Hospital

Melbourne Health
Grattan Street
Parkville VIC 3052

Campuses at which pharmacy interns will work
The Royal Melbourne Hospital – City Campus
The Royal Melbourne Hospital – Royal Park Campus

About Melbourne Health

Melbourne Health comprises of multiple sites including:
- The Royal Melbourne Hospital – City Campus
- The Royal Melbourne Hospital – Royal Park Campus
- North-Western Mental Health
- RMH Kidney Care Service
- Victorian Infectious Diseases Reference Laboratory

Melbourne Health is an award winning health care service and is Victoria’s second largest public health service. This means you will gain experience in a vastly diverse hospital, which will help develop you into a better pharmacist. Areas which you will have exposure to include: Trauma (we are a major trauma centre), Infectious Diseases (we house the Victorian Infectious Diseases Service), cardiac services, neurosciences, oncology and renal transplant. There are countless other general medicine, surgical and specialist areas you will also have the opportunity to see. We are also located in the heart of Melbourne’s research and biomedical area, the Parkville precinct.

Melbourne Health is a values based organisation. A career with us is a rewarding experience, offering great prospects for career diversity and professional advancement. We also offer:
- Salary Packaging
- Reward & Recognition Programs
- Comprehensive Health & Wellbeing Programs including; staff gym, staff health service, peer support program and EAP
- Discounted Staff Parking

A staff gymnasium is available at Melbourne Health. Periodic social functions are held for significant events. Staff often join to form a team to compete in local competitions eg. netball teams.

Pharmacy Department

Department Head
Helen Matthews
Director of Pharmacy
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The pharmacy department provides services to all areas of the hospital requiring medicines or involved in medication management. Pharmacists work across a variety of teams to provide invaluable service to the respective areas.

**Clinical Pharmacy Teams**

We operate five clinical teams, each led by two Team-Leaders, specialist pharmacists in their field. The teams are:

- Neurosciences, Haematology & Medical Oncology Service Team (PINO)
- Medicine and Emergency Services Team (MEDICINE)
- Surgical, Trauma, Perioperative & Surgical Oncology Team (SURGERY)
- Cardiovascular, Renal & Intensive Care Services Team (RICUC)
- Aged Care and Rehab Team (based at Royal Park Campus)

Clinical pharmacists rotate between each team at time intervals determined by their experience, although permanent roles also exist within the team. Our clinical service operates as a unit-based service, where each pharmacist is aligned with one or more medical units and they are responsible for all their patients in the hospital. This is a rewarding model for our staff, which promotes continuity of care and ultimately results in better patient outcomes.

**Manufacturing and Sterile Room Team**

Our manufacturing and sterile room team is responsible for preparing and compounding a large number of rare specialised products. These products can include parenteral nutrition, complex IV mixtures and parenteral cytotoxic medicines. This service is continuously growing and we are being exposed to more and more innovative therapies.

**Dispensary Team**

The dispensary team provides vital support to our services through dispensing of inpatient orders, discharge prescriptions and outpatient prescriptions. Our outpatients service often processes highly specialised drugs, such as immunosuppressants, cytotoxics or antiretrovirals, which require careful assessment, review and detailed education.

**Quality Use of Medicines and Medication Safety**

The Pharmacy Quality Team aims to improve the safety and quality of medication use at the Royal Melbourne Hospital by focusing on systems to reduce the occurrence of medication incidents. Medication safety improvement initiatives, medication management procedure/guideline review, education of multidisciplinary staff and auditing activities are undertaken by the team as we work towards meeting the NSQHS Medication Safety Standard requirements.

**Medicines Information**

Medicines information undertakes a variety of roles to facilitate evidence-based best practices. They respond to individual queries, support development of guidelines, assist with sourcing medicines and provide literature searches for research questions. They are also responsible for the ongoing maintenance on the drug library for our intravenous “smart pumps”, which ensure patient safety on the wards.

**Antimicrobial Stewardship**

The Antimicrobial Stewardship Team (AST) oversees the use of antimicrobials at RMH and provides timely prescribing advice. With the increasing prevalence of antimicrobial resistance worldwide, it is important to ensure appropriate choice and duration of these agents. Clinical pharmacists aid in part of this process by flagging patients on restricted antimicrobials, who are then reviewed by the AST on the wards.
Clinical Trials
Our Clinical Trials Pharmacy division is responsible for the administration and dispensing of investigational drugs across Melbourne Health. They are busy team, running in excess of three hundred clinical trials annually.

Stock Control Team
The Stock control team is responsible for coordinating the ordering and distribution of medicines and associated consumables. They are key in ensuring medicines are available in a timely manner and navigate across warehouses, manufacturers, Special Access Scheme and Compassionate Use programs.

Drug and Therapeutics Committee
The Drug and Therapeutics Committee is organised by the Pharmacy Department. Their role is to promote the quality use of medicines throughout Melbourne Health by maintaining the Medication Formulary, considering Individual Patient Usage (IPU) requests and reviewing medication usage patterns and medication expenditure.

Pharmacy Intern Training Program

Pharmacy Intern Training Program Coordinator
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Pharmacy Intern Training Program
Our intern program has developed extensively over the last few years and significant changes have been implemented this year to perfect it. As an intern, you will work alongside our pharmacy teams to develop your knowledge and skill to shape your career as a pharmacist.

In 2016, we will employ 8 intern pharmacists.

Rotations
Intern rotations will be mainly based at the Royal Melbourne Hospital City site. You will rotate every four weeks between different teams in the department, including:

- The five Clinical Pharmacy Teams
  - This includes a four week rotation at our Royal Park Campus
  - You will rotate twice through some of the clinical teams
- Manufacturing and Dispensary Teams
  - Approximately 10 weeks in total
- Medicines Information Team
  - Approximately 2 week rotation
- Quality Use of Medicines Team
  - Four week rotation comprising of potential opportunity to complete an audit

The clinical rotations, which are usually the highlight for many interns, make up more than 65% of the year. Progress is guided by clinical competency checklists based on the SHPA ClinCat competencies; which are used as a tool to ensure interns are progressing and on-track to becoming fully qualified pharmacists. The checklists also provide information regarding intern expectations and level of increasing responsibility throughout the year.
Orientation
Every intern undergoes a one-week orientation and introduction to the overall department. Additionally, you will have a four-week clinical orientation rotation in your first rotation in a clinical team, ensuring you are not being thrown in the deep end from the first day. The role of the clinical orientation is to develop essential skills in basic clinical pharmacy processes and become familiar with the workplace environment.

Mentors
Each intern is allocated their own individual mentor; a pharmacist who has completed their intern year in the last three years. Mentors provide invaluable support and insight throughout the year, drawing on their knowledge and own recent experiences. They help you find your way around the hospital, provide one-on-one guidance and help you develop & test your knowledge and skills. Mentors also spend countless hours organising practice exams with each intern in the lead up to the Pharmacy Board Oral exam. Mentors are basically your own personal mini preceptor!

Education program
Our tailored Education program is split into two parts: clinical sessions and over-the-counter tutorials. Clinical sessions run at least once a week and are presented by clinical pharmacists in the hospital, many of them specialists in their field. The timetable is coordinated around the intern training programs to ensure you have adequate knowledge to comfortably meet all the requirements. Over-the-counter sessions are run by the interns once a week, each presenting on multiple topics throughout the year. Additionally, interns also present their own clinical case study at the end of the year.

Supervised hours
Interns commence their hours in the first half of January. The regular weekday hours are 8:30 am – 5:15 pm Monday to Friday. Very rarely, you might be asked to assist with our extended hours service. Additionally, we run a limited clinical service on the weekend, which interns work on a rotating roster. During the weekend shifts, you will spend all of your time counselling patients on their discharge medication – which provides invaluable practice!

Whilst the weekend hours are extra to your normal working week, these hours contribute to your total number of supervised hours needed. In order to sit the exams and ultimately qualify, you need to reach certain minimum hour requirements throughout the year. The weekend hours afford us certain flexibility and help ensure you meet these targets on time, if not earlier. This also means that interns can be afforded one week of annual leave to relax, usually in the middle of the year! This is in addition to a rostered day off once a month, standard for public hospitals.

Intern protected time
At least once per rotation, the preceptor will spend approximately four hours of “intern protected time” with each intern on the ward. You will be able to receive real-time feedback on clinical processes and one-on-one guidance and education. More time is arranged for interns who are struggling to pick up concepts or for those who simply want it!

Practice exams
We provide numerous practice exams during the year to help you become familiar with the structure of the exams and the questions you can expect. Further to practice exams organised by your mentor, the department runs two practice Pharmacy Board Exams under strict exam conditions, to simulate the real environment. These formal exams help prepare you to deal with the stress of the real exam!

Contact person
General enquiries about the pharmacy intern training program should be directed to Diana Sandulache or Paul Toner as per the details above.