
Dept: Pharmacy

Effective Date: 6/22

Authority: Pharmacy

Review Dates:

Revised: 1/23

PURPOSE: The purpose of this policy is to establish supervision standards, roles, responsibilities and of residents in the Baton Rouge General Health System sponsored pharmacy residency program.

DEFINITIONS:

Pharmacy Resident ("resident"): a pharmacist in a post-graduate education training program.

Preceptor: an expert pharmacist who gives practical experience and training to a pharmacy resident. He or she is also responsible for directing, supervising, and evaluating the resident.

Residency Program Director: the pharmacist responsible for the direction, conduct, and oversight of the residency program.

General Supervision: the preceptor may not be physically present within the hospital or other site of patient care but is immediately available by means of telephonic and or electronic modalities to address patient care with the resident.

Direct Supervision: the preceptor is physically within the hospital or other site of patient care, and is immediately available to address patient care with the resident

POLICY

- A. The Residency Program Director and Residency Program Coordinator must ensure that preceptors at all participating institutions and clinical sites provide appropriate supervision of residents that is consistent with proper patient care and the educational needs of the residents.
 - a. Within the scope of the residency program, all residents will function under the supervision of appropriately credentialed, qualified pharmacists and/or medical staff at all clinical sites utilized for the education of residents.
 - b. Each resident must have an identifiable, appropriately credentialed and privileged pharmacist who is responsible for that patient's care. This information should be available to other residents, preceptors, and pharmacy staff.
 - c. Call schedules must be structured to provide residents with continuous supervision and consultation.
- B. The supervising preceptor must be available to the resident in person or by telephone at all times as outlined in the residency program manual.
- C. The privilege of progressive authority and responsibility, conditional independence, and a supervisory role in patient care delegated to each resident must be assigned by the preceptor.
 - a. Preceptors should delegate portions of care to residents, based on the needs of the patient and the skills of the residents.
 - b. Residents should serve in a supervisory role of pharmacy students/interns in recognition of their progress toward independence, based on the needs of the patient and the skills of the individual resident.
 - c. Residents must be aware of their limitations and may not attempt to provide any clinical services for which they are not trained.

Dept: Pharmacy Services

Effective Date: 06/22

Authority: Pharmacy

Review Dates: 6/23,

Revised: 9/22, 2/23, 5/23

PURPOSE: This policy is to describe the process for a resident's dismissal from the residency program as well as outline the disciplinary actions if the resident is unable to meet the goals and objectives of the residency program

POLICY:

- A. A resident may be dismissed, or other adverse action may be taken for cause, including but not limited to:
- a. Unsatisfactory clinical performance (failure to promote patient safety, failure to abide by specific rotation expectations, etc.)
 - b. Failure to comply with the policies, rules, and regulations of Baton Rouge General or other training facilities.
 - c. Violation of federal and/or state laws, regulations, or ordinances
 - d. Any unethical behavior
 - e. Insubordination
 - f. Conduct that is detrimental to patient care
 - g. Unprofessional conduct
 - h. Falsification of any information
 - i. Plagiarism
 - j. Failure to obtain pharmacy licensure within 90 days of starting residency program. Please see *PP-24-03 Leave of Absence Policy* for additional detail.
 - k. Failure to achieve departmental competency within 8 weeks of starting residency program
 - l. Any breach of the residency contract or policy
- B. Disciplinary action related to a resident's ability to meet the goals and objectives of the residency program will be addressed in the following manner:
- a. Structured feedback: All residents will be provided routine feedback that is consistent with the educational program. Feedback techniques include verbal feedback and written evaluations (via Pharm Academic®).
 - i. There must be at least two instances of written feedback of deficiency in Pharm Academic® either via summative evaluations of a specific objective noted as a Needs Improvement or via a snapshot evaluation as documented by the preceptor
 - ii. After two documented instances of deficiency, a letter of deficiency (or formal action plan) will be developed.
 - iii. If the deficiency or offense is deemed severe, a letter of deficiency (or formal action plan) may begin before a second documentation of the offense occurs.
 - b. Letter of Deficiency (Formal Action Plan): When the Residency Advisory Committee deems that routine structured feedback is not resulting in necessary improvement, the Committee may elect to issue a formal performance improvement action plan
 - i. This action is considered formal probation.
 - ii. The action plan will clearly state the identified deficiency, a plan of correction that includes success criteria, and time in which to do so.

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- iii. The time frame for the action plan is typically 30 days. An extension of the action plan to a maximum day of 60 days may be considered and will be at the discretion of the Residency Program Director, Director of Pharmacy, and demonstrates progress of terms outlines on the action plan.
 - iv. The action plan must be co-signed by the resident, the Residency Program Director, and Director of Pharmacy
 - v. This action step does not trigger a report to any outside agencies.
 - vi. If the resident satisfactorily resolves the deficiency(ies) noted in the action plan and continues to perform acceptably thereafter, the period of unacceptable academic performance does not affect the resident's intended career development or jeopardize the resident's ability to graduate from the program.
- C. Failure to alleviate the deficiency: If the Residency Advisory Committee determines that the resident has failed to satisfactorily alleviate the deficiency(ies) outlined in the action plan, the Committee may elect to take further action, which may include one or more of the following steps:
- a. Require repeat of rotation which may require extension of agreement or removal of one elective experience.
 - b. Dismissal from the program
- D. Dismissal from the Program: Residents dismissed from the residency program for the following scenarios:
- a. Unsatisfactory performance
 - b. Failure to successfully fulfill the requirements of an action plan, or
 - c. Failure to obtain pharmacy licensure as outlined in *PP-24-03 Leave of Absence Policy* .
 - d. Failure to make up time missed during leave of absence within up to 90 days from the original end date of the residency program.
- E. Request for review: At any point, a resident may request a review of the decision made by the Residency Advisory Committee by filing a grievance with Human Resources Business Partner

PROCEDURE none

ASSOCIATED FORMS:

Dept: Pharmacy

Effective Date: 6/22/2022

Authority: Pharmacy

Review Dates:

Revised: 1/2023, 6/2023

PURPOSE: This policy summarizes the process by which vacation, sick, maternity/paternity, and other leaves of absence that may be granted to residents in Baton Rouge General sponsored pharmacy residency program.

DEFINITIONS:

Paid Time Off (GPT): a paid benefit that may be used for a variety of personal reasons, both scheduled and unscheduled (vacation, personal appointments, illness or other emergency time off.)

Prolonged absence: an absence lasting 3 or more consecutive days.

Frequent absences: 2 or more unscheduled absences per quarter.

Pharmacy Resident (“resident”): a pharmacist in a post-graduate education training program.

Preceptor: an expert pharmacist who gives practical experience and training to a pharmacy resident. He or she is also responsible for directing, supervising, and evaluating the resident.

Residency Program Director: the pharmacist responsible for the direction, conduct, and oversight of the residency program.

Residency Coordinator: responsible for the daily operations and logistics of the residency program.

POLICY

- A. The minimum term for a resident appointment is 52 weeks.
 - B. Resident are allowed time away from the program not to exceed 37 days of training days. Time away from the program includes vacation time, sick time, holiday time, religious time, interview time, personal time, jury duty, bereavement, military leave, conference attendance, parental leave of absence and extended leave.
 - a. Maternity
 - C. Extension of the residency program will be considered on a case-by case- basis for residents who exceed 37 days of training away from the program. The extension of the program will be at the discretion of the Director of Pharmacy, Residency Program Director, Residency Program Coordinator, and Human Resources Business Partner.
 - a. The resident will not be paid during the extension of the residency program.
 - i. The exception would be for residents who did not receive pay during a personal leave of absence in which the resident will be paid during the time of the extension.
 - D. **Professional Leave:** Attendance at required educational conferences are considered professional absences and do not affect GPT. Residents who wish to spend additional time away after the conference has ended or prior to the conference beginning must follow procedures for vacation leave and utilize GPT.
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- B. **Vacation Leave:** Pharmacy residents will accrue GPT per 2-week payroll period. Please see HR policy for complete details regarding the amount accrued. Vacation requests must be made in

advance in writing to the Residency Program Director and preceptor of the rotation in which the vacation leave will take place. Request must then be approved by both the Residency Program Director, Residency Program Director, and preceptor of record in advance with consideration of rotation obligations, pharmacy practice experience obligations and other resident responsibilities. Vacation requests affecting pharmacy practice experience must be made in writing no later than 2 weeks before the start of the schedule. The resident must also notify the pharmacy supervisor responsible for the schedule of the approved days off so that the schedule may reflect the true pharmacist attendance for the day.

- C. Sick Leave: The resident must notify the leader on call, preceptor of record, Residency Program Coordinator at least 2 hours before start of shift unless physically unable to provide notification. It is the responsibility of the resident to coordinate and make up any missed work associated with the preceptor of record for that rotation. Illnesses exceeding 24 consecutive work hours (e.g. 3 days) will follow Baton Rouge General's *Leave of Absence policy*. Such absences will require a physician's authorization to return to work, and clearance to return to work from Employee Health. The resident is also responsible for meeting with the Residency Program Coordinator to discuss the impact of the absence on the resident's educational experience and residency requirements.
- D. Maternity/Paternity Leave: Residents will follow state law regarding FMLA. Resident must use all available GPT. The residency program may grant unpaid leave as appropriate and in accordance with applicable law.
- E. Personal Leave of Absence: Additional leave without pay may be granted, subject to Residency Program Director, Director of Pharmacy, and Human Resources approval and any legal requirements, for illness extending beyond available GPT, or family/personal emergencies that exceed available GPT.
- F. Any additional required time off may result in extending the program ,the removal of one elective learning experience, or both.
- G. The program may also be extended for performance-related issues, not to exceed 30 days beyond the intended completion date of the residency. Requests for program extensions are reviewed on a case-by-case basis. The process for requesting an extension is as follows:
 - 1. The resident must meet with the Residency Program Director and Residency Program Coordinator to develop a plan to assure that requirements for the residency program are successfully met. This plan must be approved by the Residency Advisory Committee.
 - 2. Residents may be granted an extension for a time period not to exceed 30 days.
 - 3. If the program is extended, the resident will still participate in the Pharmacy Practice Experience and other assignments just as any other resident at the time.
 - 4. It is important to note that while efforts will be made to work with the individual resident to resolve issues in completing the program in a timely manner, there is potential that the request will not be able to be granted dependent on the regulations of the organization. The Family Medical Leave Act or Disability will be administered in accordance with organizational policy in cases where these acts would apply.

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- H. Administration Leave: Residents may be placed on administration leave if the resident fails to obtain pharmacist licensure within 90 days from the start of the residency program. The administration leave will not exceed 60 days. The resident will not receive pay for the duration of the administration leave.
1. The resident must schedule the re-take of the examination within the time constraints specified by the national or local board of pharmacy, not to exceed 45 days from the last examination date and prior to the culmination of the administration leave.
 2. If the resident fails to complete examination prior to the end of the administrative leave, the resident will be dismissed from the program.
- I. Prolonged or Frequent Unexcused Absences: If a resident accrues 2 or more unexcused absences per quarter, he or she must meet with the Residency Program Director and Residency Program Coordinator to discuss potential impact on educational objectives. The individual rotation preceptors will track attendance and notify both the Residency Program Director and the resident. The resident is then responsible for setting up the meeting with the Residency Program Director and Residency Program Coordinator

PROCEDURE: None

ASSOCIATED FORMS: None

Dept: Pharmacy

Effective Date: 6/22

Authority: Pharmacy

Review Dates:

Revised: 1/23

PURPOSE: To establish standards of professionalism for the Baton Rouge General pharmacy residency programs

DEFINITIONS:

Pharmacy Resident ("resident"): a pharmacist in a post-graduate education training program.

Preceptor: an expert pharmacist who gives practical experience and training to a pharmacy resident. He or she is also responsible for directing, supervising, and evaluating the resident.

Residency Program Director (RPD): the pharmacist responsible for the direction, conduct, and oversight of the residency program

POLICY

The following categories of professionalism shall be adhered to:

A. Attendance and punctuality:

- a. Residents are expected to attend all functions that are required of them throughout the residency year. Additional attendance requirements may be added throughout the year by the Director of Pharmacy, Residency Program Director, Residency Program Coordinator or Residency Advisory Committee. Therefore, the resident should schedule accordingly to attend the required events.
- b. The residents are responsible for assuring that commitments are met and are covered in the event of an absence. Residents should make every effort to be punctual to all meetings and functions.

B. Communication

- a. The resident is responsible for promoting excellent communication between the pharmacists, patients, nurses, physicians, and all other healthcare personnel.
- b. Feedback regarding opportunities for improvement is a means of learning and is not meant to embarrass or degrade.
- c. Any conflicts which may arise between the resident and preceptor should first be handled by discussing it with one another.
 - i. If resolution of the situation is not achieved, then discussing the situation with the Residency Program Director and Residency Program Coordinator is the next appropriate step.
 - ii. Unresolved issues should be addressed via the steps in the Grievance Policy. (Please see the Baton Rouge General Pharmacy Practice Residency Grievance

C. Confidentiality

- a. Residents will not discuss patients with other patients, family members or anyone not directly related to each case.
- b. Residents will not discuss patients in front of other patients or in areas where people may overhear such as the cafeteria or elevators.
- c. Residents will not leave confidential documents (profiles, charts, prescriptions, etc.) in public places nor will they email confidential information using non-secure communication methods.
- d. Residents are required to complete Health Insurance Portability and Accountability Act (HIPAA) training and comply with all HIPAA policies as outlined by their respective practice sites.
- e. Residents should understand that inappropriate conduct is unacceptable and may result in disciplinary action including immediate dismissal from the program. Residents should understand that they may be required by the practice site(s) to sign an additional confidentiality statement

D. Employee Badges

- a. All residents are required to wear employee identification badges at all times while at work or at an off-campus practice site. Identification badges will be distributed at the beginning of the residency program.
- b. If the employee badge is forgotten or misplaced, the resident must notify your immediate supervisor (Leader on Call, Residency Program Coordinator or Residency Program Director) and report to Human Resources for issuance of a new badge.

E. Professional Conduct

- a. It is the responsibility of all residents as representatives of Baton Rouge General Health System and the profession of pharmacy to uphold the highest degree of professional conduct at all times. The resident will display an attitude of professionalism in all aspects of his/her daily practice.

F. Professional Dress

- a. All residents are expected to dress in an appropriate manner whenever they are in the institution or attending any function as a representative of Baton Rouge General Health System.
- b. Clean, pressed white lab coats of three-quarter length will be worn at all times by residents in patient care areas (unless restricted by practice area). Any specific problems with dress will be privately addressed by the residency preceptor and may also involve the Residency Program Director, when necessary.

G. Vendor Gifts and/or Promotions

- a. Residents shall not accept any vendor gifts. "Gifts" refer to items of value given without explicit expectation of something in return. Gifts may also include one-on-one outside meals at restaurants, services such as transportation, promotional items, or business courtesies.
- b. Residents may not participate as paid presenters or speakers in industry-sponsored programs such as lectures and panels without express written permission of the Residency Program Director.
- c. Residents participating in such activity must report, for duty hour purposes, the actual time spent in the activity, and must also disclose to the program director the amount of any compensation offered, including non-monetary items.

Dept: Pharmacy

Effective Date: 6/22

Authority: Pharmacy

Review Dates:

Revised: 1/23

PURPOSE: To provide guidance when a pharmacy resident files a grievance with the program.

POLICY

1. Grievances are dealt with in a confidential manner to the extent practical and without fear of retaliation.
 - A. Informal Level: A good faith effort must be made by an aggrieved resident and the preceptor, and/or any persons involved, to resolve a grievance at an informal level.
 - a. If a resident is unable to resolve his/her grievance directly with the person(s) involved, the grievance procedure may be sent to the Residency Program Director.
 - B. Program Level: The aggrieved resident must submit a written statement of grievance to the Residency Program Director.
 - a. This notification must occur within fourteen (14) calendar days of the event precipitating the grievance and should include the following information:
 - i. factual description of the grievance.
 - ii. the hospital and/or program policy that may have been violated.
 - iii. the date on which the grievance occurred.
 - iv. the remedy sought at the informal level.
 - b. The letter should include, as attachments, any documentation relevant to the grievance.
 - c. Once a grievance is received, the Residency Program Director will notify all parties involved, at which time those involved parties will submit written documentation of the situation to the Residency Program Director. The Residency Program Director will meet with the Director of Pharmacy to discuss the grievance and plan of resolution.
 - d. Within seven (7) calendar days after notice of the grievance is given to the Residency Program Director, the resident and the Residency Program Director will set a time to discuss the complaint and attempt to reach a solution.
 - e. The Program Level grievance process will be deemed complete when the Residency Program Director informs the aggrieved resident in writing of the final decision.
 - f. A copy of the Residency Program Director's final decision will be kept in the resident's file and all involved parties will be notified of the final decision.
 - C. Administrative Level Hearing:
 - a. If the resident is not satisfied with the resolution of the grievance reached at the program level, the resident may appeal the Residency Program Director's decision and pursue formal resolution of the grievance with the Director of Pharmacy.
 - b. The appeal of the grievance must be in writing and include copies of the final written decision from the Residency Program Director.
 - c. The appeal of grievance must be submitted to the Director Pharmacy for their administrative review within ten (10) calendar days after receiving the program level decision.
 - d. The grievance will be considered final on the basis of the program level decision if such a request is not presented within the ten (10) day period.
 - e. Upon receiving the grievance appeal, the Director of Pharmacy will conduct a preliminary investigation as a background for analysis and discussion and meet with the resident within ten (10) days after receiving the grievance appeal to hear his/her viewpoint.
 - f. The Director of Pharmacy will decide on the outcome of the grievance, and a copy of the decision will be provided to the resident and the Residency Program Director.
 - g. A copy will also be placed in the resident's file, and the final decision will be forwarded to all involved parties.

Dept: Pharmacy

Effective Date 05/23/2023

Authority: Pharmacy

Review Dates:

Revised:

PURPOSE: To outline the Louisiana Pharmacy Licensure expectation for all pharmacy resident during postgraduate 1 (PGY1)

DEFINITIONS:

ACPE - Accreditation Council for Pharmacy Education

NAPLEX - North American Pharmacy Licensure Examination

MPJE - Multistate Pharmacy Jurisprudence Examination

POLICY

All pharmacy residents must successfully be licensed by the Louisiana State Board of Pharmacy in a timely manner, including reciprocity.

1. All pharmacy residents must have graduated from an Accreditation Council for Pharmacy Education (ACPE) accredited School of Pharmacy, and be licensed in the State of Louisiana
2. Residents should contact the Louisiana State Board of Pharmacy as soon as possible after the match to determine licensure requirements.
3. Residents are responsible for determining and completing Louisiana intern hour requirements necessary to be eligible to sit for Licensure Examinations.
4. Residents must obtain a Louisiana Pharmacy Intern License if currently does not hold a Pharmacist License in Louisiana or in another state.
 - a. Residents do not need Louisiana Intern License if currently holds a current/active Pharmacist License in another state while waiting for reciprocity to be determined by Louisiana State Board of Pharmacy.
 - b. Reciprocity should be done as soon as possible (July of residency year)
5. Residents must maintain Louisiana Pharmacy Intern License until obtaining a Pharmacist License in Louisiana
 - a. Failure to obtain or maintain Louisiana Pharmacy Intern License will waiting for Louisiana Pharmacist License will result in suspension from work/residency
6. Until the resident is licensed in Louisiana , they must work under the direct supervision of a licensed pharmacist.
7. All pharmacy residents should obtain their Louisiana Pharmacy License prior to orientation or as soon as possible after starting orientation.

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8. Residents must be licensed within the first 90 days of start date.
 - a. Residents may be placed on administration leave if the resident fails to obtain pharmacist licensure within 90 days from the start of the residency program.
 - b. The administration leave will not exceed 90 days.
 - c. The resident will not receive pay for the duration of the administration leave.
 - d. The resident must schedule the re-take of the examination within the time constraints specified by the national or local board of pharmacy, not to exceed 45 days from the last examination date and prior to the culmination of the administration leave.
 - e. If the resident fails to complete examination 60 days from the start of the administrative leave, the resident will be dismissed from the program.
 9. The residency will be extended by the amount of time as the extension (e.g., up to 12 weeks based on Pharmacy Residency Policy- Leave of Absence) to ensure that the resident completes 12 months of training and completes two-thirds of the residency as a licensed pharmacist.
 10. Residents are responsible to maintain current licensure, certification, and/or clinical competencies as required by their position.

PROCEDURE: None

ASSOCIATED FORMS: None