

USC Mann

Pharmacy Residency Programs

General Programs Manual for All USC Mann and USC Mann Affiliate Pharmacy Residents

2023-2024

Maroon font = applicable to both USC Mann and USC Mann affiliate residents OR just USC Mann affiliate residents (when a statement specific to USC Mann residents is also present).

Introduction

The pharmacy residency programs offered by the USC Alfred E. Mann School of Pharmacy and Pharmaceutical Sciences (USC Mann) are one-year, postgraduate, non-degree training programs. Available PGY1 and PGY2 residency programs are as follows (2.1.5.a):

- PGY1 Pharmacy at Keck Hospital of USC
- PGY1 Pharmacy at Los Angeles General Outpatient Clinics
- PGY1 Community-based Pharmacy at
 - USC Pharmacy
 - USC Pharmacy & UCI Health
 - USC Pharmacy & Mercy Pharmacy Group
 - Keck Medicine of USC
 - Ralph's Pharmacy
 - Clinicare Pharmacy Advanced Practice Pharmacy Care Center
 - 986 Pharmacy
- PGY2 Infectious Diseases Pharmacy at Los Angeles General Medical Center
- PGY2 Oncology Pharmacy at USC Norris Comprehensive Cancer Center and Hospital
- PGY2 Psychiatric Pharmacy at Los Angeles General Medical Center

The overall goals of the USC Mann PRP are to train a resident to be competent in the provision of care using the Pharmacists' Patient Care Process (patient care), to educate others including healthcare providers, trainees, and patients (teaching), and to conduct outcomes-based research and projects (research project). Depending on the area and the resident's focus, the resident will receive extensive clinical experience in primary, secondary, and tertiary care settings. In the various practice setting rotations the resident will refine their skills and develop expertise as a medication therapy specialist through the provision of patient care services. Teaching skills of the resident are developed in both didactic and experiential educational settings. **A Teaching Certificate program is available for residents interested in a career in academia or working in settings which involve teaching (e.g., precepting student pharmacists/residents/other healthcare trainees, education of staff).** Elective and assigned projects, including the required longitudinal residency research project, will enable the resident to develop administrative, analytical and research skills.

Specific goals and objectives for each residency program can be found in the individual residency program manuals.

Recruitment and Selection of Residents (1)

Procedure for the Recruitment, Evaluation and Ranking of Applicants (1.1)

The USC Mann Pharmacy Residency Programs is committed to the recruitment of a diverse and inclusive applicant pool (1.1.a). To achieve this goal, the USC Mann engages in a variety of recruitment strategies including participation in three residency showcases (Southern California, California System of Health Pharmacists, and the American Society of Health System Pharmacists) which take place between August-December of each year. USC Mann also holds an in-person or

virtual open house in December annually for interested candidates. Additionally USC Mann employs targeted recruitment efforts to seek and engage potential candidates who are underrepresented in the profession of pharmacy and/or reflect the patient populations served by the USC Mann and its associated clinical sites. Consistent with the USC Mann strategic plan, USC Mann specifically seeks candidates from underrepresented minority populations and from outside the state of California with the goal of having a diverse and inclusive residency class each year. The Residency Council serves as the oversight body for USC Mann to ensure objective criteria are free from bias and methods are established to reduce and eliminate bias throughout the continuum of the recruitment, selection, and ranking process.

Broad criteria for selection to USC Mann include leadership abilities, professional development, professional competence including in clinical situations, communication skills, scholastic achievements, and dependability and ability to work with others. Specifics for each criteria may be determined through personal interviews, peers, pharmacy school transcripts, evaluations by instructors and supervisors, and letters of recommendation in conjunction with the application. Persons involved in the review process include RPDs, preceptors, faculty, residents, and the Director of the Residency Programs. The preceptors and residents along with the RPD determine individual program rubric criteria, review and score applications, and interview candidates. The RPD is responsible for managing the interview process (including inviting candidates for an interview) and the final ranking of candidates to be submitted to PhORCAS. The Director of the Residency Programs may be included in individual program processes as deemed appropriate by the RPD.

A standard procedure is used by USC Mann to formally evaluate the qualifications of applicants to the program (1.1.b). The Residency Council meets to determine the minimum requirements needed for full application review (e.g. minimum grade point average). For Doctor of Pharmacy programs that use a Pass/Fail system, a Pass grade for each class and rotation will be considered as meeting the minimum GPA requirement across all USC Mann Pharmacy Residency Programs. Individual residency programs may set more stringent minimum requirements through their Residency Advisory Committees (RAC). Each residency program uses a pre-determined, objective point-based rubric specific to their program for full application review and scoring of each candidate who meets the general residency program minimum requirements. The candidates are then ordered based upon the total score. Candidates are invited for an interview based upon their total application score and available residency slots (typically 6-12 interviews are conducted per residency slot).

Each residency program develops a form with pre-determined interview questions that will be used for each candidate's interview (1.1.c). A pre-determined, objective, point-based rubric system is also used to score interview performance on the criteria selected by the individual program. Similar to the rubric for full application review, each residency program determines the criteria contained on the program's rubric. The Residency Council may require up to three pre-determined questions to be asked of all candidates for USC Mann as part of the interview process.

The final resident ranking for each program is determined by one of the following methods (depending upon the individual residency program): Combination of application and interview score or interview score/ranking only (1.1.d). Once this ranking has been determined, the ranking list will be discussed and approved by each program's RAC. **Following individual program RAC**

approval, the candidates eligible for ranking for each USC Mann and USC Mann affiliate program are then presented to the Residency Council for review, comment, and approval. As the residents are part of the teaching faculty at USC Mann, this list is first forwarded to the Associate Dean of Academic and Student Affairs for review and then the Dean's office for final approval. The RPD makes the final decision regarding the ranking order of all candidates that have been approved by USC Mann for inclusion in the ranking list.

All ASHP accredited USC Mann Pharmacy Residency Programs participate in the Phase I and Phase II match procedures (1.1.e). If a position is not filled in Phase I, the individual residency program(s) will participate in Phase II of the match. Programs will review candidates in PhORCAS and select candidates for interviews using the same process from Phase I. Interviews will be conducted virtually, through Zoom or another digital platform, with the rank list determined based upon the same predetermined criteria as Phase I. The rank list for Phase II will be shared with and approved by the Director of the Residency Programs prior to being submitted. In the unlikely event that a position is still not filled after Phase II Match results are released, the individual RPD will discuss with the Director of the Residency Programs.

Early Commit Procedures for PGY2 Programs (1.1.f)

All PGY2 programs at USC Mann have an early commit option available to all USC Mann PGY1 residents. Interested USC Mann PGY1 residents will need to submit a letter of intent and curriculum vitae to the PGY2 program's RPD no later than November 1 to be considered. All USC Mann PGY1 residents who submit these materials by the due date will be granted an interview. Upon reviewing the submitted materials and following completion of interviews with all interested candidates, the PGY2 program may select one of the candidates to offer early commit or the program may choose to not offer early commit to any of the candidates and instead, participate through the standard process through PhORCAS and the Match. Any acceptance of an offer of early commit must be completed by November 30.

Applicant Selection Process Requirements (1.2)

In addition to the criteria stated above, all the following requirements must be met for an applicant to be considered during the selection process for USC Mann:

- Graduate or candidate for graduation from an ACPE accredited degree program or one in the process of pursuing accreditation (1.2.a)
- Minimum of a 3.0 GPA (or equivalent for programs without GPAs)
- Licensed or eligible for licensure in the state of California with the exception of applicants for the VAGLA affiliate program. **For the VAGLA affiliate programs, the candidate may be licensed or eligible for licensure in any state or U.S. territory** (1.2.a)
- For PGY2 residencies, applicant is completing or has completed an ASHP-accredited or candidate-status PGY1 residency (1.2.b)

The USC Mann Pharmacy Residency Programs does not have any international programs (1.2.c).

All ASHP accredited USC Mann Pharmacy Residency Programs abide by the *Rules for the ASHP Pharmacy Resident Matching Program* as described above (1.3).

Post Match Communication (2.9)

Within 30 days of each Phase of the Match, each matched candidate will be contacted in writing with a request to confirm and document their acceptance of the Match by return correspondence within 15 business days (2.9). This document will also contain general information about the hiring process, including pre-employment requirements and confirmation of program start date and term of appointment (2.9.a). Matched PGY2 candidates are also provided information related to verification of PGY1 residency program completion (2.9.b).

Program Requirements and Policies (2)

Term of Appointment (2.1)

Individuals matched to the USC Mann Pharmacy Residency Programs actively participate in a twelve-month training and teaching program usually beginning July 1 and ending June 30 of the following year. The term of resident appointment is 52 weeks which may also be referenced as a 12-month contract period in this manual.

The resident is expected to attend all activities regularly scheduled and organized for the residency year. Residents who miss more than 25% of the scheduled activities for a specific learning experience will be required to make up the content or materials missed during that time to satisfactorily complete the residency (i.e. receive a certificate of completion). Those residents who miss 25% or more of the scheduled activities for a specific learning experience will receive written notice of their deficiencies by their RPD and the need to correct the situation as necessary. In cases in which this results in greater than a total number of 37 days of leave (as defined by ASHP standards), the Extended Leave policy will also apply (see below).

Salary and Benefits Information (2.8.g, 2.12.a)

Residents accepted in the program are appointed as non-exempt staff with faculty appointments as Adjunct Clinical Instructor of Pharmacy Practice. USC Mann residents receive a fixed-term contract; **USC Mann affiliate residents are appointed voluntary faculty status at USC. As such, the resident will abide by the applicable University regulations, policies and procedures.** Professional liability insurance is provided to residents as USC employees. Residents may also choose to self-pay for an additional individual professional liability policy through a provider of their choice outside of USC. Residents paid by USC are eligible for a number of benefits (leave policies, which may also fall under benefits, are detailed in a separate section below), some of which are described below.

Annual Salary. The annual salary is approximately \$63,585 for PGY1 residents and \$69,950 for PGY2 residents. As residents at USC are classified as non-exempt staff, they are considered hourly employees. In general, duty hours, as defined by ASHP, are paid hours whereas non-duty hours are considered non-paid time (please see section below which further differentiates duty versus non-duty hours). Staff at USC are paid biweekly on Wednesdays. If the usual scheduled payday falls on University closed holiday, payday is the previous workday. Residents are

expected to submit their time bi-weekly on Wednesday by 5 pm in Workday. The typical workweek for residents should not exceed 40 reportable work hours each week.

Fringe Benefits. A fringe benefit orientation is provided on the first work day in July. The resident has a period of 30 days from the full-time hire date to enroll in benefits. The 30-day enrollment eligibility window is strictly enforced. Fringe benefits include health care insurance, voluntary retirement plan, basic and supplemental term life insurance, and various other options.

Separation & Layoff Pay. No separation or layoff benefits are paid to employees hired under fixed term contracts.

Continuation of Health Benefits After Termination. After termination of USC employment, the resident will be eligible to continue your health benefits for eighteen (18) months via the Consolidated Omnibus Budget Reconciliation Act (COBRA). The resident will be charged the full cost of benefits plus a 2% administrative fee. There will be no University contribution.

USC Identification Card. Upon receipt of a USC identification card, the resident is eligible to use the USC libraries, receive discounts at the USC bookstores, attend USC cultural events, submit applications for seasonal tickets to USC athletic events, apply for membership in the Faculty Center, and enroll in pharmacy postgraduate education courses at no charge. The resident is also eligible for discounts with various national hotel and car rental vendors, and southern California amusement sites. Upon completion of the USC Mann Pharmacy Residency Program and/or termination of employment, the resident agrees to surrender the University ID card to USC.

Drug Testing. Drug testing is not required by USC Mann but may be required by individual clinical sites. The resident will be informed by the RPD at the time of assignment to the clinical site if drug testing is required.

Leave Policies (2.2)

All leave, excluding professional leave, that exceeds a combined total of 37 days will require extension of the program for the resident for them to be eligible for a certificate of completion (2.2.a). Any extension of the residency program must be approved by the Director of the Residency Programs. If an extension is granted to make up absences in excess of the allowed 37 days, the extension will be equivalent to the competencies and time missed which will be determined by the RPD (2.2.a.1). Additional information pertaining to program extension can be found below under Extended Leave.

All leave requests must be made by the USC Mann resident using the [Resident Time Off Request System \(RTORS\)](#). The resident will be notified by email once the request has been approved by the RPD (and site coordinator for PGY1 Community-based Pharmacy residents). The decision to approve a time off request may include the RPD checking with the resident's preceptor as part of the process. The request must also be approved by the RTCP Co-Coordinator if the absence occurs on a teaching Thursday. **USC Mann affiliate residents are only required to use the RTORS to request leave on teaching Thursdays.** The resident is responsible for entering vacation and sick the

time into Workday by the appropriate pay period deadline. Professional leave does not need to be entered into Workday but still requires approval through the RTORS.

Vacation, Sick, Holiday, and Professional Leave (2.2.a)

Vacation Leave. Twelve (12) working days per 12-month contract per year are granted each resident for vacation leave. Requests for vacation must be submitted for approval at least two weeks prior to the requested time off using RTORS as described above. Vacation requests are considered in the order in which the requests are submitted and approved contingent upon sufficient coverage of the clinical sites, teaching service, and administrative commitments normally performed by the resident. **Residents may NOT take vacation leave when they have classroom teaching responsibilities.** Job interviews, site visits, personal appointments, etc. count as vacation days. Vacation time should be used within the twelve-month appointment period.

Sick Leave and Family Care and Medical Leave. Sick leave is accrued at the rate of one day per month for each resident. Residents may not use sick time before it is accrued. Residents are generally not eligible for Family Care and Medical Leave due to the requirement of USC employment for at least 12 months by the start of the leave. In cases of unexpected illnesses, the resident is responsible for notifying their preceptor via the method described in the learning experience description. The resident must also notify their RPD. As soon as they are able, the resident must formally request use of sick time using RTORS.

Holidays. The University recognizes the following as university holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and Winter Recess. The dates for these holidays can be found [here](#). The University also recognizes a "floating holiday" that can be used for a holiday not recognized by the University (e.g. birthday).

Professional Leave. Professional leave to attend meetings and/or conferences is arranged on an individual basis. Requests for professional leave must be made in advance through RTORS, and are approved contingent upon sufficient pharmacist coverage of the clinical sites, teaching service and administrative commitments normally performed by the resident. The following activities are counted as Professional Leave and work hours for USC Mann residents:

- Presentation time for a poster or session at a conference
- Time spent in officer duties at a conference
- Attendance of conference sessions as assigned by the RPD (the RPD has the discretion to assign the resident to attend specific sessions or they may allow the resident to self-select sessions within a time frame)
- Residency showcase for the USC Mann Pharmacy Residency Programs including time to set up and break down the showcase afterwards
- Travel to and from conference when travel requires a flight or otherwise driving to a location outside of the Los Angeles metropolitan area, or the resident is scheduled to work at the clinical site for part of the day and has to travel either to/from the work site.

Job interviews including PGY2 residency interviews and attending conference sessions for professional development are NOT counted as part of professional leave. A vacation day will need to be submitted through RTORS for these types of activities. Please note that per ASHP standards, Professional Leave is counted as part of the time away from the residency program which cannot exceed 37 days total.

Per the Checklist for Completion of Residency Requirements, residents can meet presentation and other similar residency requirements through a variety of regional, state, or national meetings. Residents are responsible for being aware and knowledgeable of state laws that may impact them on an individual basis while traveling outside of the state of California for residency-related activities. It is the responsibility of the resident to discuss with the RPD if alternative accommodations to meet residency program requirements are desired (e.g. present at a conference in another state or within the state of California). The resident does not need to disclose the reason for requesting the accommodation.

Reimbursement for Professional Expenses. Residents are eligible for reimbursement, at minimum, for necessary expenses related to one required professional meeting and for recruitment activities to which they are assigned (2.12.d). Prior to the Western States Residency Conference (PGY1 residents), CSHP Seminar Residency Showcase, ASHP Midyear Residency Showcase and other recruitment events, residents attending the event will be provided the maximum amount that is eligible for reimbursement which will also include the specific items eligible for reimbursement (e.g. registration fees). PGY2 residents will need to submit a itemized budget request at least six weeks prior to their required professional meeting to the Residency Programs Office for initial approval. All reimbursement requests must be submitted via SAP Concur within 5 business days of the last day of travel. Expenses submitted after 5 business days are not eligible for reimbursement.

USC Mann affiliate residents are eligible to be reimbursed up to \$300 for one of the following products (1) a BCPS preparation item from either ASHP or ACCP (2) an ASHP professional certificate program. To be receive reimbursement for an ASHP professional certificate program, the resident must submit a copy of their certificate as part of their reimbursement request.

The last day to submit a reimbursement request will be June 7, 2024 for all residents.

Extended Leave (2.2a, 2.2.b)

An extended leave may be granted to a resident when they require leave in excess of what is allowed as described above or their total leave will exceed a combined total of 37 days. All requests for an extended leave must be made in writing by the resident to the RPD and the Director of the Residency Programs. Only the Director of the Residency Programs may approve extended leave. Extended leave that results in a combined total leave of 37 days or less during the course of the residency year will be unpaid unless the resident chooses to use other benefits to which they are entitled (e.g. vacation, sick, disability coverage) that result in paid time off.

In cases in which extended leave would necessitate an extension of the residency program beyond the usual end date of June 30 to obtain a certificate of completion, the decision to grant the extended leave will be based on the resident's overall performance and progress in the

residency program and the ability of the program/site to accommodate an extension to the resident's program. The extended program may be paid or unpaid depending upon budgetary restrictions/constraints and other factors. The resident will be informed during the discussion of the extended program as to whether this will be unpaid or paid time. The length of the program extension will also be discussed with the resident as each individual residency program may have differing abilities in terms of the maximum length of time of the extension they are able to accommodate (2.2.b.1).

Duty-Hour Requirements and Time Reporting (2.3)

Duty hours are defined as all hours spent on scheduled clinical and academic activities, regardless of setting, related to the pharmacy residency program that are required to meet the educational goals and objectives of the program. Duty hours include: inpatient and outpatient patient care (within a facility, at a patient's home, or from the resident's home if patient care is provided virtually); staffing/service commitment; in-house call; administrative duties; work from home activities (ie, taking calls from home, utilizing electronic health record related to at-home call program; and scheduled and assigned activities, such as conferences, committee meetings, classroom time associated with a master's degree for applicable programs or other teaching activities and health and wellness events that are required to meet the goals and objectives of the residency program. Duty hours do NOT include reading, studying, and academic preparation time (e.g. presentations, journal clubs, closing knowledge gaps); travel time (eg to and from work or conferences); and hours that are NOT scheduled by the RPD or preceptor. All residents should review the [ASHP Duty-Hour Requirements for Pharmacy Residencies](#) during orientation and again as needed throughout the residency year for further information (2.3.a). It should be noted that, in the interest of resident well-being, USC Mann limits duty and non-duty hours to no more than 60 hours per week, averaged over a four-week period exclusive of moonlighting.

The RPD is responsible for creating and overseeing the work hours/ schedules for the residents in their respective programs. The division of duty hours should reflect the following percent effort averaged over the course of the residency year: patient care or patient care related (75-80%), teaching (10-12%), primary research project (8-10%). It is expected that the percent effort will fluctuate on a monthly basis depending upon the activities of the residency program during that time. Division of time over the course of the residency year in a manner not consistent with these percentages should be discussed with the Director of the Residency Programs by the RPD prior to implementation.

Compliance with the schedule of duty hours is assessed in several ways by USC Mann (2.3.b, 2.3.b.1). The RPD compares the work hours/schedule with the attestations made by residents in PharmAcademic™ regarding hours worked and hours free of work (plus moonlighting and frequency of all on-call programs if applicable) on a monthly basis (2.3.b.1, 2.3.b.2). If it is found a resident is reporting a number of duty hours that exceed their work hours/schedule developed by the RPD, the RPD will discuss with the resident, involved preceptors, and the RAC as needed. A plan will be developed to ensure the hours worked in the future are consistent with the work hours/schedule developed by the RPD. A second mechanism for monitoring compliance will be conducted by the Residency Programs Office (RPO). Timesheets that exceed the number of expected hours worked will be flagged and the resident will be contacted by the RPO to determine

the reason for the additional hours. The RPD will be provided with this information to develop a plan to ensure the resident is not working excessive hours.

Moonlighting (internal and external work) is allowed as long it is approved by the RPD and it does not interfere with the residency training and the combined time (residency duty hours plus outside employment) does not exceed 80 hours per week (2.3.c). If a resident's performance is negatively impacted by the hours spent in moonlighting activities (e.g. resident fails to complete residency-related tasks by established deadlines, is late to the clinic site), the resident will be given a written warning by their RPD. If the resident continues to perform poorly, they will be required to decrease the number of moonlighting hours or cease the activity completely at the discretion of the RPD.

Participation in on-call programs (eg. in-house, call from home) is not a requirement for USC Mann (2.3.d). For this reason, residents are not specifically asked to report on on-call hours as part of their duty hours report in PharmAcademic.

Requirements for Licensure (2.4)

All residents must be licensed in the state of California (or any state or U.S. territory for affiliate residents in Veteran Affairs residency programs) by October 28, 2023 to ensure the resident will be able to complete at least two-thirds of their residency year as a licensed pharmacist. For this reason, USC Mann requires all residents take both the NAPLEX and CPJE no later than July 31, 2023. If a resident does not pass the NAPLEX or CPJE on the first examination attempt, any retakes of either examination must be completed by September 21, 2023. Upon receipt of the license, the resident must upload a copy to the resident Blackboard and Workday.

Residents who are not licensed to practice pharmacy in the state of California by October 28, 2023 may be subject to dismissal from the residency programs, unless extenuating circumstances exist as deemed by the Director of the Residency Programs and the program/site is able to accommodate an extension to the resident's program as needed (2.4.b). In these cases, the Director of the Residency Programs must be notified as soon as the extenuating circumstances are known. If an extension to obtain licensure past October 28, 2023 is granted, the Director of the Residency Programs will notify the resident, RPD, and when appropriate, the site, in writing, that an extension has been granted and the terms of the extension. If the extension is granted, the resident will still need to provide patient care services as a licensed pharmacist in the state of California for at least two-thirds of the residency year (at least 35 weeks) to complete the residency program per ASHP accreditation standards. This means the resident will be required to extend their program by the number of days necessary to meet this requirement. For example, a resident who does not obtain licensure until 152 days from the start of the residency program will have their program extended by 32 days. It should be noted that similar to an extended leave as described above, a program extension may be paid or unpaid time, depending upon how the residency position is funded and budgetary restrictions/constraints. Residents will be notified at the time the extension is offered as to whether this will be unpaid or paid time. The time period of the program extension will be finalized, in writing, by the Director of the Residency Programs, if the resident obtains licensure per the original agreed upon terms.

Residents who are not licensed in the state of California by December 1 will be dismissed within 30 days of notification of failure to achieve licensure. Residents who are dismissed for failure to achieve licensure are eligible to re-apply to the USC Mann Pharmacy Residency Programs through the Match in a future application cycle if they have obtained licensure in the state of California.

Requirements for Successful Completion of the Residency Program (2.5, 2.8.d, 2.13)

For the resident to complete the residency program and receive their certificate of completion from USC Mann, the resident shall meet all residency requirements as stated on the Checklist for Completion of Residency Requirements and Quarterly Progress Tracker which includes both general program and the specific requirements for their individual program (2.5.a, 2.5.b, 2.5.c, 2.5.d). This document can be found in the individual residency program manuals.

Professional Expectations of Residents

Residents are expected to actively engage in continuous learning and professional development during the residency year. This includes taking the initiative to expand their knowledge base, staying up to date with current literature, attending educational conferences and the pharmacy grand rounds series on Thursdays, and participating in activities beyond the minimum requirements. As part of this process, residents should be receptive to feedback and use this feedback to further hone their skills.

Effective communication and collaboration with all involved are paramount to a resident's success in the program. Residents are expected to read and respond to emails at least once daily, at minimum, for ongoing communication during regular workdays. Although the residency programs makes every effort to consolidate announcements to one time per week via the resident Blackboard, there may be times (usually beyond our control) in which we need a quick response from a resident. Residents are also expected to volunteer to help out when needs arise although this may be subject to RPD approval. All assigned patient care activities must be completed prior to leaving the clinical site each day. Alternatively, the remaining work can be directly handed off to a preceptor or other pharmacist depending upon the clinical site and situation.

There may be situations in which residents experience conflict among themselves or with a preceptor or other person involved with the residency program. When this occurs, it is critical that effective conflict resolution skills are used to resolve the issue as soon as possible. Ignoring the situation, venting to co-residents or involving other residents in the conflict is inappropriate and can lead to escalation of the current situation and/or the development of further problems. Residents are also discouraged from speaking negatively about others via text, social media, or other venues as this information could be shared with others with whom the message was not intended. If a resident is unable to resolve the conflict on their own for whatever reason, they should reach out to their RPD or a preceptor involved in their residency programming to assist.

USC Mann promotes a culture of respect and sensitivity towards all (patients, colleagues, individuals). Residents are expected to recognize and appreciate differences in beliefs and values and to be respectful in their interactions with all whom they encounter. It is critical that

residents also value and appreciate the contributions of their co-residents and promote an environment of inclusivity within the residency class.

Residents are expected to dress professionally although the actual dress code may vary depending upon the clinical site. When engaging in teaching activities with the students, the residents must be dressed in professional attire that is at or above the dress code expected of the students (e.g. dress code used for case conferences courses).

Residents must be punctual for all scheduled activities. This includes clinical activities, educational sessions and meetings. Time management is critical. Prioritization of responsibilities is paramount to meet deadlines. If for some reason, a resident anticipates a delay or has a conflict, they must let the preceptor and/or RPD know as soon as they are aware.

Ongoing and/or serious incidences involving failure to meet professional expectations may lead to a verbal warning, corrective action, remediation plan, or dismissal as detailed below.

Remediation/Disciplinary Policy (2.6)

In addition to not obtaining a license as stated above, the resident is also subject to automatic dismissal from the residency program and/or teaching certificate program for any one of the following reasons:

- Unprofessional conduct (e.g., neglect of service, patient care, or teaching responsibilities; failure to participate in scheduled coursework and seminars; insubordination; plagiarism)
- Poor performance in the residency program, (e.g., unable to achieve goal and outcomes as required by the residency program, failure to progress and remediate per the individualized remediation plan, documented incompetence in patient care and teaching activities)
- Revocation of the pharmacist's license by the California State Board of Pharmacy

For situations which do not warrant automatic dismissal, USC Mann follows a progressive discipline policy as follows:

- Verbal warning. A resident may be given a verbal warning in which the specifics regarding the unacceptable performance or behavior will be described to them. At this time the resident will be provided with verbal and/or written information regarding acceptable standards of rules and expectations. The resident will also be provided with the consequences of failure to demonstrate immediate and sustained improvement. The verbal warning will be documented in PharmAcademic.™
- Corrective action or remediation plan. If the resident continues to engage in the problem performance or behavior which resulted in a verbal warning OR the initial problem performance or behavior warrants more than a verbal warning OR the resident is performing at a subpar level or failing to progress and at risk for dismissal, the

resident will be provided an individualized corrective action or remediation plan to be agreed upon by both the resident and the RPD. If the performance or behavior involves the teaching certificate program, the RTCP Co-Coordinators will also be involved. The Director of the Residency Programs will be notified should such a plan needs to be implemented. The performance issues will be discussed in specific detail with the resident and the impact of the problem will also be described (e.g. safety issues, poor learning environment for students). The corrective action or remediation plan will clearly state the expectations regarding behavior and/or performance as well as the consequences for failing to do so which may include extension of the residency program or dismissal (including from the teaching certificate program for USC Mann affiliate residents).

Residents who are subject to dismissal will be advised in writing of the events leading to recommendation for dismissal by the Director of the Residency Programs. The resident will have an opportunity to respond to the events leading to recommendation for dismissal. If the resident wishes to contest the recommendation for dismissal, the USC Mann Residency Council will review events leading to dismissal of the resident for disposition.

Verification of Successful Completion of the PGY1 Residency Program for PGY2 Residents (2.7)

Verification of the completion of a ASHP-accredited or candidate-status PGY1 residency for PGY2 residents will be completed by July 28. The PGY2 resident will need to submit a copy of their PGY1 residency certificate to the RPO (2.7.a). A signed letter sent directly to the RPO from the PGY1 RPD or Director of Pharmacy confirming successful completion of the PGY1 residency will be accepted in lieu of a certificate if it is not yet available. PGY2 residents who fail to provide documentation verifying completion of their PGY1 residency program within the allotted time frame will be dismissed.

Residency Completion Certificate (2.13)

Residents must complete both the all programs and their individual program's checklist for completion requirements as documented on the Checklist for Completion of Residency Requirements and Quarterly Progress Tracker for their individual residency program. Verification of the completion of all required activities is completed by the RPD and is documented by their signature in addition to the signature of the Director of the Residency Programs (2.13.a). Eligibility for a residency completion certificate will be based on the achievement of the items on this checklist (2.13.b). The Checklist for Completion of Residency Requirements and Quarterly Progress Tracker is signed by the resident, RPD, and the Director of the Residency Programs (2.14.a).

Approved Program-type Names and PharmAcademic for Residency Program Management (2.15)

All residents represent the USC Mann Pharmacy Residency Programs and as such, must adhere to USC Mann requirements and the provisions of the current version of the ASHP Regulations on Accreditation of Pharmacy Residencies in terms of the name of their program (2.15.a). The following are the accepted names for PGY1 programs per ASHP: PGY1 Pharmacy, PGY1 Managed Care Pharmacy, and PGY1 Community-Based Pharmacy. The ASHP accepted name must be used in all email signature blocks which include the residency program name and all documents related to

the residency program. No modifiers (e.g. ambulatory care, acute care, psychiatry focus) may be added.

Residents are required to use the following in signature blocks and other information (e.g. presentation titles) that identifies their position as a pharmacy resident at USC Mann: "USC Mann [ASHP name of program] Resident at [name of primary clinic or healthcare setting]." The name of the clinic or healthcare setting is not required to be used as part of the resident title. However, if used, the official name of the clinic or healthcare setting should be capitalized. Alternatively, the name of the primary clinic or healthcare setting can be displayed in the line beneath your official title. USC Mann does not have to be included as part of the resident title if the full name of the School is included in one of the lines below the resident title.

Residents may only use the approved branding, printing, and templates for the USC Mann Pharmacy Residency Programs. The approved resources can be found at <https://pharmacyschool.usc.edu/intranet/brand-identity/>. This includes email signature blocks, powerpoints templates, Zoom backgrounds, and wordmarks as well as any branded clothing.

Per ASHP, the purpose of a PGY1 program is to "build on Doctor of Pharmacy (Pharm.D.) education and outcomes to contribute to the development of clinical pharmacists responsible for medication-related care of patients with a wide range of conditions." No more than one-third of the twelve-month residency program may focus on a specific disease state or population for a PGY1 resident (3.1.c.4). This encompasses all learning experiences of the residency program, including clinical service, teaching, and research.

PharmAcademic™ (2.15.b)

USC Mann uses PharmAcademic™ for residency program management and maintenance for the following tasks: (1) objective assessment grid (2) learning experience descriptions (3) resident schedules (4) evaluations (5) resident development plans and (6) resident close-out documentation. Further information regarding evaluations can be found below.

Resident Evaluations (2.15.b.4)

Residents will be evaluated using PharmAcademic™ or the equivalent throughout the year in order to maintain standards of performance, ensure improvement during the year, and to achieve program goals and objectives. Evaluations will be performed at regular intervals as determined by the respective residency program directors with both the resident and preceptor discussing and signing off the evaluation at the appropriate intervals. Residents taking consecutive or longitudinal practice experiences in the same practice area from the same preceptor(s) will be evaluated at a pre-determined interval not to exceed three-months as specified by the respective program directors or in the case of the teaching certificate program, as determined by the RTCP Co-Coordinators. The evaluation will include such items as achievement of the general goals and objectives of the program, and performance of the activities and responsibilities of each practice area. Evaluations can be completed electronically and kept in the residents' portfolio.

Residents are also required to engage in criteria-based self-evaluation as part of the resident evaluation process. Residents are provided with instruction on how to do this near the beginning

of the residency year with periodic sessions throughout the year to reinforce concepts and to assist residents in their ability to engage in this process.

Preceptor and Learning Experience Evaluations (3.5)

At the end of each learning experience, the resident is required to complete an evaluation of the learning experience and preceptor using PharmAcademic.™ Additionally, for learning experiences greater than 12 weeks in duration, an evaluation is completed at the midpoint as well as the end of the learning experience. This will aid in designing an experience so that the resident may benefit maximally from each learning experience. **Resident must complete and submit all evaluations in PharmAcademic™ by the due date or within 7 days with no exceptions.**

Organization of the Residency Programs

The Residency Council (RC) serves as the oversight committee that makes global decisions for all programs for centralized and/or standardized processes within the residency programs (4.4.a). The RC also makes decisions that impact affiliate programs for certain designated activities (e.g. teaching certificate program). The Director of the Residency Programs chairs the Residency Council and is responsible for the overall vision and direction of the residency training programs. The other members of the Residency Council include the Co-Coordinators of the Resident Teaching Certificate Program (RTCP), Resident Research Project Co-Coordinators, RPDs for the USC Mann and USC Mann affiliate residency programs, the USC Mann chief resident(s), and the USC Mann Affiliate resident representative. The Associate Dean of Clinical Affairs and the Chair of the Department of Clinical Pharmacy serve as ex-officio members of the Residency Council.

The primary responsibilities of the Residency Council are to advise and assist the Director of the Residency Programs in developing, implementing, and evaluating outcomes related to the USC Mann Pharmacy Residency Programs strategic plan (in alignment with the USC Mann School of Pharmacy and Pharmaceutical Sciences strategic plan) and in ensuring compliance with ASHP residency program standards. Specific activities related to these responsibilities include, but are not limited, to the following:

- Program planning activities
- Appointment and re-appointment of preceptors
- Preceptor development
- Resident recruitment activities
- Resident candidate selection

At the discretion of the Director of the Residency Programs, committees and time-limited task forces may be created to accomplish the work outlined above.

Resident Class Leadership Opportunities

Chief Resident(s) – USC Mann

One to two Chief Residents will be selected each year through a process that includes resident nomination, an application, and interview with Residency Program Leadership. If two Chief Residents are selected, they will divide their responsibilities between the first and second half of the year although they may cover for one another as needed. A Chief Resident may be replaced if deemed appropriate by the Residency Council upon recommendation of the residency class or by central Residency Programs Leadership.

The primary responsibilities of the Chief Residents are to act as leaders for the USC Mann residency class on matters that impact the entire residency class, to assist the Director of the Residency Programs, Residency Programs Coordinator, and the RTCP Co-Coordinators, and to communicate information to the residents. Their responsibilities include but are not limited to the following:

- Serve as the representative of the residency class on the Residency Council along with the Resident Representative from the USC Mann affiliate programs
- Maintain attendance records of USC Mann residents at scheduled activities as requested
- Remind USC Mann residents of deadlines, commitments, and events and ensure that requested forms and reports are completed and returned by the residents.
- Determine the USC Mann resident schedule at required residency showcases (e.g. CSHP and ASHP) including ensuring representation from all programs and assigning residents to set-up, take down, and transport showcase materials.
- Organize Patagonia custom jacket order or other USC Mann brand clothing for USC Mann residents
- Oversee the development and execution of the residency portion of programming for the Residency Programs End-of-the-Year Celebration and Awards Dinner in collaboration with the Resident Representative for the USC Mann affiliate programs

The Chief Residents delegate aspects of their responsibilities only with the approval of the Director of the Residency Programs.

Resident Representative(s) – USC Mann Affiliate

The USC Mann Affiliate residents will select one or two residents who will serve as their resident representative(s) for the residency year. The resident representative(s) for the USC Mann Affiliate residents are the equivalent of the Chief Residents for the USC Mann programs and as such, have equal standing to the Chief Residents in all matters that pertain to both USC Mann and USC Mann Affiliate residents. Specific duties of the Resident Representatives include serving as a representative of the residency class on the Residency Council and overseeing the development and execution of the residency portion of the programming for the Residency Programs End-of-the-Year Celebration and Awards Dinner.

Resident Social Chairs

The residents should identify two Social Chairs (one USC Mann and one USC Mann affiliate) who will coordinate and plan activities for the residency class. The intent is to provide some levity and fun activities to encourage participation among the residents aside from their professional responsibilities during the residency training activities. Some of these activities can include outings,

or simply activities planned during the residents' meeting, etc. The resident social chairs are also responsible for providing photos and other residency-related information to the Residency Programs Coordinator for use on the USC Mann Pharmacy Residency Programs social media accounts.

Resident Wellness Committee (RWC)

The purpose of the RWC is to address resident well-being during the residency year and to specifically work on charges assigned by the Director of the Residency Programs. The membership of this committee consists of all interested residents and is chaired by the Director of the Residency Programs although a resident co-chair may also be appointed. The RWC meets at regularly scheduled times during the year to discuss issues related to the mental well-being of USC Mann and affiliated residents and takes steps, as necessary, to address issues that may negatively impact resident well-being. The RWC also assists in the identification of topics related to wellness to be included as part of the resident teaching seminar each year. The residency programs is represented on the USC Mann Project Wellness committee by 1-2 members of the RWC who serve as liaisons. Other leadership positions may be available through the RWC as needs dictate.

Diversity, Equity, and Inclusion (DEI) Liaisons

The residency programs are committed to DEI within, and outside of our programs. The residency programs is represented on the USC Mann DEI committee by 2 residents (one USC Mann and one USC Mann affiliate) who serve as liaisons. The DEI liaisons will also be involved in other discussions related to DEI efforts for the USC Mann Pharmacy Residency Programs which may include education/training of current residents/preceptors and making recommendations related to our residency recruitment and selection process.

Residency Program Awards

The USC Mann Pharmacy Residency Programs recognizes the accomplishments of preceptors, resident alum, residents, and faculty at the Residency Programs End-of-the Year Celebration and Awards Dinner, held at the end of June with the call for nominations sent out in May. The following awards will be given out during this event assuming there is at least one eligible candidate for a specific award.

1. Resident of the Year – PGY1 and PGY2

Up to two residents (one PGY1 and one PGY2) will be selected to receive the Resident of the Year Award. This award is designed to recognize and acknowledge the residents for their leadership qualities that are observable across multiple aspects of the residency program.

Selection criteria:

- Leadership
- Commitment to the profession
- Significant contributions to the overall residency program
- Commitment to diversity, equity, and inclusion values
- Respected among their colleagues.

- Role model behavior

Nominators: Preceptors and residents

Selection committee: Voting members of the Residency Council

2. Excellence in Teaching – PGY1 and PGY2

Up to two residents (one PGY1 and one PGY2) will be selected for the Excellence in Teaching Award. This award is designed to recognize an outstanding resident as an educator in didactic and experiential settings.

Selection criteria:

- Completion of the teaching portfolio
- Eligible for the USC Mann Teaching Certificate
- Positive evaluations/feedback from learners
- Use of innovative teaching methodologies
- Mentorship abilities
- Role model behaviors

Nominators: Faculty, preceptors, and students

Selection Committee: RTCP Co-Coordinators

3. Research Project of the Year – PGY1 and PGY2

Up to two residents (one PGY1 and one PGY2) will be selected for the Research Project of the Year Award. This award is designed to recognize an outstanding resident research project.

Selection criteria:

- Completed manuscript in final draft, written per the author guidelines for the target journal
- Resident involvement in the project
- Novel and relevant to the resident's area of practice
- Solid study design and execution of the project
- Representative of the population served by the resident's site
- Significance of results

Nominators: Preceptors, faculty, and RPDs who have firsthand knowledge of the project

Selection Committee: Residency Research Project Co-Coordinators (or designee if the RPD for a nominee who is a resident in the RPD's program)

4. Preceptor of the Year – All Programs

Each individual PGY1 and PGY2 residency program may select a preceptor for the Preceptor of the Year Award. All resident preceptors are eligible for the award. RPDs will not be considered for this award as they are already recognized for their dedication and commitment to residency training programs by virtue of being appointed RPDs.

Selection criteria:

- Demonstrated committee to the individual residency program
- Adherence to ASHP standards and residency program policies and procedures
- Interest in resident development
- Engagement in continuous quality improvement for the betterment of the profession
- Commitment to diversity, equity, and inclusion values
- Leadership qualities
- Involvement with extracurricular pharmacy activities
- Recognized expertise in their area of specialty
- Respected by colleagues
- Exemplary teaching abilities
- Role model behaviors
- Compassionate and genuine interest in the well-being of residents and colleagues

Nominators: Residents and preceptors although resident nominations will be weighed more heavily

Selection Committee: RPD of the program plus 1-2 members of the Residency Advisory Committee for the program who did not receive a nomination. Alternatively the RPD may request the Director of the Residency Programs serve on the selection committee in lieu of Residency Advisory Committee members.

5. Teaching Faculty of the Year

One faculty who is involved with the teaching certificate program, including faculty advisors and teaching mentors, will be selected for the Teaching Faculty of the Year Award. The RTCP Co- Coordinators will not be considered for this award as these individuals are already recognized for their dedication and commitment to teaching in the residency training programs by virtue of being appointed to this position.

Selection criteria:

- Demonstrated commitment to the teaching certificate program and individual residents
- Quality of the guidance and feedback provided to resident in the development of teaching skills and materials
- Leadership in teaching and the scholarship of teaching
- Role model behaviors

Nominators: Residents

Selection committee: RTCP Co-Coordinators

6. Exemplary Leadership - Alumni

One residency programs alumni will be selected for the Exemplary Leadership Award annually. This award recognizes a graduate of the residency programs who is greater than 5 years post-residency completion and is a leader in the profession on a national level.

Selection criteria: To be determined (new award)

Nominators: Resident alumni, faculty, preceptors, residents

Selection committee: To be determined (new award)

7. Rising Star - Alumni

One residency programs alumni will be selected for the Rising Star Award annually. This award recognizes a graduate of the residency programs who is less than or equal to 5 years post-residency completion and has demonstrated leadership abilities or has accomplished significant achievements, at minimum, within the state of California that advance the profession of pharmacy.

Selection criteria: To be determined (new award)

Nominators: Resident alumni, faculty, preceptors, residents

Selection committee: To be determined (new award)

8. Alumni Excellence in Education

Up to two alumni who received a teaching certificate from the USC Mann School of Pharmacy and Pharmaceutical Sciences will be selected for the Alumni Excellence in Education Award annually. This award recognizes excellence in education in didactic or experiential settings and to a variety of learners including students, residents, other healthcare professionals, and/or patients. USC Mann preceptors who are RTCP alum are not eligible for this award as their contributions to teaching are already recognized through the individual program Preceptor of the Year Awards.

Selection criteria: To be determined (new award)

Nominators: Resident alumni, faculty, preceptors, residents

Selection committee: To be determined (new award)