**Ralphs Pharmacy**

**APPE Rotation Description**

**UC San Diego Skaggs School of Pharmacy and Pharmaceutical Sciences**

**Site description:**

Ralphs Pharmacy is a grocery-chain pharmacy chain located throughout Southern California. In addition to filling prescriptions, our pharmacies offer an array of pharmacist-provided clinical services, including but not limited to adult and adolescent immunizations, Medication Therapy Management (MTM), smoking cessation counseling, body fat analysis, emergency contraception, diabetes, lipid, and memory screenings. The grocery store setting provides students with the opportunity to educate patients on nutrition and how it can impact their medical condition(s) via store food tours, patient education projects, and daily patient counseling. Students will also have the opportunity to develop, organize, and implement community educational programs and/or health screening events. Additionally, students will learn the general operations of the pharmacy, including pharmacy management, inventory, scheduling and dispensing.

**About Ralphs Pharmacy:**

*Purpose, Vision, and Mission Statements*

Our Purpose: Feed the Human Spirit

Our Vision: To help people live healthier lives

Our Mission: Simplify healthcare by creating solutions that combine health, wellness, and nutrition; Connecting with customers on an emotional and personal level

**Inclusion Statement**

Each rotation is a place to expand knowledge and experiences safely, while being respected and valued. We support the values of UC San Diego to “create a diverse, equitable, and inclusive campus in which students, faculty, and staff can thrive.” It is our intent that students from all diverse backgrounds and perspectives be well served by this rotation, that students' learning needs be addressed, and that the diversity that students bring to this rotation be viewed as a resource, strength and benefit. It is our intent to present materials and activities that are respectful of diversity: gender, sexuality, disability, age, socioeconomic status, ethnicity, race, religion, and culture. We ask that everyone engage in interactions with patients, caregivers and other members of the healthcare team with similar respect and courtesy

All people have the right to be addressed and referred to in accordance with their personal identity. We encourage everyone to share the name that they prefer to be called and, if they choose, to identify pronouns with which they would like to be addressed. We will do our best to address and refer to all students accordingly and support colleagues in doing so as well. We hope you will join us in creating a learning experience that upholds these values to further enhance our learning as a community.

**Overall Rotation Goals:**

1. Educate and counsel patients on OTC products and prescription medications

2. Organize community health fairs and events

3. Understand the role of pharmacists within the community

4. Understand the integration and importance of clinical services in a community pharmacy

5. Work effectively as a community pharmacist

6. Offer and administer patient care services

7. Understand what it means for a pharmacist to practice at the top of their license

*See table below for more detailed objectives and example learning activities*

**Items Preceptors Will Need from Pharmacy Student Interns:**

California Board of Pharmacy Intern License

Immunization certificate

Current CPR certificate

**Prerequisites:**

APPE standing, successful completion of the third-year curriculum

Current CA intern license

Completed background and drug test

**Schedules:**

*Hours*

The student will generally be expected to be at the site from 9 am – 6 pm Monday through Friday, or during hours designated by the preceptor(s), for the six weeks of the rotation. Students will also be expected to work weekends if deemed necessary. Students will be given 30 minutes for lunch break.

Hours may vary per location. Although specific hours are determined by site preceptors and are subject to change, the student is expected to complete a minimum of 40 hours per week.

*First Day*

On the first day of the clerkship, students are to report at 9 am to the Ralphs Pharmacy. Please bring student ID badge, white lab coat, copy of CA intern license and pertinent training certificates (e.g. immunizations, emergency contraception, CPR, etc. if applicable).

**Dress Code:**

White coats are required. Professional business attire only, no jeans or tennis shoes. Men are to wear a shirt and tie; women are to wear attire appropriate to a business setting. No open-toed shoes are allowed.

**Name Badges:**

Students are to wear their UCSD student I.D. badge at all times while in the pharmacy.

**Parking:**

Students will park in the Ralphs parking lot in areas designated by the Pharmacy Manager. Parking is free of charge.

**Cellphones:**

Per Ralphs policy, cellphones should not be used during APPE hours unless an emergency or when authorized by the Pharmacist in Charge.

**Computer Access:**

Students will be granted access to the computers for prescription processing as well as internet access. Drug information resources are available through the Ralphs intranet located on each computer.

**Rotation timeline:**

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| --- | --- |
| 2 weeks prior to APPE | Contact Rachel Hakakzadeh, PharmD, HR Specialist (rachel.hakakzadek@ralphs.com) to complete background check and drug test. |
| 1 week prior to APPE | Email intern license number and last four digits of social security to Katie Keobunta Ngov, Pricing Specialist, (katie.keobuntangov@ralphs.com) to set up accounts for computer access |
| APPE Day 1 | Complete training modules on day 1 (e.g. HIPAA, Controlled Substances Standard Operating Procedures (SOP), I-Pledge/REMs, PSE-Meth Act, Blood-borne Pathogen, and Fraud, Waste, and Abuse). All modules must be completed before any pharmacy activities are performed. |
| APPE Week 2 | Attend Corporate Orientation Session for training on clinical pharmacy services, if applicable |
| APPE Week 3 | Midpoint Evaluation by Preceptor |
| APPE Week 6 | Final Evaluation by Preceptor |

**Expectations of Pharmacy Student Interns:**

*Attendance*

Interns are expected to arrive at their site promptly and will follow a schedule set up by their preceptor or school. While at the pharmacy, each individual is expected to uphold and comply with all pertinent state and federal laws, and Ralphs Pharmacy Policy and Procedures. Ralphs Pharmacy Policy and Procedures Manual can be found at each pharmacy. Please ask your preceptor for more information.

*Absence Policy*

1. Students are to contact both their **preceptor** and the **Office of Experiential Education** if they are unable to attend the rotation due to illness or emergency.
2. Missed rotation time will need to be made up at the discretion of the preceptor.
3. The preceptor’s approval needs to be secured in advance if a student needs to be absent on a scheduled rotation day.
4. A plan should be developed by the preceptor and student for the completion of missed time from the rotation if the preceptor deems necessary.
5. Conditions for excused absences; Students are encouraged to attend professional meeting and interviews required for residency application activities. It is the responsibility of the student to organize these dates in ways to minimize the impact on their educational experiences. Students are expected to work with their preceptors when planning/scheduling interview dates.

*Evaluation*

Three evaluations using the standardized UCSD Pharmacy Evaluation Form are required for this course:

1. Mid-point Formative Evaluation: A paper self-evaluation completed by the student and discussed with the preceptor.
2. Preceptor & Site Evaluation: An online evaluation completed by the student at the end of the rotation.
3. Summative Evaluation: An online evaluation completed by the preceptor at the end of the rotation.

The Mid-point Formative Evaluation and the Summative Evaluation will be used to determine the student’s grade.

*Grading*

Grading is on a PASS/NO PASS basis. Evaluations will be based on the student’s overall performance, case presentations, attendance, participation, projects and patient care.

*Training*

Interns must go through mandatory trainings, including but not limited to HIPAA, Controlled Substances SOP, I-Pledge, PSE-Meth, Blood-Borne Pathogens, and Fraud, Waste, and Abuse. Trainings for clinical services, such as memory loss screenings, smoking cessation counseling, point of care testing, and other services will also be provided for students. Interns are also expected to learn about Medicare Part D at their rotation site. Readings will be provided to students at the Corporate Office Orientation, if applicable.

*Projects*

Throughout the rotation, students will participate in various projects and assignments including:

Flu shot / Immunization Clinics

Health/Nutrition Presentations

Health Fair Events

*Duties & Responsibilities of Pharmacy Student Interns*

* Interns are to perform the duties of a registered intern under the direct supervision of a pharmacist. It is the responsibility of the pharmacist preceptor to ensure that all of the intern’s work is accurate and correct. Some of the duties an intern is expected to perform are as follows:
* Provide excellent customer service
* Perform cashiering functions as allowed by the Pharmacist in Charge
* Assist staff pharmacist in mixing and dispensing medication
* Provide patient and/or physician counseling, under the direct supervision of a pharmacist
* Process unclaimed prescriptions
* Answer phones
* Communicate with physicians/healthcare providers to request new or refill prescription authorization
* Process medication returns to vendor (if necessary)
* Order prescription and designated non-prescription pharmacy products
* Uphold department, state, and federal regulations
* Maintain pharmacy files and inventory
* Research and follow-up on third party billing problems
* Maintain Higgi Machine and medical equipment (BP monitors, Cardio Chek, etc)
* Ensure compliance with the corporate dress code policy
* Perform all the duties of a registered pharmacist under the direct supervision of a pharmacist
* Complete assigned projects

This is not an exhaustive list and might not completely reflect all possible duties and responsibilities.

**Course Domains, Objectives, and Activities:**

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|  | **Specific Objectives** | **Example Learning Activities** |
| **Domain 1. Patient Care Provider** | | |
| **Objective 1:** Apply the Pharmacist Patient Care Process (PPCP). | 1.1 Collect information to identify a patient’s medication-related problems and health-related needs. | * Collect a medical history from a patient or caregiver. * Collect a medication history from a patient or caregiver. * Determine a patient’s medication adherence. * Identify patient barriers to compliance with treatment plan. * Utilize medical and/or pharmacy records to determine a patient’s health-related needs relevant to the community pharmacy setting. |
| 1.2 Analyze and assess information to determine the effects of medication therapy, identify medication-related problems, and prioritize health-related needs. | * Perform effective prospective, concurrent, and retrospective drug utilization review. * Identify medication adherence concerns and construct patient-specific interventions to improve adherence. * Conduct formal MTM process including comprehensive medication reviews (CMR) and targeted interventions. * Identify drug-drug, drug-food, and drug-disease interactions. * Assess a patient’s signs and symptoms to determine whether the patient can be treated within scope of practice or requires a referral. * Provide patients with appropriate information and resources to contact other healthcare providers when warranted. |
| 1.3 Educate patients about self-care and medication self-administration including making recommendations regarding medications (prescription and OTC) and non-drug therapy alternatives. | * Provide appropriate OTC counseling/consulting * Perform self-care consults. * Recommend appropriate dietary supplements, diet, nutrition, complementary and alternative therapies. * Assess a patient’s signs and symptoms to determine whether the patient can be treated within scope of practice or requires a referral. |
| 1.4 Establish patient-centered goals and create a care plan for a patient in collaboration with the patient, caregiver(s), and other health care professionals that is evidence based and cost-effective. | * Conduct formal MTM process including comprehensive medication reviews and targeted interventions. * Recommend alternative medication therapy based on a patient’s ability to pay and/or insurance formulary. * Follow an evidence-based disease management protocol. |
| 1.5 Implement a plan in collaboration with the patient, caregivers, and other health care professionals. | * Document a care plan that conveys the findings and recommendations from a patient encounter. * Educate a patient or caregiver on the use of medication adherence aids. |
| 1.6 Follow-up and monitor a care plan. | * Recommend modifications or adjustments to an existing medication therapy regimen based on patient response. * Provide appropriate patient-specific updates to the pharmacy team during a handoff or change in staff. * Follow-up with a patient to ensure compliance with agreed upon plan. * Identify patients at risk of non-adherence to prescribed therapy and recommend potential solutions (medication synchronization, auto-refills, pick-up reminders, etc.). |
| **Domain 2. Communication and Education** | | |
| **Objective 2:**  Use appropriate education and communication strategies for a diverse patient population. | 2.1 Educate patients and professional colleagues regarding the appropriate use of medications | * Develop and deliver an educational program to health professionals and/or lay audience * Educate a patient regarding the appropriate use of a new medication, device to administer a medication, or self-monitoring test * Utilize diverse methods for delivering patient-centered education (e.g., telephone encounters, tele-health video sessions) |
| 2.2 Adjust communication styles and techniques (e.g. motivational interviewing, coaching,counseling, education) in response to patient specific needs and individual social determinants of health (e.g. culture, religion, health literacy, disabilities, and cognitive impairment). | * Implement motivational interviewing techniques to improve patient adherence. * Maintain sensitivity to cultural, socioeconomic, and other factors which may impact a patient’s care. * Incorporate validated health literacy assessments and tools into pharmacy workflow, operations and/or individual patient’s care plans, when appropriate. * Assess effectiveness of counseling or other communication using the teach back method and re-adjust technique until understanding is confirmed. |
| **Domain 3. Population Health Promoter** | | |
| **Objective 3:** Promote population health. | 3.1 Identify patients at risk for prevalent diseases in a population. | * Deliver preventative disease screening services, if available. * Participate in point-of-care testing services. * Participate and engage community members at health fairs. |
| 3.2 Minimize adverse drug events and medication errors. | * Identify and report medication errors and adverse drug reactions. * Assess medication errors for root cause. |
| 3.3 Ensure patients have been immunized against vaccine-preventable diseases | * Screen patients for appropriate immunizations based on patient specific factors (age, chronic health conditions, past immunization status, etc.) * Utilize state and local online immunization registries * Administer immunizations * Participate in and/or support immunization-related activities |
| **Domain 4. Practice Manager** | | |
| **Objective 4:** Apply Dispensing System and Safety Management (D&S). | 4.1 Accurately apply the prescription verification process (e.g. legitimate prescription, appropriate dose, interactions, DUR). | * Fulfill medication orders appropriate to community practice including prescription verification, telephone orders, proper selection, preparation, compounding, labeling, storage, packaging, handling and disposal. * Identify and resolve drug-drug, drug-disease, and drug-nutrient/food interactions. * Utilize Controlled Substance Utilization, Review and Evaluation System (CURES), or equivalent prescription drug monitoring program (PDMP) to ensure appropriate dispensing of controlled substances. * Participate in QI/QA projects related to operational and/or workflow specific issues. * Understand common third-party insurance issues and how to resolve (i.e., common medications not covered by Medicare Part D plans) |
| 4.2 Use a computerized pharmacy management system and best practices related to safe medication use in distribution of medications to patients. | * Dispense medications appropriate to community practice including prescription verification, telephone orders, proper selection, preparation, compounding, labeling, storage, packaging, handling and disposal. * Identify and report medication errors and adverse drug reactions per appropriate pharmacy laws, policies, and procedures. |
| 4.3 Fulfill a medication order. | * Prepare commonly prescribed medications that require basic non-sterile compounding prior to patient use. * Determine the patient co-pay or price for a prescription. * Assist a patient to acquire medication(s) through support programs. |
| **Domain 4.1:** Apply operational knowledge and leadership qualities as a practice manager (PM). | 4.1.1 Demonstrate the role of a pharmacist in managing legal, human, financial, technological and/or physical resources for day-to-day operations in the pharmacy. | * Discuss pharmacy budget and financial projections. * Participate in a conference/discussion on a routine basis to discuss community pharmacy related topics (See Appendix 1). * Prepare formal verbal and written presentations on topics related to community pharmacy practice as assigned by preceptor (See Appendix 2). * Identify opportunities for pharmacy staff training and create training material and/or plan. * Understand the application of pharmacy laws in community pharmacy practice. * Participate in purchasing/inventory management activities. * Supervise pharmacy technical staff. * Obtain training for company policies and procedures including HIPAA, Controlled Substances Standard Operating Procedures (SOP), I-Pledge/REMs, PSE-Meth Act, Blood-borne pathogen, and Fraud, Waste, and Abuse. |
| 4.1.2 Participate in continuous quality improvement techniques to optimize the medication use process. | * Participate in QI/QA projects related to operational and/or workflow specific issues. * Evaluate CQI data to determine opportunities for improvement. * Prepare formal verbal and written presentations on topics related to community pharmacy practice as assigned by preceptor (See Appendix 2). |
| 4.1.3 Oversee pharmacy operations for an assigned work shift. | * Coordinate the activities of pharmacy technicians and other support staff. * Appropriately troubleshoot and solve patient and/or workflow issues. |
| **Domain 5. Ethics and Professional Behavior** | | |
| **Objective 5:** Apply ethical and professional behavior. | 5.1 Demonstrate ethical and professional behavior in all practice activities. | * Adhere to patient privacy standards in verbal and written communications. * Wear appropriate attire; have appropriate demeanor and conduct. * Adhere to all attendance requirements, including punctuality. * Demonstrate an attitude that is respectful of diverse individuals, groups, cultures and communities. |

**Please address questions, comments, and concerns to:**

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