



KAISER PERMANENTE
South Bay

Kaiser Permanente South Bay PGY-1 Pharmacy Residency Program

Kaiser Permanente, the largest private integrated care organization in the United States, has a nationwide enrollment of over nine million members throughout nine states. The Kaiser Permanente Medical Care Program, Southern California Division provides medical care services to almost four million members.

GEOGRAPHICAL INFORMATION:

Kaiser Permanente South Bay Medical Center is located in Southern California in the beach city areas and surrounding communities of Harbor City, Long Beach, Redondo Beach, Carson, and Manhattan Beach. We began caring for the area's longshoremans at a small clinic in San Pedro in 1950. Our Harbor City hospital opened for business seven years later, and we have continued to expand our medical offices and improve access for our members ever since. We currently care for more than 263,000 members throughout the South Bay area. Nearly 3,500 staff and over 500 physicians provide care at Kaiser Permanente South Bay's 9 medical offices and 257-bed hospital. We offer a full range of services, including medical specialties and emergency services. Services were expanded with the opening of our North Hospital tower along with the Manhattan Beach and Signal Hill Medical Office Buildings.

SOUTH BAY PHARMACY SERVICES:

Kaiser Permanente South Bay Pharmacy provides inpatient, home health, outpatient, and ambulatory care services to its members. The inpatient pharmacy provides drug distribution and clinical monitoring for our hospitalized patients, as well as an IV admixture service. Both the inpatient and home health pharmacists are actively involved in providing various clinical services such as therapeutic drug monitoring and TPN assessments. Kaiser Permanente South Bay also supports a variety of ambulatory care pharmacy clinical programs, including Anticoagulation, Asthma, Congestive Heart Failure (CHF), Cardiovascular Disease (CVD) Management, Medication Therapy Management (MTM), New Member Program, Renal Management, and an Oncology Infusion Center. Pharmacists take an active role in numerous committees, including Pharmacy & Therapeutics (P&T) Committee and Medication Treatment Appropriateness Committee (MedTAC). Pharmacy Services prides itself in 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 interactive mentorships with pharmacy students and interns through various programs.

THE RESIDENCY IN PHARMACY PRACTICE PROGRAM:

The South Bay Medical Center participated as one of three medical centers (along with Downey & Baldwin Park Medical Centers) in the Tri-Central Residency Program for over 14 years. As of July 2014, we have transitioned to a single medical center structure to allow us to increase the number of residents that our program can support.

The Kaiser Permanente South Bay Pharmacy Residency Program was accredited by the American Society of Health-System Pharmacists (ASHP) in our first year as a stand-alone residency program and uses the ASHP Residency Learning System (RLS) model to design and deliver training. There will be longitudinal learning experiences continued between the Baldwin Park, Downey and South Bay Medical Centers' residents, preceptors and coordinators. This will allow for teamwork, collaboration, and partnership to strengthen the residents' experiences during the year.

The Kaiser Permanente South Bay PGY1 Pharmacy Residency Program offers unique opportunities for residents to develop their health care skills within a large managed care setting. Our residents are able to gain experiences in outpatient, inpatient and ambulatory care pharmacy practice as well as pharmacy administration and management.

The purpose of the Kaiser Permanente Pharmacy Residency Program at the South Bay Medical Center is to provide residents with advanced training so they may develop into leaders of the pharmacy profession and become competent and caring clinicians. Residents will train in a collaborative, innovative and multidisciplinary environment where they will learn to provide high quality care to a diverse patient population in an integrated healthcare organization. The residents will gain skills in performance improvement, project management, and self-monitoring & development. Residents completing the program will possess marketable skills for current and future job opportunities in various areas of pharmacy practice.

Kaiser Permanente HealthConnect® is our organization's comprehensive health information system, which includes one of the most advanced electronic health records available. The system facilitates communication between members and Kaiser Permanente professionals to increase convenience and healthcare access for patients. This provides a unique opportunity for the 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 resident understand how all the components of pharmacy services are integrated to provide our members with high quality, affordable health care.

The residency program consists of the following training experiences for the residents:

ACUTE CARE

During this experience, the resident will participate in pharmaceutical care in an acute care setting. The resident will learn to assume responsibility for the management and outcome of inpatient drug therapies. The resident will perform many clinical and distributive functions of an inpatient pharmacist, pertaining to but not limited to: aminoglycoside and vancomycin protocols, anticoagulation protocols, antibiotic stewardship program, total parenteral nutrition (TPN) monitoring, medication reconciliation, ICU patient rounding, adverse drug reaction reporting, medical emergency and code blue participation, management of the drug distribution system, IV admixture preparation, quality improvement programs, and medication use evaluation (MUE). Home Health and Infectious Disease are other learning opportunities available to the residents. In addition to these pharmacist duties, the residents will be able to actively participate in the Pharmacy & Therapeutics Committee and Medication Safety Committee and attend Regional Inpatient Pharmacy Management meetings.

“Pursuing a residency at KP South Bay was one of the best decisions I have made in my pharmacy career. I was initially drawn to KP South Bay because it seemed very family-oriented and welcoming, and that proved to be true time and time again throughout the year. I quickly felt like the preceptors and other residency committee members were like family – supportive, encouraging, and sincerely invested in our success. The KP South Bay residency program fostered our growth, both professionally and personally, in areas from clinical problem-solving to leadership and mentorship. I am fully confident that many of the connections I made throughout this past year will be lifelong and I am so grateful for this program’s impact on my pharmacy career.”

*2021-22 Caitlin R. Kawata, Pharm.D.
Ambulatory Care Pharmacist*

OUTPATIENT PHARMACY

The outpatient pharmacy experience is tailored and customized based on the resident’s previous outpatient experiences and interests. The resident will be provided opportunities to learn the routine tasks and responsibilities of the outpatient staff pharmacist. The resident will learn how to directly supervise pharmacy assistants, technicians, and interns; provide professional consultation on all new prescriptions and handle member complaints appropriately; order pharmacy inventory and supplies; complete pharmacy reports and maintain files for legally required documents, etc. In addition, the resident will be exposed to outpatient pharmacy management responsibilities and the critical aspects of achieving financial responsibility in the outpatient setting while maintaining excellent service to our patients. Providing clinical services in the outpatient setting is an emerging area where outpatient pharmacists can make an impact on clinical outcomes. The resident will participate in the Outpatient Pharmacy Clinical Services (OPCS) program, where pharmacists provide detailed consultations and follow-up care to patients with hypertension, diabetes, dyslipidemia, asthma and osteoporosis.

“The PGY-1 pharmacy program at KP South Bay has helped me to achieve my goal for residency which was to become competent and gain confidence in various settings of pharmacy. The preceptors at KP South Bay are truly dedicated to the residents’ growth and success. Moreover, the quad-central program provides diverse opportunities for the residents to develop leadership skills and to network with various KP leaders. I will be forever grateful for all the teachings and mentorship I have received during my residency year and how I much have grown during the past year.”

*2021-22 Jasmine Choi, Pharm.D.
Ambulatory Care Pharmacist*

DRUG EDUCATION

The Drug Education Coordinator (DEC) is the local leader in drug use management that works closely with physicians to influence prescribing patterns, implement drug conversions, and lead initiatives to promote the safe and cost-effective use of medications. Residents will be introduced to the tools and data used by the DEC to analyze cost and utilization trends. The resident will actively participate with MedTAC which includes pharmacists and physicians who collaborate to influence local medication utilization.

AMBULATORY PATIENT CARE

The ambulatory care pharmacy experience will allow residents to learn a variety of ambulatory services in a managed care system. Pharmacists in this setting serve as independent health care practitioners who provide patient care and drug monitoring. Physician-approved protocols allow pharmacists to perform routine drug-related patient assessments, order drug-related laboratory tests, initiate/adjust/discontinue drug therapy regimens, and perform other specifically approved activities. The resident will spend 4-6 week intervals in each of the core ambulatory care rotations.

AMBULATORY CARE CORE ROTATIONS:

Anticoagulation Service

Kaiser Permanente Outpatient Anticoagulation Service at South Bay is a pharmacist-run program which provides care to over 2,800 physician-referred patients on anticoagulants. Pharmacists provide drug/disease state education, evaluate lab results, assess drug dosages and make adjustments, identify any drug interactions, and arrange follow-up appointments utilizing telemedicine. Residents rotating through the Anticoagulation Service will have the opportunity to learn how to analyze the clinical information, design an evidence-based monitoring plan, and effectively communicate with patients. Residents will gain exposure to Warfarin and Direct Oral Anticoagulant (DOAC) management during their rotation.

CVD Program

South Bay was one of the first Kaiser Permanente medical centers to deliver an integrated model of care for patients with diabetes. The integrated model involves management of a patient's diabetes, blood pressure, cholesterol and/or CAD by clinical pharmacists. The goal of the integrated model is to optimize drug therapy and to improve clinical outcomes in patients with or at high risk for cardiovascular disease. Our residents will learn to provide complete care to patients with multiple disease states. The resident will provide medication initiation/titration to meet clinical goals, monitor appropriate laboratory tests and screen for drug interactions. The pharmacy resident will provide health education for lifestyle modifications and will recommend necessary routine screenings (i.e. retinal exam, foot check, pap smear, mammogram, colorectal screening, immunizations, etc.). The pharmacy residents will also have the opportunity to provide medication reconciliation for patients with a recent hospitalization.

Adult Oncology Program

Residents 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. The resident will not only acquire skills to process prescriptions for chemotherapy regimens used in the outpatient infusion clinic, but will also be exposed to unique protocols used in the hospital setting. The resident will learn how chemotherapy agents are prescribed, prepared, and administered, as well as learn how to prevent & manage associated side effects. Opportunities to participate in the dispensing and management of research medications will also be provided. Additionally, the resident will be involved in clinical protocols including erythropoietin management, antiemetic management, carboplatin dosing, and oral chemotherapy management.

“When I reflect upon my residency year, I am grateful to have many wonderful memories come to mind. From leading leadership and management activities with the quad-central residents and APDs, presenting my research project at the Western States Conference, to building long-lasting relationships with the pharmacy team. I am thankful for my preceptors and resident committee members, who are lifelong mentors, as they have been greatly invested in both my personal and professional growth. I sincerely value the experiences I have gained and appreciate the family environment that welcomed me in. As I continue my pharmacy journey, I know that KP South Bay is a place I can call home.”

*2022-23 Tiffany Pham, Pharm.D.
Ambulatory Care Pharmacist*

AMBULATORY CARE ELECTIVES:

Although residents will be required to spend a certain amount of time in the major areas of pharmacy practice, each resident is encouraged to tailor the residency experience to his or her individual interests with the following elective rotations.

Renal Care Management

The renal pharmacist works within a multidisciplinary team made up of physicians, nurses, dietitians and pharmacists to assist with medication management in end-stage renal disease (ESRD) and chronic kidney disease (CKD) patients. Medication management may involve lab monitoring and adjusting drug therapies per pharmacy protocol. The pharmacist is also directly involved in the medical management of anemia, electrolyte imbalances, antibiotic administration at dialysis centers, kidney transplantation immunosuppression, and Vitamin D deficiency. In addition, the pharmacist leads a monthly patient education kidney class which educates pre-ESRD patients about their condition.

Chronic Heart Failure Clinic

As a member of the "Healthy Heart" multidisciplinary team, the heart failure pharmacist assists with medication optimization and education for patients with congestive heart failure (CHF). The rotation is designed to provide residents with training in the management of CHF patients who require close monitoring and follow-up in a high volume clinic setting. Core elements of the experience include medication titration, physical assessment, vitals monitoring, and fluid status management. The resident will actively participate in both clinic appointments and tele-management with an emphasis on developing individualized patient care plans.

Medication Therapy Management Program

Medication Therapy Management must be offered to eligible Medicare Part D patients as outlined by the Centers for Medicare and Medicaid Services (CMS). The Medication Therapy Management Program (MTMP) is designed to help patients increase adherence, decrease adverse events, and enhance understanding of their medications. MTMP is an integrated program where pharmacists utilize approved therapeutic protocols to provide individualized medication therapy management for patients with chronic disease states such as diabetes, hypertension, and hyperlipidemia. The resident will gain clinical experience through patient interactions with an emphasis on optimizing therapeutic outcomes through improved medication use, identifying/clarifying active medication profiles, promoting adherence, reducing/preventing adverse events, optimizing dosing and monitoring, and facilitating cost-effective therapy.

Direct Oral Anticoagulant Service

Direct Oral Anticoagulant Service is a pharmacist-run program that provides care to over 10,000 patients in SCAL region. DOAC pharmacy team holds an important role in safety net monitoring as well as active peri-op management in patients taking DOAC anticoagulants. The pharmacists' role includes assessment of drug dosage, appropriate indications, review of drug-drug interactions and critical labs, as well as performing peri-op interventions. Residents rotating through the DOAC Service will have the opportunity to learn how to analyze the clinical information, perform safety net review, and effectively communicate to patients and physicians.

"I am so thankful to have completed my PGY1 residency at KP South Bay. I value mentorship and through this program, I learned from nurturing preceptors/resident committee members that were truly invested in helping us grow as clinical pharmacists and leaders. The KP South Bay team really cares for their residents and provides a very positive learning environment. I feel confident embarking on the rest of my career and am grateful for all of the experiences and connections I made throughout my residency year."

*2022-23 Michelle Lee, Pharm.D.
Ambulatory Care Pharmacist*

PHARMACY PRACTICE MANAGEMENT

The resident will be exposed to pharmacy practice management by integrating into our local pharmacy leadership team. Residents will attend leadership meetings, offsite conferences, Pharmacy & Therapeutics Committee meetings, medical symposiums and other management events conducted within their residency year. In addition, the resident will meet one-on-one with pharmacy service leaders in order to obtain an overview of pharmacy administration. The resident will continue to develop problem-solving and communication skills, gain an understanding of drug use policies, learn to make decisions, and set priorities.

RESIDENCY PROJECT

The resident will select a project that he/she will oversee throughout their residency year. The resident will receive guidance on his/her project from both the residency coordinator as well as other residency preceptors. This project will be presented at the Western States Conference for Pharmacy Residents, Fellows and Preceptors. The resident will also participate in any projects assigned by his/her preceptors during rotations.

APPLICATION

Candidate must be a graduate of an accredited School of Pharmacy with a Doctor of Pharmacy degree and must be eligible for licensure in the state of California. Candidate must submit the following materials for consideration through ASHP PhORCAS:

- Current Curriculum Vitae
- Letter of Intent (*Why have you chosen to become a resident? What are your goals and expectations from a residency program? What is your career objective?*)
- Three (3) letters of recommendation
- Current California Pharmacy Intern License
- Official School or College of Pharmacy transcript
- Recent sample of your work (i.e. presentation or journal article)

All documents must be submitted through ASHP PhORCAS by **Wednesday, January 3, 2024**

COMPENSATION AND BENEFITS

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

FOR MORE INFORMATION:

Visit: <https://pharmacyresidency.kaiserpermanente.org/job/pgy1-pharmacy-practice-south-bay/>

VIRTUAL INFORMATION SESSION:

- Monday, November 6th (12-1PM)
- Wednesday, December 13th (1-2PM)

CONTACT INFORMATION

Shelly Fisher, Pharm.D.
Residency Program Director
Area Pharmacy Director
South Bay Medical Center

Yong Kim, Pharm.D.
Residency Program Coordinator
Clinical Operations Manager
South Bay Medical Center

Amy Chao, Pharm.D.
2023-2024 PGY1 Pharmacy Resident
Email: Amy.Y.Chao@kp.org
Phone #: (310) 517-4079

Jessica Zhou, Pharm.D.
2023-2024 PGY1 Pharmacy Resident
Email: Jessica.X.Zhou@kp.org
Phone #: (310) 517-4079

“Our residents’ hard work and efforts to make their Western States Project results and presentation are top notch. Our preceptors guide and support the residents in achieving meaningful and successful projects. It is the richness of the experience, dedication of the people and knowing that we are collectively powerful in making differences for our patients, teams and Kaiser Permanente that drives us forward!”

*Shelly Fisher, Pharm.D.
Area Pharmacy Director & Residency Program Director*