



Children's  
of Alabama

## Pharmacy Resident Maintaining Well-Being and Resilience

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### Approvals

- Committee Approval: Rx Leadership P&P Committee approved on 8/6/2024
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### Revision Insight

Document ID:	24030
Revision Number:	0
Owner:	Melissa A. Bishop, Pharmacist
Revision Official Date:	8/6/2024

#### Revision Note:

7/31/2023 New; Rx ResCo request; to meet new ASHP guidelines; development in progress; 07/01/2024 ready for review per RxResCo; feedback ends when DOP ready

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# Pharmacy Resident Maintaining Well-Being and Resilience

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## I. Purpose

This policy describes the Children's of Alabama (COA) post graduate year one (PGY1) pharmacy residency program's initiatives for building and sustaining resident wellness.

## II. Scope

This residency wellness policy applies to all PGY1 pharmacy residents at COA.

## III. Policy

### A. Goals of the wellness program include:

- a. Promote resident physical, psychological, and emotional health
- b. Build resident resilience skills
- c. Prevent, recognize, and combat resident burnout
- d. Improve resident well being
- e. Enhance resident productivity
- f. Providing a structure for wellness and resilience that can be sustained as residents begin their post-residency careers

### B. The resident will participate in the following aspects of the residency wellness program:

- a. Active participation in monthly mentoring program sessions.
- b. Completing an initial self-reflection on well being and resilience, followed by quarterly self - assessment; to be discussed at quarterly meetings with the residency program director (RPD).
- c. Providing preceptors with an assessment of personal wellness goals prior to the beginning of each rotation.
- d. Completion of the Crucial Conversations course.
- e. Researching and discussion of Myers/Briggs personality types.
- f. Reading *Emotional Intelligence 2.0*, taking the assessment, and working on issues identified.
- g. Completion of other wellness and resiliency training on available topics throughout the year as assigned.
- h. Other optional experiences determined throughout the year.
  - i. Providing feedback to mentors and RPD for quality improvement of the wellness program.

### C. Available wellness and resiliency training topics/activities may include:

- a. Stress management
- b. Career development and planning for the future
- c. Time management
- d. Difficult conversations
- e. Work life balance

- f. Understanding impostor syndrome
- g. Self-care
- h. Personality typing
- i. Communication strategies
- j. Mindfulness and gratitude
- k. Burnout and resilience
- l. Building relationships
- m. Flexibility and adaptability
- n. Drive and motivation
- o. Emotional intelligence
- p. Healthy sleep habits
- q. Professionalism
- r. Failure

## IV. Procedure

### A. Mentorship program

- a. Residents attend monthly interactive mentorship sessions led by a team of pharmacist mentors.
- b. Topics are progressive and are designed with the residents' journey in mind to address common challenges that arise.
- c. Annual feedback from residents and mentors allows for quality improvement in the Mentorship program.

### B. Paid time off (PTO)

- a. Residents are encouraged to take 1 PTO day suggested per quarter to mitigate burnout and promote wellness.
- b. PTO requests must meet established program requirements.

### C. Employee Assistance Program (EAP)

- a. EAP benefits are available to all COA employees and their families at no cost. The EAP offers confidential advice, support, and practical solutions to real-life issues.
- b. EAP confidential services include counseling, online peer support groups, 24 hour crisis help, and an AI chat bot for emotional support check-ins and to boost wellness.

### D. Peer Encouragement During Stress (PEDS)

- a. The PEDS team provides Children's of Alabama employees who have experienced a stressful patient or job related event with confidential peer-to-peer support.
- b. Residents are encouraged to contact the PEDS team after any traumatic patient event to get timely support and have a safe space to talk about troubling situations.
- c. The PEDS team can also help identify other available resources if needed.

### E. RPD responsibilities

- a. Informing residents of the wellness program, explaining how and when wellness resources can be used, documenting wellness plans in quarterly reports, referring residents to additional resources when necessary, and seeking resident feedback about improvements to the wellness program.
- b. Open discussions with residents on a regular basis regarding wellness.
- c. Holding routine standing "RPD check-in" meetings with the residents as a group to discuss concerns and challenges.

- d. Obtaining resident emergency contact information at the beginning of the residency year.
- e. Maintaining resident confidentiality.

#### F. Celebrations

- a. Each residency year concludes with the incoming/outgoing resident social, hosted by the RPD and attended by preceptors and pharmacy staff. This social is designed to both welcome new residents to the COA pharmacy family and to celebrate the successes of outgoing residents.
- b. Additionally, several other social events are planned throughout the residency year for the department as a whole, and residents are always welcomed.
- c. Residents are encouraged to celebrate resident birthdays, holidays, and other residency milestones throughout the year.

G. Additional wellness opportunities available to COA employees may be accessed at <https://hr.chsys.org/WellnessOpportunities>.

## V. Definitions

**COA:** Children's of Alabama

**Burnout:** a combination of exhaustion, cynicism, and perceived inefficacy resulting from long term job stress

**Wellness/well being:** happiness and life satisfaction, positive self-image and self-esteem; unique to each individual

**Resilience:** the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress; flexibility, adaptability, tenacity, perseverance, grit

## VI. Processes

The RPD and preceptors of the COA PGY1 residency program take burnout seriously and are cognizant of manifesting signs and symptoms within residents. In addition to the physical and emotional stress which can result from the demands of residency training, our preceptors acknowledge if burnout is reached, resident ability to learn, apply, and engage in their own development is significantly diminished. As such, we challenge residents to become self-aware of their own personal signs of overwork and exhaustion. If a resident self-identifies potential burnout, they are strongly encouraged to speak with the RPD and utilize any of the available resources of COA, without fear of repercussions. This discussion will initiate a thorough review of resident duty hours, pending work assignments and deadlines, and other conflicting obligations. Subsequent to this review, a customized plan will be developed through a collaborative effort by the RPD, preceptors, and resident to alleviate any undue stress from the residency experience.

Preceptors are strongly encouraged to seek out and complete continuing education related to clinician resiliency and well-being. The RPD has taken the ASHP Well-Being & You pledge to combat burnout. Preceptors of the program are also encouraged to do so. <https://wellbeing.ashp.org/Take-The-Pledge>.

## VII. Reference/Regulations

The primary resources reviewed with residents come from ASHP's Well-Being & You campaign and the ASHP Resource Guide for Well-Being and Resilience in Residency Training. Additional information about these initiatives can be found online: <https://wellbeing.ashp.org/> and <https://www.ashp.org/-/media/assets/professional-development/residencies/docs/ASHP-Well-Being-Resilience-Residency-Resource-Guide-2023.pdf>

<b>Document ID</b>	24030	<b>Document Status</b>	Official
<b>Department</b>	Pharmacy P&P	<b>Department Director</b>	Lasseigne, Julie H.
<b>Document Owner</b>	Bishop, Melissa A.	<b>Next Review Date</b>	08/06/2026
<b>Original Effective Date</b>	08/06/2024		

**Revised**

[08/06/2024 Rev. 0]

**Committees:**

**Rx Leadership P&P Committee (08/06/2024)**

**Attachments:**

<https://wellbeing.ashp.org/>

**(REFERENCED BY THIS DOCUMENT)** <https://wellbeing.ashp.org/Take-The-Pledge>

**Other Documents:**

**(WHICH REFERENCE THIS DOCUMENT)**

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