LEARN
GROW
INSPIRE

KAISER PERMANENTE®

Downey Medical Center
PGY1 Pharmacy Residency

Introduction and Residency-Specific Information

Kaiser Permanente is the largest civilian integrated healthcare system in the United States with over 9 million members. The Kaiser Permanente - Southern California Region provides care for over 3 million members. In 2006, Kaiser Permanente implemented a highly sophisticated national electronic health record system (HealthConnect) that links Kaiser Permanente facilities across the nation and provides authorized health care providers with online access to patient and clinical information 24/7. This provides a unique opportunity for residents to be involved in many aspects of an organized health care delivery system with an emphasis on preventative care. The goal of this residency program is to help each participant understand how all the components of pharmacy services are integrated in order to provide our members with high quality, caring, convenient, and affordable health care. The resident will be exposed to various areas of pharmacy practice and will have many opportunities for unique and educational learning experiences. The Kaiser Permanente Downey Medical Center PGY1 Pharmacy Residency program is accredited by the ASHP Commission on Credentialing.

Geographical Information

The City of Downey is located in southeast Los Angeles County. The city is best known as the birthplace of the Apollo space program. The City of Downey has a total population of 111,772 according to the 2010 census.

Kaiser Permanente Downey Service Area has proudly served southeast Los Angeles County since 1965. It serves approximately 25 nearby cities, including Bellflower, Cudahy, Whittier, and Cerritos. Our current membership is over 360,000.

Pharmacy Services

Our area provides inpatient, ambulatory care, and outpatient pharmacy services to its members. The inpatient pharmacy services 352 licensed beds, including both neonatal and pediatric intensive care units, and provides drug distribution, clinical monitoring, and IV admixture services. The ambulatory care pharmacy supports various pharmacist-managed clinical services, including anticoagulation, asthma, heart failure, CVD management, medication therapy management, new member program, renal management, and oncology. Our eight outpatient pharmacies provide our members with prescription services and clinical monitoring.

The pharmacy department prides itself on being progressive and innovative in the delivery of pharmaceutical care. In addition to providing excellent pharmacy services to our members, Kaiser Permanente supports the profession of pharmacy via active involvement in professional organizations, community service, and providing an interactive mentorship with pharmacy students through various programs. Pharmacists take an active role in numerous committees such as quality, infectious disease, medication safety, drug utilization, pharmacy and therapeutics (P&T), and more.

Our residency provides a unique opportunity for the resident to be involved in many aspects of an organized health care delivery system with an emphasis on preventative care. The goal is to help each participant understand how all

components are integrated in order to provide our members with quality, affordable health care. Residents will be exposed to various areas of practice and will have many learning opportunities.

The Residency Program

The Kaiser Permanente Downey PGY1 Pharmacy Residency offers unique opportunities for residents to develop their skills in health care within a large managed care setting. Because it offers a variety of pharmacy practice settings, the resident will be able to gain experiences in outpatient, inpatient and ambulatory care pharmacy practice as well as pharmacy administration and management. The purpose of our residency program is to produce pharmacists who can manage their own practice, function competently in multiple healthcare environments, communicate with both patients and health care providers, as well as deliver excellent pharmaceutical care.

The pharmacist completing the program will have a model of practice which reflects self-initiation in dealing with practice problems, skills in self-assessment, and commitment to the current and future job environment. Through this residency program, they will have developed a philosophy of practice that embraces the concept that pharmacists must be responsible and accountable for optimal drug therapy outcomes.

Core Learning Experiences

Acute Care

During this experience, the resident will participate in pharmaceutical involvement in acute patient care. The resident will learn to assume responsibility for the management and outcome of inpatient drug therapies for adult, pediatric and neonatal patients. The resident will perform many clinical and distributive functions pertaining to but not limited to: aminoglycoside and vancomycin protocols; anticoagulation protocols; antibiotic surveillance program; total parenteral nutrition monitoring; drug/medication utilization evaluation; adverse drug reaction reporting; medical emergency and code blue participation; management of the drug distribution system; IV admixture preparation; and quality improvement programs. The experience will include exposure to Pharmacy & Therapeutics Committee, Medication Safety Committee, Infection Control Committee, and attendance of regional inpatient pharmacy management meetings. Additional elective time available for Emergency Dept (ED), Home Health/Infectious Disease, and Neonatal ICU/Pediatric ICU if the resident chooses.

Anticoagulation Services (OACS)

The pharmacist-run outpatient anticoagulation service provides care to over 2,300 physician-referred patients on both oral and injectable anticoagulants. Pharmacists in this service provide individual drug education, monitoring and adjustments for each patient's diagnosis and laboratory values. The initial consultation with the pharmacist involves orientation to the service and drug/disease state education. Subsequently, pharmacists evaluate the patient's lab results, assess drug dosage and patient compliance, identify any drug interactions, make dosage adjustments, and arrange follow-up appointments utilizing telemedicine. Although this is an outpatient service,

this program also follows patients in skilled nursing facilities. The resident will have the opportunity to rotate through this service and build upon skills necessary for patient care, drug monitoring and evaluation.

Cardiovascular Diseases (CVD) / Complete Care

The resident will have the opportunity to rotate through several Complete Care CVD Management Programs in the Downey Medical Center. Downey currently has seven decentralized, primary care programs supporting four family medicine modules and three internal medicine modules. These programs aim to improve clinical outcomes of patients with or at high risk for cardiovascular disease. Populations for CVD integration include: diabetes mellitus (DM) type 2, hypertension (HTN), dyslipidemia, atherosclerotic disease, and chronic kidney disease. The resident will have opportunities to interact with patients via individual face to face clinic visits, telephone consultations, email "secure" messaging, as well as group visit appointments. This rotation also provides the resident opportunities to work directly with members of the multidisciplinary care team. The resident will educate patients regarding their disease states and recommend non-pharmacological methods of managing their chronic conditions. Upon disease state assessment, the resident may provide medication initiation and titration, monitoring of necessary laboratory tests, and drug interaction screening. The resident will also recommend routine screenings and immunizations for health maintenance (i.e. retinal exam, foot check, pap-smear, mammogram, colorectal screening, etc.) when appropriate. Overall, the experience will help the resident build his/her skills in primary care.

Heart Failure (HF)

The resident will have the opportunity to work closely with a multidisciplinary team as part of Downey Medical Center's Transitional Care Program (TCP) and Heart Failure clinic. The Heart Failure clinic is located in cardiology and the resident will work with an integrated team of nurses, cardiologists, and social worker. This clinic's main goal is to assist the physicians with follow-up care for Heart Failure patients after Heart Failure hospitalization. The primary focus will be on medication management (initiation, titration and follow-up), patient education on heart failure, diet, fluids and exercise. This program is aimed to help decrease hospitalizations, decrease mortality, and increase quality of life of heart failure patients. The resident will have the opportunity to assess and follow-up with patients in clinic (with the NP or pharmacist) or via telephone. The resident will also provide Heart Failure education regarding disease state, diet, fluid & exercise, in additional to medication counseling. This rotation will provide a unique experience due to the patient population and help the resident integrate many clinical skills – patient interview/assessment, in-depth chart review, medication initiation and titration, review of labs and their related disease states

Oncology

Adult Hematology / Oncology and Outpatient Infusion Center (OPIC)

The Downey Medical Center has a robust Adult Hematology/Oncology & Outpatient Infusion Center that provides infusions to approximately 60-80 ambulatory patients per day. The facility includes 15 chairs for hematology/oncology infusions, 20 chairs for non-chemotherapy infusions, and a licensed sterile

compounding pharmacy. The pharmacy meets USP797 standards, and includes two unique sterile compounding areas. The hematology/oncology pharmacists work closely with 6 oncology physicians and a team of nurses to manage & dispense chemotherapy regimens, as well as research medications for various clinical trials. Furthermore, the pharmacists provide medication therapy management for oncology patients with anemia, bone metastases, and chemotherapy induced nausea and vomiting. The infusion pharmacist manages & dispenses non-chemotherapy medications including treatments for rheumatoid arthritis, neurological diseases, infectious diseases, osteoporosis, and anemia. The resident will have the opportunity to learn the most common oncology disease states and the associated first line, second line, and applicable third line treatment regimens. In addition, the resident will process prescriptions for chemotherapy regimens & non-chemotherapy infusions. The resident will learn how these agents are prepared, administered, and learn how to prevent & manage associated side effects.

Pediatric Hematology / Oncology

Part of a multi-disciplinary team, the pediatric hematology/oncology pharmacist is in charge of managing medications, monitoring side effects and drugs interactions, and providing patient/caregiver education to improve patient adherence. The pharmacist is a member of the Children's Oncology Group (COG) and is responsible for interpreting COG protocol treatment plans in order to write inpatient and outpatient chemotherapy orders. Furthermore, the pharmacist is responsible for assessing patient's emetogenic risk prior to undergoing chemotherapy and managing nausea/vomiting as part of the Antiemetic Medication Therapy Management program. In addition, the clinical pharmacist, in collaboration with pediatric oncologists will ensure that patient receives adequate stem cell support and pain management. As part of the experience, the resident will also be exposed to patients with hematologic disorders such as hemophilia, sickle cell, and aplastic anemias and their sequelaes. The resident will attend regional pediatric tumor boards and weekly multidisciplinary rounds as part of their rotation.

Outpatient / Drug Education

During the outpatient pharmacy experience, the resident will learn the duties and responsibilities of the outpatient staff pharmacist. This includes training and directly supervising ancillary pharmacy personnel, providing professional consultation and appropriately handling service issues. The resident will be able to see the incorporation of technological advances in the Kaiser Permanente outpatient setting such as the large-scale Central Refill Pharmacy located in Downey. Opportunities also exist to participate in the Outpatient Clinical Services program (OPCS), where pharmacists provide extended consultations and follow up care to patients with diabetes and dyslipidemia. In addition, the resident will be exposed to outpatient pharmacy management responsibilities and the critical aspects of achieving financial goals while maintaining excellent service to our patients. The resident will leave the outpatient pharmacy rotation with a broader understanding of the pharmacy manager's role in both the daily activities of running a pharmacy and in terms of their impact on pharmacy as a whole.

Elective Learning Experiences

Neonatal ICU (NICU)/ Pediatric ICU (PICU)

The neonatal and pediatric intensive care unit (NICU & PICU) rotation is an elective 3-week learning experience. The role of the NICU and PICU pharmacist in this setting includes multidisciplinary collaboration with other healthcare providers to actively monitor and promote the most effect effective use of medication in these highly specialized patient populations. The resident will be exposed to highly-involved pharmaceutical care practice, include serving as the medication specialist on multidisciplinary rounds, provide drug information, ongoing pharmacy and medical staff education regarding current neonatal and pediatric hospital pharmacy practice, and facilitating medication therapy for patients based upon effectiveness, toxicity, and appropriate dosing.

Emergency Department (ED)

This elective rotation is designed to give the resident a hands-on experience with the management of disease states encountered in a high-volume, community medical center's Emergency Department (ED). The rotation is intended to build upon clerkship experience gained in pharmacy school, provide patient-focused services in emergency medicine, and promote optimal drug therapy. The resident will function as a clinical pharmacist in the ED as a part of the emergency medicine (EM) team. The team includes physicians, mid-level practitioners, nurses, respiratory therapy, and other health professionals. As part of the team, the resident is responsible for the pharmaceutical care of all ED patients under the supervision of the EM clinical pharmacist. Specific activities include active participation in, but not limited to, bedside clinical decision making, emergent medication preparation, distribution, and/or administration in all types of codes/cardiac emergencies and other critical care events. Such events can be stroke, sepsis, rapid sequence intubation, and procedural sedation. The resident will also be responsible for monitoring of lab and medication therapy; identifying and resolving medication-related issues; providing drug information either on request or through self-identified issues; performing chronic disease state management; and patient counseling.

Infectious Disease / Antimicrobial Stewardship (Inf Dx)

The inpatient adult antimicrobial stewardship program (ASP) works to ensure the judicious use of antimicrobials in the hospital, with the goal of minimizing adverse effects and antimicrobial resistance while still achieving optimal clinical outcomes. The resident will participate in the monitoring of patients on broad spectrum antimicrobials to identify opportunities for de-escalating or escalating empiric therapies, changing to culture or lab driven antimicrobials, discontinuing or initiating antimicrobials, intravenous to oral conversions, decreasing or increasing doses, and ordering cultures or labs. The resident will be able to discuss patients with the infectious diseases physicians and then make recommendations to the treating physicians. This rotation will also provide an

introduction to state and national ASP regulations and the metric reporting and quality improvement functions of an ASP.

Home Infusion/Home Health Service

The home infusion service provides care for patients who require home intravenous (IV) infusion of medications, hydration, or nutrition. The pharmacist in this service ensures a safe and effective home IV therapy. The initial consultation with the pharmacist includes evaluating patient specific IV therapy for appropriateness and feasibility, assessing patients for compliance and skill, and determining the best delivery method for each patient. The pharmacist will initiate IV therapy in the hospital or clinic with the goal of educating patients on individualized IV infusion methods, so the patient can be ready to continue medication infusion at home. The resident will perform the following clinical and distributive functions specific to home infusion therapy: aminoglycoside and vancomycin protocols, initiating and monitoring of total parenteral nutrition, adverse drug reaction reporting, management of the drug distribution system, and IV admixture preparation.

Longitudinal Learning Experiences

Drug Information / Drug Use Management

The drug education program is a cooperative effort between the Kaiser Permanente Pharmacies in the California Division and the Permanente Medical Group to promote the appropriate and cost effective use of medications. The resident will participate in the development of educational programs used to influence physicians' prescribing practices as well as utilize various communication methods to promote rational and cost-effective therapies. Active participation also includes the development of indicators used to measure the quality of medication usage, as well as the quality of pharmaceutical care. The resident will learn to calculate performance metrics based on raw prescription data as it relates to various drug initiatives. Upon analyzing the performance metrics, the resident will be able to identify where performance gaps occur to determine areas of focus. The drug education program allows the resident to perform academic detailing to providers utilizing various forms of communication.

Hepatitis C

The Hepatitis C Management program that provides close monitoring and treatment to approximately 20-30 new Hepatitis C patients a month. The program is designed to improve clinical outcomes for patients with Hepatitis C actively on drug therapy. Hepatitis C pharmacists work closely with the gastroenterology physicians to establish appropriate treatment regimen for each individual patient. The Pharmacists' roles are to provide patient education and to optimize medication management to achieve sustained virologic response (SVR). Pharmacists ensure patients' safety and compliance while on drug treatment through telephone follow-up and laboratory monitoring. During this rotation, the residents will have the opportunity to learn about Hepatitis C and its treatment regimens for various genotypes and disease stages. The residents will learn to initiate, evaluate, and/or adjust medication treatment plan according to current guidelines, protocols, and medication package inserts. The

residents will also learn to perform comprehensive patient assessments, order therapy-related laboratory tests, and monitor patients for adverse drug reactions, complications, and/or adherence.

Orientation / Leadership

This longitudinal experience serves to introduce the resident to core elements of pharmacy practice and leadership within an integrated health care system, providing him/her with the opportunity to experience and learn the many unique challenges facing the pharmacy profession in today's complex health care environment.

Pharmacy Administration / Management

The resident will be exposed to pharmacy practice management by taking part in the leadership team. The resident will attend leadership team meetings, offsite conferences, Pharmacy & Therapeutics Committee meetings, medical symposiums and any other management event conducted within their residency year. In addition, the resident will meet one on one with pharmacy services leaders and clinical operations managers in order to obtain an overview of pharmacy administration. The resident will continue to develop problem-solving skills, communication skills, gain an understanding of drug use policies, and learn to make judgments, set priorities, and assume responsibility.

Western States Conference (WSC) Project

The resident, in collaboration with the residency program director (RPD), and the residency program coordinators will identify a pharmacy practice based project for the year. The resident will use effective project management skills in formulating a feasible design and goal for the designated project. The resident shall learn and conduct all necessary approval processes as it relates to the project. This may include but not be limited to: an initial concurrence submission, and institutional review board (IRB) approval. The resident will create and abstract of the project to submit to Western States. The resident shall prepare and complete a PowerPoint presentation that will effectively present an overview of the project including the original goals and eventual outcomes. This presentation will be shared locally within Kaiser Permanente as well as at as the annual Western States Conference. Upon completion of the project, the resident shall also submit a manuscript detailing the process involved in completing the project.

Application

Candidate must be a graduate of an accredited School of Pharmacy with Doctor of Pharmacy degree and eligible for licensure in the State of California (required by October 1).

Candidate must submit the following materials for consideration (through the ASHP PhORCAS tool):

- Current Curriculum Vitae
- Letter of Intent – letter to include the following points:
    - Why have you chosen to become a resident?
    - What are your goals and expectations from a residency program?
    - What are your career objectives?
- Three (3) letters of recommendation
- Current California Pharmacy Intern License
- Official School or College of Pharmacy transcript
- Recent sample of your work (presentation or journal article)

Compensation and Benefits

- $23.38/hour (Approximately $48,600)
- 6 paid holidays
- 21 days per year earned time off (for vacation / sick leave)
- 9 days per year extended sick leave
- Health benefits including optical and dental for self and dependents
- Mileage allowance and other expenses
- Laptop computer, personal office phone, and pager

Application Deadline

All documents must be submitted by January 6, 2023 through ASHP PhORCAS

Contact Information

Downey Medical Center – Pharmacy Operations
9400 E Rosecrans Ave, Bellflower, CA 90706

Program Contacts – general line (562) 461-6070

John Sie, PharmD
Residency Program Director
Clinical Operations Manager
John.L.Sie@kp.org

Angela Chen, PharmD
Residency Program Coordinator Lead
Drug Education Coordinator
Angela.S.Chen@kp.org

Current PGY1 Residents

Kelley Hwang, PharmD
(562) 461-3715
Kelley.M.Hwang@kp.org

Megan Tsao, PharmD
(562) 461-3747
Megan.X.Tsao@kp.org

Local Websites

http://gateway-portal.ca.kp.org

http://mapq.st/12gF1fC

http://www.downeyca.org

http://www.bellflower.org

Past Residents Say…

"The best decision I made during pharmacy school was attending the open house and CSHP showcase for the PGY-1 Residency Program at Kaiser Permanente Downey. Meeting the preceptors and the team, you instantly get the feeling that this program has something unique to offer in addition to strong clinical experiences – a sense of mutual bonding, family, and support. A year later, I am incredibly proud, yet unsurprised, to say that this program has not only given me the tools to achieve my career goals but also blessed me with lifelong relationships with the Downey family. It is a humbling experience to work alongside passionate people, motivational leaders, and dedicated pharmacists and I enjoyed every minute of it."

Rey Wang, PharmD – Downey PGY1 Resident 2020-2021

There are a few words that readily come to mind when reminiscing about my PGY1 residency experience at Kaiser Permanente Downey Medical Center: warm, supportive, and familial. Home to unique learning opportunities and even more special people, the Downey family adopted me as one of their own without question and provided constant unconditional support and confidence in my personal and professional growth. With management and preceptors who invest their all in the residents, my experience has been nothing short of exceptional. Combing through the layers of my past year, I am grateful for the relationships I've built, the family I've become a part of, and the everlasting memories I've created. Downey will continue to hold a special place in me as a gem that will never stop shining.

Kevin Luu, PharmD – Downey PGY1 Resident 2020-2021