

Michigan Medicine Department of Pharmacy Services Pharmacy Internship Work Area Descriptions

B2/Central Pharmacy:

- The B2/Central Pharmacy is the central pharmacy operating in University Hospital (UH), serving almost all adult inpatient units and ICUs in UH. In addition, the B2/Central pharmacy receives, stores, and distributes almost every dose of medication dispensed for patients at Michigan Medicine, and operates 24-hours a day, 7-days a week. Pharmacy Interns on the B2/Central pharmacy team assist in fulfillment of medication orders, compounding of both oral/non-sterile and IV/sterile medications, and distribution of medications to the patient care units. The B2/Central pharmacy is a collaborative environment; each day, numerous pharmacists and pharmacy technicians work together with physicians, nurses, and other healthcare professionals to provide medication therapy to most of the adult inpatient hospital. B2/Central pharmacy is a fast-paced environment, and this pharmacy experience builds upon critical thinking skills, multi-tasking and the ability to work with others to benefit patient care.

Children's & Women's (C&W) Pharmacy:

- The Children's & Women's (C&W) Pharmacy team provides medication therapy for patients at Mott Children's Hospital and Von Voigtlander Women's Hospital. There are 3 pharmacies in C&W - the main 10th floor pharmacy (main pharmacy), the 7th floor pharmacy (primarily oncology patients), and the 4th floor pharmacy (operating rooms (ORs)). There are a variety of positions for Pharmacy Interns on the C&W pharmacy team. These positions include medication runners for different floors, ICU medication managers, and the opportunity to work in the cleanroom. Daily tasks differ amongst positions, but the whole group works together to complete the oral batch, cart fill, restocking the cleanroom, and managing the pharmacy. With the medication manager position, Pharmacy Interns work very closely with the nursing staff to provide continuous infusion medications for patients in the ICUs. Great teamwork and communication are essential to provide optimal patient care in the C&W hospital!

Cardiovascular Center (CVC):

- The Cardiovascular Center (CVC) Pharmacy Intern position has the opportunity to work in 2 different pharmacy sites: the CVC pharmacy and the UH Operating Room (UH OR) pharmacy. The CVC Pharmacy is a satellite pharmacy servicing the CVC ICU, step down unit and CVC OR's. The Pharmacy Intern in the CVC pharmacy prepares IV/compounded sterile products and oral/non-sterile medications, loads automated medication dispensing cabinets (i.e. Pyxis), dispenses controlled substance kits to anesthesia providers, answers questions from nurses and other healthcare professionals, and delivers medications to patient care units. There are ample opportunities to interact with fellow pharmacy technician and pharmacist team members, nurses, anesthesia providers, and other healthcare professionals in this role. Occasionally, the pharmacist will assist on a code, and Pharmacy Interns can attend if interested! The UH OR

Pharmacy operations and work are similar to the responsibilities in the CVC Pharmacy, so the skills and experience gained in the CVC Pharmacy will translate to the work in the UH OR Pharmacy. In addition to some of the tasks listed above, the Pharmacy Intern in the UH OR Pharmacy delivers medications to the pre-operative and post-operative beds, assists nurses and anesthesia providers with questions or other medication-related needs, and ensures the automated medication dispensing cabinets/Pyxis machines and medication anterooms are appropriately supplied with needed medications. Furthermore, the same pharmacist and pharmacy technician team members work in the CVC Pharmacy and the UH OR Pharmacy, so there is consistency in team members. The opportunity to work in 2 different settings and have a “change of scenery” is something that is not available in all areas and can be a welcomed variation in work!

Infusion Pharmacy:

- The Infusion Pharmacy team provides medication therapy and support for patients receiving medication infusions as outpatients; this primarily included chemotherapy and other treatments for cancer, but also includes other infusion therapy. This team supports patient care at the Cancer Center, C&W, Taubman clinics, Brighton Center for Specialty Care, Northville, West Ann Arbor, and East Ann Arbor. The Cancer Center Infusion Pharmacy Intern position includes a defined progression between the first and second years of the internship. In the first year, Pharmacy Interns spend 100% of their time in the hazardous and non-hazardous sterile clean room environments compounding chemotherapy and other infusions. Pharmacy Interns can expect to rotate through the various infusion sites listed above. In the second year, Pharmacy Interns spend 50% of their time completing medication reconciliation for new patients at the Cancer Center. This involves calling new patients and updating their most current medication list (drug, dose, route, and frequency of administration), and other relevant medication information. Pharmacy Interns also identify barriers to adherence and make recommendations to resolve them, in addition to evaluating for drug-drug interactions and counseling patients on medication therapy. The other 50% of time is spent working on their senior pharmacy intern project.

Medication Use Policy (MUP):

- The Medication Use Policy (MUP) team includes pharmacists who provide drug information services for the health system researching medication-related questions, evaluating temperature excursions and reporting drug defects. They also support the Pharmacy and Therapeutics (P&T) Committee and Subcommittees. The MUP Pharmacy Intern position responsibilities and activities include creating monographs to assist P&T members in determining whether to add medications to formulary, completing medication use evaluations (MUEs) and developing guidelines and policies. The Pharmacy Intern works closely with APPE students and pharmacy residents on rotation with the MUP team. The MUP Pharmacy Intern is also involved with most aspects of the MUP service, with opportunities to develop drug information skills and complete numerous

projects. The work of this team is primarily office-based, and they are located at Michigan House on the northeast side of Ann Arbor.

Oral Chemotherapy:

- The Oral Chemotherapy Program provides support for Michigan Medicine patients receiving oral chemotherapy. The team consists of rotating pharmacists, along with one Senior Pharmacy Intern and one Junior Pharmacy Intern. Daily tasks for Pharmacy Interns focus on educating patients as they begin new oral oncolytic agents, providing assistance with symptom management during therapy follow-up calls, and assisting with insurance appeal letters through literature reviews, patient chart review, and letter writing. There are also opportunities to attend and present at learners' Journal Club meetings and to attend meetings meant to introduce APPE students to these topics. Research opportunities are available with pharmacist mentors and in collaboration with clinicians at Michigan Medicine. The Pharmacy Intern interacts primarily with the full time Oral Chemotherapy pharmacists, their fellow intern, and patients. This team is located in Victor C. Vaughan House offices, with new office space off campus.

Research Pharmacy:

- The Research Pharmacy team manages the medication use process for clinical trials at Michigan Medicine the Research Pharmacy. Currently they are managing medications for almost 600 clinical trials across all practice areas. The Pharmacy Intern with the Research Pharmacy team aids in study management, audit preparation, workgroup meetings, project work, as well as various troubleshooting as the need arises. Pharmacy Intern staffing includes compounding and preparing trial medications. Attention to detail, organization, and time management skills are important in this position. Pharmacy Interns work mainly with research pharmacists, pharmacy managers and study teams. The main Research Pharmacy offices and dispensing area is located in the B2/Central pharmacy, and the Pharmacy Intern work is primarily in an office environment.

Ambulatory Care:

- The Ambulatory Care Pharmacy team manages the outpatient/retail pharmacy locations across Michigan Medicine, including the Taubman Outpatient Pharmacy, Cancer Center, Kellogg Eye Center, East Ann Arbor Specialty, and Brighton Health Clinic. The primary site is the Taubman Outpatient Pharmacy, located on the 1st floor in the Taubman Center at the main hospital campus. This pharmacy primarily serves Michigan Medicine patients who are being discharged from the hospital, as well as employees of the health system. The Pharmacy Intern rotates through the various positions in the pharmacy which include processing and billing prescriptions, answering phone calls and Skype messages, filling and compounding prescriptions, counseling patients, and handling the cash register. In this role the intern will interact with patients, pharmacists, pharmacy technicians, nurses, and providers. The Pharmacy Intern will also have the opportunity to rotate to the other outpatient pharmacy practice

sites within Michigan Medicine as listed above. This is a fast-paced environment that requires critical thinking skills, multi-tasking, customer service skills, and the ability to work with others to provide the best possible patient care.

Specialty Pharmacy:

- The Michigan Medicine Specialty Pharmacy team provides patients who have complex disease states with specialized and unique medications that require specialized monitoring and follow-up, and/or where there may be barriers to medication access due to extremely high cost. The Specialty Pharmacy team has 2 primary practice sites: the dispensing pharmacy, and the patient call center. The dispensing pharmacy is located in the East Ann Arbor Geriatric Center, and this is where prescriptions are prepared and dispensed for patients. The patient call center is located on South Industrial Rd, and they call patients to complete refill reminders, evaluate patients for medication adherence, assess for side effects and potential drug interactions, and answer incoming calls from patients. The Pharmacy Intern is an integral part of the team, and learns about and is involved in all aspects of the Specialty Pharmacy operations. During the first year, the Pharmacy Intern will staff with the pharmacy technicians in the dispensing pharmacy to fill specialty prescriptions and prepare for shipping to patients, complete refill reminder calls, and to take incoming calls from patients regarding refills. During the second year, the Pharmacy Intern works directly with the pharmacists to counsel patients on specialty medications, and answer any questions or concerns about their medication therapy or side effects. In addition, there are opportunities to work on projects during the second year.

Transitions of Care:

- The Transitions of Care (TOC) Pharmacy team works to facilitate medication access for patients being discharged from the hospital and with appointments in the outpatient clinics. The Pharmacy Intern will assist interdisciplinary professionals by completing insurance coverage checks for medications and prior authorization submissions. While providing these services, the Pharmacy Intern will learn about various pharmacy insurances and formularies, as well as identifying medication indications and justification of use for a wide range of medications. The Pharmacy Intern with the TOC team will also have the opportunity to work on different administrative duties and projects, including evaluation of workload metrics and process improvements. Great communication skills and teamwork are essential to provide effective and efficient TOC services to our patients and our teams.