

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.

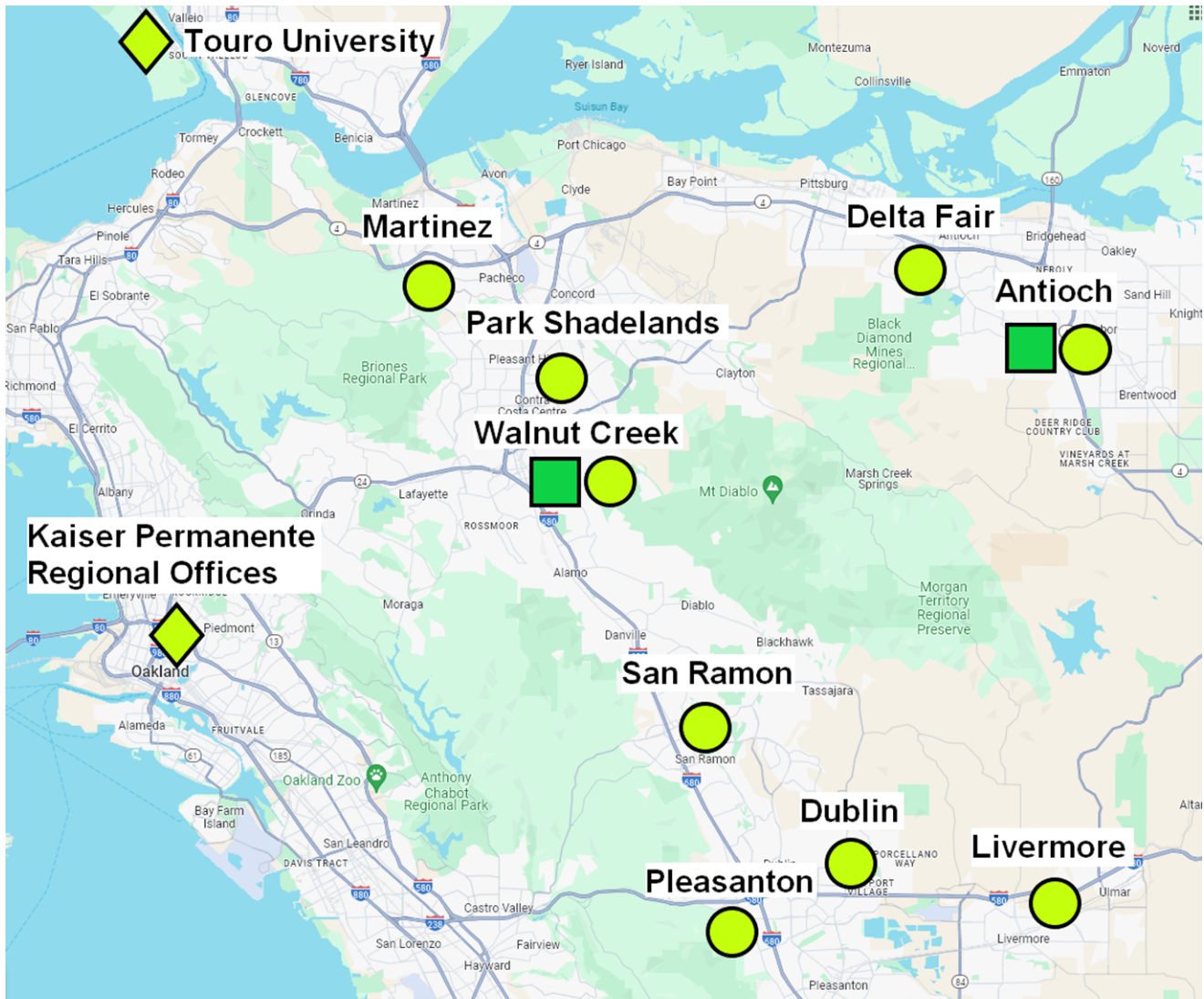
Sincerely,



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



Medical Office Buildings



Affiliate Rotation Sites

Antioch
Walnut Creek

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

KP Regional Offices (Oakland)
Touro University (Vallejo)



KAISER PERMANENTE®

DIABLO SERVICE AREA

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

Kaiser Permanente in the Diablo Service Area is the largest service area in Northern California, providing health care to over 490,000 members across Contra Costa and Alameda counties and encircling the beautiful Mount Diablo State Park. Our two medical centers are located at Antioch and Walnut Creek, with hospitals that are licensed for 150-beds and 233-beds, respectively. Along with our two medical centers, the Diablo Service Area encompasses seven additional medical office buildings in the surrounding areas: Delta Fair (Antioch), Dublin, Livermore, Martinez, Park Shadelands (Walnut Creek), Pleasanton, and San Ramon.

Pharmacy Services

Diablo Service Area pharmacy services consist of two inpatient pharmacies, three infusion/oncology pharmacies, eleven outpatient pharmacies, and a large team of ambulatory care pharmacists who provide a wide variety of care to the patients in our service area. Inpatient and outpatient pharmaceutical care services are provided 24 hours a day, seven days a week. Our medical centers take advantage of technology in delivering care, using 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.

Ambulatory care pharmacists participate in a wide range of clinical settings including primary care, anemia, 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, hospice and home health, congestive heart failure, OBGYN, medication refills, chemical dependency, Care Plus clinic, weight loss management, and drug use management.

Inpatient clinical services include ID, anticoagulation, pain, NICU, transitions of care, and ICU.

Outpatient clinical services include Desktop Medicine physician support, Medication Adherence, and New Member Onboarding.

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. We are a teaching environment where CNU, Touro University, UCSF, and UOP pharmacy students complete rotations, and we also have an ASHP accredited PGY2 Oncology program offering an early commitment process for current PGY1 residents.

DIABLO SERVICE AREA

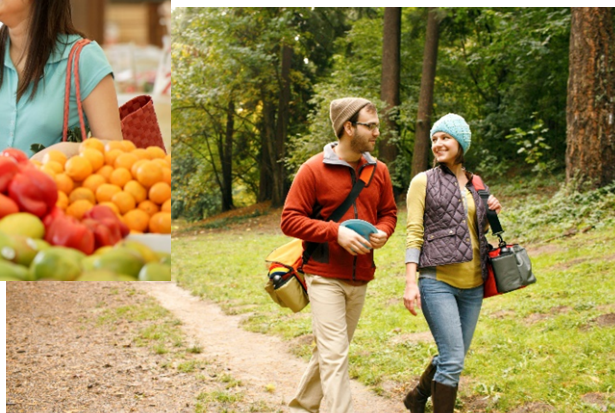
What's to do around the area?

Nestled in the heart of Northern California, the Diablo area offers the perfect blend of urban convenience and natural beauty. Just a short 30-minute drive from the iconic city of San Francisco and the bustling Oakland Airport, Walnut Creek is ideally situated for exploring the best the Bay Area has to offer. Enjoy a scenic 45-minute drive to the renowned Napa Valley or take a 3-hour journey to the beautiful Lake Tahoe. With nearby BART stations, getting around is a breeze, making your adventures in San Francisco or the airport both easy and efficient.

Experience the vibrant cultural scene at the Leshner Center for the Arts here in Walnut Creek. From captivating Broadway plays and musicals to exhilarating concerts, there's something for every arts enthusiast. Venture a bit further into San Francisco to enjoy theatrical productions, the Davies symphony hall, and an array of concert venues.

Outdoor enthusiasts will enjoy the wide variety of recreational areas in our very own backyard. The Iron Horse Trail, running the length of our region, is a paved trail that is perfect for joggers and bikers. Mount Diablo, our majestic namesake, offers a treasure trove of trails, campgrounds, breathtaking panoramic views, and fascinating rock formations and caves. At the nearby Berkeley Marina, you can also dive into windsurfing, canoeing, or kayaking. In winter, hit the slopes at Lake Tahoe's seven major ski resorts, all within a 200-mile radius.

Shoppers will feel at home with the myriad of shops at Broadway shopping plaza, and foodies will delight in the diverse range of dining options available in downtown Walnut Creek and throughout our region. From exciting new restaurants to numerous local breweries and wineries, there is always something new to discover. Don't miss out on the fresh, seasonal produce from any one of Contra Costa county's 19 Farmers Markets, many of which operate year-round, perfect for those who prefer cooking at home.



The Key to an Excellent Residency

The PGY1 Residency Program at Kaiser Permanente, Diablo Service Area (Walnut Creek/Antioch) adheres to standards set by ASHP and provides thorough training in a variety of inpatient, ambulatory care, and outpatient specialties.

Purpose

The purpose of the program is to build upon Doctor of Pharmacy (PharmD) education and outcomes to develop pharmacist practitioners with knowledge, skills, and abilities as defined in the ASHP educational competency areas, goals, and objectives. Residents who successfully complete PGY1 residency programs will be skilled in diverse patient care, practice management, leadership, and education, and be prepared to provide patient care, seek board certification in pharmacotherapy (i.e., BCPS), and pursue advanced education and training opportunities including postgraduate year two (PGY2) residencies.

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⁺

- \$73,320 per annum, based on \$35.25 hourly, paid in bi-weekly pay periods
- 19 days per year of paid personal time off, sick days, or vacation; 8 paid major holidays
- Insurance: Medical, dental, prescription, optical, plus optional life insurance
- Financial reimbursement for travel to 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
- Ambulatory care pharmacists with broad scope of practice and working under collaborative practice agreements
- 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

Goals and Requirements

Upon completion of the Kaiser Permanente Diablo Area PGY1 Pharmacy Residency Program, graduates will be able to perform the following:

1. Manage and improve drug therapies, leading to safe and effective medication use.
2. Provide evidence-based, patient-centered medication therapy management with interdisciplinary teams and be able to function competently in multiple healthcare environments.
3. Exercise leadership and practice management skills in order to be a contributing member committed to the advancement of the profession.
4. Gain the confidence and skill to effectively manage their own career.
5. Provide medication and practice-related education/training to our patients and fellow healthcare providers.
6. Utilize cutting-edge technology, medical informatics, and project management skills in order to possess marketable attributes and a competitive edge.

In order to successfully complete the residency program, it is expected that the resident will have attained the educational outcomes through mastery of the educational goals and objectives of their rotation learning experiences, the residency project, and operational duties.

Each resident will complete 52 calendar weeks (although these may be nonconsecutive) of training to complete the residency program.

EDUCATIONAL OUTCOMES, GOALS, and OBJECTIVES
<ul style="list-style-type: none">• RPh Licensure within 120 days from the start of the residency subject to CA.PHARM.7.0.17
<ul style="list-style-type: none">• Complete BLS Certification
<ul style="list-style-type: none">• Complete ACLS Certification
<ul style="list-style-type: none">• ACHR (Achieved for the Residency) for 80% of Required Objectives
<ul style="list-style-type: none">• No Objectives with Final Assessment of NI (Needs Improvement)
RESIDENCY RESEARCH PROJECT
<ul style="list-style-type: none">• Presentation at Consultation and Facilitation Services (CFS) Dress Rehearsal, Kaiser Permanente Poster Presentation (if available), and Western States Conference
<ul style="list-style-type: none">• Complete a Final Manuscript
OPERATIONAL DUTIES AS DEFINED BY RESIDENCY ADVISORY COMMITTEE
<ul style="list-style-type: none">• Complete 1 Continuing Education
<ul style="list-style-type: none">• Complete 1 Medication Use Evaluation
<ul style="list-style-type: none">• Complete at least 1 In-Service or University Lecture
<ul style="list-style-type: none">• Complete at least 1 Journal Club
<ul style="list-style-type: none">• Complete at least 1 Drug class review, monograph, treatment guideline, treatment protocol, utilization management criteria, and/or order set
<ul style="list-style-type: none">• Participate in 4 Community Service Events
<ul style="list-style-type: none">• Submission of Electronic Portfolio at the Conclusion of Residency

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.

**May be subject to change due to preceptor availability or other factors.

Choosing a Balanced Program

Duration of Rotations

- Acute Care
 - Hospital Operations (6 weeks)
 - Infectious Disease (4 weeks)
 - Critical Care (4 weeks)
- Primary Care (8 weeks)
- Outpatient Staffing and Management (6 weeks)
- Elective Rotations (3-6 weeks)

Longitudinal Components[†]

1. Leadership and Professional Development (required)
 - Monthly leadership topics and book club discussions with Area Pharmacy Director
 - Responsible for leading projects and tasks as Chief Resident (e.g., planning open house, residency interviews)
 - Practice self-reflection and assessment of personal growth through the year
 - Complete four community service events
 - Attend leadership meetings (e.g., Outpatient, Inpatient, and Clinical Pharmacy manager meetings, DRUG meetings)
2. Research Project (required)
 - Investigate research question to present at Western States Conference and as CE
 - Literature review, IRB submission, data collection and analysis
 - Poster presentation and completion of a manuscript
 - Statisticians available to consult on study design and statistical analysis
3. Continuing Education (CE) Presentation (required)
 - Preparation of one-hour CE to be presented to pharmacy and other members of health care team
4. Emerging Therapeutics Strategy Program - Medication Use Evaluation (required)
5. Teaching Certificate Program (optional, Touro University)

Other Requirements[†]

Attendance and active participation in activities and meetings as assigned

- Regional/local Pharmacy and Therapeutics
- Residency Interviews
- Residency Program Director-Coordinator Meeting (monthly)

[†]May be subject to change

Learning Experiences

CORE ROTATIONS (required)

Acute Care (14 weeks total: Hospital Operations - 6 weeks, Infectious Disease - 4 weeks, Critical Care - 4 weeks)

The Acute Care rotation will allow residents to rotate through the Inpatient Pharmacy, Medical/Telemetry Unit, Infectious Disease, and Intensive Care hospital units. In the Hospital Operations rotation, residents will gain experience in both Inpatient Pharmacy staffing and General Acute Care. This 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. Furthermore, the residents will perform pharmacokinetic monitoring, monitor and adjust anticoagulant therapy, perform medication reconciliation, and provide discharge reconciliation and consultation for complex patients. Residents 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)

This experience provides the resident the opportunity to work in the PHASE (Preventing Heart Attacks and Stroke Everyday) clinic. Clinical pharmacists in the PHASE clinic manage diabetic patients to help them achieve their HgA1C goals while minimizing macrovascular and microvascular complications and adverse effects from oral and/or injectable hypoglycemic agents. Pharmacists initiate, adjust, and monitor recommended treatment plans which may include drug therapy and/or diet and lifestyle modifications based on information obtained through patient interviews, review of patient's medical record, drug profile, and objective laboratory parameters. Pharmacists in the PHASE clinic work to optimize patients' medication therapy in multiple disease states including, but not limited to, diabetes, hyperlipidemia, and hypertension. PHASE pharmacists also provide drug information/education services to patients and members of the healthcare team including in-service presentations, as needed.

Learning Experiences

Outpatient Staffing and Management (4 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:

- Correctly and accurately process a prescription (receive, interpret, enter, transfer, etc.).
- Identify errors or omissions in a prescription and take appropriate action to correct them.
- Review a patient's medication profile for potential drug-drug interactions with any new medications that are being filled.
- Counsel patients on their prescription medications including proper use, dosing regimen, potential side effects, drug-drug and drug-food interactions, storage and handling, importance of compliance, etc.
- Provide drug information to patients and other healthcare professionals after consultation with a pharmacist.
- Recommend and counsel patients on over-the-counter products or refer patients to physician.
- Document and monitor the use of controlled substances.
- Develop an understanding of the management issues involved in operating an outpatient pharmacy.
- Understand the policies and procedures for hiring, firing, staff training, scheduling and continuous quality improvement.
- Discuss Point Of Sale, Best Practices – Pharmacy Improvement Program (PIP), Quality Assurance Programs (DFI/QA & Dispensing Process QA), and Pharmacy Assessments/Business Audits/SOX requirements.

Outpatient Medication Use Quality Improvement (2 weeks)

The Medication Use Quality Improvement Project rotation is a required 2-week learning experience (10 days). The goal of the Medication Use Quality Improvement Project is to ensure appropriate medication use and improve Medicare Star Ratings that reflect the health plan's overall quality and performance.

Components of the Medication Use Quality Improvement Project rotation may include the following:

- 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

Learning Experiences

ELECTIVE ROTATIONS

Anticoagulation Clinic (4-6 weeks)

The OACS and DOAC pharmacists manage over 16,000 patients on anticoagulant therapy in the DSA and Central Valley Area (CVA). Pharmacy technicians support both clinics in an administrative role. The learning experience for the resident is designed to facilitate independent thought process toward managing anticoagulation for a variety of indications. The OACS pharmacist focuses on review of the International Normalized Ratio (INR) and other laboratory values for patients using warfarin and for those patients being bridged to/from warfarin with LMWH. The Anticoagulation pharmacists also facilitate transition of warfarin patients to DOAC medications. The DOAC pharmacist is responsible for educating patients currently taking or starting on a DOAC, performing renal and drug interaction monitoring, as well as perioperative management. Based on clinical review, each pharmacist care manager provides recommendations to patients for dose adjustment and follow-up.

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 risk of ER or hospitalization. These patients often have complex chronic conditions such as diabetes, hypertension, and heart failure and/or complex psychosocial needs. The purpose of this clinic is to increase medication adherence and compliance, manage complex chronic conditions, adhere to patients' goals and wishes, and decrease unnecessary ER and hospital admissions. Patient-specific, evidence-based, guideline directed therapies that include medication and lifestyle treatments will be employed. 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.

Learning Experiences

Chronic Pain Management (6 weeks)

The Chronic Pain Management rotation consists of two clinics – the Pain Clinic and the Opioid Tapering Clinic. The Pain Clinic is managed by a residency trained PharmD in conjunction with a multidisciplinary team. The team consists of Medical Assistants, MFTs/Psychologists, Physical Therapists, and physicians. The purpose of the clinic is to improve quality of life and functional level, ensure safety and proper use of controlled substances and other adjunctive medications, increase satisfaction of members and providers, provide cost effective care, and return patients to their primary care physician after they have been stabilized. Patient-specific therapies that incorporate both medications and physical and cognitive behavioral modalities will be employed. The Opioid Taper Clinic is managed by residency trained PharmDs. The pharmacist works in collaboration with the primary care providers to assist with tapering of opioids used for chronic pain. The purpose of the clinic is to ensure safe use of opioids. Additionally, the role of the pharmacist also includes the induction of buprenorphine. During the rotation, our goal is to teach the basic concepts regarding pain management and opioid tapering so the resident can actively participate in the evaluation, education, and designing of treatment plans for our patients and providers. The resident will become a valuable team member responsible for carrying out many of the daily activities of the pharmacist while observing the roles of the other team members.

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.

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 pharmacists' role is to manage patients with Heart Failure through symptom assessment, medication adjustment, lab value monitoring, pertinent test monitoring.

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 will be employed. Care Managers work under a collaborative practice agreement 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.

Learning Experiences

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.

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 pharmacies are USP 797 compliant and have sterile compounding licenses. 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 patients' chemotherapy treatment plan. The pharmacists are also involved in investigational drug trials and in monitoring and initiating inpatient chemotherapy orders.

Learning Experiences

Psychiatry (6 weeks)

The Department of Mental Health and Addiction medicine 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. Psychiatric pharmacists manage patients referred into the Pharmacist-Managed Clozapine Clinic and Adult ADHD Clinic. 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.

Infectious Disease (6 weeks)

The experience is designed to provide provision of care through antimicrobial stewardship programs at the 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.

Neonatal Intensive Care (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 – (3 weeks)

Drug Information is an elective three-week remote learning experience that is offered to Kaiser Permanente pharmacist residents via a NCAL regional lottery. One member from the Drug Intelligence and Strategy (DIS) Team will serve as the primary preceptor for this experience. However, the resident will interface with various members of the DIS team including Pharmacist Evidence Analyst and Strategists (PEAS).

Regional Pharmacy Continuum – (4-6 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 team aims to:

- Effectively bridge pharmacy care delivery during the transition from one level of care/care setting to another
- Enhance safety of medication therapy and quality of pharmacy service across the continuum
- Ensure pharmacy-related programs across the continuum are compliant with regulatory requirements
- Increase affordability through enhanced workflow efficiency and spread of pharmacy best practices
- Drive innovation by embracing technology and transforming our pharmacist workforce

Regional Medication-Use Safety- (4-5 weeks)

This 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

LONGITUDINAL LEARNING EXPERIENCES

Research Project (required)

This experience is designed to provide the resident with experience in conducting a research study including research design, implementation, obtaining appropriate CFS and IRB approvals, statistical analysis (if applicable), and a formal 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 and resolve issues that arise, utilizing available resources and timely communications to all appropriate parties.

Continuing Education (CE) Presentation (required)

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/or virtual presentation.

Emerging Therapeutics Strategy Program - Medication Use Evaluation (ETSP 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.

Other benefits of participating in the MUE program:

- ✓ Outcomes and recommendations of the MUE contribute to:
 - Quality of care
 - Safe medication practices
 - Operational efficiency
- ✓ Development of project management and communication skills
- ✓ Visibility on a national platform
- ✓ Development of a CE program which can be highlighted on CVs
- ✓ Networking with residents across the KP markets

Areas of focus:

- ✓ 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

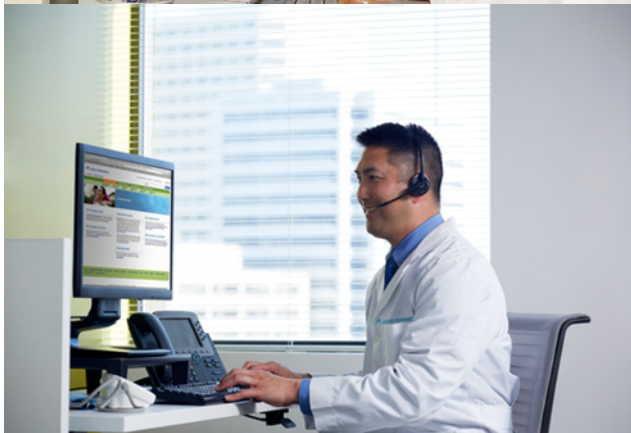
Learning Experiences

Leadership and Professional Development (required)

The Leadership and Professional Development learning experience is a longitudinal rotation designed to provide residents to become familiar and focus on development of leadership, self-awareness, professionalism, and innovative mindset. The syllabus is designed to expose the learning to leadership nomenclature, key principles, tools, and available resources. The learner will participate in several activities designed to improve their working knowledge and experience with leadership and track personal and professional growth. Length of the rotation is 12 months. The components of the rotation include but are not limited to orientation, quarterly development evaluations, and attendance in meetings.

Teaching Certificate Program (optional)

The Teaching Certificate rotation is a longitudinal 52-week learning experience at Touro University California College of Pharmacy. The College of Pharmacy has approximately 300 students – 100 students in the classroom and 200 students in Advanced Pharmacy Practice Experiences. The pharmacy resident on this rotation will be expected to be on campus at the university when scheduled for proctoring discussion days, delivering didactic lectures, or precepting community outreach events. The resident will be involved in a variety of teaching activities which include but are not limited to preparation and delivery of lectures, small group discussions, review sessions, development of assessment questions, as well as proctoring and grading exams. Good communication and interpersonal skills are vital to success in this experience. The resident must devise efficient strategies for accomplishing the required activities throughout the year.



Snapshots: Past Diablo Residents

Snapshot: Callyn Wu, PharmD

Diablo Resident: 2024 - 2025

Current Position: Oncology Ambulatory Care Pharmacist, Diablo Service Area

What makes Kaiser Permanente Diablo special to you? Looking back, I am beyond grateful that I found Kaiser Permanente's Diablo Service Area and feel that I could not have chosen a better place to complete my PGY1. I felt valued by the preceptors and management team and knew they genuinely cared about my individual growth. They did not shy away from facing my challenges alongside me and consistently modeled a growth mindset. The Diablo Service Area will always hold a special place in my heart!

Snapshot: Kevin Chau, PharmD

Diablo Resident: 2023 - 2024

Current Position: Adult Family Medicine Ambulatory Care Pharmacist, Diablo Service Area

How did this residency prepare you for your current position? This residency prepared me for my current position as it helped refine my clinical decision-making skills. I gained confidence through my rotations in interpreting complex cases and making evidence-based recommendations. I had the opportunity to rotate through various ambulatory care rotations, such as primary care, Care Plus, CHF, and oncology. These rotations focused on managing chronic diseases, optimizing medication therapy, and working collaboratively in a multidisciplinary team. During these rotations, I became comfortable with initiating, adjusting, and monitoring medications in accordance with clinical guidelines.

In addition to boosting my confidence as a clinician, this residency helped improve my time management skills by training me to prioritize my tasks efficiently while balancing rotations and longitudinal projects. Working closely with physicians, nurses, and other healthcare providers helped me improve my ability to communicate my recommendations clearly and concisely, which I now apply daily in my collaborative clinical environment. Lastly, this residency provided me with the opportunities to mentor and precept students which has helped develop my leadership skills.

Snapshot: Marianne Duran, PharmD

Diablo Resident: 2022 - 2023

Current Position: Opioid Tapering Ambulatory Care Pharmacist, Diablo Service Area

How did this residency impact you? The PGY1 residency program at Kaiser Permanente Diablo Service Area gave me valuable experience across ambulatory care, outpatient, and inpatient settings, which has been key to succeeding in my current role as an opioid taper pharmacist. The program allowed me to understand the full continuum of care that happens within Kaiser and build strong relationships with colleagues across different practice areas, which has helped me better support my patients in my current role. I also formed close friendships with co-residents and preceptors who continue to support me both in my career and personal life.

Snapshot: Kristen Shimoda, PharmD, BCPS

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.

How to Apply

Requirements for Acceptance

- Must be licensed as an Intern Pharmacist in the state of California by the first day of residency program.
- Resident must be a licensed California pharmacist within 120 days from the program start date. Residents who are not licensed as a pharmacist within 120 days from the program start date will have their term of appointment extended by the number of days the resident is without licensure past the 120-day deadline up to a maximum of 45 days. Failure to obtain a California state pharmacist license within 165 days from the program start date will result in the resident being dismissed from the program and employment will be terminated.
- To be eligible for pharmacist licensure, candidates must be graduates or candidates for graduation from an ACPE accredited degree program (or one in the process of pursuing accreditation) or have a Foreign Pharmacy Graduate Examination Committee (FPGEC) certificate from the NABP.
- For more information regarding licensing in California, please visit www.pharmacy.ca.gov
- Certification: BLS
- 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, 2026

Interview Details

- Interviews are required and dates will be announced in January

Contact Information

Primary Residency Program Contact

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Additional Residency Program Contacts

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

2025 - 2026 Program Residents

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

- **Elizabeth:** As both a lifelong Kaiser member and former intern, I've seen firsthand Kaiser's dedication to providing high-quality, affordable healthcare—an experience that shaped the standard of care I hope to deliver. Kaiser Diablo stood out to me because of its large service area, which allows for care across a broad and diverse patient population, which aligns with my goals to improve health outcomes among the communities I grew up with as a Bay Area native. I also felt like I'd be able to explore my clinical interests given its robust ambulatory care program and variety of electives. Additionally, the warm, supportive staff, mentors, and larger class size made it feel like a place where I could truly thrive. Ultimately, I chose Kaiser Diablo because it seemed like the optimal setting to grow as a compassionate, capable leader and well-rounded clinician.
- **Grace:** I chose to do a residency program at Kaiser Permanente Diablo Service Area because of the learning opportunities and exceptional support system. Because DSA is such a large service area, there are several opportunities in many different practice areas including acute care and ambulatory care. The program helps tailor your rotations to your interests while providing a well-rounded experience overall. The preceptors have been welcoming, knowledgeable, and are eager to help each of us in order to succeed. Max, Lindsay, and Eunice are all dedicated to seeing your growth both professionally and personally and are great support systems to have.
- **Julie:** I chose Kaiser Diablo because of the welcoming and supportive environment I experienced during the open house and interview. Many former residents have also stayed on, so there is a valuable network of mentors and resources. Additionally, one of the unique things about Kaiser Diablo is that residents have the chance to rotate through multiple hospitals, allowing us to care for patients from diverse socioeconomic backgrounds. Lastly, there is a variety of elective options to choose from so that each residents' schedule is tailored to their career goals. Overall, the range of rotations offered in both acute and ambulatory care makes it a great place to develop a strong foundation to be a well-rounded clinical pharmacist.
- **Christina:** I chose the Kaiser Permanente, Diablo Service Area residency program due to the strong support system, extensive learning opportunities, and diverse patient population. This program offers a balance of both ambulatory and acute care, which allows for residents to explore different areas of pharmacy. As the largest service area in Northern California, there are a wide variety of electives to explore and many opportunities to learn how to better serve the diverse patient population. In addition, Max, Lindsay, Eunice, and preceptors have offered support, guidance, and feedback since the start of this program. It is evident that this program strives to cultivate a positive learning experience so that residents can grow professionally and personally.



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