Overview of Pharmacy Services

System Overview
Methodist Le Bonheur Healthcare (MLH) is a private, not-for-profit hospital system consisting of eight hospitals and is one of the largest hospital systems in the country. Recently, our system was designated as one of the Top 100 Integrated Healthcare Networks by SDI, the nation’s premier rating system. Throughout the MLH system, pharmacists are actively participating in medication order review, therapeutic drug monitoring, protocol management, patient education, student and resident preceptorship, and interactive relationship building within the healthcare team. All inpatient pharmacists participate in order verification through computerized physician order entry (CPOE) to ensure order accuracy and appropriateness. Pharmacy technicians provide an integral component across numerous aspects of our drug distribution systems. In addition to distributive duties, Pharmacy Technician Specialists complete all medication histories for patients admitted throughout our system. Unit dose distribution is automated through the use of robotics and unit-based dispensing systems. Medication use processes are entirely computer-supported utilized the Cerner Millennium® system. Our pharmacists are actively involved in several quality improvement programs including adverse drug reporting, medication error reporting and prevention, drug use evaluation, medication preparation, quality control, protocol development, CMS indicators, and other medication use activities.

In collaboration with the healthcare team and system, pharmacy associates of Methodist Le Bonheur Healthcare facilitate evidence-based medical treatment to directly optimize all patients’ therapeutic outcomes, leverage informatics and automated systems to provide a safe medication use system, and are recognized within this system and nationally as leaders in this area.

Pharmacy-Driven Services
In addition to rounding with the medical team and reviewing profiles of patients, there are numerous areas of treatment that are managed primarily by pharmacists. Physicians place consults to allow pharmacists to independently manage therapies such as vancomycin, aminoglycosides, and warfarin. Additionally, pharmacists complete reviews of all inpatient medication administration records daily and document interventions with the electronic medical record. Other unique services within our institution include our culture review process and management of heparin-induced thrombocytopenia. Pharmacists receive electronic culture alters for all blood and urine samples that are positive, often being the first person alerted to the result. Also, pharmacists are prompted to review patients for heparin-induced thrombocytopenia whose platelets have fallen by at least 50% during their hospital stay. All antibody results are paged immediately to the pharmacist on-call and use of direct thrombin inhibitors is managed primarily by pharmacists. As part of the nutrition support team, pharmacists manage all aspects of total parenteral nutrition. Pharmacists are also responsible for discharge counseling of anticoagulants and transplant medications.
Residency Program History
The first resident, Max D. Ray, began the program in 1964 at University Hospital. Over the years, the program has grown from one resident per year to the current level of fifteen across multiple sites. Each year, our program selects PGY-1 residents as well as PGY-2 specialty residents in the areas of Health-System Pharmacy Administration, Oncology, Solid Organ Transplantation, Internal Medicine and Critical Care. All PGY2 residencies are primarily located at University Hospital, with PGY1 residency sites available at both University and Germantown hospital locations. Our programs provide residents with the knowledge and skills required to become competent clinical pharmacy practitioners capable of providing pharmaceutical care in a variety of practice settings. In addition, residents are expected to complete a major project relating to pharmacy practice in their area of interest, provide education to patients, pharmacy students and other health professionals in a variety of formal and informal settings, serve on various institutional and departmental committees, and participate in departmental projects. Residents from all pharmacy residency programs also participate in interactive learning sessions with preceptors, including the longitudinal pharmacy resident conference and research development series.

Residency Sites - University Hospital
Methodist University Hospital (MUH) is the largest, most comprehensive hospital in the MLH system. Located in the heart of the Memphis Medical Center, MUH receives an estimated 64,000 emergency room admissions every year and performs 16,400 inpatient and 18,500 outpatient surgeries. It also serves as the major academic campus for the University of Tennessee Health Science Center. The 660-bed hospital includes a neuroscience institute that provides cutting-edge services such as minimally invasive spine surgery, image guided surgery, and neurocritical care. In 2012, MUH admitted over 1200 patients for various types of stroke, making it one of the busiest centers in the country. MUH also features a transplant institute known for its success with kidney, liver and pancreas transplants. The Transplant Institute completed over 60 liver transplants in 2012 and ranks as one of the busiest centers in the country. MUH also offers primary care services, as well as highly specialized programs in cancer, orthopedics, cardiology, nephrology and gastroenterology. In 2014, a new Center of Excellence for Emergency Medicine will open, which includes a new, state-of-the-art, 54-bed emergency medicine department.

The Department of Pharmacy at Methodist University Hospital consists of nearly 100 full-time associates: 21 inpatient Clinical Specialists, 2 Ambulatory Care Clinical Specialists, 21 Pharmacy Generalists, 6 Pharmacy Managers, 13 Pharmacy Residents, and 34 Pharmacy Technicians. The pharmacy practice model at University Hospital is fully integrated, with all pharmacists participating in the order review and verification process. Clinical specialists may also round with the medical team, perform specialized clinical duties, precept students and residents, and create medication use policies. Clinical generalists provide many general clinical services on the unit-based level, working with private physicians and ensuring patients are counseled on high-risk anticoagulant. Each pharmacist is also part of one of the following smaller teams: Internal Medicine, Ambulatory Care, Emergency Medicine, Critical Care, Oncology, Transplant, and Central Operations. The department also provides student training for the University of Tennessee, Union University, and the University of Mississippi.
Residency Sites - Germantown Hospital
MLH - Germantown Hospital is a community, 309-bed acute care facility that provides a wide array of services including an Emergency Department, renowned obstetrics and maternity program with a Level III neonatal intensive care unit, complete surgical services and comprehensive cardiac services. Germantown is located approximately 30 minutes east of downtown Memphis. The hospital also features an inpatient pediatric unit and emergency services operated under the exact standards of LeBonheur Children’s Hospital. Germantown has been recognized by U.S. News and World Report as a Best Hospital for Orthopedics, designated a Primary Stroke Center and certified Chest Pain Center by the Joint Commission, and received the highest rating for High-Risk Obstetrical Program from the Memphis Business Group on Health. The Women’s and Children’s Pavilion is the first LEED Certified Hospital in Tennessee and earned Leadership in Energy Efficient Design Gold Certification by the U.S. Green Building Council, which encourages green sustainable design.

The Pharmacy Department at Methodist Healthcare - Germantown Hospital consists of 70 associates: 30 clinical pharmacists, 7 clinical specialists, and 33 pharmacy technicians. The pharmacy practice model integrates centralized and decentralized services to evaluate medication orders, perform profile review and home medication reconciliation, assure prompt turn-around of medications and ensure the most effective medication therapy for every patient. Clinical specialists and clinical pharmacists serve as resource personnel in the areas of internal medicine, critical care, cardiology, nutrition support, oncology, neonatal intensive care, anticoagulation, surgical care, and emergency medicine. These pharmacists are responsible for clinical activities, including consulting for medication therapy management and education, working with private physicians, and rounding with our hospitalists and ICU teams for their unit population. Our pharmacists also educate pharmacy students from the University of Tennessee and Union University, pharmacy residents, staff and other health professionals.