**Example Activities for the Required Competency Areas, Goals, and Objectives for Postgraduate Year One (PGY1) Pharmacy, Community-Based, and   
Managed Care Residency Programs**

The example activities below are intended as a guide to help preceptors generate ideas for activities. Activities for each Objective must reflect activities that residents will be performing specific to each learning experience.

Each Objective must have **at least one** activity that facilitates the Objective’s achievement.

Learning activities should include:

1. Start activity statement with an action verb that aligns with the Blooms Taxonomy level (e.g., collect).
2. Followed by a subject/object (e.g., patient information).
3. Followed by what the resident must do to achieve the associated objective for the specific practice area or learning environment (e.g., to enter patient information into EMR).

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| **Competency Area R1: Patient Care** | | |
| **Goal R1.1: Provide safe and effective patient care services following JCPP (Pharmacists’ Patient Care Process).** | | |
| **Obj. #** | **Objective** | **Example Activities** *–Examples listed are intended to generate ideas when creating appropriate activities. Ensure activities are tailored to the practice site / learning environment.* |
| R1.1.1 | (Analyzing) Collect relevant subjective and objective information about the patient. | * Collect pertinent information on each assigned patient from available resources (e.g., medical record, patient’s nurse, caregiver, and/or patient) every morning prior to rounds and record data on a secure patient monitoring form. * Review [FILL IN SPECIFIC LABS] (e.g., INR’s), medical record, and interview patients before adjusting [FILL IN SPECIFIC MEDICATION] (e.g., warfarin) therapy. * Review laboratory values, medication administration, and other pertinent data prior to adjusting medications in pharmacy-managed protocols. * Perform a medication history, review medical record, and contact patient’s pharmacy or prescribing physician as needed when performing medication reconciliation. * Collect pertinent information, including past medical history, medication list, laboratory or test results, and from progress notes, on each patient from the electronic health record prior to clinic. * Interview patient regarding changes in medications and any possible side effects experienced since last clinic appointment. * Collect and assess appropriate information necessary to safely dispense a medication and to identify and detect actual or potential therapeutic problems. * Conduct a medication and medical history including patient lifestyle habits, preferences and beliefs, health and functional goals, and socioeconomic factors that affect access to medications and other aspects of care. * Conduct a comprehensive immunization history including accessing the immunization information system. * Gather any subjective or objective information needed from other sources including other health care professionals and patient records. * Correctly complete necessary physical assessment (e.g., blood pressure, pulse, weight, diabetic foot exam). * Recommend, order, and/or conduct appropriate testing for patients according to evidence-based medicine and pharmacy policies and procedures. * Collect information on medication refill history, if applicable. |
| R1.1.2 | (Evaluating) Assess clinical information collected and analyze its impact on the patient’s overall health goals. | * Identify any issues with medication therapy and discuss issues identified with preceptor at assigned time daily. * Based on information collected while performing medication reconciliation, identify any issues that need to be addressed. * Determine the appropriateness of medication orders (e.g., indication, dose, route, frequency, rate of administration, drug interactions, adherence, cost) prior to [INSERT FUNCTION HERE] (e.g., verifying, ordering, prescribing, refilling). * When performing daily profile review, identify any needed changes. * Identify and prioritize unmet health care needs based upon professional judgement and the patient’s values, preferences, priorities and goals. |
| R1.1.3 | (Creating) Develop evidence-based, cost effective, and comprehensive patient-centered care plans. | * Start patient on a dosing regimen designed to achieve target levels for all new “per pharmacy protocol” medication orders. * Develop a patient specific plan integrating knowledge of patient specific information, ethical, quality of life, and pharmacoeconomic issues. * Use knowledge of primary literature and guidelines to identify therapeutic goals for patient based on medications and disease states. |
| R1.1.4 | (Applying) Implement care plans. | * After multi-disciplinary rounds, ensure all medication changes discussed have been ordered and verified. * Send new prescriptions to patient’s pharmacy if any changes made to the patient’s medication regimen during clinic visit. * Address medication- and health-related problems and execute preventive care strategies, including vaccine administration. * Initiate, modify, discontinue, or administer medication therapy as authorized. * Provide education and self-management training to the patient or caregiver. * Schedule appropriate follow-up and monitoring. * Contribute to coordination of care, including the referral or transition of the patient to another healthcare professional. |
| R1.1.5 | (Creating) Follow-up: Monitor therapy, evaluate progress toward or achievement of patient outcomes, and modify care plans. | * Review all assigned patients managed per pharmacy protocols and order any needed labs or dosing changes based on assessment. * Evaluate medication appropriateness, effectiveness, and safety and patient adherence through available health data, biometric test results, and patient feedback. * Evaluate clinical endpoints that contribute to the patient’s overall health. * Evaluate outcomes of care including progress toward or the achievement of goals of therapy. * Complete follow-up for patients according to collaborative practice agreements or statewide protocol. |
| R1.1.6 | (Analyzing) Identify and address medication-related needs of individual patients experiencing care transitions regarding physical location, level of care, providers, or access to medications. | * Complete admission medication reconciliation for all assigned patients daily. * Complete discharge medication reconciliation and medication education for all assigned patients daily. * When patients are transferred from critical care to a medical/surgical unit, communicate any necessary information to the pharmacist assigned to the medical/surgical unit. * For patients going home on parenteral nutrition support, communicate nutrition support regimen and other pertinent information to the home health care company who will be assuming responsibility for parenteral nutrition support. * Identify new patients at the pharmacy and conduct medication reconciliation and resolve any medication issues. * Coordinate needs of patients experiencing care transitions back to the community from a health-system or nursing home facility. * Anticipate (or advise) on any required changes when a member is being discharged (inpatient to outpatient). * Anticipate (or recommend) necessary formulary alterations based upon the patient's insurance requirements. * Ensure patient access to medications when transitioning environments of care related to formulary, utilization edits, etc. * Review formulary options for a patient prior to selecting a medication for therapy. |
| **Goal R1.2: Provide patient-centered care through interacting and facilitating effective communication with patients, caregivers, and stakeholders.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R1.2.1 | (Applying) Collaborate and communicate with healthcare team members. | * While on rounds, be prepared to identify medication-related problems and make evidence-based recommendations for solutions to the team. * Participate in daily rounds with assigned team and provide recommendations on assigned patients and answer drug information questions in a timely manner. * Work with physicians and nurses to resolve issues found when reconciling patients’ medications prescribed on admission with medications taken as outpatient. * Contact prescribing physician to resolve issues found when verifying medication orders. * Contact prescribing physician to resolve issues when reviewing prior authorization requests. * Work with nurses and other health care providers to resolve missing doses and other medication distribution issues brought to your attention while staffing. * Provide accurate and timely responses to drug information questions from other healthcare team members. * Respond to all code alerts when assigned to be the on-call pharmacist for the code team. * Contact providers when resolving medication related problems prior to dispensing. * Discuss recommendations with the provider for medication therapy changes outside the current collaborative practice agreement. * Outreach to client providers for coverage related issues specific to specialty or high-risk requests. |
| R1.2.2 | (Applying) Communicate effectively with patients and caregivers. | * Provide medication education to patients, their families, and/or caregivers for all patients on assigned floor who are scheduled to be discharged. * Provide medication education to patients, their families, and/or caregivers via home visits, MTM telephonic outreach to patients, integrated healthcare, etc. * Counsel patients who are receiving new medications. * Perform any needed discharge counseling for patients, their families, and/or caregivers as part of medication reconciliation duties for patients on assigned floors. * Perform medication histories on assigned patients. * Conduct an organized, patient focused interview for all assigned clinic patients. * Educate patients on medication changes using appropriate patient counseling method. |
| R1.2.3 | (Applying) Document patient care activities in the medical record or where appropriate. | * For pharmacy consults, document an initial consult note and then a follow-up note in the EHR whenever drug level results are reported by the lab or the medication regimen is changed. * Document a patient care note in the medical record every time a patient is seen by you in clinic. * Document pharmacy interventions in ivent per pharmacy’s policy. * Document medication management in appropriate format according to platform. * Document information according to collaborative practice agreement or statewide protocol. * Document patient interactions and interventions in eCare plan. * Document prior authorization decisions in the appropriate record system. |
| **Goal R1.3: Promote safe and effective access to medication therapy.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R1.3.1 | (Applying) Facilitate the medication-use process related to formulary management or medication access. | * Review non-formulary drug requests to determine if they meet criteria for approval. * When a non-formulary or “patient’s own drug” is prescribed, ensure bar-coding of the medication is completed before dispensing. * Recommend formulary therapeutic alternatives for non-formulary medications, as appropriate. * Help patients experiencing medication access issues navigate through patient assistance programs. * Facilitate outreach to and coordination with the prescriber to resolve prior authorization issues. |
| R1.3.2 | (Applying) Participate in medication event reporting. | * Document validated adverse drug events in the system’s incident reporting system. * Demonstrate adverse drug event reporting process to other disciplines. * Report medication adverse event to MedWatch. * Report vaccine adverse event to Vaccine Adverse Event Reporting System (VAERS). |
| R1.3.3 | (Evaluating) Manage the process for preparing, dispensing, and administering (when appropriate) medications. | * Perform order verification, check IV solutions, and other patient-specific medications prior to dispensing. * Serve as the 1st or 2nd pharmacist verification for chemotherapy orders. * Compound medication products consistent with USP Standards. * Prepare medications needed during codes. * Manage all support personnel in the pharmacy to safely and accurately dispense prescriptions. * Complete all steps in the final check of filled prescriptions to ensure accuracy. * Administer medications and vaccines according to state and practice site authority. |
| **Goal R1.4: Participate in the identification and implementation of medication-related interventions for a patient population (population health management).** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R1.4.1 | (Applying) Deliver and/or enhance a population health service, program, or process to improve medication-related quality measures. | * Present aggregated patient data (e.g., adverse drug events, quality data) at assigned organizational meeting. * Complete assigned medication-use evaluation. * Assess current pharmacy quality measures and develop and implement a process to improve patient outcomes. |
| R1.4.2 | (Creating) Prepare or revise a drug class review, monograph, treatment guideline, treatment protocol, utilization management criteria, and/or order set. | * Prepare assigned drug class review/monograph for presentation at the appropriate organization committee. * Develop or revise assigned treatment guideline or protocol for consideration by appropriate stakeholders. * Develop or revise an existing collaborative practice agreement, statewide protocol, or standing order. * Develop or revise assigned utilization management criteria for consideration by appropriate stakeholders. |
| **Competency Area R2: Practice Advancement** | | |
| **Goal R2.1: Conduct practice advancement projects.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R2.1.1 | (Analyzing) Identify a project topic, or demonstrate understanding of an assigned project, to improve pharmacy practice, improvement of clinical care, patient safety, healthcare operations, or investigate gaps in knowledge related to patient care. | * Examine a project topic’s significance to the practice setting and related to best practices. * Choose year-long project from list provided or submit a proposal for a different project to improve clinical care, patient safety, healthcare operations that can be completed within residency year. * Conduct a literature search and draw appropriate conclusions from the literature in identifying a residency project topic and/or research question. * Develop an idea for a new service or revision of a current service and discuss with preceptor. * Identify a business model to develop/expand services. |
| R2.1.2 | (Creating) Develop a project plan. | * Develop project plan and obtain necessary approvals. * Develop a project plan that ensures PHI is safeguarded (follows organizational policies and procedures). * Document a project plan with proposed deadlines and ongoing revisions as necessary. * Evaluate literature review to support the design of the project. * Develop and document a business plan including all the elements as appropriate. |
| R2.1.3 | (Applying) Implement project plan. | * Execute the project plan (e.g., collect data, implement new service) and make appropriate adjustments as needed. * Schedule and attend regular meetings with [preceptor(s), project committee(s)] to review progress on project plan. Collect data for assigned project [MUE, Adverse Drug Event analysis, clinical program development/enhancement/analysis, business plan, pipeline forecast, cost or budget analysis, quality assurance]. |
| R2.1.4 | (Analyzing) Analyze project results. | * Analyze data collected for major project. * Analyze the outcomes of the business plan. * Draw appropriate conclusions from literature in design of Residency Project. * Analyze data for assigned project [MUE, Adverse Drug Event analysis, clinical program development/enhancement /analysis, business plan, pipeline forecast, cost or budget analysis, quality assurance]. |
| R2.1.5 | (Evaluating) Assess potential or future changes aimed at improving pharmacy practice, improvement of clinical care, patient safety, healthcare operations, or specific question related to patient care. | * Identify future questions based on the impact of the project * Identify limitations of the project and potential modifications or changes for the future * Assess potential changes based on results for assigned project [MUE, Adverse Drug Event analysis, clinical program development/enhancement/analysis, business plan, pipeline forecast, cost or budget analysis, quality assurance] at [P&T, Medication Safety, leadership] committee(s). |
| R2.1.6 | (Creating) Develop and present a final report. | * Document and present report for assigned project [MUE, Adverse Drug Event analysis, clinical program development/enhancement/analysis, business plan, pipeline forecast, cost or budget analysis, quality assurance] at [P&T, Medication Safety, leadership] committee(s). * Present project at a regional residency conference. * Present project to audiences external to the pharmacy department. * Document a project report using an accepted manuscript style suitable for publication in the professional literature. |
| **COMPETENCY AREA R3: Leadership** | | |
| **Goal R3.1: Demonstrate leadership skills that contribute to departmental and/or organizational excellence in the advancement of pharmacy services.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R3.1.1 | (Understanding) Explain factors that influence current pharmacy needs and future planning. | * Review and discuss with pharmacy director assigned topics related to factors that influence current pharmacy needs and future planning. * Review organization’s and/or pharmacy’s strategic plan and describe the process for assessing the pharmacy department’s current and future needs to inform future plans. * Participates in pharmacy administration learning series, modules, lectures (e.g., budgeting, operations and systems, credentialing and privileging, quality metrics, or other relevant topics) and discuss key learnings with pharmacy leaders. |
| R3.1.2 | (Understanding) Describe external factors that influence the pharmacy and its role in the larger healthcare environment. | * Review and discuss with pharmacy director assigned topics related to external factors that influence pharmacy’s role in the larger healthcare environment. * Participates in pharmacy administration discussions related to external factors that influence pharmacy (e.g., board of pharmacy decisions, state and federal regulations, payors, pharmacy associations’ activities, accrediting and/or regulatory organizations’ quality metrics) and discuss key learnings with pharmacy leaders. |
| **Goal R3.2: Demonstrate leadership skills that foster personal growth and professional engagement.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R3.2.1 | (Applying) Apply a process of ongoing self-assessment and personal performance improvement. | * Complete an initial self-assessment in preparation for the development plan. * Complete a self-assessment in preparation for the quarterly development plan. * Identify clinical knowledge gaps and develop an action plan to help address/close knowledge gaps. * Identify administrative and/or project management knowledge and skill gaps and develop an action plan to help address/close the skill gaps. * Complete a summative self-evaluation. * Complete self-assessment related to wellbeing and resilience. |
| R3.2.2 | (Applying) Demonstrate personal and interpersonal skills to manage entrusted responsibilities. | * Leverage relationships with physicians, nurses, co-workers, and students to complete entrusted responsibilities. * Prioritize and organize tasks to complete entrusted responsibilities. * Apply effective workload and time management skills to appropriately meet responsibilities within the confines of a reasonable workday. * Set SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound goals), implement action steps, and take accountability for progress on assigned projects. * Complete daily and longitudinal responsibilities (e.g., patient care, projects, management, and meetings). * Identify issues or barriers and create potential solutions or management strategies. * Execute assigned work ensuring development of quality product(s) within assigned timelines. * Facilitate assigned meeting(s) and prepare meeting minutes. |
| R3.2.3 | (Applying) Demonstrate responsibility and professional behaviors. | * Prioritize patients/activities within the structure of the day. * Complete assigned projects by established deadlines. * Comply with organizational policies, procedures, and required trainings (e.g., HIPAA compliance, etc.). * Integrate the pharmacists’ responsibilities within the healthcare continuum through focused medication related planning and outcomes. * Interact cooperatively, collaboratively, and respectfully with others and display emotional intelligence. * Take responsibility for resolving conflicts and/or errors. * Demonstrate responsibility to committees or informal workgroup projects, tasks, or goals (e.g., contribute to committee discussions, identify pertinent background information, identify data for collection, interpret data, implement corrective action) through engagement. |
| R3.2.4 | (Applying) Demonstrate engagement in the pharmacy profession and/or the population served. | * Participate in the state’s pharmacy association legislation day. * Engage in a local or state professional society activities. * Participate in a community organization. * Participate in two health fairs. |
| **Competency Area R4: Teaching, Education, and Dissemination of Knowledge** | | |
| **Goal R4.1: Provide effective medication and practice-related education.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R4.1.1 | (Creating) Construct educational activities for the target audience. | * Prepare an evidence-based in-service on assigned topic for pharmacy staff. * Prepare and/or redesign an in-service to nurses on an assigned topic. * Prepare an evidence-based CE accredited presentation for pharmacy staff. * Prepare an evidence-based presentation for a multidisciplinary audience. * Design and/or redesign a disease specific patient education program. * Prepare a journal club discussion. * Prepare a talk on pharmacy to high school students. * Construct a set of educational activities for APPE and/or IPPE students. |
| R4.1.2 | (Creating) Create written communication to disseminate knowledge related to specific content, medication therapy, and/or practice area. | * Write a newsletter article for [FILL IN SPECIFIC AUDIENCE/DISTIBUTION] (e.g., pharmacy department, health-system newsletter, providers). * Prepare a written summary of an assigned journal article and disseminate content to an external audience. * Prepare a written presentation as a stand-alone educational resource for dissemination. * Write patient education materials (e.g., brochure, handout). * Write educational materials for health care providers (e.g., newsletter, medication or disease management update). * Write educational materials for pharmacists (e.g., guideline update). |
| R4.1.3 | (Creating) Develop and demonstrate appropriate verbal communication to disseminate knowledge related to specific content, medication therapy, and/or practice area. | * Present an evidence-based in-service on assigned topic for pharmacy staff. * Present an in-service to nurses on an assigned topic. * Present an evidence-based CE accredited presentation for pharmacy staff. * Present an evidence-based presentation for a multidisciplinary audience. * Present a disease specific patient education program. * Lead a journal club discussion. * Deliver a presentation on the pharmacy profession to high school students. * Facilitate an educational discussion with APPE and/or IPPE students on assigned topics. |
| R4.1.4 | (Evaluating) Assess effectiveness of educational activities for the intended audience. | * Verbally assess learner understanding at the end of a small discussion. * Write assessment and/or test questions to evaluate effectiveness of learning activity. * Develop and implement an assessment form to gather feedback for a presentation. * Evaluate learner retention of a prior learning experience and application in subsequent activities. * Poll audience during a presentation for engagement and assessment of educational effectiveness. * Respond to learner self-assessments by reinforcing educational objectives/topics during a presentation to aid in learning. * Assess learning activity evaluations to reflect on efficacy of appropriate educational content and/or presentation skills. * Assess the effectiveness of a precepting activity. |
| **Goal R4.2: Provide professional and practice-related training to meet learners’ educational needs.** | | |
| **Obj. #** | **Objective** | **Example Activities** |
| R4.2.1 | (Evaluating) Employ appropriate preceptor role for a learning scenario. | * Differentiate the learner’s level of knowledge and/or skill and the level of preceptorship needed. * Implement the appropriate preceptor role for learners, based on your analysis. * Adjust precepting activities to accommodate learner’s performance. |

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