

Department of Pharmacy

Overview of Pharmacy Services



System Overview

Methodist Le Bonheur Healthcare (MLH) is a private, not-for-profit hospital system that is one of the largest hospital systems in the country. As an organization dedicated to the well-being of both patients & the employees committed to their care, MLH has been named one of the country's Best Workplaces in Health Care by Fortune & Great Place to Work, as well as being named to the Forbes 2020 national list of Best Employers for Women. Recently, MLH became the only hospital system in Tennessee & Mississippi to achieve ISO 9001 certification, the global gold standard for standardized quality & safety processes. This certification recognizes excellence in principles of leadership, engagement, evidence-based decision making & customer focus. ISO 9001 certifies that MLH has implemented systems to reduce risk, improve hospital operations, elevate patient satisfaction & service, & promote efficiency & teamwork across our organization. Throughout the MLH system, pharmacists are actively participating in medication order review, therapeutic drug monitoring, protocol management, patient education, student & resident preceptorship, & interactive relationship building within the healthcare team. All inpatient pharmacists participate in order verification through computerized physician order entry (CPOE) to ensure order accuracy & 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 & 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 & prevention, drug use evaluation, medication preparation, quality control, protocol development, CMS indicators, & other medication use activities. Our pharmacists have also been an essential part of our system response to COVID-19, assisting with policy & procedure development, opening of dedicated treatment units, facilitation of system treatment protocols, & day-to-day management of admitted patients.

Our Mission *To deliver safe medication outcomes through world-class patient care, innovation, research, & education*

Our Vision *Improving every life through optimal pharmacy care*

Our True North *Together, we enrich every life we touch through compassion, healing, & soul.*

Pharmacy-Driven Services

In addition to rounding with the medical team & 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, & warfarin. Additionally, pharmacists complete reviews of all inpatient medication administration records daily & document interventions with the electronic medical record. Other unique services within our institution include our culture review process & management of heparin-induced thrombocytopenia. Pharmacists receive electronic culture alerts for all blood & 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 & 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 & transplant medications. Overall, our pharmacist practice at the top of their license & complete numerous tasks independently through an expansive pharmacist scope of practice approved by our health system.

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 20 across three sites, including Le Bonheur Children's Hospital and in 2022 adding Methodist South Hospital. While the number of residents may vary annually, our program typically selects PGY-1 residents as well as PGY-2 specialty residents in the areas of Emergency Medicine, Internal Medicine, Solid Organ Transplant & Critical Care. All adult PGY2 residencies are located at University Hospital, with adult PGY1 residency sites available at University, Germantown, & South hospital locations. Our programs provide residents with the knowledge & 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 & other health professionals in a variety of formal & informal settings, serve on various institutional & departmental committees, & participate in departmental projects. Residents from all pharmacy residency programs also participate in interactive learning sessions with preceptors, including the longitudinal pharmacy resident conference, research development series, & the leadership 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 75,000 emergency room admissions every year & performs 16,400 inpatient & 18,500 outpatient surgeries. It also serves as the major academic campus for the University of Tennessee Health Science Center. The 617-bed hospital includes a neuroscience institute that provides cutting-edge services such as minimally invasive spine surgery, image guided surgery, & neurocritical care. MUH is designated as a Comprehensive Stroke Center & is one of the busiest in the country, operating a mobile stroke unit & administering thrombolytic therapy to more than 500 patients in the last year. MUH also features a transplant institute known for its success with kidney, liver & pancreas transplants. The Transplant Institute ranks as one of the busiest centers in the country. MUH also offers primary care services, as well as highly specialized programs in bone marrow transplant, orthopedics, cardiology, nephrology & gastroenterology.



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The Department of Pharmacy at Methodist University Hospital consists of nearly 100 full-time associates: 21 Clinical Specialists, 15 Pharmacy Generalists, 8 Pharmacy Managers/Coordinators, 13 Pharmacy Residents, 36 Pharmacy Technicians, 10 pharmacy interns & pharmacy program coordinator & executive assistant. The pharmacy practice model at University Hospital is fully integrated, with all pharmacists participating in the order review & verification process. Clinical specialists may also round with the medical team, provide pharmaceutical care for a designated patient care unit, perform specialized clinical duties, precept students & residents, & create medication use policies. Clinical generalists provide many general clinical services on the unit-based level, working with private physicians to ensure proper medication use. Each pharmacist is also part of one of the following smaller teams: Internal Medicine, Emergency Medicine, Critical Care, Oncology, Transplant, & Central Operations. The department also provides student training for the University of Tennessee, Union University, & the University of Mississippi. In late 2020, our department will also open a new, state-of-the-art centralized pharmacy suite located on the third floor of Sherard Tower that will service the entire University Hospital campus.

Residency Sites - Germantown Hospital

MLH - Germantown Hospital is a community, 319-bed acute care facility that provides a wide array of services including an Emergency Department, renowned obstetrics & maternity program with a Level III neonatal intensive care unit, complete surgical services & comprehensive cardiac services. Germantown is located approximately 30 minutes east of downtown Memphis. The hospital features emergency services operated under the exact standards of Le Bonheur Children's Hospital. Methodist Germantown has been recognized by U.S. News & World Report as a Best Hospital for Orthopedics, designated a Primary Stroke Center & certified Chest Pain Center, & received the highest rating for High-Risk Obstetrical Program from the Memphis Business Group on Health. The Women's & Children's Pavilion is the first LEED Certified Hospital in Tennessee & 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 82 associates: including 30 clinical pharmacists, 9 clinical specialists, & 35 pharmacy technicians. The pharmacy practice model integrates centralized & decentralized services to evaluate medication orders, perform profile review & home medication reconciliation, assure prompt turn-around of medications & ensure the most effective medication therapy for every patient. Clinical specialists & clinical pharmacists serve as resource personnel in the areas of internal medicine, critical care, cardiology, nutrition support, oncology, neonatal intensive care, anticoagulation, surgical care, & emergency medicine. These pharmacists are responsible for clinical activities, including consulting for medication therapy management & education, working with private physicians, & rounding with our hospitalists & ICU teams for their unit population. Our pharmacists also educate pharmacy students from the University of Tennessee & Union University, pharmacy residents, staff & other health professionals.



Residency Sites - South Hospital

Methodist South Hospital is a community, 156-bed acute care facility that provides a wide array of services including a 24-hour Emergency Department, renowned obstetrics & maternity program with a Level II neonatal intensive care unit, surgical services & comprehensive cardiac services. The PGY-1 program has been approved as a candidate for ASHP accreditation and has successfully recruited and enrolled its inaugural resident for the 2022 - 2023 residency year. Methodist South is located approximately 20 minutes south of downtown Memphis, and is located just minutes from Elvis Presley's Graceland, an iconic Memphis attraction. The hospital's emergency department is one of the busiest in the Methodist Lebonheur Healthcare system, and sees a variety of adult and pediatric patients. Methodist South has been recognized by U.S. News & World Report as a Best Regional Hospital, is a DNV accredited hospital and certified primary stroke center, and achieved a 2021 Leapfrog Hospital Safety Grade A, the highest distinction in patient safety and quality.



The Pharmacy Department at Methodist South Hospital consists of 39 associates including 17 clinical pharmacists, 2 clinical specialists, 16 pharmacy technicians, and 2 pharmacy interns. The pharmacy practice model integrates centralized & decentralized services to evaluate medication orders, perform profile reviews, reconcile home medications, assure prompt turn-around of medications, answer drug information questions, & ensure the most effective medication therapy for every patient. Clinical specialists & clinical pharmacists serve as resource personnel in the areas of internal medicine, critical care, & emergency medicine. These pharmacists participate in daily interdisciplinary rounds with ICU and internal medicine teams and are responsible for clinical activities including performing consults for medication therapy management & education, writing total parenteral nutrition orders, assisting with in-unit procedures and codes, and working with private physicians. Our pharmacists also precept pharmacy students from the University of Tennessee in didactic and experiential learning, educate pharmacy staff & other health professionals, and serve on a variety of multidisciplinary committees dedicated to improving patient outcomes and healthcare quality.

Service. Quality. Integrity. Teamwork. Innovation.

