



Pharmacy Enterprise

PGY1 Pharmacy Residency Handbook

CHA PGY1 Pharmacy Residency Handbook

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Section 1: About Cambridge Health Alliance (CHA)

Mission

To Improve the Health of our Patients and Communities

- We specialize in the care of complex and underserved populations
- Primary Care and Behavioral Health services are key areas of focus

Vision

Equity and Excellence for Everyone, Every Time

Values

CIRCLE of Values - we create a positive difference through these qualities:

Compassion:

- Sincere
- Empathetic: able to put oneself in another's shoes
- Sensitive in all communications
- Non-judgmental

Integrity:

- Honest
- Honors commitments
- Loyal
- Work and behavior are guided by CHA mission, vision, values, and policies

Respect

- Kind
- Values differences of many kinds
- Listens carefully
- Responsive in all interactions
- Ensures dignity of others

Community

- Excels at teamwork skills, and creates ways to build bridges between many communities, inside and outside CHA
- Focuses on the whole CHA community, beyond own job
- Contributes to the greater good of society through responsible use of resources, positive service to our patients and other customers and the prevention of harm

Learning

- Committed to ongoing learning about own job
- Committed to ongoing learning about the big picture
- Teaches and helps others
- Creates/participates in opportunities to learn from co-workers, patients and families

Excellence

- Commits to high standards
- Helps others achieve high standards
- Innovator
- Exceeds expectations
- Strong work ethic



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CIRCLE Values Credo

The CHA community commits to uphold our CIRCLE Values (Community, Integrity, Respect, Compassion, Learning, Excellence) in all interactions. Our credo promotes a healthy clinical learning environment to successfully accomplish our Mission and Vision.

Facility Locations

CHA's primary service area includes Cambridge, Chelsea, Everett, Malden, Medford, Revere, Somerville, and Winthrop.



Section 2: Pharmacy Enterprise Information

Pharmacy Mission Statement

To improve the health and well-being of our patients and communities, the Pharmacy Enterprise is committed to delivering safe and effective pharmacy services. We cultivate a workforce of leaders and medication experts to optimize patient outcomes across the continuum of care. Through our dedication to continuous improvement and patient-centered care, we aim to be a trusted partner in enhancing the health of all those we serve.

Pharmacy Vision Statement

The Pharmacy Enterprise will be a recognized leader in the provision of quality pharmaceutical care while striving to be the best place to work, train, and practice pharmacy. We rise to meet the needs of our patients and community, committing to excellence in every endeavor, every time.

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PGY1 Pharmacy Residency Leadership Team

Chief Pharmacy Officer

Steven B. Cano, MS, RPh, FASHP

Steven is Chief Pharmacy Officer for CHA in the Boston Metro-North region. CHA is a nationally recognized health care system comprised of the CHA Cambridge Hospital, CHA Somerville Hospital, CHA Everett Hospital, the Cambridge Public Health Department, and more than 20 primary care / ambulatory care sites. The CHA Pharmacy Enterprise includes three inpatient pharmacies, four retail pharmacies including one specialty pharmacy, two contract pharmacy chains, a Program for All-Inclusive Care for the Elderly (PACE) pharmacy, pharmacotherapy services (clinical pharmacists embedded in 15 ambulatory clinics performing chronic drug therapy management), a robust antimicrobial stewardship program and inpatient clinical pharmacy services, an ACPE-accredited CE program, and a PGY1 pharmacy residency program. Clinical pharmacists are members of the CHA Medical Staff.



Prior to working at the CHA, Steven was Director of Pharmacy at Saint Vincent Hospital, a 349-bed tertiary care teaching institution affiliated with the University of Massachusetts School of Medicine in Worcester for 17 years. During that time, he was also Director of Pharmacy at the Fallon Clinic and the Fallon Community Health Plan in Worcester. Prior to moving to Massachusetts, Steven was Director of Pharmacy at Humana Hospital Mountain View in Denver for five years. Steven is an Adjunct Professor of Pharmacy Practice at the University of Rhode Island College of Pharmacy and an Affiliate Assistant Professor in Pharmacy Practice at Northeastern University.

Steven's education background includes a B.A. degree in Biology from Wichita State University in 1977. A B.S. degree in Pharmacy from the University of Kansas in 1980 followed. Steven completed a combined M.S. degree in Hospital Pharmacy / ASHP accredited Hospital Pharmacy Residency program from the University of Kansas Medical Center in 1982.

Steven's current professional interests include efforts to expand the role of the pharmacist in a rapidly changing healthcare environment. He has authored more than 20 articles and book chapters on a variety of topics. Steven has presented numerous lectures to national audiences including physicians, pharmacists, nurses, and administrators. He is Board Chair at Partners in Performance Excellence (a regional Baldrige Alliance affiliate for performance excellence) and a Lead Faculty member for the ASHPF Pharmacy Leadership Academy. Steven was honored as Health-System Pharmacist of the Year in Massachusetts in 1995. He is also a Fellow of ASHP.

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Associate Chief Pharmacy Officer - Inpatient Services

Mary E. Regan, PharmD, BCPS

Mary is the Director of Clinical and Academic Pharmacy Services. In addition to providing direction for clinical pharmacy programs across the Pharmacy Enterprise, she also serves as ACPE administrator, has oversight responsibilities for the PGY1 pharmacy residency program and manages relationships with area schools of pharmacy related to student training rotations.

Prior to working at CHA, Mary was a Clinical Pharmacist Specialist in Critical Care at Boston Medical Center, a 514-bed academic medical center affiliated with the Boston University School of Medicine for 4 years. At CHA now for 18 years, Mary has served in prior roles of Senior Clinical Pharmacist Specialist in Critical Care and Manager of Inpatient Clinical Pharmacy Services. She is a member of the CHA medical staff.



Mary's education background includes a B.S. degree in Biology and a B.A. degree in Chemistry from Providence College in 1992. She obtained a B.S. degree in Pharmacy followed by a Doctor of Pharmacy degree in 1997 from the Massachusetts College of Pharmacy and Health Sciences. Mary completed an ASHP-accredited PGY1 residency at the University of Maryland Medical System in 1998. She has been board certified in pharmacotherapy since 2006.

Residency Program Director

Gail M. Sanchez, PharmD, BCPS, DPLA

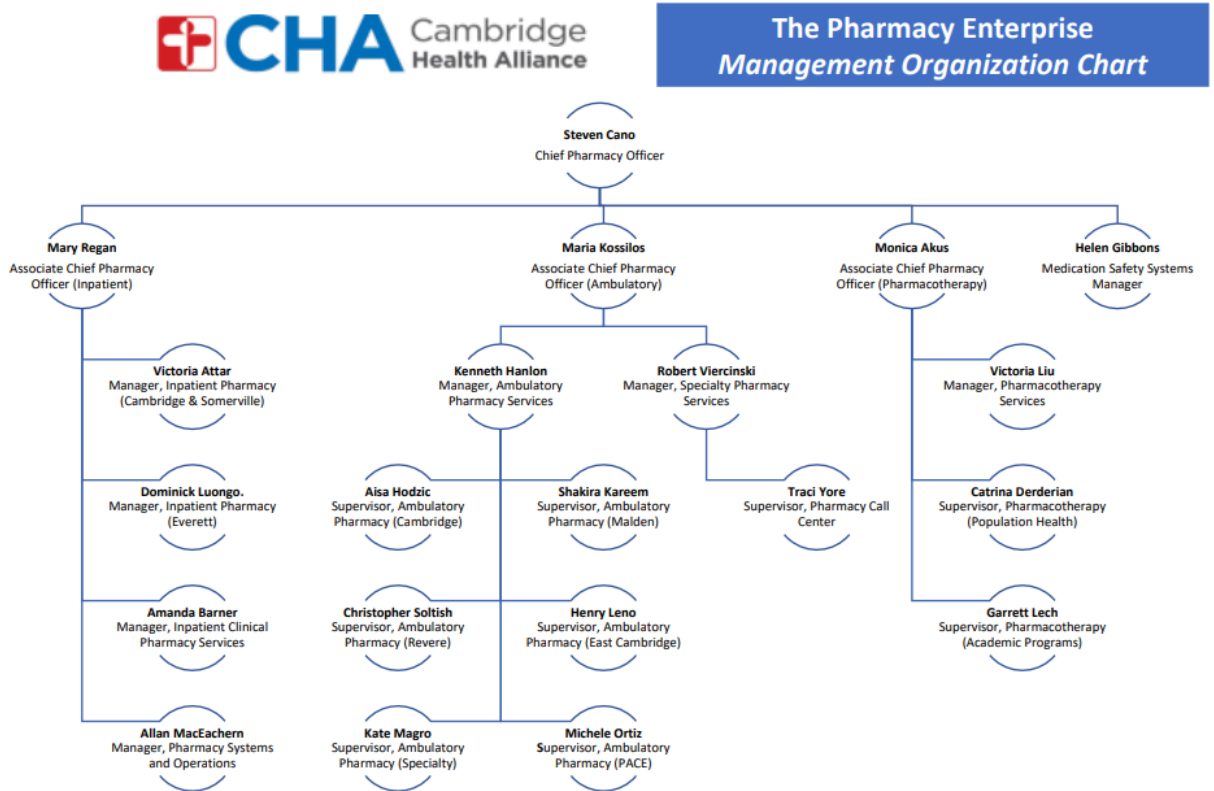
In addition to being the CHA PGY1 Pharmacy Residency Program Director (RPD), Gail is a Senior Clinical Pharmacist Specialist in Internal Medicine. Currently, she provides direct patient care to the internal medicine and family medicine services. Gail is a member of the CHA medical staff and has been board certified in pharmacotherapy since 2005.

Gail received her Doctor of Pharmacy degree from the Massachusetts College of Pharmacy and Health Sciences in 2000 and completed a PGY1 pharmacy residency at the University of Maryland Medical System in 2001. She worked at Boston Medical Center for 14 years where she served as manager for the internal medicine pharmacists and director of the PGY1 residency program before joining the team at CHA in April 2015.



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Pharmacy Enterprise Organizational Structure



Section 3: Residency Program Overview and Requirements

Program Purpose

The CHA PGY1 pharmacy residency program builds on Doctor of Pharmacy (PharmD) education and outcomes to contribute to the development of clinical pharmacists who are:

- responsible for medication-related care of patients with a wide range of conditions
- eligible for board certification
- eligible for postgraduate (PGY2) pharmacy residency training

Preceptors

[Use this link to learn more about our highly qualified and diverse preceptor group.](#)

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Meet Our Preceptors:

Gail Sanchez, PharmD, BCPS, DPLA
 Massachusetts College of Pharmacy & Health Sciences
PGY1: University of Maryland Medical System

Mary Accomando, PharmD, BCPP
 University of Colorado School of Pharmacy
PGY1: University of Vermont Medical Center,
PGY2: Minnesota Direct Care and Treatment (Psychiatry)

Uswa Ahmad, PharmD, BCACP
 Northeastern University
PGY1: VA Hudson Valley Healthcare System

Monica Akus, PharmD, BCPS, DPLA
 University of Rhode Island

Amanda Barner, PharmD, BCPS
 University of Rhode Island
PGY1: Boston Medical Center
PGY2: Boston Medical Center (Infectious Disease)

Rebecca Bourgerly, PharmD, BCPS, BCPP
 University of Rhode Island
PGY1: Cambridge Health Alliance
PGY2: Hunter Holmes McGuire VA (Psychiatry)

Jeffrey Campbell, R.Ph.
 University of Connecticut

Steven Cano, M.S., R.Ph., FASHP
 University of Kansas
PGY2: University of Kansas Medical Center

Catrina Derderian, PharmD, BCACP, DPLA
 Northeastern University
PGY1: University of Southern California

Lea Edwards, PharmD
 University of Minnesota
PGY1: Presbyterian/St. Luke's Medical Center and The Rocky Mountain Hospital for Children in Colorado
PGY2: Providence Health and Services in Oregon (Infectious Disease)

Helen Gibbons, BSPHarm, PharmD, MPH, BCPS
BSPHarm: University of Wisconsin - Madison
PharmD: Massachusetts College of Pharmacy & Health Sciences
MPH: University of Massachusetts, Amherst

Jessica Goren, PharmD, BCPP
 University of Rhode Island
PGY2: Albany College of Pharmacy (Psychiatry)
Fellowship: Albany College of Pharmacy (Psychopharmacotherapy)

Tayla Inderlin, PharmD, BCACP
 Northeastern University
PGY1: James J. Peters VA Medical Center

Sahil Jain, PharmD, BCACP
 Northeastern University
PGY1: VA Boston Healthcare System

Alexandra Kolwicz, PharmD, BCACP
 Northeastern University
PGY1: Cambridge Health Alliance

Garrett Lech, PharmD, BCACP, DPLA
 Northeastern University
PGY1: VA Boston Healthcare System

Victoria Liu, PharmD, MHCDS, BCACP, DPLA
 University of Connecticut
PGY1: VA Ann Arbor Healthcare System
PGY2: Detroit Medical Center/Harper University Hospital (Ambulatory Care)
MHCDS: Dartmouth College

Rosemarie Luscinski, R.Ph.
 Northeastern University

Sylvia Mateega, R.Ph.
 Northeastern University

Derek McConnell, PharmD
 University of Rhode Island

Joanna Nichols, PharmD, BCACP
 Massachusetts College of Pharmacy & Health Sciences
PGY1: Lahey Hospital and Medical Center
PGY1: Lahey Hospital and Medical Center (Ambulatory)

Alexandra Polito, PharmD, BCACP
 University of Connecticut
PGY1: VA Boston Healthcare System

Mary Regan, PharmD, BCPS
 Massachusetts College of Pharmacy & Health Sciences
PGY1: University of Maryland Medical System

Lauren Sullivan, PharmD, BCACP
 University of Connecticut
PGY1: Lahey Hospital and Medical Center
PGY1: Lahey Hospital and Medical Center (Ambulatory)

Xia Thai, PharmD, BCPS
 Massachusetts College of Pharmacy & Health Sciences

Shirley Yu, PharmD, BCPS
 University of Illinois at Chicago
PGY1 & PGY2: Texas Tech University Health Science Center (Pharmacotherapy)

Emily Zouzas, PharmD, BCACP
 Massachusetts College of Pharmacy & Health Sciences
PGY1: MCPHS University/Atrius Health

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Rotations

CHA offers multisite training opportunities for PGY1 pharmacy residents. It should be noted that CHA does not offer financial support (e.g., mileage reimbursement, parking fees, tolls) for traveling between sites.

The residency year begins with an orientation period that is approximately 4 weeks in length. Throughout the training year, there are 8 rotations with each learning experience being 5-6 weeks in length. The schedule allows for 3 elective rotations.

The table below provides an overview of block rotations, longitudinal and periodic learning experiences.

| Overview of PGY1 Learning Experiences | |
|---------------------------------------|---|
| Inpatient | Ambulatory |
| Orientation (1st rotation) | Ambulatory Care 1 |
| Family Medicine | Ambulatory Care 2 |
| Internal Medicine | Population Health |
| Advanced Medicine | Advanced Ambulatory Care Management |
| Infectious Disease | Advanced Ambulatory Care with Behavioral Health Focus |
| Critical Care | |
| Geriatric Psychiatry | |
| Pediatric Psychiatry | |
| Hospital Practice | |
| Clinical On-Call | |
| Leadership and Safety | Academia and Projects |
| Practice Management | Academia - Inpatient Focus |
| Advanced Practice Management | Academic - Ambulatory Focus |
| Pharmacy Leadership Forum | Teaching Certificate Program |
| Medication Safety Seminar | ACPE CE Lecture (1) |
| | Research Project |
| | Case Conferences (2) |
| | Inservices (3) |
| | Drug Monograph (1) |
| | Medication Use Evaluation (1) |

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Required Longitudinal and Periodic Experiences

Research Project

- Resident is the primary stakeholder in a CHA-approved quality research project
- Present research at 3 meetings:
 - Resident Poster Session at the Midyear Clinical Meeting (Poster presentation)
 - Regional Residency Conference (Platform presentation)
 - Pharmacy Enterprise (Platform presentation)
- Final presentation to Pharmacy Enterprise and collaborators
- Final project written in a publishable format

ACPE CE Presentation

Each resident will participate in a 30-minute ACPE Continuing Pharmacy Education (CPE) on a therapeutic topic during the residency.

Medication Use Evaluation

Each resident will complete and present one (1) medication use evaluation to the Pharmacy and Therapeutics (P&T) Committee.

Formulary Evaluation

Each resident will complete and present one (1) formulary evaluation to the P&T Committee

Case Conferences

Each resident will provide two (2) clinically based case conferences during the training year.

In-Services

The resident will provide three (3) in-services to various healthcare professionals (e.g., physicians, nurses, pharmacists).

Pharmacy Leadership Forum

Each resident will complete one (1) 60-minute journal club presentation on a leadership, management, or business-related topic. The journal club will typically be coordinated with a larger presentation from a preceptor or departmental leader on the same general theme. In addition, PGY1 residents will receive weekly questions from the Chief Pharmacy Officer designed to:

- Expose the residents to current national leadership events, trends, and topics
- Review key historical events in pharmacy
- Learn about national pharmacy leaders who paved the way for us
- Teach the residents about the CHA Rx leadership team

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Medication Safety Seminar

The Medication Safety Officer leads monthly (July through March) 2-hour seminars to provide the resident with a heightened day-to-day awareness and understanding of medication safety concepts and develop an appreciation of their unique role as pharmacists in improving medication safety in any practice setting. Residents are responsible for utilizing the institutional occurrence system to voluntarily report potential or actual medication occurrences or adverse medication events and each resident will develop a multiple participant role-play script to teach key medication safety concepts.

Teaching Certificate Requirements

Residents participate in the University of Connecticut’s Teaching and Learning Certificate program.

Staffing Requirements

Residents are required to staff every fourth weekend at Everett Hospital (9 AM to 5:30 PM) and one evening shift per week at Cambridge Hospital (4 to 9:30 PM). Each resident will staff 2 holidays at Everett Hospital (9 AM to 5:30 PM).

On-Call Program

Each resident will be on-call to serve as a clinical resource for the inpatient pharmacy department for one week approximately every fourth week (on-call responsibilities will align with the staffing rotation). The resident is on-call from 6 PM to 8 AM weekdays and continuously throughout the weekend.

Summary Table of Required Longitudinal Learning Experiences:

| Required Longitudinal Experiences | |
|---|--|
| Experience | Description |
| Clinical On-Call Program (August-June) | <ul style="list-style-type: none"> ● Approximately 1 week/month ● At-home call program |
| Hospital Practice (Staffing) (August-June) | <ul style="list-style-type: none"> ● Every 4th weekend ● 1 evening shift per week (~5 hours) ● 1 major and 1 minor holiday |
| Medication Safety (July-March) | <ul style="list-style-type: none"> ● Monthly (2-hour) discussion seminar with Medication Safety Officer ● Medication safety assignments, readings, activities |
| Pharmacy Leadership (July-June) | <ul style="list-style-type: none"> ● Monthly (2-hour) seminar with Chief Pharmacy Officer and Pharmacy Leadership Team ● 1 journal club presentation |
| Research Project (July-June) | <ul style="list-style-type: none"> ● Resident is the primary stakeholder in a CHA approved quality research project ● Poster presentation at the Midyear Clinical Meeting ● Platform presentation at a Regional Residency Conference ● Final project written in a publishable format |

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Summary Table of the Required Periodic Experiences:

| Required Periodic Experiences | |
|--|---|
| Experience | Description |
| ACPE CE Lecture (Accreditation Council for Pharmacy Education Continuing Education) | <ul style="list-style-type: none">• Delivers 1 ACPE CE lecture to pharmacy staff |
| Case Conference | <ul style="list-style-type: none">• Completes 2 case conferences |
| Center for Health Equity Education and Advocacy (CHEEA) Interprofessional Health Equity Course | <ul style="list-style-type: none">• Monthly (2 hours) program open to all CHA trainees• Addresses social & structural determinants of health |
| Drug Monograph | <ul style="list-style-type: none">• Completes 1 drug monograph |
| In-Service | <ul style="list-style-type: none">• Completes 3 in-services (e.g., physicians, nurses, pharmacists) |
| Medication Use Evaluation (MUE) | <ul style="list-style-type: none">• Completes 1 MUE |
| Teaching Certificate Program | <ul style="list-style-type: none">• Creates a teaching portfolio and philosophy |

Resident Evaluations

Each resident is evaluated at the end of each learning experience and quarterly to monitor progress towards successful completion.

Section 4: Residency Policies and Processes

Licensure

Obtaining your Massachusetts pharmacist license prior to the start of the residency program is of utmost importance. If this is not feasible, the Massachusetts Board of Registration in Pharmacy requires you to obtain your Massachusetts pharmacy intern license prior to your start date. Residents must spend at least two-thirds of their training program as a licensed pharmacist in Massachusetts. Failure to obtain pharmacist licensure in Massachusetts within 120 days of starting the program may result in extension of or dismissal from the residency program. Please refer to the Pharmacy Resident Dismissal Policy for more details.

Stipend and Benefits

Stipend

- ~\$50,000

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Benefits

- Medical, Dental, and Life Insurance
- Retirement Plan
- Tuition Reimbursement
- T-Pass
- Tend Health (mental health support for trainees)

Please follow the hyperlink for more detailed information.

[Pharmacy Residents Benefits Summary](#)

Earned Time

Please follow the hyperlink below for more detailed information.

[Pharmacy Resident Benefit Time Policy](#)

Dismissal

Please follow the hyperlink below for more detailed information.

[Pharmacy Resident Dismissal Policy](#)

Residency Certificate Requirements

Please follow the hyperlink below for more detailed information.

[Residency Certificate Requirements Policy](#)

Resident Duty Hours, On-call and Moonlighting

Please follow the hyperlink below for more detailed information.

[Residency Duty Hours, On-call and Moonlighting Policy](#)

Resident Early Commitment Process

Please follow the hyperlink below for more detailed information.

[PGY2 Pharmacy Residency Early Commitment Process](#)

Resident Travel and Meeting Attendance

Residents are required to attend and present at the ASHP Midyear Clinical Meeting and a Regional Residency Conference. Travel expenses are either pre-paid by or reimbursed by CHA. Meeting registration fees are also reimbursed by CHA.

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Parking

Parking is available at all sites. A completed application must be submitted to the parking office. The rate is \$25/week. Shuttle buses are also available when traveling between selected sites.

ASHP Duty Hours and Outside Employment

The CHA PGY1 Pharmacy Residency Program adheres to the Duty-Hour Requirements for Pharmacy Residencies set forth by ASHP. Please follow the hyperlink below for more detailed information.

[ASHP Duty Hours Requirements](#)

The CHA PGY1 Pharmacy Residency Program utilizes standard operating procedures to report duty hours and ensure compliance with ASHP requirements. Each resident records duty hours on a bi-weekly basis. It is the responsibility of the resident to inform the RPD if documenting ≥ 80 duty hours/week. If the resident documents ≥ 80 duty hours/week, the RPD will develop a customized plan with the resident to reduce duty hours worked. If signs of fatigue are noted, the RPD will implement a plan that ensures the safety of the resident and patients being served.

The CHA PGY1 Pharmacy Residency Program discourages but does not prohibit moonlighting.

The RDP reviews the PharmAcademic attestation monthly and as needed.

Plagiarism:

Plagiarism is not acceptable as intellectual integrity and honesty are vital to our training program. All work submitted must be your own and referenced appropriately. Using artificial intelligence tools to create or write submissions is one form of plagiarism.

Artificial Intelligence:

No artificial intelligence products should be used at CHA for patient care or operations unless that they have been vetted and approved by the appropriate committees.

Section 5: Resident Resources

Resident Guide Program

Residents will meet monthly with a group of pharmacists who have completed PGY-1 and/or PGY-2 residencies but have not yet become formal program preceptors. These pharmacists serve as a resource and will conduct monthly workshops for residents. Please follow the hyperlink below for more detailed information.

[CHA Resident Guide Program Overview](#)

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Tend Health

Tend Health is a counseling, coaching, consultation, and educational enterprise developed for, and dedicated to caring for health professional trainees. Offers free and confidential mental health assessment, counseling, and treatment to CHA trainees via live video conferencing. Appointments may be scheduled online.

Trainee Experience Advisor

Pharmacy residents have a training experience advisor throughout the academic year. The training advisor provides confidential wellbeing check-ins to help support and coach trainees with navigating challenges in the learning environment. The resident program director will introduce the residency class to the training experience advisor during orientation.

Project Week

Each resident will receive a dedicated project week in the second half of the year to work on any project or combination of projects (e.g., research, P&T, CE).

Remote Access

Remote access to CHA desktop services will be provided at the time of employment.

Office Space

Each resident will have 24/7 access to an office and desk space at both Cambridge and Everett Hospital locations.

Laptop

Each resident will have access to a work laptop that can be used when connected to CHA WiFi.

Library Resources

In addition to several various online medical libraries including access to journals and databases, CHA's library offers services. Through Staffnet, the resident can request an article or a literature search by completing a form detailing the subject matter.

Section 6: Meet the Pharmacy Residents

Pharmacy Residents

[Use this link to learn where our residents have graduated pharmacy school, areas of interest, research project and first job post residency.](#)