

CVS/pharmacy Community Pharmacy Practice Residency Program

The CVS/pharmacy Community Pharmacy Practice Resident will be selected upon his or her ability to demonstrate an aptitude to meet all of the tasks outlined on this document and successful attainment of RI licensure (alternatively – adjacent state licensure, pending below store expectations can be fulfilled). He/she will function as a viable member of the Clinical Services (CS) staff while attaining residency-learning objectives. Evening and weekend hours may be required.

Community Experience

The clinical services provided are to support corporate initiatives and business objectives. Successful delivery of these services requires a working knowledge of community practice and CVS dispensing systems. Know what the stores need, what the customers want, and the technical constraints or opportunities. Much systems knowledge will happen at the corporate headquarters. The rest will take place by working 2 shifts per month in a local CVS pharmacy. You will have the options to substitute this time for your Clinical Services time (no additional pay) OR get paid for these days, which will be in *addition* to your full week at the Clinical Services.

Precepting/Management of Drug Information Clerkship Program

The community practice resident will work with the DI resident to precept and manage between 2 to 6 DI rotation interns/employees at any given time. Both residents will work together to manage and delegate projects to the students. All resident and intern tasks are “real” CS work; they are not merely academic learning exercises. The residents’ ability to create real life intern lesson plans is part of the residents’ learning experience to apply their academic background to a clinical services department of a major chain corporation. The residency director will work closely with the residents to develop this skill.

Interns: Major Project

- Delegate and manage major projects for interns (topics to be planned in collaboration with the DI resident and residency director)
- Examples of projects:
 - Research and write business proposal for tools to help community pharmacists practice pharmacy better and/or more efficiently
 - Develop (or identify & purchase) DSM/pharmaceutical care program to pilot at stores – may have web or PDA component

- Develop a web/store consumer education program--primarily strategy, research, writing, and publication tasks
- Develop (or identify & purchase) new outreach programs and present them

Intern Presentations

- Collaborate with DI resident to delegate, manage, and coordinate journal club and other presentations, including the final presentations
- Topics will be planned based on department needs

Publishing Opportunities

The resident will have numerous opportunities for publication

- For health care professionals (CVS pharmacists):
 - Monthly clinical newsletter
 - Weekly operational newsletter
 - Articles relating to quality assurance
- For consumers (Patient education content to CVS customers):
 - Articles and Q&A on CVS.com
 - Store brochures
 - Store handouts/pamphlets
 - Store shelf talkers
 - Mailings--approximate circulation is in the millions
- For professional journal(s):
 - Encouraged to submit the results of the major research project(s) for publication

Live Presentations/Teaching Opportunities

- Opportunities to participate in lectures and facilitate classes to PharmD students at nearby pharmacy schools
- Presentations to groups of CVS corporate headquarters employees
- Join the other pharmacy residents in RI to develop and present a live CE (ACPE approved) at the end of the residency
- Present a platform or poster presentation at Eastern States

Clinical Reviews

- Conduct and delegate clinical reviews to interns (All CVS health information, programs, and services must go through a clinical review)
- Drug utilization reviews (DURs) must also be reviewed as they arise

- Review criteria: assess liability risk; verify accuracy of stated facts/medical claims; assess alignment with corporate standards

Quality Assurance

- Review Medwatch alerts regularly
- Communicate significant alerts to the field (pharmacists)
- Contribute articles (e.g. “look-alike/sound-alike” drugs) to the CVS quality assurance intranet website

Patient Counseling/Education

- Contribute to the answering of customer email questions (this is a primary responsibility of the DI resident)
 - Use and enforce the proper DI response methodology
 - Use and teach patient counseling skills in writing
- Manage and contribute to outreach programs geared toward reaching out to various target audiences in the community
- Participate in a telephone-based counseling program for MS patients
- Attend and participate in health fairs
- Develop useful tools/ideas on patient education for our store pharmacists (may develop them into intern projects)

Community Pharmacy Practice Resident Major Project

You may work with your residency director to decide on a community-related topic and your residency director will need to approve it. Another option is making a *larger* project from the intern major projects (this requires strategic planning of a series of intern projects). This project will be presented as a platform presentation or poster presentation at the Eastern States conference in the Spring.

Other

- Stipend to attend pre approved professional meeting(s)
- Paid vacation time
- Health insurance