Building a Robust Pharmacy Intern Program at a Community Hospital

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Objectives

- Discuss building a pharmacy internship program into your practice model
- Describe expectations for an internship program
- Explain integration of professional growth into your pharmacy interns
- Describe utilization of pharmacy technicians in the Pharmacy intern training process
Hiring Goals / Process

- Active recruiting year round
- Targeted strengths in applicants
- Leadership abilities
- Peer Interviewing
- Diversified background
- Future goals
Program Overview

- **Year 1:**
  - Develop technical skills and duties

- **Year 2:**
  - Half time technician coverage
  - Supporting pharmacists

- **Year 3:**
  - Longitudinal projects
  - Individualized experiences
Professional Development

• Attendance at professional meetings
  - OCCP
  - OSHP
  - ASHP Midyear

• Interns required to submit a poster presentation to a meeting

• Career development discussions
Direct Patient Care

- Work with clinical generalists and clinical specialists
  - Medication histories
  - Discharge counseling
  - Medication education
  - Disease state education
Hospital Initiatives

- HCAHPS
- Nursing support
- Compliance and Performance Improvement
- Community outreach opportunities
- Employee and department engagement
Management Development

- Patient experience rounding
- Attendance at hospital leadership meetings
- Involvement in workflow improvement initiatives within the department
  - Lean, 5S, Kaizen
- Management reading assignments
Educational Opportunities

- Drug information
- Drug therapy optimization
- Noon lecture attendance
- Journal Clubs
- Topic Discussions
- Rounding with internal medicine and ICU teams as a 4th year intern
Successes

• Diversified internship experience
  - Technician role
  - Management experience
  - Clinical skills development
  - Communication skills

• 100% of interns with a residency
Benefits for You

- Plays an important role in direct and indirect patient care
- "Jack-of-all-trades"
  - Cover technician duties
  - Augment pharmacist coverage
- Project management
Benefits for the Student

- Gain valuable clinical and operational experience
- Develop skills
  - Technical duties, pharmacist practice model, patient interaction, drug information
  - Presentation skills
  - Leadership development
- Teamwork and project management
- Time management
Cleveland Clinic

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