PharmPAC Recruitment Section FY2006 Annual Report

2 Nov 2006
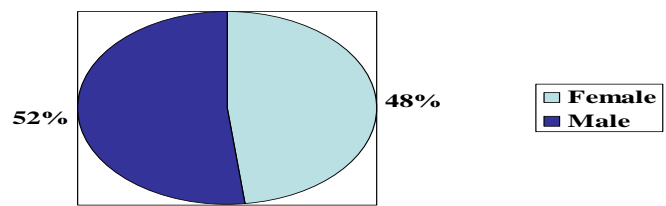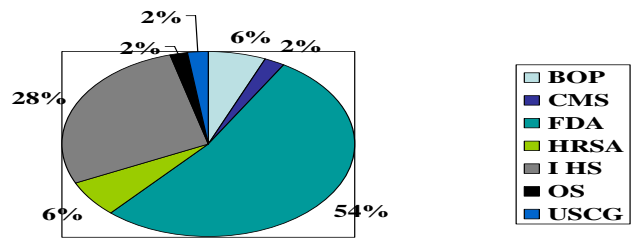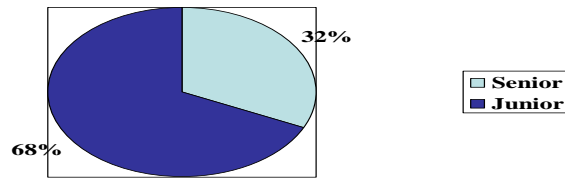
Introduction

Mission: The primary mission of the Pharmacist Professional Advisory Committee (PharmPAC) Recruitment Section is to assist the Department of Health and Human Services recruit qualified practicing pharmacists and pharmacy students into the Public Health Service. Additionally, the Section provides advice and consultation in support of the Surgeon General and the Chief Professional Officer on recruiting pharmacists into the USPHS and issues related to personnel activities of Civil Service (CS) and Commissioned Corps (CC) pharmacists. In this resource and advisory capacity, the Recruitment Section assists in the development and coordination and evaluation of activities related to recruiting qualified pharmacists for duty and careers in the USPHS.

Operating Objective: The PharmPAC Recruitment Section works within the broad scope of the PharmPAC charter to maintain knowledge of pharmacist recruiting needs and activities through broad OPDIV representation and, where possible, to coordinate and maximize pharmacist recruiting efforts.   The Recruitment Section works with the chief pharmacist in each operating division/agency, Office of Commissioned Corps Force Management (OCCFM) and Office of Commissioned Corps Operations (OCCO) to develop and implement a PHS-wide pharmacist recruitment program.   Generally, the Section will communicate with the chief pharmacist in each OPDIV, OPDIV pharmacist recruiting contact, and OCCO to develop and implement a PHS-wide pharmacist recruitment program.   Mutual goals include maintaining a presence in colleges of pharmacy, tracking of pharmacist applicants, and monitoring and evaluating the effectiveness of the various recruitment related efforts within the category. The Section provides support and assistance to PHS pharmacists involved in USPHS pharmacist recruiting.

Demographics: The Section has forty-eight members on its roster with roughly one third actively engaged in Section activities.   The Section's membership representing seven agencies (Indian Health Service-28%, Food and Drug Administration-54%, Bureau of Prisons-6%, HRSA-6%, CMS-2% Coast Guard-2%, and Office of the Secretary-2%) is geographically dispersed across thirteen states with a male to female ratio of approximately one to one. The section has 32% senior officers and 68% junior officers.

Recruitment Section Distribution

★ Denotes section member(s)

- BOP
- CMS
- FDA
- HRSA
- I HS
- OS
- USCG

2%
2%
6% 2%
28%
6%
54%

52%   48%

- Female
- Male

32%

68%

Senior
Junior

Operations: The Section operates from the work plan developed and revised through February 2006, and finalized for submission to the PharmPAC in March. The majority of Section development, activities, and coordination are done via e-mail and biweekly pre-scheduled teleconferences. Section members volunteer for assignments and work unsupervised individually or in teams and report progress to their respective team leader or Sub-section Leader. Identified Sub-section Leaders plan, coordinate, and assign tasks with other members to accomplish the goals and task list activities (**Attachment 2**). Teleconferences are the primary means of reporting progress from the Sub-section Leaders on the Section's Work Plan and Task List, sharing knowledge and ideas, gathering consensus, coordinating action items and projects, and promoting cohesion within the Section.   Teleconference participation is subject to the member's primary position work requirements, supervisor approval, leave, and receiving adequate notification of the call. Participation has been as high as twelve and as low as three.

Executive (Exec)

The Sub-section Leaders are responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The Exec Sub-section coordinates and maintains Section metrics, reports, meeting minutes, and other Section references such as pharmacist recruitment statistics and an annual "USPHS pharmacists snapshot".   Additionally the Exec Sub-section maintains the Section roster, the official Section work plan, and the master task list. The Executive Sub-section hosts and leads a conference call with the Section co-leads and Sub-section Leaders from each of the recruitment interest areas every second and fourth Thursday each month.

Associate Recruiter Program (ARP)

The ARP Sub-section of the Recruitment Section works in conjunction with OCCO's ARP, but as a PharmPAC entity, is distinctly separate from the OCCO program. The Sub-section Leader is responsible for defining goals,

coordinating team member activities and progress toward those goals, and measuring the ARP program's effectiveness. The ARP Sub-section is responsible for identifying and maintaining a set of core recruiting materials from such sources as OCCO, OPDIVs/agencies, foundations, PHS special programs, and locally and individually developed presentations. The Sub-section also assists OCCO with a distribution plan for any recruiting materials. They develop, maintain, and post career fairs (mid-year regional meetings, national meetings, college career fairs, etc.) to the PharmPAC and PHS Pharmacist listserv to raise UPOC and Associate Recruiter (AR) awareness and response. The Sub-section reports on and provides feedback regarding ARP activities and synergies achieved with OCCO and other PACs. The Sub-section develops appropriate metrics commensurate with the Section work plan.

Accomplishments:

1) Continuing work with RADM Pittman on the Pharmacist Applicant List (PAL). Names are paired with an appropriate agency lead to facilitate placing applicants. New applicants are paired with an agency lead as they are added to the PAL. Update meetings are held with agency leads once per quarter.

2) Maintained over 200 Associate Recruiters in the Pharmacist category.

3) Coordinated recruiting activities for the National APhA and APhA-ASP Midyear Regional meeting.

4) Exchanged ideas and solutions with colleagues in other categories through quarterly AR leads meeting addressing issues such as recruiting supply-distribution issues, implementation of the AR policy and other procedural issues.

5) Submitted a proposed budget for national pharmacy conferences as well as smaller pharmacy school conferences and recruiting events for OCCO funding. Due to OCCO funding limitations, none of the submitted events were funded.

6) Consulting and coordinating with OCCO on OCCO's effort for developing pharmacy specific recruiting materials.

7) The AR policy, fillable AR application, and professional reference forms have been posted on the PharmPAC website.

8) Listed active ARs on the PharmPAC website to enable other officers to enlist the assistance of ARs residing in the area of interest and to enable students or pharmacist to reinitiate contact with an officer they spoke to at an event.

9) Coordinated 25 PHS pharmacists and supply shipments to 8 APhA-ASP Midyear Regional meetings.

10) Coordinated supply shipments for over 25 individually requested pharmacist recruiting events.

Student Programs

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the Student program's effectiveness. The program has facilitated student PHS awareness, communication, and "hands on" PHS opportunities and activities. One such example is the effort to increase the quantity and quality of JRCOSTEP and SRCOSTEP applicants. However, the creativity and scope of Student Programs is largely determined by Sub-section participants. Student Programs seek to efficiently and effectively increase student awareness of USPHS career pharmacist opportunities and maintain sufficient numbers of student applicants to counter declines in Federal service, an aging Commissioned Officer Corps, and expected future pharmacist increases resulting from the needs of an expanded Corps.

Accomplishments:

1) Coordinated and presented the Washington D.C. Area Summer PHS COSTEP and Pharmacist Opportunities meeting with several flag and senior pharmacist officers speaking about careers and emergency deployments within the Corps.

2) Created an activities calendar for summer COSTEPS identifying Washington D.C. area events of interest throughout the summer.

3) Increased student knowledge of PHS Pharmacist opportunities by sending regular news items out through the Student Listserv and worked with ARs and UPOCs to disseminate info at school events.

4) Established monthly meeting on PHS Careers, Global Health and Deployment.

5) Established a Pentagon Tour and maintains a monthly Pentagon tour program.

6) Established Speaker on Monthly Pharmacist Student Experiential Calendar. Identified 3 former COSTEPs to rotate this speaker role each month.

7) Increased Commissioned Corps (CC) pharmacist awareness of COSTEP programs using the FDA Student Experiential and PHS Pharmacist listservs to encourage CC pharmacists participation and support.

8) Updated CC Power Point presentation for UPOC and ARP sections and provided this presentation to

COSTEP and pharmacy students.

9) Sent letters to 96 U.S. pharmacy schools requesting they post a direct link from the pharmacy school's website to the PharmPAC website. The Sub-section has implemented a plan to regularly monitor those schools that actually establish the link.

University Point of Contact (UPOC)

The University Point of Contact (UPOC) Sub-section Leaders are responsible for defining the UPOC program goals, coordinating team member activities and progress toward those goals, and measuring the UPOC program's effectiveness. UPOC activities include:
- Establishing UPOC activity standards to determine effectiveness of program
- Increasing knowledge of USPHS pharmacist career opportunities by identifying faculty, alumni, etc. within Schools of Pharmacy as local centers of influence (decision makers, key student contacts, experiential learning coordinators, etc.)
- Coordinating "Back to School" and other UPOC Template Letters sent to the Dean and school's Centers of Influence and evaluating the utility of letters as an effective communication tool
- Actively participating in school activities and events to the extent officers schedules and funding allows
- Ensuring that there is an active primary and/or secondary POC at every school
- Promoting JRCOSTEP and SRCOST EP and mentoring their respective school's COSTEP participants

The importance of a personal contact with a present or former PHS health professional is especially influential in attracting new pharmacist professionals to public service. Moreover, individuals most likely to consider government service are motivated by the belief that they will "have an impact on national issues". To this end, it is appropriate to expand the loci of PHS knowledge to schools of pharmacy.

Accomplishments:

1) Developed a policy and procedure guide, enrollment form, and activity report form for the UPOC Program. The policy and procedure guide provides an overview of the UPOC program and includes responsibilities for the POCs. These materials are available on the www.hhs.gov/pharmacy/poc.html website.

2) Created a recruitment materials checklist. This checklist includes a list of recommended recruitment information to assist the UPOC when planning a recruitment event. Some of the items included on the checklist are: Pharmacy's Best Kept Secret, current year's pay scale, current IHS and BOP vacancy lists, loan repayment information, COSTEP information and a list of important websites. The checklist is currently available at http://www.hhs.gov/pharmacy/poc.html.

3) Updated the UPOC contact information on the PharmPAC website (http://www.hhs.gov/pharmacy/poc.html.) providing the information in two formats, a pdf document and an Excel Spreadsheet. Ten recruitment committee volunteers were selected to assist the section leaders with the task of verifying UPOC contact information and assessing the UPOC's continued interest in the program. The list of 96 schools was divided evenly among the volunteers with each volunteer contacting their nine to ten assigned pharmacy schools UPOCs. This resulted in updating both the Access Database which generates the pdf document and the Excel Spreadsheet of UPOCs.

4) Updating contact information is an ongoing process, since it is common for officers to change duty stations. The Web Accessible Collaboration System was designed to assist the UPOC program with data collection (contact information, upcoming recruitment events and activity reporting). Currently, WACS has 153 officers registered in as UPOCs with the individual officer responsible for maintaining his/her current information.

5) Drafted UPOC letters for new primary and secondary contacts. In addition, drafted letters to the Dean of the respective university to introduce him/her to the UPOC program and the current UPOC for the school.

6) Developed a thank you letter template for the UPOCs who present the Excellence in Public Health Pharmacy Practice Award at the colleges of pharmacy. Drafted and mailed these letters to the UPOCs. Twenty-eight officers presented the Excellence in Public Health Pharmacy Practice Award at pharmacy school award ceremonies in 2006. Thank you letters were drafted for each of the presenters.

7) Communicated and collaborated with other PharmPAC sections. The UPOC Sub-section Leader(s) worked with the PharmPAC Administration Section to coordinate the Excellence in Public Health Pharmacy Practice Award nomination process and identified officer presenters for this award. The UPOC Sub-section Leader(s) worked with the PharmPAC Communication Section through listserv messages to identify UPOCs for ten vacancies including many new schools of pharmacy. In addition, a UPOC vacancy listing was posted in the Commissioned Corps Bulletin which successfully solicited several volunteers. Currently, ALL pharmacy schools have at least UPOC with several schools having four or more UPOCs.

Recruitment Website Activities/Web Accessible Collaboration System (WACS)

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The Sub-section's most important tasks are ensuring Section's portion of the PharmPAC website is both user friendly and contains accurate and current information. The Sub-section will also assist in reviewing the PharmPAC website and provide feedback on its

content. All pertinent recruitment materials such as PBKS power point, PBKS brochure and pay chart, and PHS Power Point will be available on the website.

Accomplishments:

1) WACS functionality includes UPOCs can log into the password-protected system to update personal contact information, revise school of pharmacy contact information and web site addresses, enter and update events, and post upcoming events on an online calendar. This fulfills the main goal for WACS - creating an online tracking system for recruitment activities based on UPOC reporting. Over 150 UPOCs have successfully logged into and established profiles in WACS.

2) WACS allows for a central repository of UPOC information. It affords tracking capabilities and report functionalities as specified by the UPOC Sub-section Leaders, allows sorting of information according to user-specified criteria, provides a platform for e-mailing all identified UPOCs, and eliminates most of contact information tracking burdens inherent in the previous system.

3) WACS is written using a software technology (.NET 2.0) requested by OCCO/ OCCFM to enable future adoption of its functionalities by the Commissioned Corps as a whole. It is web-based, providing all UPOCs a tool in a standardized interface that affords remote access, and allows users to see events, UPOC information, and school of pharmacy information as needed without the need for UPOC section intervention.

4) Revision of the existing PharmPAC web site, using the prototype created earlier this year as a starting point for further revisions of content, navigability, and usability. The revision is hosted on private web space and draws ideas from the user-friendly PhysicianPAC web site.

Pharmacy's Best Kept Secret (PBKS)

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The Sub-section Leader should annually review, update, and disseminate salary comparisons throughout all PBKS documents and web references. Two key Sub-section activities include posting a conference handout version of PBKS to the web for use by potential applicants, ARs, and UPOCs and maintaining the currency of PBKS information in the Section Power Point slide shows. As a minimum, the Sub-section will annually consider improvements to PBKS format, display, and content, and ensure an accurate version is posted to the PharmPAC website.

Accomplishments:

Revised 11/15/06

1) For CY2006, the 2006 PBKS was reviewed and updated (**Attachment 3**).

Distribution: Chief Pharmacist Officer, PharmPAC and Recruitment Section members.