

Intern Program Overview

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Summary

Pharmacy Enterprise Vision	To be the best place to receive and provide pharmacy care
Pharmacy Enterprise Mission	One pharmacy community: - Serving patients - Advancing practice - Investing in caregivers

The Cleveland Clinic Lutheran Intern Program is designed to enhance pharmacy patient care services while facilitating both personal and professional development. Lutheran interns support the pharmacy department in meeting the following goals:

- To maintain services that meet regulatory requirements of reviewing agencies and support safe, timely, and cost-effective pharmaceutical care
- To improve patient outcomes and provide the highest standard of pharmaceutical care
- To foster a collaborative approach to medication safety
- To integrate new technological developments to improve efficiency and safety
- To prepare interns for a career as a future pharmacist and increase a candidate's competitiveness for residency

Overall inpatient pharmacy patient care services include but are not limited to:

- Medication compounding, dispensing, and delivery
- Providing pharmacotherapy recommendations on interdisciplinary rounds
- Facilitating transitions of care through medication histories and reconciliations

- Medication counseling and patient education
- Management of patients under established pharmacy consult agreements
- Comprehensive clinical chart review to optimize therapy, including evaluation of clozapine monitoring, HIV prophylaxis, antimicrobial stewardship initiatives, and dose optimization based on patient-specific factors
- Performing culture callbacks and follow-up interventions and education for discharged emergency department patients

Intern Program Expectations

- Integrate pharmaceutical principles through activities, presentations, monitoring, and discussions
- Participate in team-orientated patient care through building inter-professional relationships with medical professionals and patient relationships through face-to-face interaction
- Deliver well-thought out, accurate, and concise education to nurses, providers, and other pharmacy personnel through formal presentations and informal written/verbal education
- Utilize drug information resources, such as Lexicomp, UpToDate, clinical guidelines, and primary literature to answer drug information questions
- Increase a candidate's competitiveness for residency by refining oral and written presentation skills and facilitating interpersonal and professional relationships
- Relevant technical skills related to the pharmacy intern role are as follows:
 - Competently prepares sterile and/or non-sterile preparations safely and accurately using appropriate calculations, techniques and documentation. Follows appropriate hazardous precautions when necessary.
 - Demonstrates the ability to accurately perform medication fulfillment responsibilities, including utilizing pharmacy technology and repacking medications as needed.
 - Accurately performs all duties of inventory management and drug delivery including, but not limited to, receiving and restocking inventory, performing cycle counts, checking for outdated inventory, and maintaining appropriate barcode scanning expectations.
 - Demonstrates appropriate controlled substance management including recordkeeping and security.
 - Demonstrates the ability to communicate with other healthcare providers to resolve medication related issues.
 - Consistently and accurately documents all required regulatory activities, such as clean room maintenance, refrigerator temperature assessments, and nursing unit inspections.
 - Demonstrates proficiency to utilize and troubleshoot Pharmacy Department technologies.
 - Conducts review of patient profiles to consistently complete medication histories, educate patients, and appropriately document clinical information within the medical record.
 - Participates in regular assessment of pharmacy activities through performance improvement initiatives, quality studies, research/publication, and supports caregiver educations programs (including caregiver in-services, continued educations, etc.)
 - Ensures a positive patient experience during all interactions.

- Communication
 - Include the following people on all communications: Laura Kroon, Jasmine Apfeld, and Jessica Panas
 - Interns are expected to respond to all communications in a timely fashion
 - Turn-around time for text communication is 12 hours
 - Turn-around time for email communication is 72 hours (unless otherwise specified)
 - Maintain open communication with your precepting pharmacist, providing them with a primary means of communication when you leave the pharmacy (i.e. phone number, Vocera)
 - Proactively seek additional tasks during “downtime” and notify your precepting pharmacist when a task is complete
 - Notify your precepting pharmacist if you feel unprepared to complete a task
- Consults and Clinical Activities
 - An intern may not make patient care recommendations without previous discussion and approval by precepting pharmacist
 - All notes must be cosigned to precepting pharmacist
 - Interns may counsel patients on drug and disease state education if the following criteria are met:
 - Relevant scholastic module completed as part of the pharmacy school curriculum
 - I.e. Anticoagulation for warfarin and direct oral anticoagulation (DOAC) counseling
 - Vancomycin and warfarin dosing competencies require policy signoff prior to completion
 - Dosing consults must be completed under direct pharmacist supervision in accordance with medication-specific dosing policies and co-signed to precepting pharmacist
 - Adult Vancomycin Dosing Service: Training Checklist
 - Formal training and documentation are required prior to independently completing medication histories and patient counseling consults
 - Pharmacy Student and Technician Training Checklist
 - Anticoagulant Counseling Checklist
- As your primary site, Lutheran scheduling takes priority over other regional hospital locations
- Intern Meetings
 - Attending and contributing to intern meetings are a requirement of the intern program
 - Intern meetings are subject to the Attendance and Corrective Action Policies
 - Absences due to concurrently scheduled scholastic endeavors are consider excused

Requirements

- Education - Currently enrolled in an accredited College of Pharmacy program and meets education requirements to qualify for an intern license in the State of Ohio
 - International pharmacy experience which meets the requirements to qualify for the Foreign Graduate Pharmacy Intern License will offset the requirement to be enrolled in a pharmacy program
- Certifications - Current State Board of Pharmacy Intern License (PH/INT) prior to the start date
- Complexity of work - Within the scope of the job, requires critical thinking skills, decisive judgment, and the ability to work with minimal supervision. Must be able to work in a stressful environment.
- Work Experience - None required.

- Physical Requirements - Typical physical demands include ability to perform job while standing, reaching, stretching, and sitting for prolonged periods, manual dexterity sufficient to perform computer functions of job.
- Personal Protective Equipment - Follows Standard Precautions using personal protective equipment as required for procedures.
- Other - Complete annual occupational health tuberculosis screen, n95 respirator fit test, Workday goal submission, Pharmacy Keeper Attestations, and MyLearning activities
 - Demonstrate proficiency in the following: Pharmacy Keeper, Logistics, CII safe, Pyxis, Epic, and Kronos
 - Demonstrate where to locate the Policy and Procedures Manual (PPM) on the intranet
 - Adhere to policies posted in PPM
 - Attest and adhere to policies and competencies assigned in Pharmacy Keeper
 - Staff the pharmacy on weekends and holidays—rolling schedule posted in advanced
 - Once the schedule is posted, it is the intern's responsibility to arrange shift coverage if they cannot attend their shift
 - Adhere to Pharmacy Services PRN Staffing Standard Operating Procedure
 - As pharmacist extenders, interns are required to provide availability during summer break and winter break
 - Interns may request up to 10 workdays off during summer break and 5 days off during their winter break while in their P1 through P3 of pharmacy school
 - Additional time off may be approved based on business needs of the department, rotation requirements, scholastic endeavors, and manager discretion

Clinical Activities

- Ensure all technician duties are complete prior to helping with clinical activities. These include but are not limited to:
 - Telephone triage
 - Printing patient lists
 - Pulling and crediting patient return medications
 - Daily temperature and pressure differential checks
 - Preparing and delivering hourly rounds and stat medications
 - Put away order
 - Pull and deliver Pyxis fills and narcotics
 - Performing cycle counts
 - Floor inspections
- Upon completion of a clinical activity, ensure operational support is not needed before assuming additional clinical activities
- Once clinical competencies are complete, triage clinical activities (in order of importance):
 1. High-risk transition of care medications histories
 2. Clinical consult for a medication history
 3. Vancomycin and warfarin consults – please reference your clinical binder and the policies available on PPM
 4. ICU medication histories

5. ED medication histories, prioritizing admitted patients
6. As precepting and direct instruction allows, you may complete the following:
 - Patient counseling
 - Nursing in-services
 - Note: clinical activities list may be modified by preceptor according to intern knowledge, level of experience, and demonstrated competency
- If interns are asked to complete projects as part of an Intern Program-related shadowing experience, they must be scheduled in Kronos and compensated for time spent. Examples include:
 - Medication use evaluations
- New drug updates
 - Journal clubs
 - Guideline updates
 - Case presentations
- Interns are encouraged to complete a PhORCAS self-evaluation form the fall of their P3 year and the summer of their P4 year
- While on the clock, interns must be engaged in core internship activities
- Research Guidance
 - If an intern is instructed to collect, evaluate, or present data as part of a departmental initiative, they will be scheduled in Kronos and compensated for their time
 - Because it is not a requirement or expectation of the Pharmacy Intern Program, additional research is voluntary, uncompensated, and must be completed outside of scheduled hours
 - Management will be notified in advance if an intern will be on site for research purposes