

**Frequently Asked Questions**  
**PGY-1 Pharmacy Residency Program**  
**Progressive Community Health Center/24-Month Practice & Academic Leadership Emphasis**

**1. What sort of qualities do you look for in a resident that you believe would be successful in your program?**

I think that time management skills are extremely important because you will be responsible for many things in teaching, clinic, and your masters coursework at the same time. Communication, positive attitude, flexibility, and a desire for continued growth are all things that will also be important.

In addition, incorporating an inclusive mindset is really important because for a majority of the patients you will encounter at clinic, many are African American or of another racial/ethnic group of individuals. Also, many have complicated living situations, face transportation issues, and are facing economic hardships. It is important to remember that these social determinants can really affect a patient's care.

**2. What is a typical week like for you?**

I currently spend 2 days per week in clinic at the Progressive Community Health Center on Lisbon Ave. At clinic, I primarily meet with patients who have diabetes. We do have a collaborative practice agreement in place which allows me to start, stop, or change treatments for patients who present for diabetes visits, smoking cessation visits, and hypertension or hyperlipidemia visits.

When I am not in clinic seeing patients, I spend 3 days a week at Concordia teaching a variety of classes in the School of Pharmacy. I am involved in co-coordinating applied patient care labs and the ambulatory care elective. I think it's a rewarding experience to be able to help teach the next generation of future pharmacists and it's also a great opportunity to be involved in mentorship. I also have the opportunity to help in the interprofessional education of NPs as well too and that has been a great experience to be able to show the benefits of having a pharmacist on the team.

**3. What sort of relationship does the pharmacy team have with the physicians and other members of the healthcare team?**

We work in a team with physicians, PAs, NPs, and RNs. Although Progressive Community Health Centers does not have a pharmacy on site, we partner with an outreach pharmacy in the Milwaukee area to provide medications to patients at a cheaper cost who may need some financial assistance. Our practice model is referral-based and the providers send patients to us for additional management of chronic diseases and ensuring access to medications.

**4. How much patient interaction does the resident have?**

Residents gain a tremendous amount of experience in direct patient care. After you onboard and are licensed and comfortable, you will see several patients per day. The preceptors will work with you so that you will follow the same patients all year and build strong relationships with them.

**5. What disease states are commonly managed by the pharmacists at Progressive Community Health Center?**

The most common disease states that are managed are diabetes, hypertension, hyperlipidemia, and smoking cessation. We currently have collaborative practice agreements for these disease states. Of course, many of our patients are complex and require careful consideration of other co-morbidities. Due to this, new visits tend to be 1 hour and follow up visits are 30 minutes.

**6. Are there opportunities to be involved in public health & wellness promotion, such as health fairs or point of care testing clinics?**

There are opportunities to be involved in public health and wellness promotion and health fairs. Progressive Community Health Center is a federally qualified health center with a main priority of making sure that patients in the surrounding Milwaukee community have access to health resources. Health fairs are held on site and residents are able to go out and participate in these events as well. You will also have the opportunity to lead discussions in a Diabetes Group held every month for patients that are enrolled. Typically, many of these patients enrolled in this group are also clinic patients that will either see you or another member of the pharmacy team.

**7. What specific teaching opportunities does the resident have with the students from Concordia University School of Pharmacy?**

During your 3 days on campus every week, you will participate as an instructor in our Applied Patient Care lab series. This course focuses on communication, education, assessment, and care plan development. In the second-year, you will still be involved in Applied Patient Care and coordinate a unit within a pharmacotherapy course. Teaching activities finish with designing and teaching your own elective course in the Spring of year 2.

**8. What does the Master of Science in Education program entail?**

Throughout the two years of the program, you will work towards a Master of Science in Education degree. Along with your teaching responsibilities, this degree program is meant to give you advanced education training. The courses can be a mix of face-to-face and online based upon your schedule and interests. I found that the courses align well with the teaching you are doing in the school of pharmacy. Some of the coursework includes the development of a teaching portfolio along with learning different instructional methods to appeal to different types of learners.