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Downey Medical Center
PGY1 Pharmacy Residency

Accredited by the American Society of Health System Pharmacists (ASHP)



Introduction and Residency-Specific Information

Kaiser Permanente is the largest civilian integrated healthcare system in the United States with over 12.7 million members. The Kaiser Permanente – Southern California Region provides care for over 4.5 million members. In 2006, Kaiser Permanente implemented a highly sophisticated national electronic health record system (Health Connect) 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 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.

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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 111,645 according to the 2021 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 patient membership is over 400,000.

Pharmacy Services

Our area provides inpatient, ambulatory care, and outpatient pharmacy services to its members. The inpatient pharmacy services 424 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 nine 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 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

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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.

Belong@KP

Here at KP, our commitment to ethnic, racial, and cultural diversity is reflected in the makeup of our senior management, which is comprised of 38% women and 38% people of color. We're also committed to advancing diversity at every level of our organization. In 2021, nearly 69% of our organization's total workforce was people of color. We are building a highly inclusive, engaged, and psychologically safe workplace where everyone has an equal opportunity to reach their full potential and use their diverse perspectives and strengths to support our mission. Belong@KP is a program unique to Kaiser Permanente and seeks to combat bias, racism, and social injustice, and to promote an environment where everyone feels they are valued and treated fairly, and that they belong.

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.

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

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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.

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.

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 addition 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

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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 sequelae. 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

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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 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.

Antimicrobial Stewardship/Infectious Disease

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.

Psychiatry

The psychiatry rotation is an elective learning experience within the Downey Medical Center's Psychiatry Department. The psychiatric pharmacists are primarily located in Norwalk but serve members across the Downey service area. The resident will work with an integrated team of psychiatrists, nurses, therapists, case managers, and support staff. This clinic's main goal is to assist psychiatrists in treating patients who experience a variety of psychiatric disorders. The focus will be on psychotropic medication management, promote

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optimization of drug therapy in patients with psychiatric disorders, provide psychoeducation on disease states and psychiatric medications, and repatriating stable patients to primary care. Common disease states include depressive and anxiety disorders, bipolar disorders, and schizophrenia. The resident will have the opportunity to assess and follow-up with patients via telephone, video, and in-person visits. This rotation will provide unique exposure to the psychiatric patient population and help the resident integrate many clinical skills – patient interview/assessment, in-depth chart review, medication initiation, titration, review of labs, and motivational interviewing

Other Electives:

Other elective learning experiences may be developed based on resident interest and preceptor availability.

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.

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Hospital Practice (Longitudinal)

During this longitudinal learning experience, the resident will have the opportunity to develop practical front-line pharmacist skills in the hospital pharmacy setting. The resident will be responsible for inpatient pharmacy order verification, identify orders requiring clarification, medication preparation and checking, distribution, as well taking on clinical roles. Sterile compounding will also be emphasized, as the following will be learned by the resident: ability to prepare sterile compounded products, how to check sterile compounded products, access master formulas and approved recipes, and how to apply sterile compounding regulations in practice. By the end of this longitudinal experience, it is also expected that the resident can independently fulfill pharmacist management of the following: order verification, pharmacist distribution, sterile compounding, and clinical per pharmacy protocol management.

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 the annual Western States Conference. This presentation will be shared locally within Kaiser Permanente as well as at the annual Western States Conference.

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States Conference. Upon completion of the project, the resident shall also submit a manuscript detailing the process involved in completing the project.

Graduation Requirements

The resident must be in the pharmacy residency program on a full-time basis and successful completion of the residency is a duration of 52 weeks. (Although these may be nonconsecutive weeks as noted in our Leave of Absence Policy) The resident must complete a minimum of 1,800 experiential hours.

Each resident must successfully complete at least 85% of all required ASHP residency learning objectives

- Successful completion of the 85% of all required ASHP residency learning objectives MUST include
 - Completion of all required learning experiences with a minimum of 85% of all learning objectives marked as ACHR (Achieved for Residency) – please refer to evaluation scale
 - Completion of Western States Conference research project
 - Select a topic for this project with the approval of the Residency Program Director/Coordinator
 - Obtain Consultation and Facilitation Service (CFS) Committee review and approval of WSC project
 - Complete and submit any necessary documents to obtain IRB approval to further continue with project
 - Carry out WSC project details
 - Develop and complete an abstract for WSC project
 - Develop written manuscript for WSC project
 - Present WSC project findings to the CFS committee and the annual Western State Conference held in May of each calendar year.
 - Complete and close IRB
 - Completion of at least 3 issues of Downey MedTAC/P&T Newsletter
 - Resident shall develop written newsletter article to submit for publishing in the medical center's quarterly newsletter for Physician and Staff Distribution
 - Resident shall complete literature search as needed to complete the above newsletter article.
 - Resident shall seek physicians and pharmacy preceptors that may serve as content experts to review and critique newsletter content.
 - Completion of at least 3 journal club article presentations to pharmacy staff
 - Each resident must ensure all evaluations within PharmAcademic are completed.
 - An essential component of developing the skills of a resident is frequent two-way feedback between residents, preceptors, residency coordinators, and the RPD. For each learning experience, the following evaluations shall be completed by the end of the learning experience.

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- Summative Evaluation for the Learning Experience
- ASHP Preceptor Evaluation
- ASHP Learning Experience Evaluation

The following evaluation scale shall be utilized for all evaluations:

Rating Scale	Definition
Needs Improvement (NI)	<ul style="list-style-type: none"> • Deficient in knowledge/skills in this area • Often requires assistance to complete the designated tasks • Unable to ask appropriate questions to supplement learning
Satisfactory Progress (SP)	<p>Resident is performing and progressing at a level that should eventually lead to mastery of the goal/objective</p> <ul style="list-style-type: none"> • Adequate knowledge/skills in this area • Sometimes requires assistance to complete the designated tasks • Able to ask appropriate questions to supplement learning • Requires skill development over more than one rotation
Achieved (ACH)	<ul style="list-style-type: none"> • Fully accomplished the ability to perform the designated tasks independently in the learning experience • Rarely requires assistance to complete the objective; minimum supervision required • No further developmental work needed
Achieved for Residency (ACHR)	<ul style="list-style-type: none"> • Resident consistently performs independently at the Achieved level, as defined above, across multiple settings/patient populations for the residency program

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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

- Compensation: Please refer to the pharmacy residency program website for details
- 7 paid holidays
- 20 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
 - Resident will be required to attend CSHP Seminar and Western States Conference, for which the registration fee and travel/housing is financially covered.
- Laptop computer, personal office phone

Application Deadline

All documents must be submitted by January 9, 2026, through ASHP PhORCAS

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Contact Information

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Local Websites

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

<http://www.downeyca.org>

<http://www.bellflower.org>

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Past Residents Say...

“The PGY1 pharmacy residency program at KP Downey offers a comprehensive training experience that prepares residents to become both well-rounded clinicians and future leaders. The dedicated and passionate preceptors create a supportive environment focused on my personal and professional growth. With diverse rotations tailored to individual career goals, this program provides the tools and mentorship needed for success. If I had to do it all over again, I would absolutely choose KP Downey. I am proud to say I trained at one of the best PGY1 pharmacy residency programs out there.”

Rosa Le, PharmD – Downey PGY1 Resident 2024-2025

“At Kaiser Permanente Downey, you join a community truly dedicated to your success, with unparalleled support from preceptors who push you to achieve excellence. The program provides invaluable opportunities to learn from exceptional leaders, shaping you into a confident and skilled practitioner. I am proud to have completed my residency here and proud to be leaving fully equipped for my pharmacy journey and with a professional family to support me along the way.”

Tiffany Khou, PharmD – Downey PGY1 Resident 2024-2025