



# Home Infusion Therapy PGY-1 Pharmacy Practice Residency

Buffalo Grove IL, Wood Dale IL, and Downers Grove IL



## Overview

The pharmacy practice residency at Walgreens-OptionCare is a first year post graduate education and training experience designed to develop pharmacists with expertise in all aspects of home infusion therapy.

## Program Objectives

- Enable the resident to gain confidence in the provision of care to patients requiring infusion therapy in the alternate setting.
- Engage the resident in the clinical, operational, and management aspects of pharmacy practice in the home care alternate site.
- Provide experiences whereby the resident contributes to the development of pharmacy programs within an organization.
- Prepare the resident to assume clinical, managerial, or other significant responsibilities within the home care organization.

## Residency Outcomes

- Provide patient care in the infusion setting.
- Function independently as a home infusion pharmacist.
- Manage the operations of a home infusion pharmacy.
- Direct a successful home infusion pharmacy program.

## About Walgreens-OptionCare

Walgreens-OptionCare provides infusion therapy, specialty pharmacy, and other healthcare services to patients in their homes through a national network of over 100 company-owned and franchised locations in 35 states.

OptionCare was founded in 1979 in Chico, California as a venture between a hospital pharmacist and a retail pharmacist responding to the need of a patient requiring total parenteral nutrition outside of the hospital setting. This tradition of serving patients has continued for over 25 years. Walgreens acquired OptionCare in 2007 to strengthen and grow their existing homecare operations.

## Required Rotations

- **Drug Information.** The resident rotates through the corporate office. Emphasis is placed on the provision of drug information in response to inquiries from the medical community and all Walgreens-OptionCare locations in the United States. The resident receives training in drug information research methodologies, computerized and on-line databases, and responds to clinical and technical drug information questions. (RLS Objectives P3, M1, M2, S6)
- **Patient Assessment.** The resident participates in the assessment of patient admission criteria and gains clinical, technical, and administrative experience in designing and adjusting pharmaceutical care plans for patients who will receive home care after discharge from the hospital. The resident works directly with a pharmacist, discharge planner, nurse, prescribing physician, and other health care professionals as Walgreens-OptionCare to analyze critical issues related to patient care, and determine administration, pump choice, and medical supply needs. The resident educates patients on post-hospital care. (RLS Objectives P1, P2, S10, S12, S21, S22)
- **Patient Monitoring.** The resident interacts with pharmacists, nurses, dietitians, clinical liaisons, and patient service representatives at Walgreens-OptionCare who provide pharmacy and nursing care to patients on service. The resident communicates with physicians, clinicians, patients, and care givers to provide recommendations and instruction for all drug therapies. (RLS Objectives P2, P4, P6, P9, S11)
- **Pharmacy Care Delivery.** The resident gains knowledge and experience in electronic order entry, parenteral product preparation and delivery, quality assurance, rules and regulations, and other issues related to home infusion therapy. The resident is given the opportunity to prepare a wide variety of parenteral products, gains expertise in clean room operations, and participates in office related Quality Assurance and Performance Improvement processes (RLS Objectives P8, P13, S1, S2, S8, S20)

## Required Rotations (cont)

- **Pharmacy Department Management.** The resident works with the Pharmacy manager and his/her designee as he/she performs administrative pharmacy functions. These include, but are not limited to: staffing, interviewing, employee performance review, budgeting, purchasing quality assessment, decision making, performance improvement/quality assurance activities, and conflict resolution. (RLS Objectives P7, M6, M9, M10, M11, M13, M16, S4, S5, S17)
- **Corporate Directorship.** The resident participates in all aspects of providing clinical and administrative support to network clinicians and ancillary staff. The resident is involved in interdisciplinary management meetings and action items concerning quality assurance, accreditation, purchasing, ethics, emergency preparedness, policy and procedures, continuing education programming, interdisciplinary collaboration, new services and products, strategic planning, accreditation activities, and other operational issues. Additionally, the resident meets with preceptors or other key non-pharmacy personnel to discuss issues related to the health care system, nursing care, nutrition support, respiratory care, reimbursement, sales and marketing, financial management, personnel management, purchasing and contracts, and inventory control. The resident also participates in the clinical centers of excellence and works with the teams to develop and monitor patient outcomes. (RLS Objectives P7, P12, M4, M8, M14, S3)
- **Teaching and Training.** The resident's project includes formal poster presentation at the ASHP-MCM and at the Great Lakes Pharmacy Resident Conference. The residents have had the opportunity to participate in various teaching experiences at Midwestern University Chicago College of Pharmacy. The resident supervises pharmacy extern rotations at both OptionCare locations, and assists the development and delivery of ACPE-accredited CE programs. (RLS Objectives P5, S13, M20)

## Quote

OptionCare is an outstanding organization committed to providing quality service and innovative clinical care. The residency program provided an opportunity for me to leverage my previous experience and expand my skill set as a pharmacist while gaining more experience and exposure to clinical pharmacy. I enjoyed working in cross-functional teams and building my knowledge base in pediatrics, the regional organization, and clinical operations. I would highly recommend the OptionCare residency to the entry level pharmacist interested in pursuing careers outside retail and hospital environments.

*Eureva Walker, PharmD, Residency Graduate*

## Faculty

**Lisa Siefert** RPh ASQ-CQM

Director, Pharmacy Operations, Buffalo Grove IL

Residency Program Director

Preceptor, Corporate Directorship, Drug Information, and Teaching

**Tom Rout** RPh

Director, Clinical Operations, Buffalo Grove IL

Preceptor, Corporate Directorship

**Steve Kennedy** PharmD

Director, Pharmacy Services, Buffalo Grove IL

Preceptor, Corporate Directorship, Drug Information

**Julie Selfridge** RPh

Pharmacy Manager, Wood Dale IL

Preceptor, Pharmacy Department Management

**Rinku Patel** PharmD

Director, Pharmaceutical Purchasing, Buffalo Grove IL

Preceptor, Corporate Directorship

**Mintu Shah** PharmD

Clinical Pharmacist, Wood Dale IL

Preceptor, Patient Care Delivery

**Vishali Chopra** PharmD

Clinical Pharmacist, Wood Dale IL

Preceptor, Patient Assessment and Patient Monitoring

**Suzanne Kluge** RPh

Director, Regional Clinical, Wood Dale IL

Preceptor, Corporate Directorship, Drug Information