the residency certificate of completion. In the event of unforeseen extended or multiple intermittent absences, residents will be allowed to extend the duration of the Residency Program up to 12 weeks beyond the originalexpected completion date to facilitate completion of all Residency Program
requirements. Absences of greater magnitude or frequency are considered too substantial of an interruption and will result in dismissal from the Residency Program without a residency certificate. Residents dismissed from the Residency Program due to absence will be allowed to reapply to the Program and participate in the matching program if so desired. Approval and handling of absences, including paid time off (scheduled and unscheduled) will be done in accordance with MCW School of Pharmacy policies specific to the situation.

**Residency Program Completion Performance Requirements**

To receive a graduation certificate for the Residency Program, residents must complete all Program-specific requirements that are outlined in the residency manual. Residents must also demonstrate progress in meeting the goals and objectives of the residency by having 70% of goals deemed “Achieved for Residency” in PharmAcademic and “Satisfactory Progress” on any remaining goals.

**Resident Performance Improvement Planning and Corrective Action**

Please refer to the Faculty Handbook for policies and procedures related to performance improvement planning and corrective action, which will be managed jointly by the Office of Faculty Affairs and the Residency Program Director.

**Resident Disciplinary Action and Dismissal**

Residents may face disciplinary action for: (1) violating any policy in this manual or the resident’s contract; (2) unprofessional behavior; (3) insubordination or otherwise inappropriate behavior; or (4) dangerous incompetence. In addition, residents may be dismissed for failure to demonstrate adequate progress towards the achievement of Residency Program outcomes, including goals, objectives, and activities, and for failure to perform assigned job duties. Violations should be reported to the RPD by preceptors, MCW faculty and staff, or site employees. The RPD, along with the department chair and the Office of Faculty Affairs, will discuss the violation(s) with the resident and document the meeting. The discussion and documentation should include a description of the violation, the seriousness of the violation, and a plan of correction. If the behavior continues and/or is particularly egregious, the resident may be subject to dismissal from the Residency Program. Please refer to the Faculty Handbook for additional information.

**Due Process**

Please refer to the Faculty Handbook for more information

**Grievance Procedure**

Please refer to the Faculty Handbook for more information

**PharmAcademic Evaluations**

All MCW School of Pharmacy residency programs utilize PharmAcademic for completion of resident performance evaluations. All evaluations should be completed by the last day of rotation or absolutely no later than the following Sunday. PharmAcademic evaluations are critical for both monitoring resident progress and rotation experience and should be completed thoroughly.
Duty Hours

Resident duty hours will reflect and reinforce resident obligation for adequate, continuous patient care while at the same time recognizing that prolonged and difficult practice duties detract from this obligation. The Residency Program adheres to the ASHP policy regarding duty hours.

Duty hours must be limited to 80 hours per week, with one (1) day off for every seven (7) days worked, when averaged over a four-week period, inclusive of all in-house call activities and moonlighting. Residents should have ten (10) hours free of duty between scheduled duty, and must have at a minimum eight (8) hours between scheduled duty periods. Residents are required to create monthly calendars outlining their responsibilities and hours, which are then reviewed by the RPD. In addition, residents are required to complete an evaluation at the end of each month in PharmAcademic documenting any duty hours and moonlighting hours worked that month. The evaluation is reviewed and cosigned by the RPD and interventions are made as needed. Complete details are available in the ASHP Duty-Hour Requirements for Pharmacy Residencies. Residents and preceptors must adhere to these requirements at all times without exception. While it is the prerogative of residents to decide whether to engage in moonlighting, residents are required to discuss the potential moonlighting site, work activities, and hours of service at that site with the RPD before committing to any moonlighting activity. The RPD will assist residents in determining how moonlighting could affect any resident’s duty hours and their ability to fulfill the goals and objectives of the Residency Program.

Definitions

Duty Hours: Duty hours are defined as all scheduled clinical and academic activities related to the Residency Program. This includes inpatient and outpatient care; administrative duties; and scheduled and assigned activities, such as conferences, committee meetings, and health fairs that are required to meet the goals and objectives of the Residency Program. Duty hours do NOT include reading, studying, and academic preparation time for presentations and journal clubs; travel time to and from conferences; and hours that are not scheduled by the RPD or preceptor.

Scheduled Duty Periods: Assigned duties, regardless of setting, that are required to meet the educational goals and objectives of the Residency Program. These duty periods are usually assigned by the RPD or preceptor and may encompass hours which may be within the normal workday, beyond the normal workday, or a combination of both.

Moonlighting: Voluntary, compensated, pharmacy-related work performed outside the scheduled duty hours of the resident.

Official Policy Documents

All policies and procedures pertaining to employment at the Medical College of Wisconsin may be accessed on Infoscope. All policies and procedures pertaining to the Residency Program may be found in this manual.
Additional Information for Residents

Wellness and Resilience Resources
Wellness is an important component of a residency program. To aid in the wellness of our residents, MCW offers an employee assistance program. Further information and associated policy on the employee assistance program can be accessed here: https://infoscope.mcw.edu/Corporate-Policies/Employee-Assistance-Program-EAP.htm. MCW also fosters an environment of wellness, with an abundance of resources that may be accessed here: https://infoscope.mcw.edu/Wellness.htm. Please contact the RPD if these links are unavailable.

COVID-19 Resources and Guidance
COVID-19 recommendations continue to evolve as the pandemic evolves. At this time, MCW encourages remote work whenever feasible. All teaching activities will occur in person and residents will be required to teach/facilitate in person beginning July 1, 2021, unless otherwise directed. The RPD will guide residents as to what activities are appropriate for remote work. The most updated COVID-19 guidance can be found via this link: https://infoscope.mcw.edu/Coronavirus.htm. Please contact the RPD if the link above is unavailable.

Medical College of Wisconsin Teaching Certificate Program
MCW residents will enroll in MCW’s Teaching Certificate Program (TCP) during orientation and will be expected to complete the TCP during their year of residency. More information related to the TCP can be accessed here: https://www.mcw.edu/education/pharmacy-school/programs/teaching-certificate. Please contact the RPD if the link above is unavailable.

General Required Activities

Project
Residents are expected to conduct a year-long project developed in conjunction with the RPD and Site Coordinator. Residents will work with a project team to scope the project and be responsible for writing the project protocol and submitting and presenting the project to MCW’s Research Committee. Residents will also be expected to complete CITI training and complete all necessary IRB requirements. It is expected that residents present project results via presentation at the Pharmacy Society of Wisconsin’s Pharmacy Residency Conference as well as at MCW’s Research and Scholarship Forum (either via poster or live presentation). Residents will also be required to complete a manuscript outlining their project and its results. It is highly encouraged that residents submit the manuscript for publication in an academic journal.

Project Timeline
Residents will be expected to develop a timeline for their resident project that is then shared and approved with the project advisor. It is expected that residents complete all assigned projects within the residency year.

Scholarship of Teaching and Learning Project
Residents are expected to participate in a minimum of one (1) scholarship of teaching and learning project. Project options will be discussed during orientation and residents will be partnered with a
faculty mentor who will assist with the project. Residents will submit a manuscript to a journal related to the project by the end of the residency year.

**Continuing Education Presentation**
Residents are expected to deliver one (1) live continuing education presentation developed in conjunction with the RPD and the Director of Outreach at the MCW School of Pharmacy.

**Journal Club/Clinical Topic Meetings**
Residents are expected to participate in a minimum of nine (9) monthly clinical topic meetings/journal clubs. The topic schedule will be shared with residents during orientation. Each topic will be facilitated by a preceptor, but residents are expected to complete any pre-work as assigned prior to the meeting and to participate in conversations and activities during the meetings. Each resident will be expected to present one (1) journal club article during these meetings. Residents will select a journal club advisor who will assist with article selection and preparation. The advisor will also be expected to attend the journal club session to help facilitate discussion.

**Teaching Responsibilities**
Residents will be expected to participate in a minimum of one (1) didactic lecture, a minimum of six (6) patient care laboratories, a minimum of one (1) objective structured clinical examination (OSCE), and a minimum of four (4) experiential education seminars. In conjunction with the didactic lecture, residents will be expected to write examination questions based on the lecture. Residents will also be responsible for the assessment of students during patient care lab and seminar courses.

In addition to class instruction and facilitation, residents will be expected to participate in additional student assessments, such as SOAP Note grading, Drug Information Question grading, and Critical Thinking activity grading. Residents will also be expected to participate in course coordination activities as assigned by the RPD.

**Resident Mentors**
Each resident will be partnered with a resident mentor. The mentor will be assigned during orientation. Residents are expected to meet with mentors each quarter, at a minimum. Residents are expected to schedule meetings with their mentor. Mentor roles have been further outlined on Page 5 of this manual.

**Professional Meeting Attendance and Travel Funding**
Residents are required to attend the Wisconsin Pharmacy Residency Conference coordinated by the Pharmacy Society of Wisconsin and the ASHP’s Midyear Clinical Meeting. Residents are also required to attend any recruitment events as determined by the RPD. Travel funding will be available for residents to utilize for required professional meeting attendance.

**Participation in Recruitment Efforts**
Each resident will assist with Residency Program recruitment efforts. In addition to attendance at the ASHP MCM and state-specific residency showcases, each resident will serve as a source of information and advice for potential candidates. During interviews scheduled in January, February and March, there will be
scheduled times for interviewees to interact directly with current residents. Residents will also follow-up with candidates and ensure all questions have been adequately answered.

**Residency Benefits and Resources**

**Stipend**
The university, in order to enable residents to pursue their course of training in the program, will provide residents a per diem stipend of $50,000 per annum, based on a 365-day year. The stipend is payable in equal monthly installments on the last working day of each month. The university requires direct deposit.

**Leave**
All leave is granted at the discretion of the RPD and must be approved in advance and in writing by the RPD or their designee. Residents must contact the RPD via email or by phone in the event of urgent sick leave.

**Paid Time Off**
A total of twenty (20) days of paid time off (PTO) is granted during the fiscal year for residents. Any paid time off must be approved by the RPD. PTO is usually considered as a short leave of absence from duty during the usual working week; however, the Program Director reserves the right to include weekends and official holidays if they believe it to be appropriate based on the resident’s schedule. Any unused PTO will be forfeited at the end of the contract year.

**Holidays/Administrative Closing Days**
Residents are granted PTO for holidays and any administrative closing days as determined by the practice site. If holidays fall on a Saturday, the holiday will be recognized on the Friday before. If a holiday falls on a Sunday, it will be recognized on the Monday after. Eight paid holidays are included in the residency year: Independence Day, Labor Day, Thanksgiving Day, the Friday following Thanksgiving Day, Christmas Eve Day, and Christmas Day.

**Sick Leave**
A total of two (2) days per month will be awarded for sick leave. Sick leave can only be used for bonafide illness which prevents the performance of professional duties. Sick leave cannot be used for vacation, educational leave, professional leave, or other personal purposes. It is the responsibility of the resident to notify the RPD of illness that requires sick leave. The RPD has the right to request verification of any alleged illness that requires sick leave. Sick leave may be granted by the RPD when a resident must be absence because of illness in the resident’s immediate family. Any unused sick leave will be forfeited at the end of the resident’s contract year.

**Leave of Absence**
Any unpaid leave of absence must be approved by the RPD. Should any leave interfere with the ability of a resident to complete the requirements of the Residency Program as scheduled, such requirements must be completed after the projected completion date of the Program.
Family & Military Leave
Please refer to the Faculty Leave of Absence Policy.

Health Insurance
As an employee of the Medical College of Wisconsin, residents are eligible for health insurance along with other benefits. Please visit the Benefits website on Infoscope for details.

Professional Development Expenses
The MCW School of Pharmacy will reimburse residents for professional development expenses in an amount not to exceed $1,500 per year per resident. Reimbursable professional development expenses include professional memberships, academically related educational activities, travel and attendance at educational meetings (outside of those required by the residency program), and other professional support such as books. Reimbursement will be made in accordance with MCW Business Policies and is subject to approval by the RPD. The total reimbursement amount may be adjusted from time to time according to department policy. A total of ten (10) workdays per year may be utilized for professional development activities.

Professional Development Expense Reports/Reimbursement
Expense reports and requests for reimbursement must first be approved by the RPD. Approval must be secured before purchases for professional development activities are made. Approved reimbursements may be submitted to the Program Manager for Experiential Education for payment.

Academic Appointment
Residents will be faculty members in the Department of Clinical Sciences at the rank of Instructor.

Office Space
Residents will be supplied with a dedicated workspace in a convenient location and necessary office supplies.

Computer
Residents will be supplied with an MCW-owned laptop computer that should be brought to all meetings, classes, and practice sites. Residents may have the privilege of using a site’s computers and technology to aid in their education while on rotation. Residents have a responsibility not to abuse this privilege, as it can be revoked due to a policy violation. Residents are always required to follow the policies of their rotation site and preceptor.

Computer use policy violations include:
- Using computer resources for personal reasons
- Sending an individual or group repeated or unwanted (harassing) emails or using email to threaten someone
- Accessing or attempting to access another individual’s data or information without proper authorization
- Obtaining, possessing, using, or attempting to use someone else’s email password regardless of how the password was obtained
• Using illegally obtained licensed data/software in violation of their licenses or purchase agreements
• Attempting to tamper with or obstruct the operation of a practice site’s computer systems or networks
• Using or attempting to use a practice site’s computer systems or networks as a means for the unauthorized access to computer systems or networks outside the practice site
• Viewing, distributing, downloading, posting, or transporting any pornography via the web, including sexually explicit material for personal use that is not required for educational purposes
• Violating Federal copyright laws

E-Mail
Residents are required to check their MCW email account daily and are strongly encouraged to check their email often during weekends and over breaks.

Parking
Residents should ask their site coordinator about parking availability and policies on or before the first day at the site. Some sites may require students to pay for parking, and residents are expected to comply with all parking rules at the assigned rotation sites. Residents may park in the MCW employee lot (x70) while at the school.

MCW Libraries
As employees of the Medical College of Wisconsin, residents have access to the resources available through MCW Libraries. Residents can access the library on the 2nd floor of the HRC Building, or by accessing Infoscope.

Remote & Personal Device Access
Residents will be provided with an MCW computer and remote access will be available to the residents for all MCW-related technology and software, and will be established for the resident during orientation. Residents may elect to receive MCW email on their personal phone, which can also be established during orientation.

Business Cards
Residents will be provided MCW business cards for use at events where they are representing the school and residency program.

Project Days/Working Remotely
Project days will occur longitudinally throughout the residency and will be noted on the resident’s schedule. Project days will be proactively scheduled, but residents can work with the RPD and Site Coordinators to adjust this schedule as needed. Any changes to the project day schedule will require approval from the RPD. Residents are expected to work on projects related to the Residency Program during this time.

Residents may work remotely on project days, but must be available via Microsoft Teams or phone at all
times. The RPD must be informed of remote work. There may be times the RPD will instruct residents to work remotely. Residents must be available via Microsoft Teams or phone during periods of remote work.