

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

Skills that I think have helped me this year... communication skills (verbal and writing), comfort in working with underserved populations, flexibility, organization, patience, focus, positive attitude.

**2. What role does the resident have at the ARCW?**

I am at Concordia on Mondays and ACW on Tuesdays thru Fridays. About  $\frac{3}{4}$  days at ARCW are in the medical clinic working with Nick, the residency preceptor and clinical pharmacist. We work together to support the physicians (answering questions, solving problems, preparing references, etc.) and see patients for disease management in HIV, adherence (helping patients with pillboxes), MTM, HTN, anticoagulation, smoking cessation, diabetes, and whatever else physicians ask of us.

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

We work as a team with the physicians, nurses and case managers most directly. The interdisciplinary interaction is awesome and more integrated than any place I have ever been. The mutual respect between disciplines is exceptional.

**4. Could you tell me more about the ARCW's medical home model? I would love to hear more about it and how it's set up.**

ARCW is a nationally recognized PCMH. We have a full spectrum of services to help patients become and remain as healthy as possible, this includes pharmacy, case managers, food pantry, legal services, housing services, dental, medical, behavioral health, prevention, and education.

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

Lots. Not only do I interact with patients all day, I value that I am able to build relationships with patients. Because our patient population is very specific and relatively small (about 1000 patients in the Milwaukee clinic) the pharmacists and patients know each other by name, it's like a family.

**6. What is the staffing requirement for the residency at the outpatient pharmacies?**

The staffing component in the pharmacy is about 12 hrs/week. The pharmacy is open M-F 8:30-5:30 so the 12 hours fit into those hours, there is no clinic or pharmacy time on the weekend. However, administrative and project work is expected to be completed on nights and weekends.

**7. Besides HIV/AIDS, what other disease states are commonly managed by the pharmacists at the ARCW?**

HTN, anticoagulation, smoking cessation, and diabetes most commonly, others as they come up.

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

ARCW has a prevention office that provides STD testing and clean needle exchange that the resident can be involved in but is not a requirement of the residency. Public health and wellness is highly valued by the agency and I imagine ideas for involvement in this would be encouraged.

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

I am at Concordia 1 day/week when school is in session. First semester I was lead resident for the 3rd year applied patient care lab that focused on vaccination certification and other patient care skills. This involved designing, leading, and grading lab activities. Second semester I am involved in a few different courses and have helped with the lectures, cases, and exams for HIV and Hepatitis C pharmacotherapy as well as guest lectured in a few electives: "Social and behavioral determinants of health" and "Serving the underserved." We also attend faculty meetings, resident meetings and seminars, and complete modules and a portfolio on teaching and learning.