

KAISER PERMANENTE

PHARMACY RESIDENCY PROGRAM

POSTGRADUATE YEAR ONE

Walnut Creek/Antioch

Diablo Service Area



Walnut Creek / Antioch

Kaiser Permanente Diablo Area Pharmacy Residency Program

Dear Applicant,

Thank you for expressing an interest in our pharmacy residency program. We are an American Society of Health-System Pharmacists (ASHP) accredited postgraduate year one (PGY1) residency program that offers a unique array of opportunities to enhance your skills in different areas of pharmacy. For a general description of the site and program, please refer to the information in this packet.

You will develop leadership, clinical, teaching and administrative skills throughout the year under the guidance of highly experienced and qualified pharmacist specialists. These specialists assist the residents in building a strong base in key areas of pharmaceutical care. Taking the individual's interest and career objectives into consideration, a customized program is set up for each resident that enters our program.

Graduates from our residency training program will

- a) manage and improve patient drug therapies, leading to safe and effective medication use;
- b) provide evidence-based, patient-centered medication therapy management with interdisciplinary teams and be able to function competently in multiple healthcare environments;
- c) exercise leadership and practice management skills as a contributing member committed to the advancement of the profession;
- d) gain the confidence and skill to effectively manage their own career;
- e) provide medication and practice-related education/training to our patients and fellow healthcare providers;
- f) utilize cutting-edge technology, medical informatics, and project management skills to possess marketable attributes and a competitive edge.

Thank you again for your interest in our program. We are excited about our residency program and will be glad to provide any additional information you may need. Please do not hesitate to contact us with questions or for an opportunity to visit our site. We look forward to meeting you.

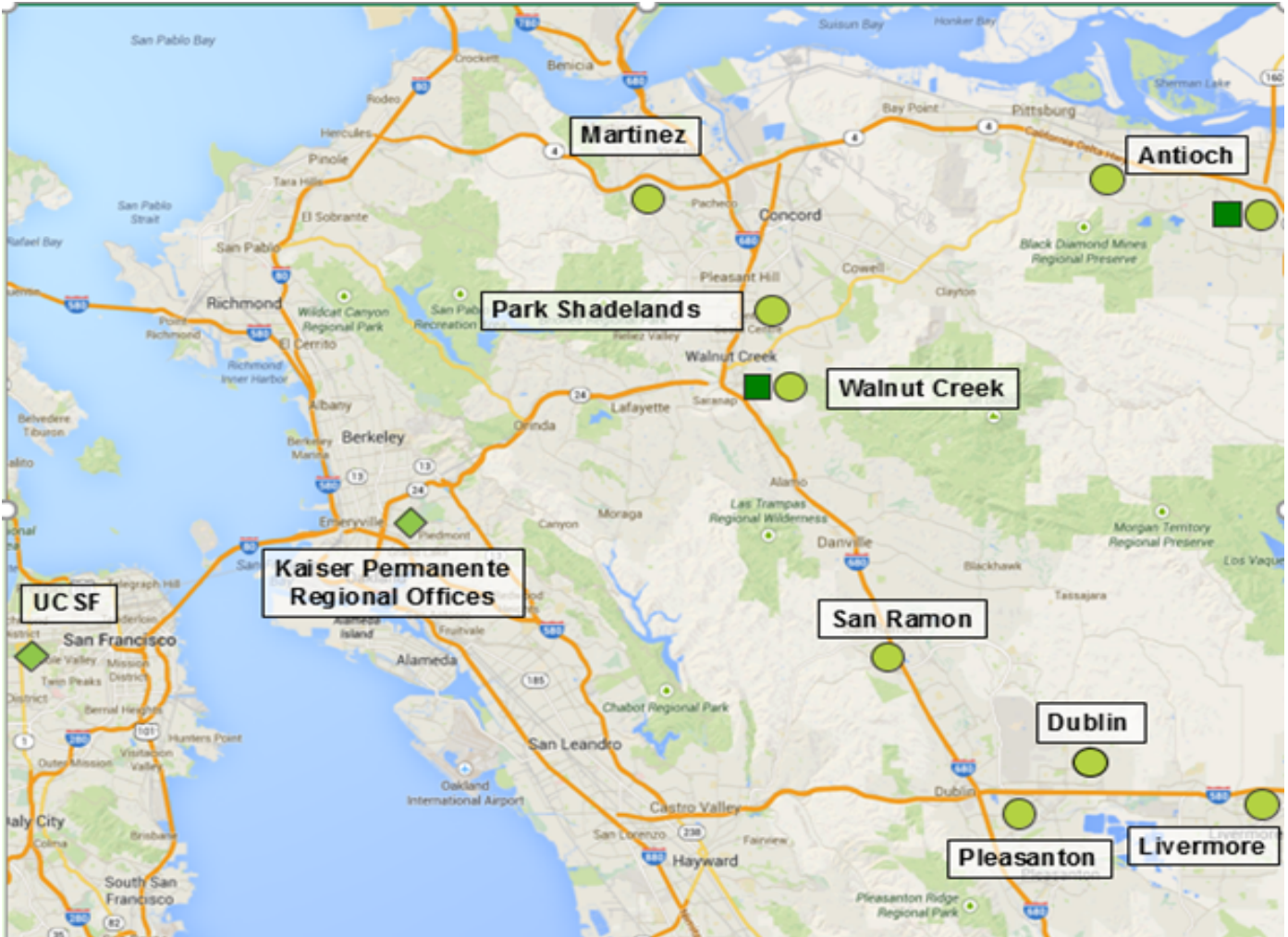
Sincerely,




Max Chau, Pharm.D.
PGY1 Residency Program Director
Clinical Pharmacy Director
Diablo Service Area
Kaiser Permanente, Martinez
200 Muir Road, Hacienda Bldg., Rm. H1E19
Martinez, CA 94553


DIABLO

Where we practice
Where we play
Where we thrive




 Hospitals

Antioch
Walnut Creek

 Medical Offices

Deer Valley (Antioch)
Delta Fair (Antioch)
Dublin
Livermore
Martinez
Park Shadelands (Walnut Creek)
Pleasanton
San Ramon
Walnut Creek

 Affiliate Rotations

UCSF
Kaiser Permanente Regional
Offices (Oakland)

DIABLO SERVICE AREA

Kaiser Permanente Medical Care Program – Diablo Service Area (Walnut Creek/Antioch)

Kaiser Permanente in the Diablo Service Area provides health care to over 490,000 members. Our two medical centers are located at Antioch and Walnut Creek, with hospitals that are licensed for 150-beds and 233-beds, respectively. In addition to the two medical centers, we have seven medical office buildings in the surrounding areas: Delta Fair (Antioch), Dublin, Livermore, Martinez, Park Shadelands (Walnut Creek), Pleasanton and San Ramon.

Pharmacy Services

Our pharmacists and supportive personnel practice in inpatient, outpatient, ambulatory care and administration settings. Inpatient and outpatient pharmaceutical care services are provided 24 hours a day, seven days a week. Both of our medical centers take advantage of technology in delivering care, including CPOE, EMAR, and bedside bar coding. Pharmacists also participate in a wide range of clinical activities including primary care, anticoagulation (warfarin and DOACs), cardiovascular risk management, Medicare Medication Therapy Management, asthma, COPD, hepatitis C, oncology and oral chemotherapy, pain management and opioid tapering, HIV, osteoporosis, dementia, psychiatry, multiple sclerosis, psoriasis, hospice and home health, congestive heart failure, OBGYN, medication refills, chemical dependency, Care Plus and drug use management, and inpatient clinical services (ID, anticoagulation, pain, NICU, transitions of care, ICU). Our service area provides many outstanding opportunities for pharmacists to practice in collaboration with physicians, nurses, and other health professionals under an integrated healthcare model. The Diablo Service Area is also a teaching environment where students from UOP, CNU, UCSF and Touro University rotate regularly.



DIABLO SERVICE AREA

Where is the Diablo Service Area?

The Diablo Service Area is one of the largest regions in Northern California and encompasses most of Contra Costa County and parts of Alameda County. It surrounds beautiful Mount Diablo from the north, east, west, and south. There are two medical centers, located in Antioch and Walnut Creek, and seven medical offices spanning from Antioch to Livermore.

Both hospitals are state-of-the-art. We use electronic medical records (EMR) and electronic medication administration records (EMAR). Our prescribers use computer physician order entry (CPOE) and nurses utilize bedside bar coding for medication safety.

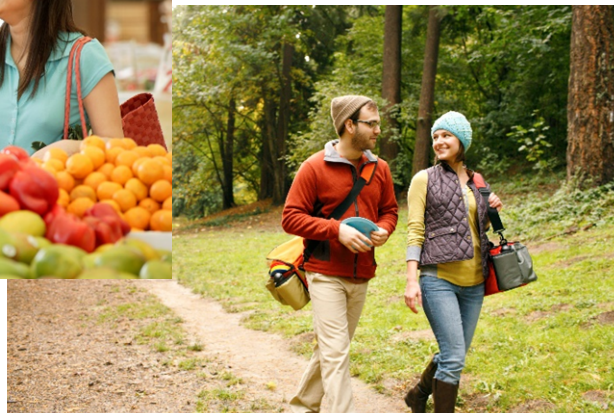
What's to do around the area?

We are centrally located in Northern California. We are 30 minutes driving time to San Francisco, 30 minutes from Oakland airport, 45 minutes to Napa, and 3 hours from Lake Tahoe. The (BART) Bay Area Rapid Transit has many nearby stations for easy public transit into SF or the airport.

Walnut Creek has its own Leshner Center for the Arts, which features Broadway plays, musicals, and concerts. Located nearby in San Francisco are several theatres, a symphony hall, and concert venues.

Outdoor enthusiasts will enjoy the wide variety of recreational areas nearby. The Iron Horse Trail runs straight through Walnut Creek and is great for jogging or biking. If sailing is your sport, Berkeley Marina is only a quick drive away. You can also learn windsurfing, canoeing, or kayaking at the marina. For freshly powdered ski slopes, Lake Tahoe has seven major ski resorts within 200 miles.

Shoppers will delight in the myriad of shops at Broadway shopping plaza in Walnut Creek. On certain days, the Contra Costa farmers sell their fresh produce at the Farmer's Market.



The Key to an Excellent Residency

The PGY1 Residency Program at Kaiser Permanente, Diablo Service Area (Walnut Creek/Antioch) follows guidelines set by the American Society of Health-System Pharmacists and provides thorough training in a variety of specialties.

Purpose

The purpose of the Kaiser Permanente Diablo Area Pharmacy Practice Residency Program is aligned with the ASHP Purpose Statement. The PGY1 pharmacy residency program builds on Doctor of Pharmacy (Pharm.D.) education and outcomes to contribute to the development of clinical pharmacists responsible for medication-related care of patients with a wide range of conditions, eligible for board certification, and eligible for postgraduate year two (PGY2) pharmacy residency training.

Program Description

This program provides residents with extensive training and work experience to contribute to their overall development as pharmacists. The program will enable each resident to eventually manage his or her own practice, function competently in multiple healthcare environments, and deliver high-quality pharmaceutical care to patients for a variety of disease states requiring numerous therapies. The experience residents receive from the program will allow them to employ a model of practice that reflects self-initiation in dealing with practice problems, skill in monitoring their own work, and commitment to the advancement of the pharmacy profession. Upon completion of the program, each resident will possess marketable drug information knowledge and skills for current and future job environments. The overall goal of the program is not only to provide residents with practical experience and training, but to encourage the residents to commit to a lifelong pursuit of knowledge to further their development as successful pharmacists.

Salary and Benefits⁺

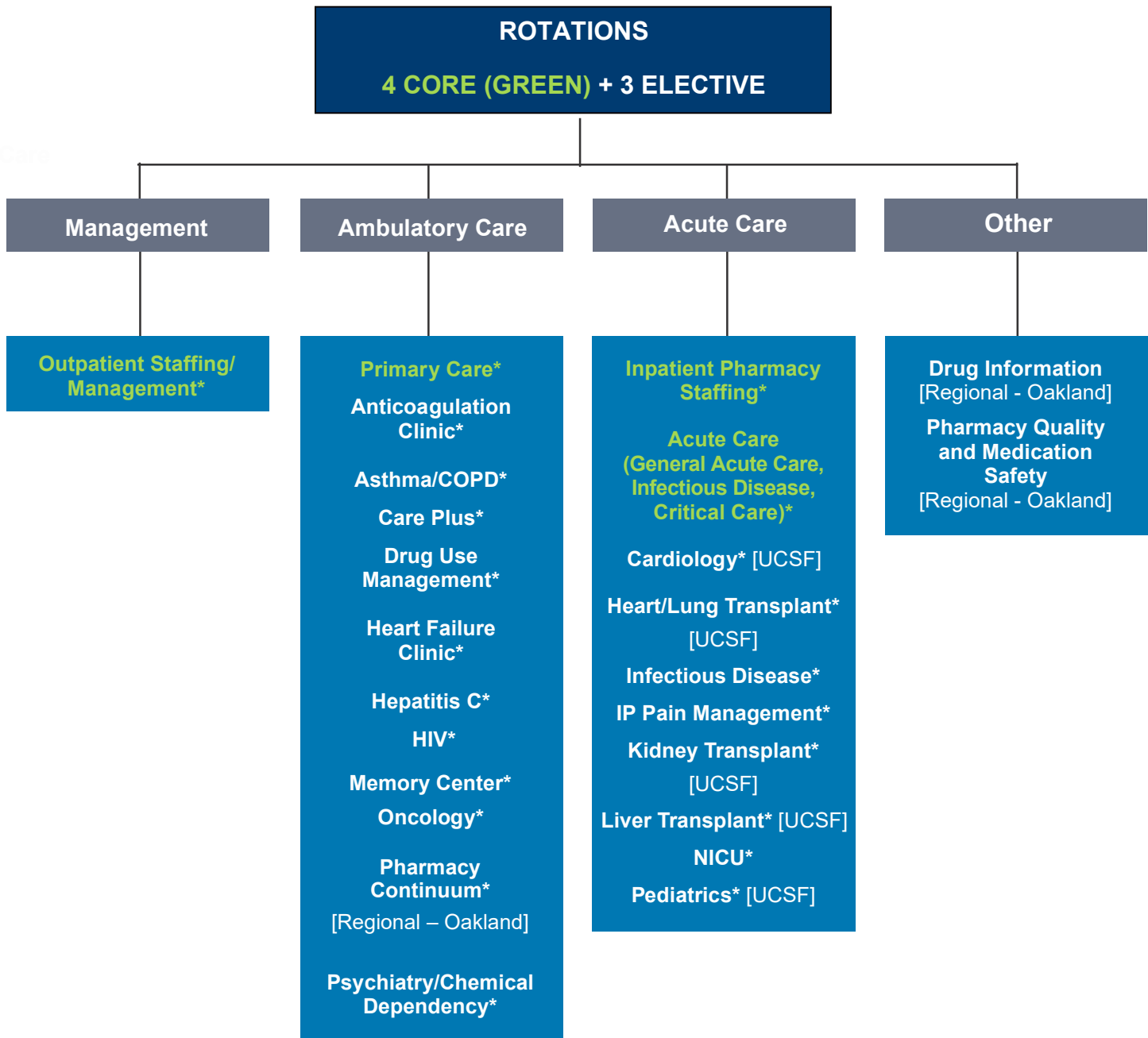
- \$53,664 per annum, based on \$25.80 hourly, paid in bi-weekly pay periods
- 10 days per year of paid personal time off, sick days, or vacation
- Paid holidays: Eight major holidays
- Insurance: Medical, dental, prescription, optical, plus optional life insurance
- Paid educational leave and travel support available for attendance at CSHP seminar, Western States Conference, and selected regional training meetings; Paid membership to CSHP- DSHP
- Access to clinical library and resources
- Free parking at all Kaiser Diablo facilities

⁺ *Salary and benefits may be subject to change*

Other Considerations

- State-of-the-art facilities utilizing CPOE, EMR, EMAR, and bedside bar coding at both medical centers
- Opportunities to precept pharmacy interns from regional schools of pharmacy
- Experience within a healthcare management organization emphasizing patient directed care and education
- Primary care pharmacists with broad scope of practice and disease state management protocols
- Early emphasis on resident training through regional classes, site visits, and 1-on-1 instruction
- Emphasis on presentation skills development throughout residency training
- Future employment opportunities for high-performing residents

Choosing a Balanced Program



*Denotes a direct patient care experience. Residents must spend 2/3 or more of the program in direct patient care activities.

Choosing a Balanced Program

Duration of Rotations

- Inpatient Pharmacy Staffing (3 weeks)
- Acute Care
 - Acute Care 1 of 3 - General Acute Care (3 weeks)
 - Acute Care 2 of 3 - Infectious Disease (4 weeks)
 - Acute Care 3 of 3 – Critical Care (4 weeks)
- Primary Care (8 weeks)
- Outpatient Staffing and Management (6 weeks)

Longitudinal Components†

1. Research Project (required)
 - Investigate research question to present at Western States Conference and as CE with possibility of publishing
 - Literature Review, IRB submission, Data Collection
 - Poster Presentation and Manuscript
 - Support for study design and statistical analysis
2. Continuing Education (CE) Presentation (required)
 - Preparation of one-hour CE with option to present to physicians as CME
3. Emerging Therapeutics Medication Use Evaluation (required)
4. Comprehensive Teaching Program and Certificate Program (optional)

Other Components†

1. Management Activities
 - Regional/local Pharmacy and Therapeutics
 - Managers' meetings (e.g., Outpatient, Inpatient, and Clinical Pharmacy leadership meetings, DRUG meetings)
 - Area Pharmacy Director leadership discussions (monthly)
 - Residency Interviews
 - Residency Program Director-Coordinator Meeting (monthly)
2. Community Service (four events per year)
 - Self-scheduled service to the community

†May be subject to change

Learning Experiences

CORE ROTATIONS (required)

Inpatient Pharmacy Staffing (3 weeks)

The Inpatient Pharmacy Staffing rotation is offered at both the Walnut Creek Medical Center (a 233-bed hospital) and the Antioch Medical Center (a 150-bed hospital) with eight patient care areas (Oncology/Stroke Unit, Intensive Care Unit, Neonatal Intensive Care Unit, Medical/Telemetry Unit, Women & Infant Unit, Peri-operative Unit, Emergency Department, and Medical/Surgical Unit). The inpatient pharmacy is a 24-hour pharmacy that provides comprehensive dispensing and clinical services. Residents will develop foundational practice skills in hospital pharmacy practice. They will review patient medication profiles, identify drug-drug interactions, enter prescription orders, verify prescription orders, perform sterile compounding, identify adverse drug reactions and as needed, precept pharmacy students.

Acute Care (11 weeks total: General Acute Care - 3 weeks, Infectious Disease - 4 weeks, Critical Care - 4 weeks)

The Acute Care rotation will allow residents to rotate through the Medical/Telemetry Unit, Infectious Disease, and Intensive Care hospital units. The residents will perform pharmacokinetic monitoring, monitor and adjust anticoagulant therapy, perform medication reconciliation, and provide discharge reconciliation and consultation for complex patients. The resident will also collaborate and serve as a liaison between physicians, nurses and the pharmacy to provide drug information, present educational programs, and uphold policies, drug regulatory laws, and compliance standards.

The Infectious Disease portion of the rotation is designed to strengthen the resident's understanding of antimicrobial therapy so that residents can practice all aspects of antimicrobial stewardship in the hospital setting. The resident will participate in the initiation, evaluation, adjustment, and monitoring for all patients under pharmacy-based protocols for aminoglycoside and vancomycin therapies, renal dosing per protocol, and make IV to PO conversions per protocol.

The Intensive Care portion of the rotation is designed to further allow the residents to become proficient in adult critical care pharmacy practice. The resident will participate in daily multi-disciplinary rounds, review laboratory data to monitor for appropriate dosing, adjust and monitor TPN per protocol, monitor patient sedation and analgesia, and respond to and participate in medical emergency codes.

Primary Care (8 weeks)

The Primary Care team in the Diablo Service Area consists of clinical pharmacists, internal medicine physicians, nurse practitioners, dietitians, behavioral medicine consultants, and other medical staff. The team works collaboratively to optimize patients' medication therapy in multiple disease states including, but not limited to, hypertension, dyslipidemia, diabetes, heart failure, asthma, chronic obstructive pulmonary disease, and osteoporosis. Clinical pharmacists initiate, adjust, monitor, and recommend treatment plans, which may include drug therapy and/or lifestyle modifications based on various information, such as patient interviews, monitoring parameters, and review of medication and medical record. They provide drug information/education services to patients, as well as members of the medical team, and assist Drug Education Coordinators (DECs) in implementing ongoing initiatives to promote appropriate cost-effective and safe use of medications. Clinical pharmacists are also involved with the Medicare Part D Medication Therapy Management (MTM) program and provide eligible Medicare beneficiaries with comprehensive medication reviews that help identify and resolve medication related issues, including drug-drug interactions, adverse effects prevention/management, and inappropriate medication selection for elderly patients. Clinical pharmacists in the PHASE (Prevention of Heart Attacks and Strokes Everyday) Program manage diabetes patients closely to help them achieve their A1c goals to decrease risks of macrovascular and microvascular complications.

Learning Experiences

Outpatient Staffing and Management (6 weeks)

Outpatient pharmacies are located at every facility throughout the Diablo Service Area including the medical centers at Walnut Creek and Antioch. There are 11 outpatient pharmacies in the Diablo Service Area. They range from large volume pharmacies, selling over 1000 prescriptions per day, to smaller specialized pharmacies in the Medical Office Buildings. Our outpatient pharmacies provide efficient and comprehensive prescription dispensing and consultation services. Outpatient pharmacists are also actively involved with multiple-drug initiatives based on Regional and Local programs to improve cost effective patient outcomes. In addition, outpatient pharmacists improve quality (Medicare Stars) and patient outcomes through our Outpatient Clinical Services which include Medication Adherence, Medication Therapy Management (MTM), and Medication reconciliation during transitions of care, including new member onboarding.

The resident's practice experiences are geared towards both Leadership and Management development and outpatient clinical practice and include the following:

- An understanding and participation in outpatient pharmacy quality assurance measures.
- An understanding of the process in development of policies and procedures.
- An understanding of the budgetary development and participation in ongoing monitoring/analysis of the financial performance of the pharmacy.
- An understanding of personnel management under the Labor Management Partnership and participation in the hiring process of new employees.
- An understanding and participation in Drug Procurement and management of pharmacy inventory.
- Participation in Performance improvement and Service Excellence initiatives.
- An understanding and participation in ensuring compliance with State and Federal regulations and Pharmacy business practice audits.
- Two weeks of Medicare Stars training and practice.

The resident will demonstrate understanding of change management and performance improvement by designing and implementing one or more projects.

ELECTIVE ROTATIONS

Anticoagulation Clinic (4-6 weeks)

The Anticoagulation Service, located in Martinez, provides care for approximately 5000 patients on Coumadin® (warfarin). Pharmacists assist physicians in managing and treating patients placed on outpatient anticoagulation therapy including Coumadin® and low molecular weight heparin bridge therapy. Each pharmacist has a panel of patients that they manage via telephone appointment visits. The goal of this service is to optimize anticoagulation therapy, thereby reducing the risk of bleeding and thromboembolic events. Pharmacists perform the following activities: manage unstable/stable/critical INRs, prescribe vitamin K when indicated for critical INRs, evaluate drug-drug, drug-food, and drug-disease interactions, document patient care activities, assist in temporarily holding warfarin and prescribing low molecular weight heparin for those patients needing surgeries, evaluate patients who may be candidates for conversion to Direct Oral Anticoagulants (DOACs, e.g., Pradaxa®, Xarelto®, Eliquis®), answer drug information questions for health care providers and patients, and participate in quality improvement projects. In addition, the DOAC service manages patients taking DOACs throughout Northern California. DOAC pharmacists provide patient/physician education, dosing instructions, lab monitoring, management of drug interactions, and peri-operative instructions.

Learning Experiences

Asthma/COPD (6 weeks)

The Asthma Care Management team is comprised of pharmacists who work with the primary care physicians. The team manages patients who exhibit poor asthma control based on their medication refill history and Emergency Department visits for asthma. Care managers adjust medication therapy, educate patients on disease state, assess inhaler technique, order pulmonary function tests, and address other co-morbid conditions. Follow ups are performed to ensure patients are tolerating medication adjustments and responding well to changes. Patients may also be referred to asthma care managers by their primary care physician for more education and closer monitoring of their asthma therapy. Encounters are mostly phone-based, but occasionally, in-office visits or consults are arranged.

The COPD Care Management Program provides care for approximately 400 patients in the Diablo Service Area. Our two pharmacist care managers work collaboratively with a physician champion, pulmonologists, internal medicine physicians, and social workers to manage patients' COPD via telephone service. The goal of the COPD Care Management Program is to assist patients in managing their COPD symptoms and to prevent and reduce exacerbations and hospital/ED admissions. The pharmacist care managers work with patients in initiating and adjusting medications, providing medication education, and promoting smoking cessation. The program also provides an urgent message line for consultation and triage for patients with acute symptoms.

Care Plus (6 weeks)

The Care Plus team is a multi-disciplinary team comprised of physician mentors, pharmacists, registered nurses, social workers, and medical/program assistants. Care Plus is a case management service that works with patients who have a high likelihood of hospitalization. These patients often have complex chronic conditions such as diabetes, hypertension, and heart failure and/or complex psychosocial needs. The Care Plus team partners with the patient's physicians and other healthcare providers to help them achieve their healthcare goals. The unique aspect of Care Plus is that patients can call the clinic number any time (24/7) and reach a live person who can assist them with their complex needs.

Patients are enrolled in the service with an in-person office visit with the Care Plus team. During the initial office visit, the pharmacist completes a comprehensive medication review with the patient and/or caregiver and provides an updated list of the patient's medications. The pharmacist also provides follow-up calls or office visits with patients who need optimization of medications for their chronic conditions, better medication adherence, or education on their medication regimen or chronic conditions. The pharmacist is responsible for assessing patients based on subjective and objective information and providing appropriate therapeutic recommendations to the team and/or patient.

Drug Use Management (6 weeks)

The Drug Use Management rotation involves training with the Drug Education Coordinators (DECs). The core experiences of the Drug Use Management rotation include understanding the role of drug use management within a healthcare system, understanding Kaiser Permanente's relationship with the pharmaceutical industry, and participating in formulary management. The DECs assist in the development and implementation of pharmacy strategies (drug initiatives and conversion programs) in the clinical management of pharmaceuticals. The DECs work in collaboration with physicians, department heads, the pharmacy management team, and pharmacy staff to promote evidenced-based medicine and to implement pharmaceutical care programs that ensure optimal use of preferred formulary drugs while providing high-quality and cost-effective care for patients.

DECs work closely with other providers on approved initiatives. The DECs are involved in many levels of drug utilization, including data retrieval and analysis, initiative conception and implementation, and drug information dissemination.

Learning Experiences

Heart Failure Clinic (6 weeks)

The Heart Failure Clinic operates with pharmacists and nurses as Care Managers, as well as a cardiologist and MD mentors. Each Care Manager works independently and has their own panel of patients they manage. Most initial and follow-up appointments are done via telephone.

The purpose of this clinic is to decrease morbidity and mortality, reduce the risk of disease progression, and decrease hospital and ED admissions for our members in DSA through disease state management. Patient-specific, evidence-based, guideline-directed therapies that include medication and lifestyle modifications are utilized. Care Managers work under a protocol and are responsible for medication titration, symptom management, ordering and addressing of baseline and follow-up labs, and ordering certain diagnostic procedures. Care Managers are also responsible for setting up and teaching the “Living Better with Heart Failure” class for newly enrolled patients. This class occurs about once a month and is taught with physicians and dietitians at different sites throughout DSA. Pharmacists are also responsible for precepting pharmacy students for a 6-week elective rotation.

The residents will be involved in all aspects of Heart Failure Care Management activities, including precepting students and teaching classes. The resident must be able to communicate effectively with patients and other health care providers in person and by telephone to be successful during this learning experience.

Hepatitis C (6 weeks)

The Hepatitis C Program is a physician-supervised management program run primarily by pharmacist and nurse care managers. The pharmacist is responsible for evaluating adult patients referred for HCV treatment as well as initiating, managing and monitoring patients on treatment. The pharmacist also serves as a liaison between UCSF Transplant Service and the pre- and post-liver transplant patients for any medication related issues while on Hepatitis C treatment. The resident will be responsible for reviewing all protocols and guidelines that apply to the clinic and for practicing consistently within such protocols and guidelines. Good communication and interpersonal skills are vital to success in this experience.

HIV (6 weeks)

The HCON (HIV Consultative) service provides care for approximately 600 HIV+ and 260+ HIV pre-exposure prophylaxis patients in the Diablo Area. Patient visits are conducted in person or over the phone. The HCON team consists of four infectious diseases specialists, a nurse, a pharmacist, and a licensed clinical social worker. The pharmacist has a dual role as both a case manager and a clinical pharmacist. As a case manager, the pharmacist provides support for the patient by managing their general needs for appointments and medications and monitors patients to ensure they receive routine medical care. As a clinical pharmacist, the pharmacist makes recommendations to physicians regarding antiretroviral therapy and the treatment and prevention of opportunistic infections, as well as recommendations regarding general medicine therapy. The pharmacist provides patient education and monitors for effectiveness and adverse effects of therapy for HIV treatment, HIV pre-exposure prophylaxis, and HIV post-exposure prophylaxis. The pharmacist also serves as a liaison between the patient, physicians, and the pharmacy department for any medication related issues.

Learning Experiences

Memory Center (6 weeks)

The Memory Clinic Pharmacist is a part of a multi-disciplinary clinical team. Team members also include physicians, nurse practitioners, and social workers. Patients with suspected dementia are referred to the Memory Clinic for a complete evaluation, diagnosis, and medication management. The goal of the clinic is to optimize care for dementia patients through diagnostic testing, treatment modification, and follow-up care. During the initial office visit, the pharmacist completes a comprehensive medication review, which includes assessing medication adherence and identifying any medications and supplements which may exacerbate dementia symptoms. The pharmacist also provides follow-up telephone calls to monitor for adverse effects, complications, and therapeutic outcomes of the medications started by the Memory Clinic.

Oncology (6 weeks)

The Diablo Service Area Oncology Pharmacies, located in Walnut Creek, Antioch, and Dublin, provide comprehensive outpatient oncology pharmacy services to our clients. Pharmacists work collaboratively with the clinic staff, doctors, and nurses to provide care for our patients. The pharmacy is USP 797 compliant with outpatient pharmacy and has a sterile compounding license. Pharmacists and technicians provide safe and high-quality dispensing and clinical functions. Oncology pharmacists manage many active protocols such as oral chemotherapies, pain management, colony stimulating factors, chemotherapy side effect management, steroid induced hyperglycemia, and antiemetics. Also, new patients are seen by a clinical pharmacist who reviews their medical history, provides education about chemotherapy regimens, initiate and optimize patient's chemotherapy treatment plan. The pharmacists are also involved in investigational drug trials and in monitoring and initiating inpatient chemotherapy orders.

Psychiatry and Chemical Dependency (6 weeks)

The Department of Mental Health and Chemical Dependency provides clinic-based psychiatric and substance abuse services for adults, teenagers, and children. This experience provides residents an introduction into the management of mental health and substance use disorders. The rotation is designed to develop the resident's clinical skills as they relate to the psychiatric patient. Psychiatric pharmacists are involved in medication management of mental illnesses, which may consist of psychotropic dose adjustments, lab monitoring, drug interaction screening, and follow up assessments. Pharmacists also perform medication evaluations and facilitate education groups in our Intensive Outpatient Program (IOP). Residents will be exposed to patients with a variety of psychiatric disorders and will attain competency in diagnostics and psychopharmacology. Residents will be trained in performing psychiatric interviewing and assessment of mental health disorders.

Learning Experiences

Infectious Disease (6 weeks)

Infectious Disease Rotation is an elective 6 week learning experience of the Kaiser Permanente PGY1 Diablo Service Area Residency Program. The experience is designed to provide provision of care through antimicrobial stewardship programs in Walnut Creek and Antioch Medical Center. The resident will work closely with Infectious Disease physician(s) and Antimicrobial Stewardship Workgroup core team members in the development or implementation of initiatives, formal reporting and education. The resident will be expected to provide best-practice recommendations in response to therapeutic, pharmacokinetic and pharmacodynamic inquiries from physicians and contribute proactively to the objectives of the Antimicrobial Stewardship, Infection Prevention & Control and Pharmacy & Therapeutic Committees. The resident will also be expected to complete a longitudinal project over the course of the learning experience that benefits the programs. These projects might include completion of a medication use evaluation (MUE), development of educational materials related to antimicrobial use, presentation of an ID-related journal article, or possibly participation in some of the antimicrobial stewardship team's direct patient care activities. Project identifications will occur during the first week of the learning experience in conjunction with the antimicrobial stewardship team and the preceptor.

Inpatient Pain Management (6 weeks)

The Inpatient Pain Management team at Kaiser Walnut Creek is comprised of pharmacists, physicians and acupuncturists. Our team receives consults from fellow physicians for patients whose pain is especially difficult to manage. The pharmacist rounds with the physician at the patient's bedside everyday where we consult and discuss our plan with the patient. The types of pain our team often encounters include cancer-related, post-op, neuropathic, migraine, gastrointestinal, back pain, etc. We often collaborate with other services including orthopedics, surgery, palliative care, hospice, chemical dependence, psychology, interventional anesthesiology, interventional radiology, etc. to provide well-rounded support for our patients' pain. Our goal is to: 1) decrease the overall use of opioids by utilizing a multi-modal approach with non-narcotics; 2) titrate the patient's pain medications to an effective yet safe dose; and 3) optimize transitional care upon discharge from the hospital by providing both the patient and the primary care physician with either a tapering schedule or a continuation plan for their regimen.

NICU (4-6 weeks)

NICU Rotation is an elective 4-6 week learning experience of the Kaiser Permanente PGY1 Diablo Service Area Residency Program. It is a direct patient care experience for residents. The experience is designed to provide provision of evidence-based patient-centered care to critically ill neonates admitted to the hospital. The resident will rotate through 25 bed Level 3 NICU units of the hospital providing care to the primary patient population age range of birth to 3 months of age. The pharmacist participates in team rounds, monitors drug therapy, makes recommendations and ensures safe use of medications. The resident will be able to learn about disease states specific to NICU patients, which medications to use for those disease states, and how medications should be dosed, adjusted, and monitored in neonates.

Learning Experiences

AFFILIATE KAISER ROTATIONS - ELECTIVE

Drug Information – Regional (Oakland) (6 weeks)

The drug information rotation is a defined six-week elective learning experience with KP Drug Information Services (DIS). KP DIS is a statewide California Regions department whose mission is to maximize quality, affordable health care by meeting the drug information needs of KP health care providers, members, and the medical care program. For the off-site rotation, the resident will have the opportunity to develop practical skills in evidence review and drug monograph development and will contribute to the Formulary Process for review of drugs within Kaiser Permanente by developing an evidence-based new drug review/drug re-review and written monograph. For the on-site rotation, the resident will have additional opportunities at the Northern California regional office in Oakland to develop practical skills in numerous services provided by KP DIS, particularly in formulary management, responding to drug information inquiries, supporting drug use management, and pharmacy publications.

Pharmacy Continuum – Regional (Oakland) (6-8 weeks)

The Regional Pharmacy Continuum team at Kaiser Permanente (KP) generates solutions to improve pharmacy care to members across the Continuum. The Continuum refers to the transition of care from one health care setting to another (i.e., Hospital to Skilled Nursing Facility, Skilled Nursing Facility to Home, etc.). The Regional Pharmacy Continuum learning experience will provide the PGY1 resident with an overview of pharmacists' emerging role in the Continuum of Care with emphasis on patients in Long-Term Care, Palliative Care, Home Health, as well the End of Life Option Act. The resident will have an opportunity to combine both clinical and project management skills. At the completion of this experience, the resident will possess the basic knowledge and skills necessary to identify gaps in the transitions of care process and to support the development of pharmacy clinical services to bridge those gaps.

Pharmacy Quality and Medication Safety- Regional (Oakland) (4 weeks)

This 4-week elective rotation will provide the PGY1 resident with experience working closely with the Northern California Pharmacy Quality and Medication (PQMS) department, in addition to collaborating with various interdependent teams and participating in multidisciplinary committees and workgroups (e.g., Regional Medication Safety Committee, Outpatient Antibiotic Stewardship Workgroup, etc.). The resident will develop an understanding of key medication safety principles applied in the various practice settings (e.g., hospital, ambulatory care, oncology/infusion and outpatient pharmacy) – including medication safety nomenclature, patient safety principles, tools, and resources. Furthermore, the resident will be afforded opportunities to assess/analyze the organization's current medication use systems and data (such as member complaints of potential medication errors, Adverse Drug Event reports, reported Drug Furnishing Incidents, etc.), as well as involvement in the identification, development, implementation and monitoring of a medication safety performance improvement project or initiative, including the development of organization-wide communication and/or training materials.

Learning Experiences

AFFILIATE UCSF ROTATIONS - ELECTIVE

(each resident limited to one UCSF rotation)

Cardiology (5-6 weeks)

The Cardiology rotation involves, but is not limited to, practice on the 10th floor of UCSF Medical Center. The Intensive Cardiac Care Unit (ICC) admits patients from the Cardiology service as well as the Cardiothoracic surgery and Vascular surgery services. Patients awaiting cardiac or lung transplant as well as patients post transplantation are also admitted to the ICC. The rest of the 10th floor is composed of both transitional care as well as general admission telemetry monitored beds.

Residents will participate on both ICC and ward activities. Responsibilities will include, but not necessarily be limited to: reviewing patient charts, attending ICC and 10 ward Cardiology Rounds, interviewing patients, counseling patients, arranging and writing for discharge medications, precepting fourth year pharmacy students. Residents will have an opportunity to observe specialized cardiology procedures including programmed electrical stimulation (PES) for investigation of arrhythmias and cardiac catheterization (angiography and percutaneous coronary intervention (PCI)). Specialty conferences are also offered in various areas of cardiac care topics. Residents will also become familiar with routine ICC procedures.

Pediatrics (5-6 weeks)

This rotation is designed to introduce the resident to drug dosing and management of the pediatric patient. While on rotation in the Children's Hospital, the clinical pharmacy resident functions as an active member of either the ward-based or the intensive care services. The resident will participate on work rounds and attending rounds, providing general pediatric drug information, including appropriate pediatric dosing, antibiotic therapy, pain and sedation management, and pharmacokinetic analysis. The resident, under the supervision of faculty, will monitor patient therapy and progression, consult with physicians and nurses, present in-service lectures to pharmacy staff and act as a preceptor for senior pharmacy students. Other activities include patient and parent interviews, discharge counseling and participation in a weekly pharmacy didactic teaching sessions and monthly journal club.

Transplant (6 weeks each)

The **Heart and Lung Transplant Service** is a multidisciplinary team consisting of surgery, medicine (heart failure/ transplant cardiologist and transplant pulmonologist), pharmacy, nursing, social work and dietary. The UCSF Heart and Lung Transplant Program currently follows approximately 250 outpatients (100 heart, 150 lung) with an average of 50-55 new transplants each year (20-25 heart, 30-35 lung/heart-lung). The heart, lung, or heart-lung transplant patients may be admitted under several hospital services including Cardiothoracic Surgery (immediate post-transplant), the Heart Failure/Transplant Service (heart transplant readmission), and the Medicine Service (lung or heart-lung transplant readmission). There will be opportunities to collaborate with various surgical and medical teams in addition to the primary transplant service personnel (i.e., Transplant nurse coordinators). The pharmacy resident will act as the clinical pharmacist for the heart and lung transplant service by assisting with all medication related issues. The Heart and Lung Transplant pharmacists also provide medication reconciliation to the non-transplant patients admitted to the Cardiothoracic Surgery Service. In addition to their transplant duties, the pharmacy resident will also assist with medication reconciliation for the Cardiothoracic service and provide discharge teaching to these patients when asked.

Learning Experiences

The **Kidney Transplant Service** is a primary care service with collaboration between the Departments of Surgery and Medicine, as well as Pharmacy, Nursing, and Social Work. The team consists of a surgery attending, medicine (nephrology) attending, pharmacy attending, surgery fellow, nephrology fellow, surgical intern, a surgical resident, pharmacy resident, transplant coordinator, medicine student, and pharmacy student. The pharmacy resident acts as a pharmaceutical care provider, consultant to the kidney transplant service regarding all medication related issues, and preceptor to pharmacy students.

The **Liver Transplant Service** is a primary care service with collaboration between the departments of Surgery and Medicine as well as Pharmaceutical Services, Nursing, and Social Work. The team consists of a transplant surgeon, hepatologist, pharmacist, transplant surgery fellow, gastroenterology fellow, two surgery and two medicine interns, in addition to medicine and pharmacy students. The pharmacy resident is actively involved in providing pharmaceutical care and coordinating the discharge medications for patients on the liver transplant service.

LONGITUDINAL LEARNING EXPERIENCES

Research Project (required)

The research project is a required, longitudinal learning experience of the Kaiser Permanente PGY1 Diablo Service Area Residency Program. This experience is designed to provide the resident with experience in understanding the process of conducting a research study including research design, implementation, obtaining appropriate CFS and IRB approvals, statistical analysis (if applicable), and presentation of study findings. This experience provides the resident the opportunity to develop effective public speaking tools, visual aids, written manuscripts, and overall presentation skills to communicate his/her research findings to health care professionals. Embedded in this experience, the resident will also work to develop his/her time management skills and develop a systematic approach to manage all responsibilities that minimize stress.

Continuing Education (CE) Presentation (required)

Continuing Education Presentation is a required longitudinal learning experience of the Kaiser Permanente PGY1 Diablo Service Area Residency Program. It is not a direct patient care experience for residents. This experience provides the resident the opportunity to provide effective medication and practice-related education combined with knowledge of audio-visual aids to enhance the effectiveness of communication to health care professionals. In the design of the CE Seminar, the resident will select a pharmacy related topic of interest, write appropriately worded educational objectives, design instruction that reflects the specified objectives for education, and use public speaking skills to speak and educate effectively. The resident is assigned a primary preceptor that provides guidance in the direction of the experience, feedback, and suggestions for improvement in preparation for the CE Seminar. The CE is delivered via a 45min in person and virtual presentation. The CE can also be presented as a Continuing Medical Education (CME) optionally.

Learning Experiences

Emerging Therapeutics Medication Use Evaluation (MUE) (required)

The goal of the Emerging Therapeutics longitudinal learning experience is for the resident to develop proficient skills in collecting and assessing data on novel therapies with limited clinical data. The resident will learn to evaluate and improve medication use processes for optimal patient outcomes.

Areas of focus for improving our medication use processes include the following:

- Promoting optimal drug therapy
- Preventing medication-related problems
- Evaluating the effectiveness of therapy
- Minimizing procedural variations that contribute to suboptimal outcomes of medication use
- Identifying areas in which further information and education for healthcare professionals may be needed
- Minimizing costs of medication therapy

Medicare Stars (required) (2 weeks)

The Medicare Stars rotation is a required, 2-week longitudinal learning experience (10 days). The resident will ensure appropriate medication use and improve Medicare Star Ratings that reflect the health plan's overall quality and performance. Components of the rotation may include:

- Medication Adherence [to oral diabetes medications, cholesterol medications (statins), and high blood pressure medications (Renin-Angiotensin-System Antagonists)]
- Medication Therapy Management (MTM)
- Statin Use in Persons with Diabetes (SUPD)
- Polypharmacy
- Medication reconciliation during transitions of care, including new member onboarding

Comprehensive Teaching Program and Certificate Program (optional)

The primary goal is to develop skills required for a clinical educator to motivate and prepare student pharmacists for a career in the profession of pharmacy. Not only are we building their knowledge base but developing critical clinical skills that will help them successfully complete clinical rotations. This Teaching and Learning Program is aimed to give you teaching experience and to prepare you for a possible career in academia. Upon completion of all required components, the resident/fellow will receive a teaching certificate.

OTHER - REQUIRED: Orientation (4 weeks)

Orientation takes place during the first month of residency. This experience is designed to provide the resident with training, knowledge and tools that can be applied throughout their residency program and pharmacy career (e.g., identifying appropriate drug information resources, being familiar with compliance and privacy policies and procurement/formulary process, and developing time management skills to manage all responsibilities with minimal stress). The resident is responsible for attending and participating in all orientation activities which may include: New Employee Orientation, HIPAA, Quality of Service, HealthConnect, ePIMS, SOX, Principles of Responsibility and KP Learn Stress Management Course, BLS and ACLS training courses, Drug Use Management orientation, inpatient and outpatient pharmacy orientation, PharmAcademic training, and Oakland Days. Oakland Days include the following trainings: KP Clinical Library, Drug Information using the KP Pharmacy Intranet, KP Online Formulary, PAS (Pharmacy Analytical Services), POINT training, PubMed: Hands-On Training, How to Evaluate the Literature and Monograph Development, Overview of Purchasing and Contracting Services, and Formulary Process Overview.

Snapshots: Past Diablo Residents

Snapshot: Kristen Shimoda, PharmD

Diablo Resident: 2021 - 2022

Current Position: Inpatient Pharmacist, Diablo Service Area

How did this residency prepare you for your current position? My PGY-1 residency with the Kaiser Permanente Diablo Service Area prepared me well for my current position as an inpatient pharmacist. Since I had an interest in inpatient pharmacy as a resident, I greatly appreciated the diverse selection of elective rotations offered, including inpatient rotations. As a resident, I completed elective rotations in pediatrics at UCSF, infectious diseases, and oncology which expanded my clinical knowledge in these areas and helps me every day as an inpatient pharmacist. It was also important to me to also be experienced in both ambulatory and outpatient settings to understand patients' transitions of care, and the residency's core rotations gave me this experience. Overall, the preceptors in the Diablo Service Area were all very supportive and helped me build my confidence and clinical skills to be a strong clinical pharmacist.

Snapshot: Kyra Gong, PharmD

Diablo Resident: 2020 - 2021

Current Position: Anticoagulation Ambulatory Care Pharmacist, Diablo Service Area

How did this residency prepare you for your current position? My residency in the Kaiser Permanente Diablo Service Area prepared me well for my current position as an ambulatory care pharmacist by providing me with the opportunity to apply and build on the knowledge I learned in pharmacy school. Through participation in direct patient care activities, I further developed my professional and clinical skills alongside dedicated preceptors and mentors. My residency experience contributed to an immense growth in confidence and ability to practice independently. I can say without hesitation that my residency provided me with the best foundation of skills, knowledge, and experience possible for future success in my current role and beyond.

Snapshot: Kayla Galanter, PharmD

Diablo Resident: 2019 - 2020

Current Position: PHASE and Oncology Ambulatory Care Pharmacist, Diablo Service Area

What was the most meaningful experience during your residency year? The one that stands out to me most was the end of year celebration. While we couldn't have an in-person dinner, we were able to celebrate virtually. My favorite part was a video that was created by our preceptors providing us with personalized messages regarding our time together and wishing us well in our future careers. It was a great opportunity to celebrate all the hard work we had done throughout the year, and to get to know our preceptors and managers on a more personal level. It was the perfect send off into our new career as pharmacists, and it really exemplified the camaraderie that exists within DSA.

Snapshot: Elyse Young, PharmD

Diablo Resident: 2018 - 2019

Current Position: PHASE Ambulatory Care Pharmacist, Redwood City

What makes Kaiser Permanente Diablo special to you? Kaiser Permanente Diablo has incredibly supportive preceptors and management who have helped me grow clinically and provided great mentorship during my residency year. Gaining experience in a variety of rotations and working with diverse patient populations within the DSA further solidified my desire to continue working here as a clinical pharmacist.

Snapshot: Deepika Loomba, PharmD

Diablo Resident: 2017 - 2018

Current Position: PHASE and MOOD Ambulatory Care Pharmacist, Diablo Service Area

How did this residency impact you? After pharmacy school, I wanted to complete a residency program that would allow me to further develop my clinical and professional skills in multiple areas of pharmacy. Kaiser Permanente Diablo was the perfect fit. I had opportunities to grow in settings such as ambulatory care, acute care, and outpatient pharmacy and management. The residency allowed me to find the area of practice which I was most passionate about and in which I could see myself building a long-term career.

How to Apply

Requirements for Acceptance

- Graduate from an ACPE accredited college or school of pharmacy
- Must be licensed as an Intern Pharmacist in the state of California by the first day of residency program
- Must be licensed as a Pharmacist in the state of California by October 1, 2023
- Candidates must be registered in the National Matching Services, Inc. (NMS)
- Candidates must participate in the ASHP Matching Program
- Program NMS Code: 143013 and ASHP Program Code: 92701

Application Requirements

- Statement of Interest/Letter of Intent
- Curriculum Vitae
- Official Pharmacy School transcripts, sent directly from the applicant's college or school of pharmacy
- Three letters of references/recommendations utilizing the form in PhORCAS is required for all reference writers.
- Application Deadline: January 2, 2024

Interview Details

- On-Site or Virtual Interview Required

Contact Information

Primary Residency Program Contact

Max Chau, Pharm.D.
PGY-1 Residency Program Director
Clinical Pharmacy Director
200 Muir Road, Hacienda Bldg Rm H1E19
Martinez, CA 94553
925-372-1859
Max.K.Chau@kp.org

Additional Residency Program Contacts

Lindsay Newsom, Pharm.D.
Ambulatory Care Supervisor
Residency Program Coordinator
Kaiser Permanente - Clinical Pharmacy Services
200 Muir Road, Hacienda Bldg Rm H1E17
Martinez, CA 94553
925-372-1186
Lindsay.M.Newsom@kp.org

<http://pharmacyresidency.kaiserpermanente.org/job/pgy1-pharmacy-practice-diablo/>

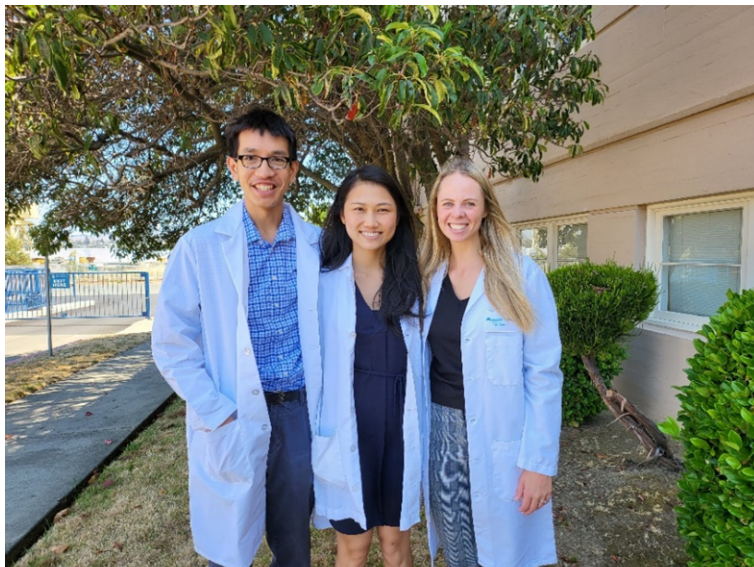
2022 - 2023 Program Residents

1. Why did you choose to do a residency program at Kaiser Permanente, Diablo Service Area?

- **Quang:** In choosing a residency program, it was important for me to have a program that offers opportunities for rotations in multiple areas of pharmacy, including inpatient, outpatient, and ambulatory care. Kaiser Permanente, Diablo Service Area excels in that area and goes above and beyond in providing a variety of electives for residents to choose from. The vast coverage of the service area offers us residents the opportunity to practice at multiple different sites and learn from pharmacists who come from a wide variety of backgrounds and expertise. Max, Asma, and Eunice along with all the preceptors have been very friendly and welcoming since day 1 of the program! I can easily tell that they are all very invested in our success and growth for the future.
- **Annie:** There were multiple factors that I considered when I chose to do a residency at Kaiser Permanente DSA. This program offers a strong, well-balanced array of clinical rotations. Although I'm interested in ambulatory care, KP DSA has core inpatient and ambulatory care rotations that will help me become a well-rounded pharmacist that can work in any setting. There is also a wide selection of ambulatory care electives - from HIV, oncology, heart failure and more. Additionally, Max, Asma, and Eunice have provided immense support, especially during the transition from being a student to a resident. The preceptors I met during the interview and on my rotations have been so welcoming as well. Lastly, the Walnut Creek area is a great place to live and is one of my favorite areas in the Bay!
- **Marianne:** I chose to do my residency at Kaiser Permanente Diablo because I felt like the program had everything I was looking for. The most important thing for me was being at a program where I would feel supported and welcome. From the day of the interview, I felt a good connection with the people I met. Everyone I have interacted with, both pharmacists and other health care professionals, have been extremely welcoming and friendly. Additionally, I was looking for a well-balanced program with the possibility to get more experience in both ambulatory - and acute care, and the opportunity to do a teaching certificate. With the variety of rotations available and other opportunities in the program, I felt like doing my residency at Kaiser Diablo would make me a well-rounded and knowledgeable pharmacist prepared for any career option.

2. What are some highlights from the residency program so far?

- **All:** Some of the biggest highlights of residency so far have been getting to know each other and our RPD and RPCs. We tried to utilize orientation to get together and we were able to get lunch with our RPD and RPCs a few times where we got to know each other on a more personal level. We all really enjoyed orientation where we were introduced to the different sites throughout Diablo and got an overview of what to expect throughout the year. Now that we have started our rotations, we feel like we have learned and grown so much, and we are excited to continue our journey here at Kaiser Permanente Diablo!



Quang D. Ta, Pharm.D.

Quang.D.Ta@kp.org
Texas Tech University

Annie Yang, Pharm.D.

Annie.X.Yang@kp.org
UCSF

Marianne Duran, Pharm.D.

Marianne.M.Duran@kp.org
UCSF