

# Center for Medication Safety Advancement (CMSA)

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## Internship Manual



## Purdue University College of Pharmacy

Purdue College of Pharmacy

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# Center for Medication Safety Advancement (CMSA) Overview

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## Mission Statement

To make safe medication use common practice.

## Vision Statement

To become a Center of Excellence for the creation and dissemination of best known evidence in safe medication use practices.

## Practice Location

CMSA is a collaboration of Purdue faculty and staff, who through a variety of projects and initiatives carry out the above mission. They are located in Intech Park (Building 10) in Indianapolis, IN.

## Initiatives

<u>ENGAGEMENT</u>	<u>DISCOVERY</u>	<u>LEARNING</u>
<ul style="list-style-type: none"><li>• Certification<ul style="list-style-type: none"><li>• Med Safety Officer</li><li>• Sites of Excellence</li></ul></li><li>• Demonstration projects</li><li>• Medication Safety Partnership of Indiana</li><li>• Practice-Based Research Network</li><li>• Community Pharmacy Model for Managing ADEs</li><li>• RCHE (Dissemination of best practice)</li><li>• Roudebush VA project</li><li>• E-Prescribing</li><li>• NQF-18</li></ul>	<ul style="list-style-type: none"><li>• Research Initiatives<ul style="list-style-type: none"><li>• Multidisciplinary</li><li>• Faculty</li><li>• Students</li><li>• Postdoctoral</li><li>• Trainees</li></ul></li><li>• Grants</li><li>• Regulatory Agencies<ul style="list-style-type: none"><li>• PQA</li><li>• NQF</li><li>• AHRQ</li><li>• Other</li></ul></li><li>• Systems design projects</li></ul>	<ul style="list-style-type: none"><li>• RCHE</li><li>• Other Purdue-affiliated constituents<ul style="list-style-type: none"><li>• Schools/Colleges</li><li>• Regenstrief Institute</li></ul></li><li>• Patient Safety Curriculum<ul style="list-style-type: none"><li>• Professional<ul style="list-style-type: none"><li>• Didactic</li><li>• APPE</li></ul></li><li>• Graduate education</li><li>• Fellowships</li><li>• Residencies</li><li>• Distance Learning</li><li>• CE</li></ul></li><li>• Virtual cleanroom project</li></ul>

## **Key Personnel**

### **Kyle E. Hultgren, PharmD**

*Managing Director, Center for Medication Safety Advancement*

Kyle Hultgren is currently the Managing Director for the Center for Medication Safety Advancement within the Purdue University College of Pharmacy in Indianapolis, Indiana. He also serves as an Adjunct Assistant Professor of Pharmacy Practice at Purdue where he pursues the development of innovative safe medication use practices as well as engaging methods to educate healthcare practitioners and student pharmacists. Dr. Hultgren is a co-author of a certification program in partnership with Purdue University and the Veterans Health Administration on Lean Healthcare and Systems Redesign that he is currently providing to health systems nationwide. He also serves as Chairman of the Rx-SafeNet Practice Based Research Network Advisory Board for community pharmacy based medication safety research in Indiana.

Dr. Hultgren has worked extensively with safe medication use practices in electronic prescribing and was a member of the team from Indiana that received the 2010 Surescripts Safe-Rx Award for e-prescribing excellence. He was also recognized in 2009 with the Indiana Governor's Award for Tomorrow's Leaders for his pursuits in safety across the state. Dr. Hultgren lectures extensively on the topics of safe medication use practices and process improvement.

Dr. Hultgren received his Doctor of Pharmacy from Purdue University College of Pharmacy in West Lafayette, Indiana.

### **Kimberly Ward, RN. BSN**

*Medication Safety Project Manager, Center for Medication Safety Advancement*

Kimberly received her degree in nursing from Marian University in 2006. Prior to pursuing her nursing degree she worked in civil engineering for the City of Toledo in Toledo, OH. Kimberly is currently the Medication Safety Project Manager for the Center of Medication Safety Advancement at Purdue University College of Pharmacy. She is also a fellow for the National Patient Safety Leadership Fellowship sponsored by the American Hospital Association (AHA) and National Patient Safety Foundation (NPSF). Prior to accepting her new role with CMSA, Kimberly was employed at a large hospital system as a patient safety analyst - where she led multiple patient centered process improvements initiatives. Kimberly's experience and areas of focus include process improvement and system redesign, risk management, corporate and regulatory compliance, and nursing / clinical operations.

### **Michael D. (Mick) Murray, PharmD, MPH**

*Distinguished Professor of Pharmacy and Endowed Chair of Medication Safety  
Co-Director, Center for Medication Safety Advancement*

Dr. Murray is Co-Director of the Center for Medication Safety Advancement. He is Distinguished Professor of Pharmacy and Endowed Chair of Medication Safety at the Purdue University College of Pharmacy. He is Research Scientist at Regentrieff Institute, Inc. and Executive Director of the Regentrieff Center for Healthcare Improvement and Research. Dr. Murray's research interests include developing pharmacy services to improve drug therapy in

older adults with chronic disorders, medication safety, improving the quality of health of low-income minority people, and pharmacoepidemiology using large population computer databases.

**Margie E. Snyder, PharmD, MPH**

*Assistant Professor of Pharmacy Practice*

*Co-Director, Center for Medication Safety Advancement*

Dr. Snyder is Assistant Professor of Pharmacy Practice and Co-Director, Center for Medication Safety Advancement, College of Pharmacy, Purdue University. She received her Doctor of Pharmacy and Master of Public Health degrees from the University of Pittsburgh. She also completed a PGY-1 pharmacy practice residency with an emphasis in community care at the University of Pittsburgh in partnership with Rite Aid Corporation, followed by a two-year community practice research fellowship at the University of Pittsburgh. Dr. Snyder is interested in community pharmacy practice, health services research, medication safety, and quality improvement initiatives. Her work has explored pharmacist-physician collaborations and community pharmacist-provided medication therapy management services. Dr. Snyder's research is currently focused on the design of community pharmacy services that facilitate the prevention, detection, and resolution of medication related problems, and she is the Director of the Medication Safety Research Network of Indiana (Rx-SafeNet), which is a state-wide community pharmacy practice-based research network.

**Caity Frail, PharmD**

*Community Practice Research Fellow*

Caity Frail received her Doctor of Pharmacy from the West Virginia University School of Pharmacy in 2009. After graduation, she completed a one year Executive Residency in Association Management with the National Community Pharmacists Association in Alexandria, VA. Her residency experience focused on management, government affairs, education, and communications. Following completion of her residency, she was employed as a community pharmacist at Colony Drug and Wellness Center in Beckley, WV. She is currently a community practice research fellow with the Purdue University Department of Pharmacy Practice and is pursuing a Master of Science with an Area of Concentration in Medication Safety from the Purdue University College of Pharmacy. Through her fellowship, she will support the research efforts of the Medication Safety Research Network of Indiana (Rx-SafeNet) within the Center for Medication Safety Advancement.

# Internship Introduction

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As an initiative to expand access to, and knowledge of, the College's medication safety initiatives to our students, the Center for Medication Safety Advancement (CMSA) has established a formal, paid internship opportunity as of 2010. Overall, the relationship between CMSA and the intern will be mutually beneficial, with both parties given the opportunity to learn and grow throughout the experience. Medication safety practices are essential to all areas of pharmacy, regardless of whether you are dispensing and counseling, influencing pharmacy legislation, making formulary decisions, establishing ambulatory care clinics or engaging in any one of the many other pharmacy career paths available.

We hope the following sections will help inform potential interns of the opportunities and expectations of being a CMSA intern, in addition to providing all the paperwork necessary to apply for the position.

*"My internship experience at CMSA has allowed me to achieve personal and professional goals I would have thought more appropriate for a seasoned pharmacist, let alone a P2. The center gave me the tools and support I needed to achieve my goals and I will be forever thankful for their generosity and trust."*

-Lindsey Seel, PharmD, to graduate in 2013

*“Our CMSA student intern has greatly contributed to the work of the Center while learning about the College’s medication safety initiatives in the process. I was delighted to work closely with our intern this year and look forward to having additional students join our team.”*

-Margie Snyder, PharmD, MPH

# Goals and Objectives

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Listed below are the broad goals and specific objectives of the CMSA internship program. Overall, the activities of the internship can be divided into three main areas; on-site experiences that support Center activities, completion of Center development and/or “quality improvement” projects, and completion of an original project. Upon completion of the internship it is expected that each intern will have completed each of the objectives stated.

## **Goals of the Internship**

- Interns will gain exposure to Center activities and the role of faculty and staff.
- Interns will contribute to the growth of CMSA and its initiatives.
- Interns will participate in a variety of activities that will position them as competitive applicants for post-graduate training and employment.

## **Specific Objectives**

- Interns will be able to describe CMSA, its mission and vision, role within the Purdue College of Pharmacy, and the roles of each of the faculty, staff, and learners involved in its day-to-day operation.
- Interns will complete multiple Center development and/or quality improvement projects in collaboration with preceptors and will see their work incorporated into CMSA.
- Interns may work with their preceptor(s) to develop and complete an original project (e.g. process improvement project, original research, workplace initiative etc.), that falls within the scope of CMSA’s mission and vision.
- Interns may present the findings of their project(s) at local and national meetings and may submit a paper for publication in a professional journal.



# Learning Experiences

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## On-Site Learning

Offers an opportunity for the intern to be exposed to non-traditional pharmacy career paths, including working for an academic center

Interns are expected to:

- A. Obtain a clear sense of faculty and staff's role in the Center, as well as their own
- B. Complete tasks on-site that contribute to the productivity of the Center/staff
- C. Display professional attitude and attire

### *Examples of on-site activities*

- Participation in team meetings
- Discussion/formal presentation of project progress
- Providing assistance to Rx-SafeNet Coordinator with PBRN activities (may include making phone calls, preparing member binders, etc.)
- Development of medication safety educational materials and curriculum

## Project management

Offers an opportunity for the intern to practice leadership, organizational, and creative skills while building upon those things learned in the Purdue curriculum.

Interns are expected to:

- A. Complete assigned projects in a timely manner, and to the specifications given
- B. Be self-motivated, open to constructive feedback, and willing to ask questions
- C. Apply knowledge gained in the Purdue College of Pharmacy curriculum in new and interesting ways

### *Examples of project management*

- Compile recruitment materials for Rx-SafeNet
- Create education tools for promoting medication safety in the work place
- Provide assistance with literature reviews and provide reports

## Independent Project

Offers an opportunity for the intern to conduct, with the guidance of a preceptor, an original project and/or research on a topic of their choosing

Interns are expected to:

- A. Work with their preceptor(s) to develop an original research and/or project plan that falls within the scope of CMSA's mission and vision
- B. Plan and execute the project within an established timeline
- C. Present project findings at national or local meetings and to CMSA faculty/staff

### *Examples of past projects*

- Survey of Indiana community pharmacy employees to ascertain opinions about CMSA's research network
- Development of a medication safety simulation for use in the classroom

# Defining the Roles

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## **Preceptor and Intern**

Based on the needs and interests of the intern and CMSA faculty and staff, the intern will be assigned a primary preceptor. The intern's preceptor will act as the primary director of the experience, providing project descriptions, general scheduling and deadlines, and acting as the primary point of contact for the Center. The preceptor will also serve as a mentor and educator, providing feedback on progress and ideas for the intern. In general, the intern may expect the following of their preceptor and the preceptor will expect the following from the intern.

### **Expectations of Preceptors**

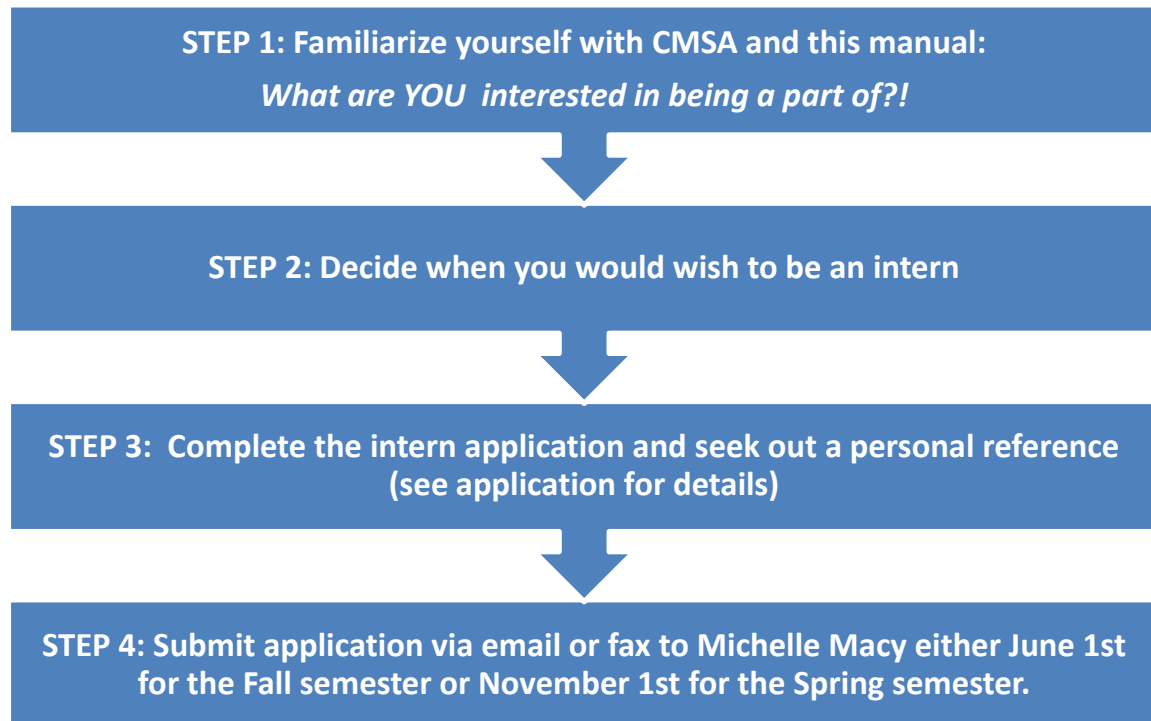
- Display professional attitude and attire
- Timely feedback on intern projects
- Active participation/mentorship on intern's major project
- Open communication regarding intern's performance
- Identify intern's personal and professional goals and strive to meet them
- Dedicate time to developing the intern as a professional and member of the team

### **Expectations of Interns**

- Display professional attitude and attire
- Complete assigned projects in a timely manner, and to the specifications given
- Be self-motivated, open to constructive feedback, and willing to ask questions
- Be interested in applying knowledge gained in the Purdue College of Pharmacy curriculum in new and interesting ways
- Innovative, entrepreneurial, and free thinking spirit! Much of what we do has never been done before, so while it doesn't have to be your comfort zone to blaze a new trail, you must have a sense of adventure!

# Intern Application Procedure

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**Each intern will be considered based on position openings and/or CMSA's need, as well their application (including personal statement and past experience).**

**APPLICATION SUBMISSION INFORMATION:**

Submit your application to Michelle Macy by E-Mail to [mmacy@purdue.edu](mailto:mmacy@purdue.edu) or by fax to (317) 275-2375, with the subject heading of "CMSA Intern Application"

# Center for Medication Safety Advancement (CMSA) Intern Application

An electronic version of this application is available at:  
[www.pharmacy.purdue.edu/cmsa/internapplication](http://www.pharmacy.purdue.edu/cmsa/internapplication)

## General Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Purdue E-Mail	
Current Year	P1 P2 P3
Previous Degree	No Yes, I have a degree in _____

## Availability

During which times of the year do you wish to work as an intern?

- Fall Semester  
 Spring Semester

## Interests

Tell us what area you would be the most excited about working in:

- Engagement** (e.g. certifications, practice-based research network, dissemination of best practices, public awareness, community pharmacy management of adverse drug reactions etc.)  
 **Discovery** (e.g. faculty/student driven research initiatives, regulatory agencies, systems design projects etc.)  
 **Learning** (e.g. Purdue-based learning initiatives, patient safety curriculum, virtual classroom project etc.)

## Personal Reference

Please provide one personal reference (faculty or work/volunteer supervisor) that is comfortable writing a letter of recommendation on your behalf:

Name	
Email	
Phone	
How do you know this reference?	
<b>Please ask your personal reference to submit a letter of recommendation to <a href="mailto:mmacy@purdue.edu">mmacy@purdue.edu</a> by the application deadline.</b>	

## Personal Statement

Please provide a brief personal statement (1 page) about why you wish to become a CMSA intern, and your overall interest in medication safety.

## Previous Experience

Summarize your previous work/volunteer experience.

## Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a intern, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

Name (printed)	
Signature	
Date	

## Our Policy

It is the policy of CMSA to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

*Thank you for completing this application form and for your interest in becoming a CMSA intern!*

# Frequently Asked Questions

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***Q: Are there opportunities to work with the center or faculty besides a paid internship?***

A: Yes! There are many opportunities to work one-on-one with faculty and/or staff associated with the center through shadowing experiences or specific, for-credit, research projects that qualify as professional electives.

***Q: What are some more initiatives that CMSA has been involved in?***

A: More examples of CMSA projects can be seen at <http://www.pharmacy.purdue.edu/cmsa/>

***Q: How will being involved with CMSA benefit me?***

A: Being involved with CMSA is a great opportunity to develop leadership/project management skills as well as an opportunity to learn more about concrete ways to improve medication safety. It is also a wonderful way to network with local professionals and be a part of projects that will set you apart in your future.

***Q: Who should I contact to figure out whether being a CMSA intern is right for me?***

A: Speaking to your academic advisor is always a great option, as well as other faculty members that might provide insight about working for the center. Also, contacting CMSA and asking for past interns that are willing to talk to other students is always an option.

***Q: What if I don't have a clear idea what kind of projects I want to be involved in?***

A: No problem! You will work closely with CMSA staff to identify projects before you begin your internship.

# Contact Information

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*PharmD, to graduate 2013*

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*Assistant Professor of Pharmacy Practice*

*Co-Director, Center for Medication Safety Advancement*

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