



Departmental Policy Title	PGY1 (14008) (Ambulatory Care-Specialty) Successful Completion of Pharmacy Residency Program Policy	Policy ID	25528
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Department	Pharmacy		

I. Purpose of Policy

To set the criteria for successful completion of the PGY1 Pharmacy Residency Programs and define consequences should academic performance not meet expectations.

II. Policy Scope

Post graduate year 1 (PGY1) Pharmacy Residents, Residency Program Directors, Residency Advisory Committee, and Pharmacy Leadership.

III. Definitions

- **PGY1 Pharmacy Resident:** A licensed pharmacist who has opted to complete further professional training in a yearlong Pharmacy Residency Program.
- **PGY2 Pharmacy Resident:** A licensed pharmacist who has opted to complete further specialized professional training after completion of a PGY1 Pharmacy Residency Program.
- **Residency Program Director (RPD):** The designated preceptor in charge of the residency program.
- **Handbook:** Detailed guide containing policies and procedures, program details, resident expectations, and all other pertinent information for PGY1 and PGY2 residents to successfully complete the residency program at Dartmouth Hitchcock.
- **Residency Advisory Committee (RAC):** A committee comprised of Pharmacy preceptors that ensures successful completion of the residency program.

IV. Policy Statement

To successfully complete the PGY1 residency programs and earn a certificate of completion, the resident must complete the required activities, educational goals and outcomes including:

1. Meet licensure requirements (see pertinent section).
2. Demonstrate ongoing professionalism.
 - The resident is expected to abide by all policies of the residency program, Pharmacy department and the health system. Additionally, they must commit full time professional energy to the Pharmacy Residency Program.
3. Maintain compliance with duty hours as outlined in the Pharmacy Resident Duty Hours Policy.

4. Complete all scheduled learning experiences as determined by the primary preceptor.
5. Complete the Postgraduate Pharmacy Teaching and Learning Seminar activities as determined by the primary preceptor.
6. Complete a residency research project as evaluated by the primary preceptor including:
 - Present poster at Midyear/Vizient Conference
 - Present results at the Eastern States Residency Conference
 - Submit a complete final written report in an accepted manuscript style to the RPD prior to completion of the program.
7. Satisfactorily complete all assigned clinical conference presentations including:
 - Continuing education presentations (2)
 - Journal club presentations, case presentations, or in-service topic discussions (6 total combined)
8. Satisfactorily complete a medication use evaluations (MUE) as determined by the primary preceptor.
9. Prepare at least one drug monograph or drug class review.
10. Residency program education goals and outcomes:
 - Maintain progression on goals and objectives evaluated in learning experiences (see pertinent section).
 - Attain Achieved for Residency (ACHR) in at least 70% (27 of 39) of all required goals and objectives of the residency program as outlined in the PGY1 Handbook including ACHR for select goals and objectives as noted below.
 - By the end of the residency year, attain ACHR for 100% of the following goals and objectives:
 - R1.1 In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process.
 - R1.1.1 Interact effectively with health care teams to manage patients' medication therapy.
 - R1.1.2 Interact effectively with patients, family members, and caregiver.
 - R1.1.3 Collect information on which to base safe and effective medication therapy.
 - R1.1.4 Analyze and assess information on which to base safe and effective medication therapy.
 - R1.1.5 Design or redesign safe and effective patient-centered therapeutic regimens and monitoring plans (care plans).
 - R1.1.6 Ensure implementation of therapeutic regimens and monitoring plans (care plans) by taking appropriate follow-up actions.
 - R1.1.7 Document direct patient care activities appropriately in the medical record or where appropriate.
 - R1.1.8 Demonstrate responsibility to patients.
 - Prepare, dispense, and manage medications to support safe and effective drug therapy for patients.
 - R1.3.1 Prepare and dispense medications following best practices and the organization's policies and procedures.
 - R1.3.3 Manage aspects of the medication-use process related to oversight of dispensing.
 - Attain Needs Improvement (NI) in 0% (0 of 39) of the required goals and objectives of the residency program by the end of the year.

11. Maintain an electronic residency portfolio submitted to RPD at the end of the residency year, including all presentations, journal clubs, major projects, committee work, and any other requirements as defined in the PGY1 Residency Handbook.

- **Successful Licensure Requirements**

- Pharmacy residents are encouraged to be licensed to practice pharmacy in New Hampshire within 30 days of the start of the residency to support resident training activities early in the residency year.
- Pharmacy residents must obtain licensure within 90 days of the residency start date to avoid dismissal from the residency program.
- If licensure is not obtained by the date stipulated in the Residency Agreement, the resident's status will be reviewed by the Residency Advisory Committee. Based on the decision by the Committee, the resident plan of education may be changed, the residency year may be extended by the amount of time as the extension to ensure that the resident completes 12 months of training and will complete two-thirds of the residency as a licensed pharmacist, or the resident will be released from the program.

- **Required Progression and Probation Procedures**

- Preceptor evaluation of resident performance on goals and objectives will be used to assess resident progression.
- An evaluation of NI (needs improvement) for two or more required objectives on two consecutive evaluations will be reviewed by the RPD and reported to RAC for consideration of instituting a performance improvement plan and/or academic probation.

- **Remedial Action**

- If a resident is failing to make progress toward successful completion of any aspect of the Residency Program, the actions detailed below may be taken to assist the resident in satisfactorily completing all requirements of the residency program.
There are three potential options as it pertains to resident's transgressions:
 1. Performance improvement plan (PIP)
 2. Academic probation
 3. Immediate dismissal
- Below are descriptions of the process for each of these three potential options. If the transgression is not outlined below, the RAC will convene to determine the best method to rectify the situation.

1. **Performance Improvement Plan (PIP)**

Actions:

- Two or more unsatisfactory evaluations documenting continued failure to meet goals and objectives as defined by the following:
 - Failure to perform responsibilities at an acceptable level. This includes both patient care responsibilities, as well as other assignments and committee work.
 - Failure to meet deadlines for assignments in addition to work that is below the standard of a PGY1 pharmacy resident based on formative feedback from preceptors in PharmAcademic.

- An unsatisfactory evaluation may be identified by a preceptor report or at any of the following time points as an objective that needs improvement (NI):
 - Mid-point evaluation for a rotation
 - Final evaluation for a rotation
 - Via formative feedback that is triggered during a non-standard evaluation period
 - If this occurs, it will be linked to a goal/objective in PharmAcademic
- Evaluations triggering a PIP do not need to be consecutive in nature, but rather flag a trend in continued poor performance.

A resident may receive two performance improvement plans (PIP) throughout the course of their residency year. If a third PIP is required, the resident will be placed on academic probation. Additionally, if the resident fails to meet the agreed upon PIP in the defined time frame, the resident will be placed on academic probation.

Performance Improvement Process (PIP):

The following stakeholders will have roles in the performance improvement process:

Preceptor:

- Document in writing the unacceptable actions or performance. This document must be reviewed with the resident at the time of evidenced transgression and monitored for the remainder of the learning experience thereafter, including during formal and informal evaluation periods.
- The preceptor will notify the RPD of failure to progress as expected for a PGY1 resident.
- Develop a performance improvement plan with the resident and RPD to address the witnessed transgression.

Program Leadership (RPD, RPC, Program Manager):

- Gather information from the preceptor and meet with the resident to discuss the transgression.
- Develop the performance improvement plan and timeline with defined steps and objectives that the resident must meet to remediate.
- Sign PIP document with the resident, ensuring that the resident understands the terms of the plan.
- Inform the Residency Advisory Committee (RAC) of the PIP and meet with the RAC after the defined PIP timeframe to ensure that all aspects of the plan have been met.
- Contact Employee Relations and provide PIP documentation
- Involve Pharmacy Leadership as needed.

RAC:

- Aid in development of the PIP, outlining the length of the PIP, as well as clear steps/objectives that must be met for the resident to successfully complete the PIP.
- Meet after defined PIP timeframe to ensure that all aspects of the PIP have been met.
- If needed, RAC will hold a majority vote to determine if the objectives of the PIP have not been met, which would trigger academic probation

Resident:

- Prepare written document discussing perception of actions or performance issue.
- Review documentation with preceptor of witnessed transgression.
- Sign PIP, ensuring understanding of the terms of the plan.
- The resident may voluntarily withdraw from the program if they feel they are unable to meet the expectations outlined. The resident will submit a formal resignation letter, signed, and provided to the RPD and the Pharmacy Residency Manager.
- If the resident fails to meet the steps outlined in the PIP, the resident will go on academic probation.

2. Academic Probation

Actions:

- Failure to obtain licensure within the pre-defined time frame in the residency contract
- Unprofessional and unethical behavior
- Insubordination
- Unsatisfactory attendance, as defined in the Attendance and Dependability Policy – Employees.
- Actions that place patients or personnel at risk.
- Failure to maintain required progression on learning experiences:
 - Two PIPs have already been issued and a third PIP is required
 - Failure to meet outlined PIP and/or failure to meet PIP within designated timeline
- The resident may only be placed on academic probation once throughout the course of their residency year. If another academic probation is required, the resident will be dismissed from the program. The length of the academic probation will be dependent on the reason for probation.

Academic Probation Process:

The following stakeholders will have roles in the academic probation process:

Preceptor:

- The preceptor will notify the RPD that any of the above transgressions occurred.
- As appropriate the preceptor will make an attempt to gather reasoning and background information from the resident about the transgression.

Program Leadership (RPD, RPC, Program Manager):

- Gather information from preceptor and meet individually with resident to discuss transgression.
- Contact Employee Relations to involve Human Resources as indicated depending on the transgression. The Academic Probation documentation will be provided to employee relations once created in accordance with any applicable Dartmouth Health policies or standards.
- Call to order an RAC meeting dedicated to the actions at hand and develop an academic probation plan.
- Develop the academic probation plan with defined steps and objectives that the resident must meet to remediate. A timeline will be developed for the resident to meet the outlined steps.

- Sign the academic probation document with the resident, ensuring that the resident understands the terms of the probation.
- Meet with RAC after the defined probation timeframe to ensure that all aspects of the probation have been met.
- Involve Pharmacy Leadership.

RAC:

- Participate in a RAC meeting dedicated to the actions at hand. The meeting will occur as soon as possible after the incident.
- Aid in development of the academic probation, outlining the length of probation, as well as clear steps/objectives that must be met for the resident to be removed from probation.
- Meet after a defined probation timeframe to ensure that all aspects of the probation have been met.
- If the objectives have not been met during the timeframe, hold a majority vote for the resident to be dismissed from the program.

Resident:

- Sign academic probation document, ensuring understanding of the terms of the probation.
- The resident may voluntarily withdraw from the program if they feel that expectations cannot be met. The resident will submit a formal resignation letter, signed, and provided to the RPD and the Pharmacy Residency Manager.
- If the resident fails to meet the steps outlined in the document, the resident will be dismissed based on majority vote by RAC.

3. Dismissal

Actions:

- Failure to obtain licensure within the pre-defined time frame in the residency contract.
- Unprofessional and unethical behavior per DH Code of Ethical Conduct.
- Insubordination.
- Unsatisfactory attendance, per Dartmouth Hitchcock policy.
- Placing a patient, employee, or any other person in danger either knowingly or due to negligence.
- Failure to meet the steps outlined in an academic probation document.

Dismissal Process:

- The RPD will document the witnessed transgression including all pertinent details.
- RAC will convene as soon as possible to hold a majority vote to dismiss the resident from the program.
- Dependent on the transgression, further disciplinary action may be taken (ex. HIPAA breach).
- Pharmacy Leadership and Employee Relations will be involved in this process.

V. References

See below in “Related Policies & Procedures”

Responsible Owner:	Pharmacy	Contact:	Elizabeth Morrow
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Related Polices & Procedures:	Attendance and Dependability Policy - Employees Code of Ethical Conduct-D-H Successful Completion of Pharmacy Residency Program Policy Pharmacy Resident Duty Hours Policy Pharmacy Resident Leave of Absence Policy		
Related Job Aids:			