

### **Medina PGY1 Pharmacy Residency Policy and Procedure**

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#### **CONTACT**

Pharmacy Residency (PGY-1) Director

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## **Medina PGY1 Pharmacy Residency Program Structure**

### **Residency Program Director**

- Jessica Blair, PharmD, BCCCP

### **Cleveland Clinic Medina Hospital**

Medina Hospital has been supporting the community and its patients with expert care for over 75 years as the sole hospital in the county. Initially opened during WWII with a modest 35 beds, Medina Hospital has become a modern, 148-bed acute care facility, featuring the latest technology and procedures. More than 300 physicians are on staff covering more than 30 areas of specialization. In August 2009, the hospital affiliated with Cleveland Clinic, providing residents with local access to world class care. Medina Hospital's centers of excellence include Emergency Department, Orthopedics, and Surgery. Medina Hospital is an accredited Primary Stroke Center (Gold Plus Target Stroke Honor Roll Elite Plus) and a Level 3 Geriatric Emergency Department.

The Department of Pharmacy consists of approximately 30 staff members who provide services with decentralized presence in the intensive care unit, emergency department, medical-surgical floors, and the outpatient primary care area. Pharmacist clinical specialists provide rounding services in critical care, infectious diseases, and internal medicine. Additionally, we have clinical pharmacist specialists embedded in our emergency department to facilitate drug information expertise and assist with medical emergencies. Our pharmacists assist with emergency responses across the hospital for stroke response, adult cardiovascular life support, and pediatric advanced life support. All pharmacists practice at the top of their license, incorporating innovative, collaborative practice agreements to optimize drug therapy regimens. Our experienced precepting staff help residents meet individual goals, including specialized residencies, clinical positions, and careers in hospital practice.

### **Residency Description**

- PGY1 Purpose: PGY1 residency programs build upon Doctor of Pharmacy (PharmD) education and outcomes to develop pharmacist practitioners with knowledge, skills, and abilities as defined in the educational competency areas, goals, and objectives. Residents who successfully complete PGY1 residency programs will be skilled in diverse patient care, practice management, leadership, and education, and be prepared to provide patient care, seek board certification in pharmacotherapy (i.e., BCPS), and pursue advanced education and training opportunities including postgraduate year two (PGY2) residencies.
- This training program will be designed to meet the requirements outlined in the "ASHP Accreditation Standard for Postgraduate Residency Programs."
- Financial support for required and/or elective learning experiences will not be reimbursed (e.g. parking fees, mileage reimbursement fees, etc.), unless otherwise specified by the Pharmacy Director.

- Financial support for professional meeting attendance will be provided based on Cleveland Clinic travel policies, and at the discretion of the Pharmacy Director. Reimbursement may be subject to restrictions based on departmental and organizational finances.

### Pharmacy Residency

The Medina Hospital PGY-1 residency takes place in the unique setting of a progressive community hospital with a supportive and comprehensive learning environment. Residents will help implement and enhance pharmacy services and develop the skills necessary to become integral to the interdisciplinary healthcare team. **Opportunities for elective rotations off-site at other Cleveland Clinic hospitals are not guaranteed but will be evaluated on a case-by-case basis by the Residency Program Director.**

#### Block Rotations Required:

- Orientation
  - Onboarding: 2 weeks
  - Foundations of Clinical Practice: 6 weeks
  - Pharmacy Practice: 6 weeks
  - Project 1 & 2: 2 weeks
- Ambulatory Care I: 1 Month
- Critical Care I: 1 Month
- Emergency Medicine I: 1 Month
- Infectious Diseases I: 1 Month
- Internal Medicine I\*: 1 Month
- Medication Safety/Leadership: 1 Month
- Project 1 (Research): 1 Month Block + 12 Month longitudinal

#### Block Rotations Elective:

- Ambulatory Care II: 1 Month
- APPE Preceptorship: 1 Month
- Critical Care II\*: 1 Month
- Emergency Medicine II\*: 1 Month
- Emergency Medicine II with Infectious Disease Focus: 1 Month
- Infectious Disease II\*: 1 Month
- Internal Medicine II\*: 1 Month
- Offsite Rotations: Timeframe for offsite rotations will be determined by the hosting site

\* Could be combined with the APPE Preceptor rotation

#### Longitudinal Rotations

- Pharmacy Practice: 12 Months
  - The resident will provide clinical pharmacy staff coverage for an average of 16-24 hours per month in the main pharmacy.
  - These shifts will be completed on either Saturday or Sunday per rotating schedule
    - Typical shifts include either the 0645-1515, 1300-2130 order verification pharmacist, or the 0800-1630 clinical-based pharmacist position.

- The PGY1 resident will be assigned to provide a total of 7 clinical pharmacy staff coverage shifts once a month during the week as either day or evening shift.
    - This will begin in October and end June (excluding 2 months based on holiday leave or meeting attendance)
  - Minimum of 18 weekends (36 8-hour shifts), 2 Cleveland Clinic holidays (2 8-hour shifts), and 7 once a month weekday staffing shifts (7 8-hour shifts)
- Drug Information: 12 Months
  - The Drug Information longitudinal rotation provides residents the opportunity to complete at least seven educational presentations.
  - Presentations will be in a journal club, case presentation, or seminar format, and presented to pharmacy staff.
  - In addition to these responsibilities, the residents will serve as mentors to P4 students as they prepare and present their own educational and journal club presentations
- Emergency Response: 6 months required (emergency response I) +/- 6 months elective (emergency response II)
  - The pharmacist will be responsible for the medication management for patients in which a stroke or code blue was called on.
  - The pharmacist also collaborates with the medical team during emergency response and provides recommendations for evidenced based regimens.
  - During the learning experience, the resident is expected to attend stroke or code blue response and interact professionally with the interdisciplinary team.
  - Emergency Response I: 6 months
    - Quarter 1: Residents will prioritize responding to stroke alerts, rotating as assigned responder on a weekly basis.
    - Quarter 2: Residents are expected to attend all emergency responses during their assigned month (EM I rotation).
  - Emergency Response II (Elective): 6 months
    - Quarter 3: Advanced participation
      - Provide real-time pharmacotherapy recommendations
      - Anticipate medication needs during resuscitations
      - Assist with post-event medication reconciliation
    - Quarter 4: Autonomous participation
      - Function independently as the responding pharmacist when appropriate
      - Provide complete medication management during emergency responses
      - Debrief events with preceptor and team
- Project 1 (Research): 1 Month Block + 12 Month longitudinal

- The PGY1 resident is expected to complete a research project throughout the residency year.
- This will include a scheduled block of time (1 month) research related focused rotation and longitudinal involvement requiring the resident to manage time throughout the year to meet deadlines and expectations
- The design and completion of a resident research project will be required, including a final presentation and manuscript of research results.
- Research concept and designs will be discussed early in the residency, along with the final determination of the project as well as research committee members.
- Initial IRB submission is recommended to be developed for submission by August 15th. This will include research rationale and background, research hypothesis, objectives, study endpoints, proposed methodology, as well as the members of your committee.
- A brief update on research progress should be provided on at least a monthly basis to the research committee. Quarterly evaluations and discussions with the research mentor and/or program director will be documented in PharmAcademic.
  - Opportunities to present the research throughout the residency year may include:
    - Pharmacy presentation
      - Initial proposal (August)
        - Presentation of the results (May/June)
    - ASHP Midyear Meeting (December)
    - OCCP resident research podium presentation (April/May)
    - Manuscript submission (May)
    - Other regional residency conferences as agreed upon by the residency committee and Cleveland Clinic travel policies
- Project 2:
  - Completion of at least one of the following (second project, deliverable Competency Area R2): medication use evaluation, clinical program development/enhancement/analysis, pipeline forecast, cost or budget analysis, or quality assurance assessment
- Project 3:
  - Completion of at least one of the following (third project, deliverable Competency Area R1) drug class review, monograph, treatment guideline, treatment protocol, utilization management criteria, or order set is required for graduation
- Teaching Certificate (Elective): 12 Months
  - See below under “Certificates” for more information
- Leadership Certificate (Elective): 12 Months
  - See below under “Certificates” for more information

## Assessment Strategies

- **Baseline Assessment**
  - Residents are introduced to PharmAcademic and the associated ASHP Educational Outcomes, Goals, and Objectives for the PGY1 pharmacy residency. The residents will be asked to complete an initial development plan in PharmAcademic. During the first three weeks of the residency year, each resident and RPD will meet to discuss the resident's strengths/weaknesses, goals for the year, career plans, and to develop the resident's individual customized development plan (evaluated quarterly). The initial individual development plan will be completed and shared with the preceptors within 30 days after the start of the residency year.
- **Rotation Assessments**
  - The resident is provided rotational goals and objectives in advance of the clinical rotation and is encouraged to contact their primary preceptor to determine additional expectations and schedules. The preceptor and resident meet early in the rotation to review prior progress and goals for the resident. A verbal midpoint is provided to the resident to ensure progress toward completion of these goals. A written final evaluation of the resident by the preceptor, as well as a resident evaluation of the rotation, a resident self-assessment (for select rotations), and assessment of the preceptor will be submitted through PharmAcademic within seven days of the end of the learning experience. This compliments a face-to-face evaluation of the rotation.
- **Quarterly Assessments**
  - The quarterly assessment begins with the resident's timely completion of required longitudinal evaluations and self-assessments. Each quarter this will include the customized development plan update as well as the other longitudinal experiences. The resident and RPD will then meet to review these monthly and longitudinal learning experience evaluations and feedback discussing all aspects of the resident's development focusing on strengths, weaknesses, progress toward attainment of the program's outcomes, goals, and objectives and the resident's achieved and unmet goals. The resident and RPD will then outline changes to be implemented to the resident's schedule of learning experiences and/or projects and any necessary remedial action(s).

## Certificate Programs

- **Resident Teaching Certificate Program**
  - The PGY1 pharmacy residents will be offered the opportunity to complete the residency teaching certificate program offered through Northeast Ohio Medical University (NEOMED). Teaching activities fulfilled by this program will count toward the minimal annual teaching requirements. A few program highlights include:
    - Develop a philosophy of teaching

- Learn and exercise teaching skills in didactic, small group and experiential teaching settings
  - Prepare an academic portfolio
  - Increase knowledge about careers in academia, faculty roles/responsibilities, and pharmacy education trends
- The residents should retain all teaching related materials (including presentations, classroom assessments, and evaluations) in their electronic residency portfolio.
- Leadership Certificate Program
  - The PGY1 pharmacy residents will be offered the opportunity to complete the ASHP Pharmacy Leadership Certificate Program. Along with online modules, participating residents are expected to be engaged with health system led leadership topic discussions. A few program highlights include:
    - Understanding pharmacy operations and supply management
    - Assessing finance and productivity
    - Developing effective tools for practice management

### **Artificial Intelligence**

- To demonstrate residents have achieved competencies with the ASHP standards, all content created throughout the residency program (presentations, handouts, manuscripts, etc.) must be original.
- Artificial intelligence should only be used to optimize content that was first originally prepared by the resident.
  - Preceptors must review the first draft of any material before further optimization utilizing artificial intelligence
  - Residents must disclose how artificial intelligence was utilized for materials.
  - Utilizing autocorrect for grammar is permissible (spell check, suggested re-wording, etc.).
- Residents will follow Cleveland Clinic artificial intelligence policies.

### **Qualification of the Resident**

- Graduate of an ACPE-accredited Doctor of Pharmacy degree program
- Must demonstrate a genuine interest in advanced pharmacy residency training
- Ohio Pharmacy Licensure will be required
- Residency applicants must currently be authorized to work in the United States, Cleveland Clinic Pharmacy does not sponsor applicants for work visas

### Program Structure Summary Table

Residency program experiences include a combination of concentrated and longitudinal rotation experiences. Residents must complete 2 months or 8 weeks of elective rotations.

| Learning Experience                                                                                                                                                                  | Duration (minimum)                                                                                                               | Designation | Sequence during residency year                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------|
| Orientation:<br><ul style="list-style-type: none"> <li>- Onboarding</li> <li>- Foundations of Clinical Practice</li> <li>- Pharmacy Practice</li> <li>- Project 1 &amp; 2</li> </ul> | 16 weeks<br><ul style="list-style-type: none"> <li>- 2 weeks</li> <li>- 6 weeks</li> <li>- 6 weeks</li> <li>- 2 weeks</li> </ul> | Required    | June – September                                                                               |
| Ambulatory Care I                                                                                                                                                                    | 1 month                                                                                                                          | Required    | First or second half of year                                                                   |
| Ambulatory Care II                                                                                                                                                                   | 1 month                                                                                                                          | Elective    | Second half of year; Must complete Ambulatory Care I first                                     |
| APPE Preceptorship*                                                                                                                                                                  | 1 month                                                                                                                          | Elective    | Second half of year; Must complete rotation prior to advanced rotation with APPE preceptorship |
| Critical Care I                                                                                                                                                                      | 1 month                                                                                                                          | Required    | First or second half of year                                                                   |
| Critical Care II*                                                                                                                                                                    | 1 month                                                                                                                          | Elective    | Second half of year; Must complete Critical Care I first                                       |
| Emergency Medicine I                                                                                                                                                                 | 1 month                                                                                                                          | Required    | First or second half of year                                                                   |
| Emergency Medicine II*                                                                                                                                                               | 1 month                                                                                                                          | Elective    | Second half of year; Must complete Emergency Medicine I first                                  |
| Emergency Medicine II with Infectious Disease Focus                                                                                                                                  | 1 month                                                                                                                          | Elective    | Second half of year; Must complete Emergency Medicine I & Infectious Disease I first           |
| Infectious Disease I                                                                                                                                                                 | 1 month                                                                                                                          | Required    | First or second half of year                                                                   |
| Infectious Disease II*                                                                                                                                                               | 1 month                                                                                                                          | Elective    | Second half of year; Must complete Infectious Disease I first                                  |
| Internal Medicine I*                                                                                                                                                                 | 1 month                                                                                                                          | Required    | First or second half of year                                                                   |
| Internal Medicine II*                                                                                                                                                                | 1 month                                                                                                                          | Elective    | Second half of year; Must complete Internal Medicine I first                                   |
| Medication Safety/Leadership                                                                                                                                                         | 1 month                                                                                                                          | Required    | First or second half of year                                                                   |
| Project 1                                                                                                                                                                            | 1 month                                                                                                                          | Required    | January                                                                                        |
| Drug Information <sup>#</sup>                                                                                                                                                        | Longitudinal – 52 weeks (2 – 5 hr/month)                                                                                         | Required    | All year                                                                                       |
| Emergency Response I                                                                                                                                                                 | Longitudinal – 36 weeks (1 hr/week)                                                                                              | Required    | First half of year                                                                             |
| Emergency Response II                                                                                                                                                                | Longitudinal – 36 weeks (1 hr/week)                                                                                              | Elective    | Second half of year                                                                            |
| Leadership Certificate                                                                                                                                                               | Longitudinal – 52 weeks (0.5 hr/week)                                                                                            | Elective    | All year                                                                                       |
| Pharmacy Practice <sup>^</sup>                                                                                                                                                       | Longitudinal – 54 weeks (16-24 hr/ week)                                                                                         | Required    | All year                                                                                       |
| Project 1 <sup>#</sup>                                                                                                                                                               | Longitudinal – 52 weeks (3 – 5 hr/week)                                                                                          | Required    | All year                                                                                       |
| Project 2 <sup>#</sup>                                                                                                                                                               | Longitudinal – 36 weeks (1 hr/week)                                                                                              | Required    | First half of year                                                                             |
| Project 3 <sup>#</sup>                                                                                                                                                               | Longitudinal – 36 weeks (0.5 hr/week)                                                                                            | Required    | Second half of year                                                                            |
| Teaching Certificate                                                                                                                                                                 | Longitudinal – 52 weeks (0.5 hr/week)                                                                                            | Elective    | All year                                                                                       |

\* Could be combined with the APPE Preceptor rotation

^ Minimum of 18 weekends (36 8-hour shifts), 2 Cleveland Clinic holidays (2 8-hour shifts), and 7 once a month weekday staffing shift (7 8-hour shifts)

# Please note projects, presentation preparation, and certain other activities will require you to invest time outside of a normal workday. This will be the case throughout your professional career.

\$ Resident project learning experiences will begin will continue until project completion. This experience may be ended prior to the end of the academic year if the resident has completed all deliverables as outlined in the learning description

### Medina PGY1 Pharmacy Resident Requirements to Graduate Checklist

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Completed Date    |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------|--------------|--------------|---------------------|--|--------------|--|--|-----------------------------------|--|--|-------------------|--|--|-------------------|--|--|-------------------|--|--|---------|--|--|--|
| Ascertainment of Ohio pharmacist licensure as soon as possible, but must be licensed within 90 days of start date <ul style="list-style-type: none"> <li>Completed License No. ***</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Completion of Project 1--residency research project (major project, <i>deliverable Competency Area R2</i> ) <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| A manuscript (in publishable form) written and submitted to the Residency Program Director ( <i>deliverable Competency Area R2</i> ) <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Completion of Project 2--at least one of the following (second project, <i>deliverable Competency Area R2</i> ): medication use evaluation, clinical program development/enhancement/analysis, pipeline forecast, cost or budget analysis, or quality assurance assessment <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Completion of Project 3--at least one drug class review, monograph, treatment guideline, treatment protocol, utilization management criteria, or order set (third project, <i>deliverable Competency Area R1</i> ) <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Presentation at American Society of Health System Pharmacists (ASHP) Midyear, the Ohio Chapter of Clinical Pharmacy (OCCP) Spring meeting, and/or other regional residency conference as agreed upon by the residency committee and Cleveland Clinic travel policies ( <i>deliverable Competency Area R2</i> ) <table border="1" data-bbox="205 841 1669 946"> <thead> <tr> <th>Venue</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>ASHP Midyear</td> <td></td> </tr> <tr> <td>OCCP Spring Meeting</td> <td></td> </tr> </tbody> </table>                                                                                                                                                                                                                                                     | Venue             | Date  | ASHP Midyear |              | OCCP Spring Meeting |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Venue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Date              |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| ASHP Midyear                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| OCCP Spring Meeting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Present (minimum seven presentations) according to the schedule agreed upon by both the Resident and Residency Program Director at the beginning of the residency year ( <i>deliverable Competency Area R4</i> ) <table border="1" data-bbox="205 1015 1669 1328"> <thead> <tr> <th>Presentation Type</th> <th>Topic</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Journal Club</td> <td></td> <td></td> </tr> <tr> <td>Journal Club</td> <td></td> <td></td> </tr> <tr> <td>Journal Club or Case presentation</td> <td></td> <td></td> </tr> <tr> <td>Case presentation</td> <td></td> <td></td> </tr> <tr> <td>Case presentation</td> <td></td> <td></td> </tr> <tr> <td>Case presentation</td> <td></td> <td></td> </tr> <tr> <td>Seminar</td> <td></td> <td></td> </tr> </tbody> </table> | Presentation Type | Topic | Date         | Journal Club |                     |  | Journal Club |  |  | Journal Club or Case presentation |  |  | Case presentation |  |  | Case presentation |  |  | Case presentation |  |  | Seminar |  |  |  |
| Presentation Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Topic             | Date  |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Journal Club                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Journal Club                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Journal Club or Case presentation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Case presentation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Case presentation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Case presentation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Seminar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |
| Completion of at least one of the following written educational materials ( <i>deliverable Competency Area R4</i> ): patient education brochure or handout, pharmacist or other health care provider guideline/medication/disease management update <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                   |       |              |              |                     |  |              |  |  |                                   |  |  |                   |  |  |                   |  |  |                   |  |  |         |  |  |  |

|                                                                                                                                                                                                                                                                                                                                                                       |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Staffing the central pharmacy <ul style="list-style-type: none"> <li>• 36 weekend shifts – 8 hours each, rotate between day and evening shifts</li> <li>• 7 once a month weekday staffing shifts from October to June (excluding 2 months dependent on rotation schedule)– 8 hours each, rotate between day and evening shifts</li> <li>• 2 holiday shifts</li> </ul> |  |
| Completion of 12 months of rotations. Successful completion in each of the required core rotation areas (see PGY-1 Pharmacy Residency Program Structure document)                                                                                                                                                                                                     |  |
| Successful completion of the residency goals and objectives. By the end of the residency, the resident must not have any objectives which need improvement (NI), and the resident must have no more than two objectives with satisfactory progress.                                                                                                                   |  |

## Pharmacy Residency Policy- Licensure in Ohio

|                                                                                                             |                                                       |                                                                                                |                                         |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>Target Group:</b><br><br>Cleveland Clinic health system (Ohio only)-<br>Department of Pharmacy Residents |                                                       | <b>Original Date of Issue:</b><br><br>Not Set                                                  | <b>Version</b><br><br>6                 |
| <b>Approved by:</b><br><br>Main - Board of Directors                                                        | <b>Date Last Approved/Reviewed:</b><br><br>11/05/2025 | <b>Prepared by:</b><br><br>Paige Waugh<br>(Coordinator Pharmacy Services)                      | <b>Effective Date</b><br><br>11/05/2025 |
| <b>Avon Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                      |                                                       | <b>Euclid Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025       |                                         |
| <b>Fairview Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                  |                                                       | <b>Hillcrest Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025    |                                         |
| <b>Lutheran Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                  |                                                       | <b>Marymount Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025    |                                         |
| <b>Medina Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                    |                                                       | <b>Mercy Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025        |                                         |
| <b>CCCHR:</b><br>MEC approval date:12/5/2025<br>Board approval date:12/5/2025<br>Effective Date: 12/5/2025: |                                                       | <b>South Pointe Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025 |                                         |

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

## **Purpose**

To support the [Licensure/Certification/Clinical Competency Policy](#) this document outlines the Ohio Pharmacy Licensure expectations for all pharmacy residents during post-graduate 1 (PGY1) and post-graduate 2 (PGY2).

## **Definitions**

**Cleveland Clinic health system (Ohio sites only)** - Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, Mercy, South Pointe, Children's Hospital for Rehabilitation, and all Family Health Centers, Physician practice sites, Emergency Departments, Express Care Centers, Urgent Care Centers and Ambulatory Surgical Centers reporting to these facilities.

**ACPE** - Accreditation Council for Pharmacy Education

**NAPLEX** - North American Pharmacy Licensure Examination

**UMPJE** – Uniform Multistate Pharmacy Jurisprudence Examination

## **Policy Implementation**

All pharmacy residents must successfully be licensed as a pharmacist by the State of Ohio Board of Pharmacy in a timely manner, including reciprocity.

1. All pharmacy residents must have graduated from an Accreditation Council for Pharmacy Education (ACPE) accredited School of Pharmacy and be licensed in the State of Ohio; or have a Foreign Pharmacy Graduate Examination Committee (FPGEC) certificate from the NABP. Note: An FPGEC certificate indicates that the candidate graduated from a pharmacy school outside of the US and is eligible for pharmacist licensure.
2. Residents should contact the State of Ohio Board of Pharmacy as soon as possible after the match to determine pharmacist licensure requirements. Residents are responsible for determining and completing Ohio intern hour requirements necessary to be eligible to sit for Pharmacist Licensure Examinations.
3. All pharmacy residents should obtain their Ohio Pharmacist License prior to orientation or as soon as possible after starting orientation.

4. PGY1 Residents must obtain an Ohio Pharmacist License within the first 90 days of the start date, while PGY2s must be licensed within 30 days of start.
  - a. Residents should be scheduled to take their initial pharmacist licensure examinations by July 1st to allow adequate time for re-testing in the event the resident does not pass the initial examinations. The Residency Program Director needs to be contacted as soon as possible if there are issues scheduling exams prior to the July 1st deadline.
  - b. If re-testing is required, the exam(s) must be scheduled for at least 7 business days prior to the 90-day mark to account for turnaround time needed to obtain results and licensure issuance.
  - c. For NAPLEX, after a failed attempt, there is a 45-day waiting period for the next attempt at the NAPLEX (starting from the date of the failed attempt).
  - d. For UMPJE, after a failed attempt, there is a 30-day waiting period for the next attempt at the UMPJE (starting from the date of the failed attempt).
  - e. Failure to obtain a State of Ohio Pharmacist License by August 1 may impact resident's schedule (e.g, decrease in number of electives or being placed on non-patient facing learning experiences such as Administration, Medication Safety or Drug Information).
5. If a pharmacy resident does not hold a Pharmacist License in Ohio or in another state, they must obtain an Ohio Pharmacy Intern License.
  - a. Residents do not need an Ohio Intern License if they currently hold a current/active Pharmacist License in another state while waiting for reciprocity to be determined by the Ohio State Board of Pharmacy.
    - i. Pharmacy licensure via reciprocity must be obtained within the timeframe specified point 4 above.
    - ii. Candidates should check the Ohio Board of Pharmacy website for reciprocity requirements and complete them within the required time frame.
  - b. If an Ohio Pharmacy Intern License is required but not obtained by the start date, the resident will be dismissed from the program. Residents must maintain an Ohio Pharmacy Intern License until a Pharmacist License in Ohio is obtained.
  - c. Until the resident is licensed in Ohio, they must work under the direct supervision of a licensed pharmacist.
6. Residents hired after October 1st must hold an active pharmacist license prior to the start of residency.
7. Failure to pass the State of Ohio Board of Pharmacy Pharmacist Licensure requirements and obtain licensure within the first 90 days of start date will result in termination from the residency program. Exceptions (e.g., medical leave of absence in accordance with [Pharmacy Residency Procedure- Leave of Absence](#)) will be considered on an individual

basis. If an exception is approved, the residency will be extended by the amount of time as the extension (e.g., up to 12 weeks based on [Pharmacy Residency Procedure- Leave of Absence](#) ) to ensure that the resident completes 12 months of training and completes two-thirds of the residency as a licensed pharmacist.

- a. If a resident should require a leave of absence prior to successful completion of licensure exams, initial or repeat licensure exams may not be taken during the time of leave.
  - i. Time remaining between the date of leave until the 90-day mark would be extended from the time of return to residency.

8. Managers or designee are responsible for performing primary source verification of a resident's license within the first 90 days of start date.

- a. The manager or designee is responsible for performing primary source verification of renewal no later than the expiration of the credentials.
- b. The manager or designee will retain a copy of the website screen print (dated no later than the expiration date in the resident's departmental file) and submit it to Human Resources.

9. PGY2 pharmacy residents must show proof of certificate of completion for a post- graduate Year 1 (PGY1) residency within the first 30 days of hire. Failure to produce certificate of completion for a PGY1 residency will result in dismissal from the residency program.

- a. PGY2 residents must provide a copy of the certificate of completion for a PGY1 residency (e.g., graduation certificate).
- b. If needed, the pharmacy manager or designee will contact the PGY1 residency program to verify the primary source.

10. Residents are responsible for maintaining current pharmacist licensure, certification, and/or clinical competencies as required by their position as outlined in the Licensure/Certification/Clinical Competency Policy. Continued employment is contingent upon maintaining current credentials.

## **Regulatory Requirement/References**

State of Ohio Board of Pharmacy Licensure as a Pharmacist by Examination. Available from <https://pharmacy.ohio.gov/Licensing/Pharmacist.aspx> (Accessed May 6, 2026).

NAPLEX- <http://www.nabp.pharmacy/programs/examination/naplex/> (Accessed May 6, 2026).

## **Oversight and Responsibility**

The Pharmacy Residency Committee is responsible to review, revise, update, and operationalize this policy to maintain compliance with regulatory or other requirements.



## Pharmacy Residency Policy- Resident Duty Hours

|                                                                                                         |                                                           |                                                                                              |                                         |
|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>Target Group:</b><br><br>Cleveland Clinic health system locations-<br>Pharmacy Residents             |                                                           | <b>Original Date of Issue:</b><br><br>Not Set                                                | <b>Version</b><br><br>3                 |
| <b>Approved by:</b><br><br>Main - Board of<br>Directors                                                 | <b>Date Last<br/>Approved/Reviewed:</b><br><br>10/09/2025 | <b>Prepared by:</b><br><br>Paige Waugh<br>(Coordinator Pharmacy<br>Services)                 | <b>Effective Date</b><br><br>10/09/2025 |
| <b>Avon Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                    |                                                           | <b>Euclid Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017       |                                         |
| <b>Fairview Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                |                                                           | <b>Hillcrest Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017    |                                         |
| <b>Lutheran Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                |                                                           | <b>Marymount Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017    |                                         |
| <b>Medina Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                  |                                                           | <b>South Pointe Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017 |                                         |
| <b>CCCHR:</b><br>MEC approval date:1/3/2020<br>Board approval date:1/3/2020<br>Effective Date: 1/3/2020 |                                                           | <b>Mercy Hospital:</b><br>Board approval date:11/12/2025<br>Effective date: 11/12/2025       |                                         |

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

## Purpose

To outline duty hour requirements for all pharmacy residents during post-graduate year 1 (PGY1) and post-graduate year 2 (PGY2).

## Definitions

**Cleveland Clinic health system:** Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, Mercy, South Pointe, Children's Hospital for Rehabilitation, and all Family Health Centers, Physician practice sites, Nevada practice sites, Emergency Departments, Express Care Centers, Urgent Care Centers and Ambulatory Surgical Centers reporting to these facilities.

**ASHP:** American Society of Health-System Pharmacists

**Duty Hours:** Defined as all hours spent on scheduled clinical and academic activities, regardless of setting, related to the pharmacy residency program that are required to meet the educational goals and objectives of the program.

- Duty hours *includes*: inpatient and outpatient patient care (resident providing care within a facility, a patient's home, or from the resident's home when activities are assigned to be completed virtually); staffing/service commitment; in-house call; administrative duties; work from home activities (i.e., taking calls from home and utilizing electronic health record related to at-home call program); and scheduled and assigned activities, such as conferences, committee meetings, classroom time associated with a master's degree for applicable programs or other required teaching activities and health and wellness events that are required to meet the goals and objectives of the residency program.
- Duty hours *exclude* reading, studying, and academic preparation time (e.g. presentations, journal clubs, closing knowledge gaps); travel time (e.g., to and from work, conferences); and hours that are not scheduled by the residency program director or a preceptor.

**Continuous Duty:** Defined as assigned duty periods without breaks for strategic napping or resting to reduce fatigue or sleep deprivation.

**Moonlighting:** Defined as any voluntary, compensated, work performed outside the organization (external), or within the organization where the resident is in training (internal). These are compensated hours beyond the resident's salary and are not part of the scheduled duty periods of the residency program.

## Policy Implementation

RPD will review the residents' Duty Hours Attestation in PharmAcademic. If an infraction occurs, the RPD may take any of following actions:

- 1) remove ability to moonlight,
- 2) modify resident schedule to reduce duty hours to be in compliance with policy,
- 3) permit additional time off as applicable to be in compliance with policy, and
- 4) assess resident duty hours more frequently (weekly or every other week).

Pharmacy residents must not violate duty hour requirements approved by the American Society of Health-System Pharmacists (ASHP) Commission on Credentialing.

*Maximum Hours of Work per Week and Duty Free Times*

- Duty hours must be limited to no more than 80 hours per week, averaged over a four-week period, inclusive of internal and external moonlighting.

*Mandatory Duty-Free Times*

- Residents must have a minimum of one day in seven days free of duty (when averaged over four weeks).
- At-home call cannot be assigned on these free days.
- Residents must have at a minimum of 8 hours between scheduled duty periods.
- Residents are not permitted to work more than two consecutive weekends in a row (i.e., both Saturday and Sunday).
  - Before a resident trades/switches weekend staffing with another resident, it must be approved by the respective Residency Program Directors (RPD). Once the RPD approves the trade/switch, the schedule can then be updated by the party responsible.

*Continuous Duty*

- Continuous duty periods for residents should not exceed 16 hours.
- If a program exceeds 16 hours of continuous duty periods, the “In House Call Program” limitations apply as described in the corresponding section.

*Tracking of Compliance with Duty Hours*

- Programs must have a method in place to track compliance with the Duty Hour Requirements for Pharmacy Residencies Policy (*See Appendix for how each individual CCHS Hospital will track duty hours*)
- All duty hours tracking will be completed in PharmAcademic.
- Review of tracking methods must be completed monthly.
- Any instances of non-compliance with this policy identified should be assessed and actions taken, as needed, to avoid future instances of non-compliance.

*Moonlighting*

Moonlighting (internal or external) must not interfere with the ability of the resident to achieve the educational goals and objectives of the residency program and must not interfere with the resident’s fitness for work nor compromise patient safety.

- It is at the discretion of the residency program director (and/or Residency Committee) whether to permit or to withdraw moonlighting privileges.
  - The RPD may, at any time without notice, prohibit the resident from moonlighting if his/her assessment indicates that resident performance is being compromised or the moonlighting arrangement is in violation of this procedure or the Duty Hours standard.
- All moonlighting hours must be counted towards clinical experience and educational work 80-hour maximum weekly hour limit averaged over a four-week period and included in the tracking of hours.
- Programs that allow moonlighting must have a documented structured process that includes at a minimum (*See Appendix for what each individual CCHS Hospital allows for moonlighting*):

- The type (internal only, external only, or both) and maximum number of moonlighting hours allowed by the program per week, pay period or month.
- Requirement for the resident to receive approval for moonlighting hours and to inform the residency program director of their completed moonlighting hours.
  - If the resident elects to pursue moonlighting activities, he/she will be required to get approval by RPD prior to accepting the moonlighting activity (i.e., extra internal shifts or external shifts).
  - The program director will only approve the moonlighting activity if the resident is satisfactorily meeting all residency program goals and objectives, and if the activity is not in violation of the Duty Hours standard.
  - For extra internal shifts, the RPD will contact the appropriate Pharmacy Manager/Assistant Director with decision (approval or denial of extra internal shift).

*Call Programs* (applicable to only CCHS residency programs that have on-call components)

If the program implements any type of on-call program (i.e., in-house, at home), there must be a documented structured process that includes:

- Level of supervision a resident will be provided based on the activities the resident is expected to perform during the on-call period, the level of resident training (i.e., PGY1 versus PGY2) and timing during the residency year.
- Identification of a backup system if the resident needs assistance to complete the responsibilities required of the on-call program.
- Method of evaluating the impact of the call program to ensure there is not a negative effect on patient care or residents' learning due to sleep deprivation or serious fatigue.
- Hours worked with in-house on-call programs and hours that meet the criteria below for at-home or other call programs must be included in the tracking of hours.
- A plan for how proceed if residents' participation in the call program affects their performance during duty hour.
- In-House Call Program (*applicable to only CCHS Hospital residency programs that have in-house on-call components*)
  - Residents must not be scheduled for in-house call more frequently than every third night averaged over a four-week period.
  - The maximum allowable duty assignment must not exceed 24 hours even with built in strategic napping or other strategies to reduce fatigue and sleep deprivation.
    - Strategic napping is defined as short sleep periods, taken as a component of fatigue management, which can mitigate the adverse effects of sleep loss.
  - Programs that have in-house call programs with continuous duty hours beyond 16 hours, and up to 24 hours, must document how the program will support strategic napping or other strategies for fatigue and sleep deprivation management.
  - Residents must have at least 14 hours free of duty after the 24-hour in-house hours.
- At-Home or Other Call Programs (*applicable to only CCHS Hospital residency programs that have at-home or other on-call component*)

- At-home call must not be so frequent or taxing as to preclude rest or reasonable personal time for each resident.
- The frequency of at-home call must satisfy the requirement for one-day-in-seven free of duty, when averaged over four weeks. No at-home call can occur on the day free of duty.
- At-home or other call hours are included in the maximum of 80 hours a week calculation and included in the tracking of hours only if they meet the following criteria:
  - If a resident is called into the hospital/organization from at-home or other call program, the time spent in the hospital/organization by the resident must count towards the 80-hour maximum weekly hour limit.
  - Only the time spent by the resident on on-call related work activities during their assigned on-call hours, taking calls from home and utilizing electronic health record related to at-home call, count towards the 80 hour maximum weekly hour limit.

## - **Statement on Well-Being and Resilience**

A. Residents are at an increased risk for burnout and depression due to the nature of the healthcare environment and psychological, emotional, and physical well-being are critical in the development of the competent, caring, and resilient pharmacist.

B. As part of the development of the resident, it is the responsibility of the pharmacy leaders to ensure residents are educated on wellness and resilience, including education on burnout syndrome, the risks, and mitigation strategies as part of the orientation to the residency.

C. It is also the responsibility of pharmacy leaders to ensure preceptors are educated on burnout syndrome, including the risks and mitigation strategies, to help identify and provide resources for at-risk residents, and to recognize when it may be in the best interest of patients to transition care to another qualified, rested pharmacist.

D. As part of promoting a culture of wellness, pharmacy leaders must ensure that there is not excessive reliance on residents to fulfill service obligations that do not contribute to the educational value of the residency program or that may compromise residents' fitness for duty and endanger patient safety. However, as members of the healthcare team, residents may be required to participate in departmental coverage in times of unusual circumstances/state of emergency situations (e.g., mass-casualty, downtime, and natural disasters, pandemic) that go beyond the designated duty hours for a limited timeframe

## **Regulatory Requirement/References**

American Society of Health-System Pharmacists (ASHP)

Pharmacy Specific Duty Hours Requirements for the ASHP Accreditation Standards for Pharmacy Residencies. Available from:

<https://www.ashp.org/-/media/assets/professional-development/residencies/docs/duty-hour-requirements.pdf>

[Accessed July 1, 2023].

## **Oversight and Responsibility**

The Pharmacy Residency Committee is responsible to review, revise, update, and operationalize this policy to maintain compliance with regulatory or other requirements.

It is the responsibility of each hospital, institute, department and discipline to implement the policy and to draft and operationalize related procedures to the policy if applicable.

| Appendix 1: Moonlighting                               |                                         |                                         |                                             |                                                             |                                         |                           |
|--------------------------------------------------------|-----------------------------------------|-----------------------------------------|---------------------------------------------|-------------------------------------------------------------|-----------------------------------------|---------------------------|
| Hospital                                               | Internal Pharmacist Moonlighting (Y/N)? | External Pharmacist Moonlighting (Y/N)? | External Non-Pharmacist Moonlighting (Y/N)? | 3 <sup>rd</sup> /Night Shift Pharmacist Moonlighting (Y/N)? | Duty Hour Moonlighting Cap/Week (Hours) | Mechanism for tracking    |
| Akron General (Except PGY2 Emergency Medicine)         | Yes                                     | No                                      | No*                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Akron General PGY2 Emergency Medicine                  | Yes                                     | No                                      | No*                                         | Yes                                                         | 16                                      | PharmAcademic attestation |
| Avon                                                   | Yes                                     | No                                      | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Euclid                                                 | Yes                                     | No                                      | No*                                         | Yes                                                         | 16                                      | PharmAcademic attestation |
| Fairview                                               | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Hillcrest                                              | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Indian River                                           | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Lutheran                                               | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Main Campus (Excluding Community-Based Programs)       | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Main Campus PGY1 Community-Based Pharmacy              | Yes                                     | No                                      | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Main Campus PGY1 Community-Based at Specialty Pharmacy | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Martin Health-North                                    | Yes                                     | Yes                                     | Yes                                         | Yes                                                         | 16                                      | PharmAcademic attestation |
| Martin Health-Tradition                                | Yes                                     | Yes                                     | Yes                                         | Yes                                                         | 16                                      | PharmAcademic attestation |
| Marymount                                              | Yes                                     | No                                      | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Medina                                                 | Yes                                     | No                                      | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Mercy                                                  | Yes                                     | No                                      | No*                                         | No                                                          | 16                                      | PharmAcademic attestation |
| South Pointe                                           | Yes                                     | Yes                                     | Yes                                         | No                                                          | 16                                      | PharmAcademic attestation |
| Weston                                                 | No                                      | No                                      | No*                                         | No                                                          | 0                                       | PharmAcademic attestation |

**\*Except where protected by federal law**

*Per ASHP, military reservist hours are counted towards duty hours and included in external moonlighting definition*

*Updated May 2026 for 2026-2027 Academic Year*



## Pharmacy Residency Procedure- Leave of Absence

|                                                                                                           |                                                       |                                                                                              |                                     |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------|-------------------------------------|
| <b>Target Group:</b><br>Cleveland Clinic health system locations-<br>Department of Pharmacy residents     |                                                       | <b>Original Date of Issue:</b><br>Not Set                                                    | <b>Version</b><br>3                 |
| <b>Approved by:</b><br>Main - Board of<br>Directors                                                       | <b>Date Last<br/>Approved/Reviewed:</b><br>05/01/2025 | <b>Prepared by:</b><br>Mandy Leonard (Senior<br>Director Pharmacy)                           | <b>Effective Date</b><br>09/30/2019 |
| <b>Avon Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                      |                                                       | <b>Euclid Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017       |                                     |
| <b>Fairview Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                  |                                                       | <b>Hillcrest Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017    |                                     |
| <b>Lutheran Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                  |                                                       | <b>Marymount Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017    |                                     |
| <b>Medina Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017                    |                                                       | <b>South Pointe Hospital:</b><br>Board approval date: 9/20/2017<br>Effective Date: 9/20/2017 |                                     |
| <b>CCCHR:</b><br>MEC approval date: 1/3/2020<br>Board approval date: 1/3/2020<br>Effective Date: 1/3/2020 |                                                       |                                                                                              |                                     |

**Printed copies are for reference only. Please refer to the electronic copy for the latest version.**

## Purpose

To support the [FMLA- Family and Medical Leave of Absence Policy and the Leave of Absence-Medical Policy](#), this document outlines the leave of absence procedures for all CCHS pharmacy residents during post-graduate year 1 (PGY1) and postgraduate year 2 (PGY2).

Pharmacy residents must follow Human Resources policies and procedures for Leave of Absence requests.

## Definitions

**Cleveland Clinic health system-** Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, South Pointe, Children’s Hospital for Rehabilitation, and all Family Health Centers, Physician practice sites, Nevada practice sites, Emergency Departments, Express Care Centers, Urgent Care Centers and Ambulatory Surgical Centers reporting to these facilities.

## Procedure

### Leave of Absence Requests

1. Per residency year, each resident has 14 paid “time off” days.
  - a. a “Time off” days may be used for 1) illness or personal time, 2) licensure requirements [reciprocity hearing or taking the North American Pharmacist Licensure Exam (NAPLEX) and/or jurisprudence exam(s) for licensure in Ohio], or 3) interviewing for PGY2 residencies or jobs.
    - i. “Time off” days are not classified as paid time off (or PTO); therefore, any remaining “time off” days are not paid out at the end of the residency.
  - b. Please refer to each Cleveland Clinic Hospital-specific residency manual for any additional time off given (e.g., wellness days, unworked holidays, etc).
  - c. If the resident exceeds 37 days away from the residency program, inclusive of “time off” days and any other available time off such as wellness days, during the 52-week training period, the residency will be extended. The extension to make up any absence that exceeds the 37 days will be equivalent in competencies and time missed. During this extension, salary and benefits will be provided under the usual terms of the residency.
    - i. Days used to attend professional conferences/meetings are not counted as days away from the program.
    - ii. Comp days (if applicable) for working weekends are not counted as days away from the program.
  - d. See #2 for Leave of Absence.
2. Each resident has up to 12 weeks for a medical or FMLA-qualifying leave of absence.
  - a. All requests for Leave of Absence must be submitted in writing to the respective Residency Program Director (RPD) and Human Resources. The RPD shall notify the appropriate pharmacy leadership (e.g., Pharmacy Manager/Pharmacy

Director). Please refer to individual Human Resources Policies and Procedures for specific processes and documentation requirements based on type of leave. Any approved leave of absence under this procedure shall run concurrently with, not in addition to, any applicable Human Resources Policies and Procedures regarding leave of absence, including but not limited to the FMLA - Family and Medical Leave of Absence Policy, the Leave of Absence – Medical Policy, the Maternity Leave Policy, and the Parental Leave Policy.

- b. The resident will need to apply to take unpaid leave up to 12 weeks, unless eligible for short term disability benefits, maternity leave benefits, or parental leave benefits under the applicable Human Resources Policies and Procedures.
- c. Should a Leave of Absence occur before licensure has been obtained, refer to Pharmacy Resident Licensure Policy regarding examination timing.
- d. If a Leave of Absence is approved, and the resident has used all “time-off” days, the below protocol will be followed to ensure the residency program is a minimum of 52 weeks in length (per American Society of Health-System Pharmacy Residency Standards).
  - i. Residents taking leave greater than paid leave allowed (i.e., 14 “time-off” days) cannot be awarded a residency certificate unless additional leave is made up.
  - ii. For example, if a resident is approved to take a leave of absence and they have 10 days of “time off” remaining out of the 14 “time off” days, they use the 10 “time off” days remaining and then will need to make up the remaining days taken on the leave of absence [i.e., a resident takes 4 weeks leave or 20 work calendar days leave of absence, they will be required to make-up 10 work calendar days for the residency at the end of the year and any required staffing shifts missed (e.g., weekends)].

### **Request for Leave**

1. It is the employee's responsibility to notify the supervisor by completing a "Request for Leave of Absence" form located on the HR portal. When the need for leave is foreseeable, the employee must provide at least 30 calendar days of advance notice to their supervisor

### **Make-up Time for Absences**

1. Leave of absence(s) may extend the training period to reach an acceptable level of performance to graduate from the program. The resident must complete 52 weeks of residency.
2. Leave of absence time (up to 12 weeks) must be completed within 6 months of the date the program was scheduled to be completed, or the resident forfeits the privilege of receiving a residency graduation certificate and is dismissed from the residency program. In other words, for a leave of absence, the residency position will be held for 6 months after the end date of the residency in the Acceptance Letter. For example, if a resident begins maternity leave or is out due to major surgery at the end of May and has approved Cleveland Clinic leave for 12 weeks, upon returning from leave (at the end of August) would need to make up the 12 weeks of the residency missed by end of December.

3. When returning from a leave of absence, all Successful Completion Requirements must be met to obtain a residency graduation certificate. For example, the resident must complete all required rotations as outlined in the Successful Completion Requirements; therefore, any required rotations and deliverables missed during the leave of absence would need to be made up upon the residents return and done within the allowable period of the extension.
4. Upon returning from leave, salary and benefits will resume. The resident must work under the guidance of a preceptor, equal to the hours missed, to complete the Successful Completion Requirements not yet achieved.

### **Regulatory Requirement/References**

Family and Medical Leave Act (FMLA)

Cleveland Clinic- Human Resources Policies and Procedures:

- Bereavement Leave
- FMLA – Family and Medical Leave of Absence
- FMLA – Military Family Leave of Absence
- Jury Duty/Witness Leave
- Leave of Absence - Medical
- Leave of Absence - Military
- Leave of Absence – Personal
- Religious, Cultural, Ethical Accommodation

### **Oversight and Responsibility**

The Pharmacy Residency Committee is responsible for reviewing, revising, updating, and operationalizing this procedure to maintain compliance with regulatory or other requirements.

### Medina PGY1 Pharmacy Residency Leave Policy

|                                                                           |                                                      |                                      |
|---------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------|
| <b>Target Group:</b><br>PGY1 Residency Program<br>Cleveland Clinic Medina | <b>Original Date of Issue:</b><br>N/A                | <b>Version:</b><br>1                 |
| <b>Approved by:</b><br>Medina Residency Advisory<br>Committee             | <b>Date Last Approved/ Revised</b><br>April 30, 2026 | <b>Effective Date:</b><br>June, 2026 |

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|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purpose:</b>     | To define time off for the resident and allocate additional resident leave time to allow for professional development throughout the residency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Audience:</b>    | PGY1 Residency Program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Definitions:</b> | <p><u>Time Off:</u> Time off days are defined as days off for illness or personal time</p> <ul style="list-style-type: none"> <li>Resident time off is not “Paid Time Off (PTO)” and cannot be cashed-out or rolled-over from one year to the next or paid out at the end of the year</li> </ul> <p><u>Wellness Hours:</u> Wellness time can be used to catch up on projects, for health and wellness activities, and for rest.</p> <p><u>Holiday Leave:</u> Holidays that the resident is not scheduled to staff, will be considered holiday leave.</p> <p><u>Program-Required Professional Leave:</u> Sometimes referred to as “meeting days”. Examples of required meetings include pharmacy association meetings and regional residency conferences. Meetings days will not count against the time off bank.</p> <p><u>Exam Days:</u> Exam days are dedicated to licensure exams and will not count against the time off bank</p> |
| <b>Policy:</b>      | <p>ASHP defines the maximum number of days a resident may be away from the program before an extension is required (37 days) to fulfill the 52-week commitment. ASHP <b>DOES NOT</b> require programs to offer residents 37 days of paid time away from the program and <b>DOES NOT</b> define the amount of paid leave that must be offered to residents; organizations follow their routine paid time off policies and procedure (Standard 2.2).</p> <p>In addition to daily or weekly responsibilities, expectations of residents include required presentations, topic discussions, projects, assignments, and <b>meeting attendance</b> as applicable to the learning experience (Standard 3.2.a.3).</p> <p>Residents will adhere to the Cleveland Clinic processes below to graduate.</p>                                                                                                                                       |
| <b>Procedures:</b>  | <p><b>1. Program-Required Professional Leave</b></p> <ol style="list-style-type: none"> <li>Residents will be allowed meeting days for attendance at professional meetings in accordance with department policies and Cleveland Clinic travel restrictions</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|  | <ul style="list-style-type: none"> <li>b. ASHP Midyear Clinical Meeting or other meeting as determined by Cleveland Clinic travel policies (3-4 days unless approval for additional days from Residency Program Director [RPD])</li> <li>c. OCCP, OSHP or other regional meetings as determined by Cleveland Clinic travel policies (up to 3 additional days with RPD approval)</li> <li>d. Meeting attendance outside of residency requirements must be discussed with the RPD and Pharmacy Director for approval <ul style="list-style-type: none"> <li>a. The resident will be responsible for making all travel arrangements and for all travel-associated expenses</li> <li>b. The resident will be required to use approved time off</li> </ul> </li> </ul> <p><b>2. Time Off</b></p> <ul style="list-style-type: none"> <li>a. 14 days for PGY1 residents</li> <li>b. Time off days are defined as days off for illness or personal time</li> <li>c. Resident time off is not “PTO” and cannot be cashed-out or rolled-over from one year to the next or paid out at the end of the year</li> <li>d. Residents must submit an email request to the RPD, Staffing Scheduler, and Rotation Preceptor.</li> <li>e. Scheduled leave requests should be submitted at least 14 days prior to holiday, vacation, or professional leave. Requests for leave that fail to meet program requirements or policies may be denied.</li> <li>f. Sickness and personal emergencies should be communicated as soon as possible to RPD and Rotation Preceptor via email or phone. The resident can, in emergency situations, call the inpatient pharmacy and leave a message for the RPD if email is not available.</li> <li>g. At minimum, residents need to spend 15 days of each calendar month rotation participating in rotation activities and responsibilities. The balance of days left can be utilized for time off and wellness hours.</li> <li>h. Time off cannot be used when the resident has operational responsibilities (staffing shifts, weekend shifts)</li> <li>i. If additional leave is needed, a meeting will be scheduled between the resident, the RPD, and any other program faculty involved to discuss the reasons for the leave, the duration of the leave, and any supplemental projects that may be assigned.</li> </ul> <p><b>3. Exam Days</b></p> <ul style="list-style-type: none"> <li>a. 2 days for PGY1 residents</li> <li>b. Exam days are dedicated to licensure exams and will not count against the time off bank</li> <li>c. Must be used during the first 90 days</li> </ul> <p><b>4. Holiday Leave</b></p> <ul style="list-style-type: none"> <li>a. Holidays that the resident is not scheduled to staff, will be considered holiday leave</li> </ul> |
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|                                                                                                   | <p>b. The resident should be scheduled on these holidays so that a minimum of 8 hours exists between the completion of the last shift and the following shift</p> <p>c. The resident will be required to work two holidays, one holiday from each group</p> <table border="1" data-bbox="544 409 1005 627"> <tr> <td data-bbox="544 409 695 516">Group 1</td><td data-bbox="695 409 1005 516">Thanksgiving<br/>Christmas<br/>New Year's Day</td></tr> <tr> <td data-bbox="544 516 695 627">Group 2</td><td data-bbox="695 516 1005 627">Independence Day<br/>Labor Day<br/>Memorial Day</td></tr> </table> <p><b>5. Wellness Days/ Hours</b></p> <p>a. Residents are granted 6 wellness days (48 hours) to be utilized throughout the course of their residency.</p> <p>b. Wellness days can be used as a ½ day or as a full day (4 or 8 hours increments).</p> <p>c. Residents can use a maximum of up to 1 day per calendar month (8 hours).</p> <p>d. If residents choose to use a 4-hour wellness day, it is up to the rotation preceptor for when those 4-hrs can be used (i.e. after rounds/topic for ICU rotation).</p> <p>e. During the orientation of each rotation, the resident should communicate and coordinate with their preceptor if and when the plan to take a wellness day.</p> <p>f. Confirmation of wellness hour plan needs to be emailed to RPD and rotation preceptor after discussion with rotation preceptor has occurred.</p> <p>g. At minimum, residents need to spend 15 days of each calendar month rotation participating in rotation activities and responsibilities. The balance of days left can be utilized for time off and wellness hours.</p> <p>h. Wellness hours cannot be used when the resident has operational responsibilities (staffing shifts, weekend shifts)</p> <table border="1" data-bbox="495 1444 1393 1724"> <thead> <tr> <th data-bbox="495 1444 1214 1486">Leave Type</th><th data-bbox="1214 1444 1393 1486">Days Away</th></tr> </thead> <tbody> <tr> <td data-bbox="495 1486 1214 1528">Time Off (personal, sick, interview days)</td><td data-bbox="1214 1486 1393 1528">14</td></tr> <tr> <td data-bbox="495 1528 1214 1570">Exam Days</td><td data-bbox="1214 1528 1393 1570">2</td></tr> <tr> <td data-bbox="495 1570 1214 1612">Unworked Holidays</td><td data-bbox="1214 1570 1393 1612">4</td></tr> <tr> <td data-bbox="495 1612 1214 1654">Wellness Days</td><td data-bbox="1214 1612 1393 1654">6</td></tr> <tr> <td data-bbox="495 1654 1214 1724">Bereavement (offered per institution policy and determined based on the relation of the deceased)</td><td data-bbox="1214 1654 1393 1724">3</td></tr> </tbody> </table> | Group 1 | Thanksgiving<br>Christmas<br>New Year's Day | Group 2 | Independence Day<br>Labor Day<br>Memorial Day | Leave Type | Days Away | Time Off (personal, sick, interview days) | 14 | Exam Days | 2 | Unworked Holidays | 4 | Wellness Days | 6 | Bereavement (offered per institution policy and determined based on the relation of the deceased) | 3 |
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| Group 1                                                                                           | Thanksgiving<br>Christmas<br>New Year's Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Group 2                                                                                           | Independence Day<br>Labor Day<br>Memorial Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Leave Type                                                                                        | Days Away                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Time Off (personal, sick, interview days)                                                         | 14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Exam Days                                                                                         | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Unworked Holidays                                                                                 | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Wellness Days                                                                                     | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| Bereavement (offered per institution policy and determined based on the relation of the deceased) | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |
| <b>References &amp; Related Topics:</b>                                                           | ASHP Accreditation Standard for Pharmacy Residency Programs. July 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |         |                                             |         |                                               |            |           |                                           |    |           |   |                   |   |               |   |                                                                                                   |   |



## Pharmacy Residency Remediation & Dismissal Policy

|                                                                                                              |                                                       |                                                                                                |                                         |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>Target Group:</b><br>Cleveland Clinic health system locations                                             |                                                       | <b>Original Date of Issue:</b><br>Not Set                                                      | <b>Version</b><br>3                     |
| <b>Approved by:</b><br><br>Main - Board of Directors                                                         | <b>Date Last Approved/Reviewed:</b><br><br>11/05/2025 | <b>Prepared by:</b><br><br>Paige Waugh<br>(Coordinator Pharmacy Services)                      | <b>Effective Date</b><br><br>11/05/2025 |
| <b>Avon Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                       |                                                       | <b>Euclid Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025       |                                         |
| <b>Fairview Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                   |                                                       | <b>Hillcrest Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025:   |                                         |
| <b>Lutheran Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                   |                                                       | <b>Marymount Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025    |                                         |
| <b>Medina Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025                     |                                                       | <b>Mercy Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025        |                                         |
| <b>CCCHR:</b><br>MEC approval date: 12/5/2025<br>Board approval date: 12/5/2025<br>Effective Date: 12/5/2025 |                                                       | <b>South Pointe Hospital:</b><br>Board approval date: 11/12/2025<br>Effective Date: 11/12/2025 |                                         |

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

## **Purpose**

To define the dismissal procedure for all Cleveland Clinic Health System pharmacy residents during post-graduate year 1 (PGY1) and post-graduate year 2 (PGY2) in the Pharmacy Residency program who fail to meet the required standards for completion set forth by the American Society of Health-System Pharmacists (ASHP).

## **Policy Statement**

To graduate and receive a pharmacy residency certificate, pharmacy residents must meet all the requirements set forth by the Pharmacy Residency Program. Additionally, ASHP Residency Accreditation Standards state: A residency-specific remediation/disciplinary policy is documented and includes actions taken for residents who fail to progress and any resident-specific behaviors that trigger the organization's disciplinary process.

## **Definitions**

**Cleveland Clinic health system:** Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, Mercy, South Pointe, Children's Hospital for Rehabilitation, and all Family Health Centers, Physician practice sites, Nevada practice sites, Emergency Departments, Express Care Centers, Urgent Care Centers and Ambulatory Surgical Centers reporting to these facilities.

## **Policy Implementation**

1. Failure to pass Ohio State Board of Pharmacy Licensure requirements within the first 90 days of start date will result in dismissal from the residency program. Exceptions (e.g., medical leave of absence in accordance with Pharmacy Residency- Leave of Absence) will be considered on an individual basis. If exception approved, the residency will be extended by the amount of time as the extension (e.g., up to 12 weeks based on Pharmacy Residency Policy- Leave of Absence) to ensure that the resident completes 52 weeks of training and completes two-thirds of the residency as a licensed pharmacist.
2. If a resident is not licensed as a pharmacist in Ohio and does not obtain an Ohio intern license by the start date, it will result in dismissal from the residency program.
3. PGY2 Pharmacy Residents must show proof of certificate of completion for a post-graduate Year 1 (PGY1) residency within the first 30 days of hire. Failure to produce a certificate of completion for a post-graduate Year 1 (PGY1) residency will result in dismissal from the residency program.
4. Performance deficiencies can be identified by personal interactions with the resident, by formative and summative evaluations (located in PharmAcademic), and quarterly development plans (located in PharmAcademic). Examples include consistent failure to

meet deadlines for resident projects and assignments (e.g., research, seminar, conference presentations), or 2 or more Needs Improvement (NI) on same objective on different learning experiences with qualitative supporting evidence documented (e.g., PharmAcademic).

5. To address the performance deficiencies, the Residency Program Director (RPD) will conduct a performance management discussion, review the resident's current performance and work with the resident to create a plan to achieve the program's successful completion requirements.
6. If the resident continues to not progress towards meeting the program's successful completion requirements, the RPD will notify the hospital specific Director of Pharmacy, System Director of Residency Programs, System Residency Coordinator, Pharmacy Enterprise HR business partner and local hospitals' HR department.
7. If it is determined the resident may not be able to meet the requirements to successfully complete the residency (See hospital specific Successful Completion of Residency document), a Resident Improvement Plan will be created by the RPD and Director of Pharmacy and will include input from preceptors.
  - a. All programs will use the standardized template for Resident Improvement Plans (see appendix)
8. The Resident Improvement Plan will identify measurable metrics, the current performance, desired performance, methods and timeframe for improvement and the consequences of successful and unsuccessful completion of the plan.
  - a. Examples of metrics include but are not limited to: a) select objectives from the residency specific ASHP competency areas, goals, and objectives and rating of specific objective (e.g., satisfactory progress or achieved); 2) presentation and/or project milestones and completion; 3) time management of work with specific dates for completion; and 4) professionalism (e.g., arriving and leaving rotation on time, and interaction with other health care professionals and patients).
  - b. The timeframe of the Resident Improvement Plan is typically four (4) weeks.
  - c. The resident and RPD will sign and date the Resident Improvement Plan.
  - d. The original or a copy of the signed plan should be stored in the resident's physical employee file.
9. If the resident meets the expectations of the improvement plan, the resident must maintain consistency of the expected improvements for the remainder of the residency program without any deviation or regression from the plan. Failure to achieve expected improvements of the plan or maintain consistency of the expected improvements for the remainder of the residency program may result in unsuccessful completion of the residency program and termination of employment.

10. If the resident does not successfully meet all the metrics of the Resident Improvement plan, but demonstrates progress, the plan may be extended with updated metrics and timeframes.
  - a. The timeframe of a Resident Improvement Plan extension is typically four (4) weeks.
11. During the Resident Improvement Plan period, the resident will meet with the RPD once a week (or more frequently as needed) to review progress of the plan.
12. If the resident is not successful in meeting the requirements outlined in the Resident Improvement Plan, the resident will be terminated from the residency program.
13. The residency program will not be extended as a result of an improvement plan or failure to achieve the necessary objectives within the 12-month duration of the program.
14. The resident will be dismissed from the residency program if the resident cannot make up time missed from a leave of absence within 6 months of the end date of the residency as outlined in the Acceptance Letter (see Pharmacy Residency- Leave of Absence Policy).
15. Other behavior and/or actions triggering dismissal from the program are, but not limited to:
  - a. Noncompliance with Cleveland Clinic policies such as the following:
    - [Social Media Use Policy](#)
    - [Professional Conduct Policy](#) – including disruptive and unprofessional behavior.
    - [Code of Conduct](#)
    - [Corrective Action Policy](#)
    - HIPAA
  - b. Plagiarism
  - c. Unapproved use of Artificial Intelligence (AI)
    - Use of AI for any aspect of a successful completion checklist deliverable
    - Use of company or patient data
    - Lack of disclosure regarding the use of AI
    - AI platform other than Cleveland Clinic approved (Internal chatGPT)

## **Workplace Conduct and Performance**

Cleveland Clinic has established standards of behavior and expectations governing performance and conduct as identified in the Cleveland Clinic Professional Conduct policy, Corrective Action policy, and other applicable policies. The purpose of these criteria is to assist with managing employee performance and conduct issues that interfere with the safe, orderly, effective, and efficient operation of the organization.

Conduct prohibited by these policies is unacceptable in the workplace or in any work-related setting outside the workplace such as during business trips or business meetings. Those individuals who engage in acts prohibited by Cleveland Clinic policies, regardless of status, position or title, will be subject to appropriate action, including but not limited to corrective action up to and including discharge.

## **Regulatory Requirement/References**

American Society of Health System Pharmacists (ASHP)

## **Oversight and Responsibility**

The Residency Program Director and Pharmacy Residency Committee is responsible for reviewing, revising, updating, and operationalizing this policy to maintain compliance with regulatory or other requirements.