



Cambridge Health Alliance

Pharmacy Enterprise

PGY1 Pharmacy Residency Handbook

CHA PGY1 Pharmacy Residency Handbook

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Section 1: About Cambridge Health Alliance (CHA)

Mission

To Improve the Health of our Patients and Communities

- We specialize in the care of complex and underserved populations
- Primary Care and Behavioral Health services are key areas of focus

Vision

Equity and Excellence for Everyone, Every Time

Values

CIRCLE of Values - we create a positive difference through these qualities:

Compassion:

- Sincere
- Empathetic: able to put oneself in another's shoes
- Sensitive in all communications
- Non-judgmental

Integrity:

- Honest
- Honors commitments
- Loyal
- Work and behavior are guided by CHA mission, vision, values, and policies

Respect

- Kind
- Values differences of many kinds
- Listens carefully
- Responsive in all interactions
- Ensures dignity of others

Community

- Excels at teamwork skills, and creates ways to build bridges between many communities, inside and outside CHA
- Focuses on the whole CHA community, beyond own job
- Contributes to the greater good of society through responsible use of resources, positive service to our patients and other customers and the prevention of harm

Learning

- Committed to ongoing learning about own job
- Committed to ongoing learning about the big picture
- Teaches and helps others
- Creates/participates in opportunities to learn from co-workers, patients and families

Excellence

- Commits to high standards
- Helps others achieve high standards
- Innovator
- Exceeds expectations
- Strong work ethic



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CIRCLE Values Credo

The CHA community commits to uphold our CIRCLE Values (Community, Integrity, Respect, Compassion, Learning, Excellence) in all interactions. Our credo promotes a healthy clinical learning environment to successfully accomplish our Mission and Vision.

Facility Locations

CHA's primary service area includes Cambridge, Chelsea, Everett, Malden, Medford, Revere, Somerville, and Winthrop.



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Section 2: Pharmacy Enterprise Information

Pharmacy Mission Statement

To improve patient outcomes by ensuring access to pharmaceutical care and deploying safe, responsible, and patient-centered / financially responsible medication management strategies. Our mission will be carried out in a collaborative fashion by balancing care, service, technology, teaching, training, education, and research.

Definitions:

1. Patient outcomes – The results of our direct or indirect interactions with patients, characterized in four domains:
 - a. Economic (i.e., costs of care)
 - b. Clinical (i.e., medical events that occur because of medical intervention or disease progression)
 - c. Quality of life
 - d. Satisfaction (i.e., patient experience of care)
2. Pharmaceutical care – The responsible provision of drug therapy for the purpose of achieving definite outcomes that improve a patient's quality of life.
3. Medication management – An integrated system of medication processes designed to address the following:
 - a. Selection and procurement
 - b. Storage
 - c. Ordering and transcribing
 - d. Preparing and dispensing
 - e. Administration
 - f. Monitoring

Pharmacy Vision Statement

The Cambridge Health Alliance (CHA) Department of Pharmacy is committed to:

1. safely providing the highest quality, patient-centered pharmaceutical care, and service to all CHA patients.
2. embracing the CHA CIRCLE of Values and being viewed by current and prospective staff as the best place to work, train and practice pharmacy.
3. being acknowledged as an essential member of the patient care team.
4. expanding and adapting services to meet patient needs in a manner consistent with innovations in medicine and technology.
5. participating in medication related research and policy development that matches our public health / safety net mission.

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PGY1 Pharmacy Residency Leadership Team

Chief Pharmacy Officer

Steven B. Cano, MS, RPh, FASHP

Steven is Chief Pharmacy Officer for CHA in the Boston Metro-North region. CHA is a nationally recognized health care system comprised of the CHA Cambridge Hospital, CHA Somerville Hospital, CHA Everett Hospital, the Cambridge Public Health Department, and more than 20 primary care / ambulatory care sites. The CHA Pharmacy Enterprise includes three inpatient pharmacies, four retail pharmacies including one specialty pharmacy, two contract pharmacy chains, a Program for All-Inclusive Care for the Elderly (PACE) pharmacy, pharmacotherapy services (clinical pharmacists embedded in 15 ambulatory clinics performing chronic drug therapy management), a robust antimicrobial stewardship program and inpatient clinical pharmacy services, an ACPE-accredited CE program, and a PGY1 pharmacy residency program. Clinical pharmacists are members of the CHA Medical Staff.



Prior to working at the CHA, Steven was Director of Pharmacy at Saint Vincent Hospital, a 349-bed tertiary care teaching institution affiliated with the University of Massachusetts School of Medicine in Worcester for 17 years. During that time, he was also Director of Pharmacy at the Fallon Clinic and the Fallon Community Health Plan in Worcester. Prior to moving to Massachusetts, Steven was Director of Pharmacy at Humana Hospital Mountain View in Denver for five years. Steven is an Adjunct Professor of Pharmacy Practice at the University of Rhode Island College of Pharmacy and an Affiliate Assistant Professor in Pharmacy Practice at Northeastern University.

Steven's education background includes a B.A. degree in Biology from Wichita State University in 1977. A B.S. degree in Pharmacy from the University of Kansas in 1980 followed. Steven completed a combined M.S. degree in Hospital Pharmacy / ASHP accredited Hospital Pharmacy Residency program from the University of Kansas Medical Center in 1982.

Steven's current professional interests include efforts to expand the role of the pharmacist in a rapidly changing healthcare environment. He has authored more than 20 articles and book chapters on a variety of topics. Steven has presented numerous lectures to national audiences including physicians, pharmacists, nurses, and administrators. He is Board Chair at Partners in Performance Excellence (a regional Baldrige Alliance affiliate for performance excellence) and a Lead Faculty member for the ASHPF Pharmacy Leadership Academy. Steven was honored as Health-System Pharmacist of the Year in Massachusetts in 1995. He is also a Fellow of ASHP.

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Associate Chief Pharmacy Officer - Inpatient Services

Mary E. Regan, PharmD, BCPS

Mary is the Director of Clinical and Academic Pharmacy Services. In addition to providing direction for clinical pharmacy programs across the Pharmacy Enterprise, she also serves as ACPE administrator, has oversight responsibilities for the PGY1 pharmacy residency program and manages relationships with area schools of pharmacy related to student training rotations.

Prior to working at CHA, Mary was a Clinical Pharmacist Specialist in Critical Care at Boston Medical Center, a 514-bed academic medical center affiliated with the Boston University School of Medicine for 4 years. At CHA now for 18 years, Mary has served in prior roles of Senior Clinical Pharmacist Specialist in Critical Care and Manager of Inpatient Clinical Pharmacy Services. She is a member of the CHA medical staff.



Mary's education background includes a B.S. degree in Biology and a B.A. degree in Chemistry from Providence College in 1992. She obtained a B.S. degree in Pharmacy followed by a Doctor of Pharmacy degree in 1997 from the Massachusetts College of Pharmacy and Health Sciences. Mary completed an ASHP-accredited PGY1 residency at the University of Maryland Medical System in 1998. She has been board certified in pharmacotherapy since 2006.

Residency Program Director

Gail M. Sanchez, PharmD, BCPS, DPLA

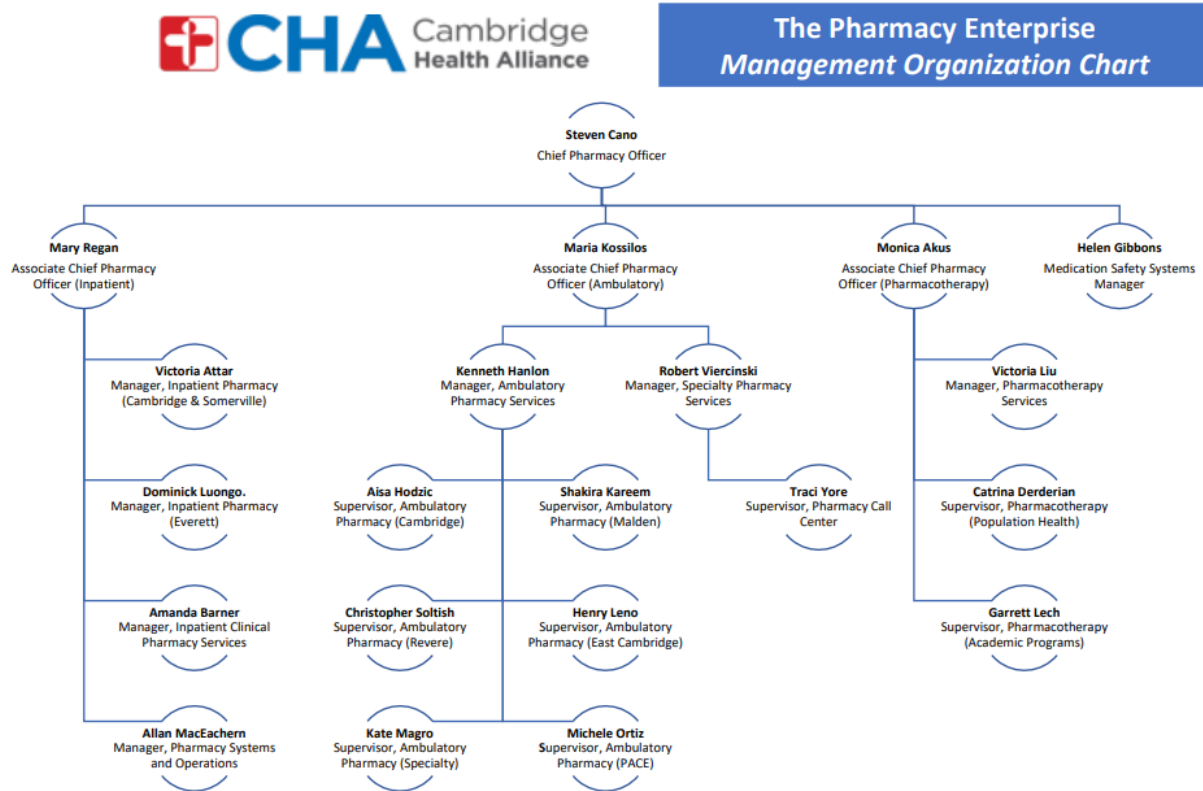
In addition to being the CHA PGY1 Pharmacy Residency Program Director (RPD), Gail is a Senior Clinical Pharmacist Specialist in Internal Medicine. Currently, she provides direct patient care to the internal medicine and family medicine services. Gail is a member of the CHA medical staff and has been board certified in pharmacotherapy since 2005.

Gail received her Doctor of Pharmacy degree from the Massachusetts College of Pharmacy and Health Sciences in 2000 and completed a PGY1 pharmacy residency at the University of Maryland Medical System in 2001. She worked at Boston Medical Center for 14 years where she served as manager for the internal medicine pharmacists and director of the PGY1 residency program before joining the team at CHA in April 2015.



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Pharmacy Enterprise Organizational Structure



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Section 3: Residency Program Overview and Requirements

Program Purpose

The CHA PGY1 pharmacy residency program builds on Doctor of Pharmacy (PharmD) education and outcomes to contribute to the development of clinical pharmacists who are:

- responsible for medication-related care of patients with a wide range of conditions
- eligible for board certification
- eligible for postgraduate (PGY2) pharmacy residency training

Preceptors

	<p><u>Gail (Burniske) Sanchez, PharmD, BCPS, DPLA</u> Director, PGY1 Residency Program Senior Clinical Pharmacist Specialist, Internal Medicine</p> <p>Rotations Offered: Internal Medicine, Family Medicine, Adult Medicine with an Academic Focus Education: Massachusetts College of Pharmacy & Health Sciences Residency Training: PGY1 - University of Maryland Medical System Practice/Research Interests: Transitions of Care, Pain Management, Residency Training</p>
<p><u>Uswa Ahmad, PharmD, BCACP</u> Clinical Pharmacist Specialist</p> <p>Rotations Offered: Ambulatory Care Education: Northeastern University Residency Training: PGY1 - VA Hudson Valley Healthcare System Practice/Research Interests: Diabetes, Hypertension, Hyperlipidemia, Anticoagulation</p>	

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Monica Akus, PharmD, BCPS, DPLA

Associate Chief Pharmacy Officer - Pharmacotherapy Services

Rotations Offered: Practice Management 2

Education: University of Rhode Island

Practice/Research Interests: Medication Management, Ambulatory Care

Amanda Barner, PharmD, BCPS, BCIDP

Manager, Inpatient Clinical Services
Senior Clinical Pharmacist Specialist - Infectious Diseases
Co-Director, Antimicrobial Stewardship Program

Rotations Offered: Infectious Disease/Antimicrobial Stewardship

Education: University of Rhode Island

Residency Training: PGY1 & PGY2 - Boston Medical Center (Infectious Disease)

Practice/Research Interests: Antimicrobial Stewardship, Antibiotic Resistance, Staphylococcus Aureus Infections



Steven Cano, MS, FASHP

Chief Pharmacy Officer

Rotations Offered: Practice Management (1 and 2), Pharmacy Leadership Forum

Education: University of Kansas

Residency Training: PGY2 - University of Kansas Medical Center

Practice/Research Interests: Promoting pharmaceutical care and the role of the pharmacist in a rapidly changing healthcare environment and performance excellence in pharmacy leadership

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Catrina Derderian, PharmD, BCACP, DPLA

Supervisor, Pharmacotherapy Services (Population Health)

Rotations Offered: Ambulatory care, Population Health

Education: Northeastern University

Residency Training: PGY1 - University of Southern California (Community)

Practice/Research Interests: Population Health, Academia, Diabetes, Hypertension, Hyperlipidemia, Anticoagulation, Medication Reconciliation, Travel Medicine, COPD, Asthma



Helen Gibbons, PharmD, MPH, BCPS, CACP

Medication Safety Systems Manager

Rotations Offered: Medication Safety Seminar

Education: BSPHarm: University of Wisconsin - Madison
PharmD: Massachusetts College of Pharmacy & Health Sciences

MPH: University of Massachusetts, Amherst

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Jessica Goren, PharmD, BCPP

Senior Clinical Pharmacist Specialist

Rotations Offered: Inpatient Geriatric Psychiatry, Inpatient Adult Psychiatry

Education: University of Rhode Island

Residency and Fellowship Training:

PGY2 - Albany College of Pharmacy (Psychiatric Pharmacy Practice)

Fellowship - Albany College of Pharmacy & Albany Medical Center (Psychopharmacology)

Practice/Research Interests: Prescribing Behavior, Treatment of Severe Mental Illness



Sahil Jain, PharmD, BCACP

Clinical Pharmacist Specialist

Rotations Offered: Ambulatory Care

Education: Northeastern University

Residency Training: PGY1 - VA Boston Healthcare System

Practice/Research Interests: Primary Care

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Alexandra Kolwicz, PharmD, BCACP

Clinical Pharmacist Specialist

Rotations Offered: Ambulatory Care

Education: Northeastern University

Residency Training: PGY1 - Cambridge Health Alliance

Practice/Research Interests: Diabetes, Hypertension, Hyperlipidemia, Anticoagulation, Transitions of Care, Burnout



Garrett Lech, PharmD, BCACP, DPLA

Supervisor, Pharmacotherapy Services (Academic Programs)

Rotations Offered: Ambulatory Care

Education: Northeastern University

Residency Training: PGY1 - VA Boston Healthcare System

Practice/Research Interests: Diabetes, Hypertension, Medication De-Prescribing, Motivational Interviewing

Victoria Liu, MHDS, PharmD, BCACP, DPLA

Manager, Pharmacotherapy Services

Rotations Offered: Ambulatory Care

Education: University of Connecticut

Residency Training:

PGY1 - VA Ann Arbor Healthcare System

PGY2 - Detroit Medical Center Harper University Hospital (Ambulatory Care)

Practice/Research Interests: Ambulatory care, Transitions of Care, Anticoagulation, Cardiology, Diabetes



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Sylvia Mateega, BS

Staff Pharmacist

Rotations Offered: Hospital Practice

Education: Northeastern University

Practice/Research Interests: Anticoagulation, Patient safety

Derek McConnell, PharmD

Staff Pharmacist II

Rotations Offered: Hospital Practice

Education: University of Rhode Island

Practice/Research Interests: psychiatry, medication acquisition



Alexandra Polito, PharmD, BCACP

Senior Clinical Pharmacist Specialist

Rotations Offered: Ambulatory Care

Education: University of Connecticut

Residency Training: PGY1 - VA Boston Healthcare System

Practice/Research Interests: Diabetes, Anticoagulation, Hypertension

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Mary Regan, PharmD, BCPS

Associate Chief Pharmacy Officer- Inpatient Services
Senior Clinical Pharmacist Specialist - Critical Care

Rotations Offered: Practice Management

Education: Massachusetts College of Pharmacy & Health Sciences

Residency Training: PGY1 - University of Maryland Medical System

Practice/Research Interests: Critical Care, Clinical Decision Support, Formulary Management



Xia Thai, PharmD, BCPS

Senior Clinical Pharmacist Specialist

Rotations Offered: Internal Medicine, Family Medicine, Adult Medicine with Academic Focus

Education: Massachusetts College of Pharmacy & Health Sciences

Practice/Research Interests: Anticoagulation, Pharmacokinetics, Drug-Drug Interactions

Rebecca Tourtellotte, PharmD, BCPP, BCPS

Clinical Pharmacist Specialist

Rotations Offered: Advanced Ambulatory Care with Behavioral Health Focus

PGY1 & PGY2 Residency Preceptor

Education: University of Rhode Island College of Pharmacy


Residency Training: PGY1 - Cambridge Health Alliance
PGY2 - Hunter Holmes McGuire VA (Psychiatry)

Practice/Research Interests: Psychiatry, Substance Use Disorders



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	<p><u>Shirley Yu, PharmD, BCPS</u> Senior Clinical Pharmacist Specialist</p> <p>Rotations Offered: Internal Medicine, Family Medicine, Adult Medicine with Academic Focus Education: University of Illinois at Chicago Residency Training: PGY1 & PGY2 - Texas Tech University Health Science Center (Pharmacotherapy) Practice/Research Interests: Anticoagulation, Cardiology</p>
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<p><u>Emily Zouzas, PharmD, BCACP</u> Senior Clinical Pharmacist Specialist</p> <p>Rotations Offered: Ambulatory Care Education: Massachusetts College of Pharmacy & Health Sciences Residency Training: PGY1 - Atrius Health/MCPHS University Practice/Research Interests: Diabetes, Hypertension, Hyperlipidemia, Anticoagulation</p>	
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[Rotations](#)

CHA offers multisite training opportunities for PGY1 pharmacy residents. The training sites for various learning experiences are outlined below. It should be noted that CHA does not offer financial support (e.g., mileage reimbursement, parking fees, tolls) for traveling between sites.

The residency year begins with an orientation period that is approximately 4 weeks in length. Throughout the training year, there are 8 rotations with each learning experience being 5-6 weeks in length. The schedule allows for 3 elective rotations.

Required Rotations	
Orientation <i>Cambridge and Everett Hospitals</i>	Family Medicine <i>Everett Hospital</i>
Ambulatory Care I <i>Cambridge, Everett, Somerville, or Revere Clinics</i>	Internal Medicine <i>Cambridge Hospital</i>

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Ambulatory Care II <i>Cambridge, Everett, Somerville, or Revere Clinics</i>	Practice Management <i>CHA Pharmacy Administration offices</i>
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Elective Rotation Offerings (Choice of 3)	
Ambulatory Care Electives <i>Select from one of the following</i>	Advanced Ambulatory Care Management <i>Cambridge, Somerville, or Revere Clinics</i>
	Population Health <i>Cambridge Clinic</i>
	Advanced Ambulatory Care with Behavioral Health Focus <i>Cambridge or Somerville Clinics</i>
Psychiatry Electives	Acute Psychiatry <i>Everett Hospital</i>
	Geriatric Psychiatry <i>Everett Hospital</i>
Infectious Diseases Elective	Infectious Diseases / Antimicrobial Stewardship <i>Cambridge and Everett Hospitals</i>
Medicine Elective	Adult Medicine with Academic Focus <i>Cambridge or Everett Hospital</i>
Practice Management Elective	Practice Management II <i>CHA Pharmacy Administration offices</i>

Required Longitudinal and Periodic Experiences

Research Project

- Resident is the primary stakeholder in a CHA-approved quality research project
- Present research at 3 meetings:
 - Vizient Consortium Pharmacy Network at the Midyear Clinical Meeting (Poster presentation)
 - Eastern States Residency Conference (Platform presentation)
 - CHA Academic Poster Session (Poster presentation)
- Final presentation to Pharmacy Enterprise and collaborators
- Final project written in a publishable format

ACPE CE Presentation

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Each resident will participate in a 30-minute ACPE Continuing Pharmacy Education (CPE) on a therapeutic topic during the residency.

Medication Use Evaluation

Each resident will complete and present one (1) medication use evaluation to the Pharmacy and Therapeutics (P&T) Committee.

Formulary Evaluation

Each resident will complete and present one (1) formulary evaluation to the P&T Committee

Case Conferences

Each resident will provide two (2) clinically based case conferences (60 minutes each) during the training year.

In-Services

The resident will provide three (3) in-services to various healthcare professionals (e.g., physicians, nurses, pharmacists).

Pharmacy Leadership Forum

Each resident will complete one (1) 60-minute journal club presentation on a leadership, management, or business-related topic. The journal club will typically be coordinated with a larger presentation from a preceptor or departmental leader on the same general theme. In addition, PGY1 residents will receive weekly questions from the Chief Pharmacy Officer designed to:

- Expose the residents to current national leadership events, trends, and topics
- Review key historical events in pharmacy
- Learn about national pharmacy leaders who paved the way for us
- Teach the residents about the CHA Rx leadership team

Medication Safety Seminar

The Medication Safety Officer leads monthly (July through March) 2-hour seminars to provide the resident with a heightened day-to-day awareness and understanding of medication safety concepts and develop an appreciation of their unique role as pharmacists in improving medication safety in any practice setting. Residents are responsible for utilizing the institutional occurrence system to voluntarily report potential or actual medication occurrences or adverse medication events and each resident will develop a multiple participant role-play script to teach key medication safety concepts.

Teaching Certificate Requirements

Residents participate in the didactic portion of Northeastern University's Teaching Certificate program.

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Staffing Requirements

Residents are required to staff every fourth weekend at Everett Hospital (9 AM to 5:30 PM) and one evening shift per week at Cambridge Hospital (4 to 9:30 PM). Each resident will staff 2 holidays at Everett Hospital (9 AM to 5:30 PM).

On-Call Program

Each resident will be on-call to serve as a clinical resource for the inpatient pharmacy department for one week approximately every fourth week (on-call responsibilities will align with the staffing rotation). The resident is on-call from 6 PM to 8 AM weekdays and continuously throughout the weekend.

Resident Evaluations

Each resident is evaluated at the end of each learning experience and quarterly to monitor progress towards successful completion.

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Section 4: Residency Policies and Processes

Licensure

Obtaining your Massachusetts pharmacist license prior to the start of the residency program is of utmost importance. If this is not feasible, the Massachusetts Board of Registration in Pharmacy requires you to obtain your Massachusetts pharmacy intern license prior to your start date. Residents must spend at least two-thirds of their training program as a licensed pharmacist in Massachusetts. Failure to obtain pharmacist licensure in Massachusetts within 120 days of starting the program may result in extension of or dismissal from the residency program. Please refer to the Pharmacy Resident Dismissal Policy for more details.

Stipend and Benefits

Stipend

- ~\$50,000

Benefits

- Medical, Dental, and Life Insurance
- Retirement Plan
- Tuition Reimbursement
- T-Pass
- Tend Health (mental health support for trainees)

Please follow the hyperlink for more detailed information.

[Pharmacy Residents Benefits Summary](#)

Earned Time

Please follow the hyperlink below for more detailed information.

[Pharmacy Resident Benefit Time Policy](#)

Dismissal

Please follow the hyperlink below for more detailed information.

[Pharmacy Resident Dismissal Policy](#)

Residency Certificate Requirements

Please follow the hyperlink below for more detailed information.

[Residency Certificate Requirements Policy](#)

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[Resident Duty Hours, On-call and Moonlighting](#)

Please follow the hyperlink below for more detailed information.

[Residency Duty Hours, On-call and Moonlighting Policy](#)

[Resident Travel and Meeting Attendance](#)

Residents are required to attend and present at the ASHP Midyear Clinical Meeting and Eastern States Residency Conference. Travel expenses are either pre-paid by or reimbursed by CHA. Meeting registration fees are also reimbursed by CHA.

[Parking](#)

Parking is available at all sites. A completed application must be submitted to the parking office. The rate is \$25/week. Shuttle buses are also available when traveling between selected sites.

[ASHP Duty Hours and Outside Employment](#)

The CHA PGY1 Pharmacy Residency Program adheres to the Duty-Hour Requirements for Pharmacy Residencies set forth by ASHP. Please follow the hyperlink below for more detailed information.

[ASHP Duty Hours Requirements](#)

The CHA PGY1 Pharmacy Residency Program utilizes standard operating procedures to report duty hours and ensure compliance with ASHP requirements. Each resident records duty hours on a bi-weekly basis. It is the responsibility of the resident to inform the RPD if documenting ≥ 80 duty hours/week. If the resident documents ≥ 80 duty hours/week, the RPD will develop a customized plan with the resident to reduce duty hours worked. If signs of fatigue are noted, the RPD will implement a plan that ensures the safety of the resident and patients being served.

The CHA PGY1 Pharmacy Residency Program discourages but does not prohibit moonlighting.

The RDP reviews the PharmAcademic attestation monthly and as needed.

[Plagiarism:](#)

Plagiarism is not acceptable as intellectual integrity and honesty are vital to our training program. All work submitted must be your own and referenced appropriately. Using artificial intelligence tools to create or write submissions is one form of plagiarism.

[Artificial Intelligence:](#)

No artificial intelligence products should be used at CHA for patient care or operations unless that they have been vetted and approved by the appropriate committees.

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Section 5: Resident Resources

Resident Guide Program

Residents will meet monthly with a group of pharmacists who have completed PGY-1 and/or PGY-2 residencies but have not yet become formal program preceptors. These pharmacists serve as a resource and will conduct monthly workshops for residents. Please follow the hyperlink below for more detailed information.

[CHA Resident Guide Program Overview](#)

Tend Health

Tend Health is a counseling, coaching, consultation, and educational enterprise developed for, and dedicated to caring for health professional trainees. Offers free and confidential mental health assessment, counseling, and treatment to CHA trainees via live video conferencing. Appointments may be scheduled online.

Project Week

Each resident will receive a dedicated project week in the second half of the year to work on any project or combination of projects (e.g., research, P&T, CE).

Remote Access

Remote access to CHA desktop services will be provided at the time of employment.

Office Space

Each resident will have 24/7 access to an office and desk space at both Cambridge and Everett Hospital locations.

Laptop

Each resident will have access to a work laptop that can be used when connected to CHA WiFi.

Library Resources

In addition to several various online medical libraries including access to journals and databases, CHA's library offers services. Through Staffnet, the resident can request an article or a literature search by completing a form detailing the subject matter.

Section 6: Meet the Pharmacy Residents

Pharmacy Residents

[Use this link to learn where our residents have graduated pharmacy school, areas of interest, research project and first job post residency.](#)