

PharmPAC Recruitment Section PY2010 Annual Report

Preface

The 2010 Pharmacist Professional Advisory Committee Recruitment Section “PAC Year” has produced numerous accomplishments many of which are documented within this report. However, much of the work by the Section members have either facilitated, supported or directly contributed to the most important measure of recruitment success – category growth.

Over Six Percent Growth in Pharmacy Category Officers

Overcoming the obstacles imposed by a continued dormant Associate Recruiter Program and the hiring pause resulting from the Patient Protection and Affordable Care Act (PPACA), the United States Public Health Service (PHS) Pharmacist Category continued its impressive growth during the 2010 PharmPAC Operational Year. The Pharmacist Category grew by approximately 6.4% during the year and now has well over 1,100 Commissioned Corps pharmacist officers. The Recruitment Section stands alone as the recognized leader in PHS recruitment. DCCR reached out to the section to consult with and advised their hired contracting firm, Booz Allen Hamilton, in efforts to redefine and redirect PHS recruitment. The leading PHS pharmacy recruitment document, the Pharmacy’s Best Kept Secret (PBKS) was adopted by DCCR and developed into a document to be utilized by all categories. The Recruitment Section continues to be a PAC and Category resource for recruiting expertise, direction, planning, and development of crucial pharmacist specific materials and resources. The continued growth of the Pharmacist Category is a testimony to the Category’s success achieved through each individual active duty, reserve, and retired PHS officer sharing their pride and professionalism in motivating others to join the Commissioned Corps of the U.S. Public Health Service in "Protecting, promoting, and advancing the health and safety of the Nation."

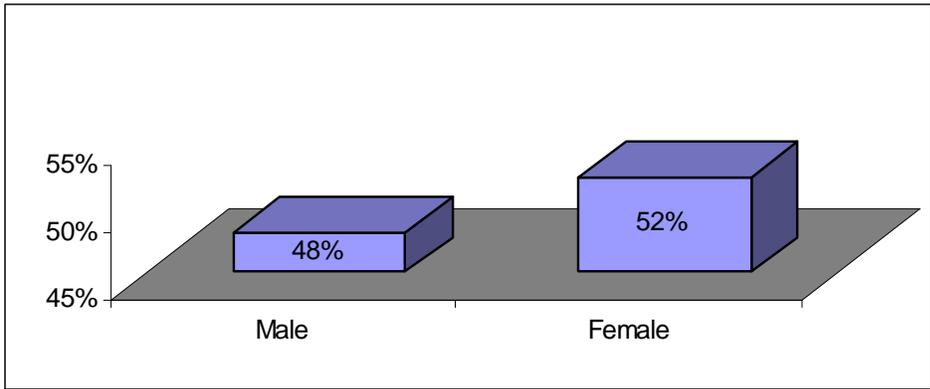
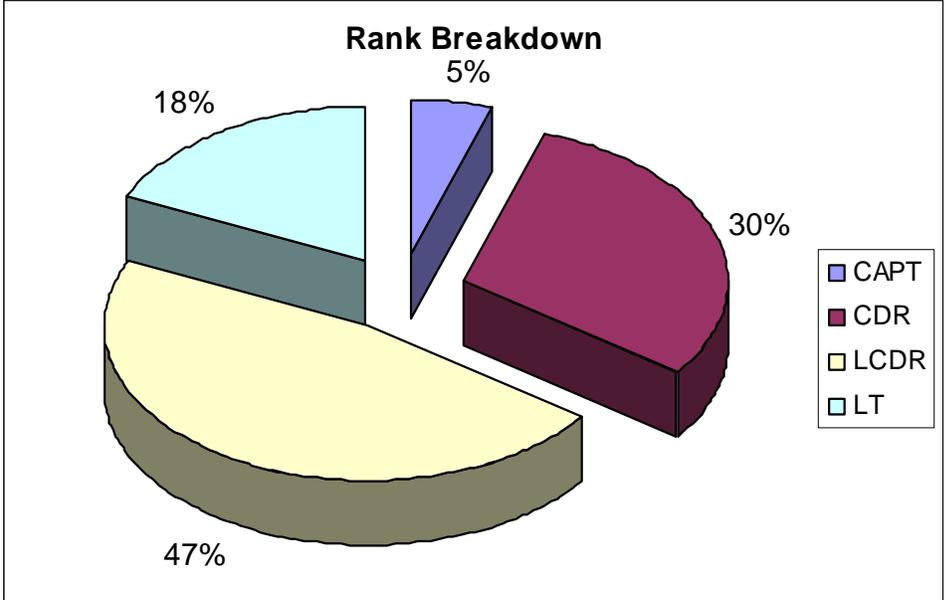
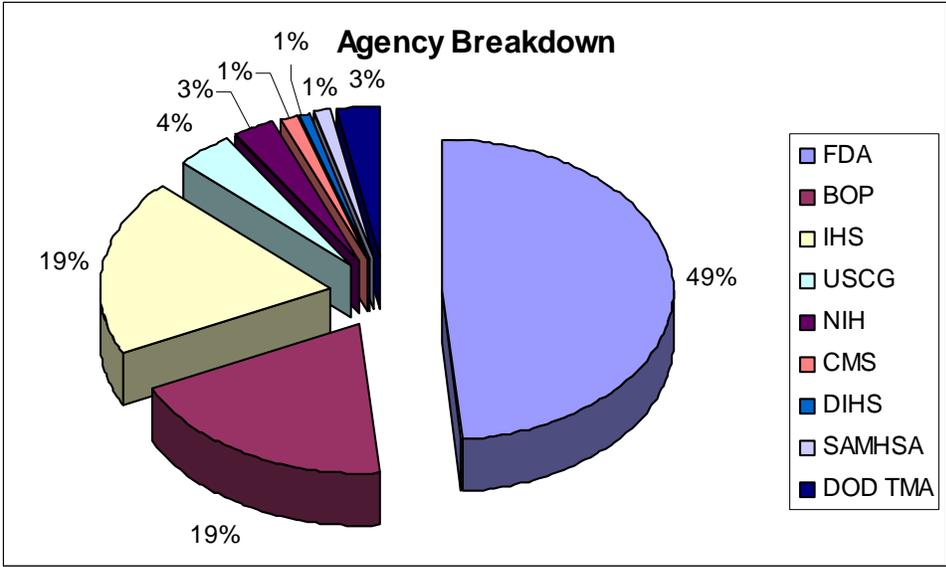
Introduction

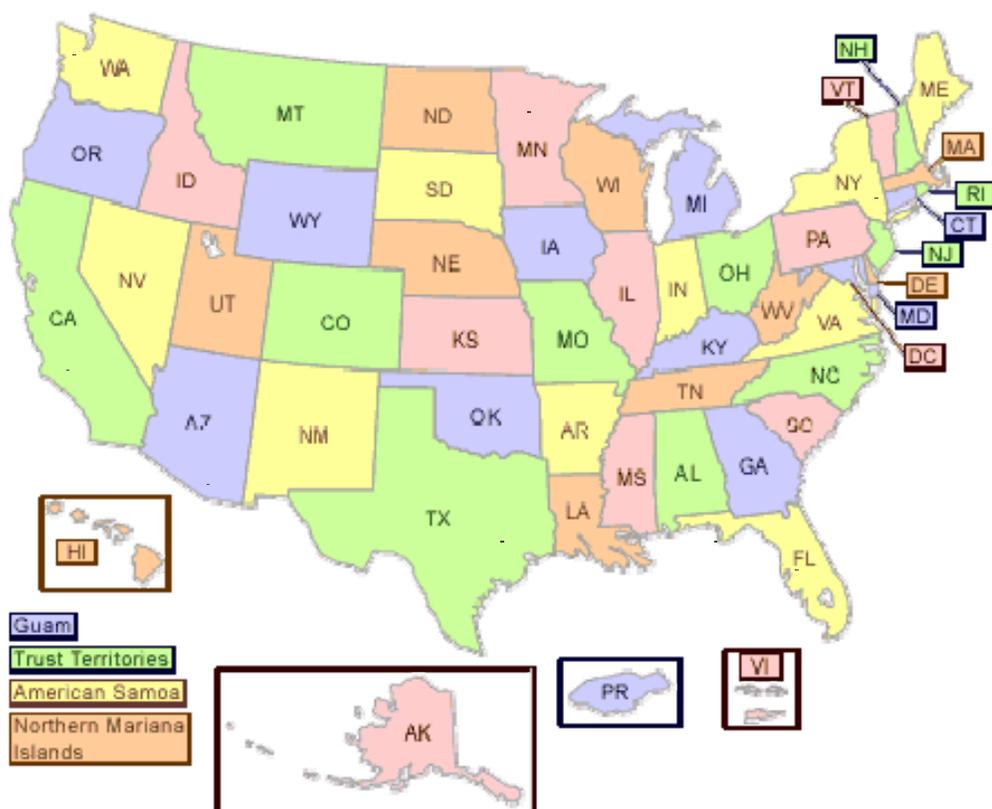
Mission: The primary mission of the Pharmacist Professional Advisory Committee (PharmPAC) Recruitment Section is to assist the Department of Health and Human Services recruit qualified practicing pharmacists and pharmacy students into the Public Health Service. Additionally, the Section provides advice 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

Recruitment Section provides support and assistance to PHS pharmacists involved in USPHS pharmacist recruiting.

Demographics: The Recruitment Section has 92 members on its roster with 77 members actively engaged in section activities. The remaining 15 members have asked to be included on a wait list to volunteer within the section upon future opportunities. The 79 active officers are located in 31 unique geographical locations stretching from the East Coast to Alaska and Hawaii. The Recruitment Section's membership represents 9 agencies (Food and Drug Administration 48%, Bureau of Prisons 19.5%, Indian Health Service 19.5%, United States Coast Guard 4%, National Institutes for Health 3%, Department of Defense Tricare Management Authority 3%, Centers for Medicare and Medicaid Services 1%, Department of Immigration Health Services 1% and Substance Abuse and Mental Health Services Administration 1%) with a female to male ratio of 52%/48%. The section has 35% senior officers (CAPT 5% and CDR 30%) and 65% junior officers (LCDR 47% and LT 18%).





Operations: The Recruitment Section operates from the work plan developed and revised throughout the PharmPAC year (November 2009 - October 2010). The majority of section development, activities, and coordination are done via e-mail and monthly prescheduled teleconferences. Section members volunteer for assignments and work unsupervised, individually, or in teams and report progress to their respective team leader or subsection leader. Identified subsection leaders plan, coordinate, and assign tasks with other members to accomplish the goals and task list activities. Teleconferences are the primary means of reporting progress from the subsection 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. New workgroups created throughout the past year are the Post APHA Meeting Contact Workgroup, Pharmacy Alumni List Workgroup and the Pharmacy Recruitment Map Workgroup.

Executive (Exec)

The Exec Subsection coordinates and maintains section metrics, reports, meeting minutes, and other section references such as pharmacist recruitment statistics. This Subsection maintains the section roster, the official section work plan, and the master task list. The Exec Subsection hosts and leads a conference call with the section co-leads and subsection leaders from each of the recruitment interest areas each month, typically held on the Thursday one week before the PharmPAC meeting.

The Lead Exec Officer or designee will prepare a monthly section report of important updates/information from each subsection and provide to the PharmPAC prior to the monthly PharmPAC meeting.

In addition to the Executive Subsection, the PharmPAC Recruitment Section consists of the following Subsections: Associate Recruiter Program (ARP), Pharmacist Vacancies, Student Programs, University Points of Contact (UPOC)/www.PHSPharmacist.org, Website, Pharmacy's Best Kept Secret (PKBS), and Ready Reserve Corps (RRC).

Accomplishments:

1. Coordination of monthly Recruitment Section teleconferences held prior to PharmPAC meetings.
2. Provided a written meeting brief to the PharmPAC for all meetings this PAC year. Report is distributed with PharmPAC Meeting Agenda in advance of PharmPAC meetings allowing review by pharmacists prior to the meeting and assists the PharmPAC Secretary in the maintenance of adequate meeting minutes.
3. Developed and created the Pharmacy Recruitment Map Workgroup – this workgroup is nearing completion of a recruitment map that will encompass on-line and print versions of maps showing all possible duty stations for PHS pharmacists throughout the United States
4. Developed and created the Post APhA Meeting Contact Workgroup to follow up with interested candidates who visited the PHS Pharmacist Recruitment Booth at the APhA Annual Meeting.
5. Developed and created the Pharmacy Alumni List Workgroup to have a complete listing to PHS pharmacist alma mater's to assist with, among other possible uses, augmenting the UPOC program meet targeted, school specific recruitment objectives.
6. Arranged for presentations of and evaluated the HSO Category Health Services Applicant Placement Program (HSAPP) program, a proposal to create a centralized externship repository, and a presentation of the applicability of the National Health Service Corps Loan Program to PHS pharmacists.

Pharmacist Vacancies

This nine-member cross-agency workgroup continued its outstanding work of creating a monthly listing of PHS vacancies eligible to be filled by pharmacists. The document is posted on the PharmPAC Recruitment Section website and is designed to be easily printable for use by recruits and recruiters. This workgroup has created a document that fills a much needed and recognized PHS pharmacist recruiting gap. Prior to the availability of this document, there was no easily printable listing of PHS pharmacist vacancies incorporating all agencies. With the discontinuation of the Commissioned Corps Pharmacist Vacancy Database (VATS) earlier this year, this document has become the single source comprehensive listing of PHS pharmacist vacancies available to recruits.

Accomplishments:

1. Enhanced PHS pharmacy recruitment with successful creation and monthly updating of PHS pharmacist vacancy document.

2. Posted vacancies document monthly on PharmPAC Recruitment Section website for wide-spread dissemination and use by PHS pharmacy recruits and recruiters.

Website

The Website Subsection is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The subsection's most important tasks are ensuring the Recruitment Section's portion of the PharmPAC website are user friendly and contain accurate and current information. All pertinent recruitment materials such as PBKS power point, PBKS brochure and pay chart, PHS Pharmacist Vacancies document and PHS Power Point are available on the PharmPAC Recruitment Section website. The subsection also assists in reviewing the overall PharmPAC website and provide feedback on its content.

Accomplishments:

1. CDR Ruby Wu, CDR Shayne Blackmon (leader of the website improvement task group), and LCDR Roberta Szydlo, (leader of the website posting protocol task group), met early in the year to discuss the direction of the group based on feedback received from the website surveys distributed by the website improvement task group. A list of immediate changes that needed to be implemented quickly, such as correcting typos and correcting links, was developed and implemented.
2. The website improvement task group provided a summary of 150+ survey responses regarding the website. The main area of the website in need of improvement was aesthetics. Based on the recommendations and comments from the survey responses, a proposal was developed and provided to the section leads to reorganize the website, specifically focusing on the "Student" section. These changes were implemented in March.
3. The workgroup reviewed the various slide presentations and documents on the website to ensure that they were current. In the event that outdated presentations were found, the authors were contacted for updated versions. A workgroup consisting of CDR Terry Harrison, CDR David Moeny, and LCDR Loan Nguyen reviewed the Student and Prospective Applicants section and created a list of suggestions for improvement. A workgroup consisting of CDR Christina Lee, LCDR Mimi Phan, and LCDR Selena Ready reviewed and updated the Recruitment Section presentation, where applicable.
4. The website posting protocol task group established a living document that tracks the frequency of information that is to be posted on the website. LCDR Szydlo is supported by LCDR Theresa Liu in monitoring update frequencies.
5. CDR Wu and LCDR Szydlo developed a posting protocol SOP which describes the procedure for adding, deleting, and changing information on the PharmPAC Recruitment Section website.
6. In June, a greatly improved new PharmPAC website was introduced which was more logically organized and user friendly. LCDR Szydlo and CDR Wu reviewed the new website for content and omissions and provided a list of revisions which were implemented by CDR Dev Patel.

7. Materials were regularly updated and added throughout the year to include the monthly updated Pharmacist vacancies document, updated PBKS document, Career Fairs Listings, revised UPOC related documents, and COSTEP experiences.

[UPOC/www.phspharmacist.org/](http://www.phspharmacist.org/)

The University Point of Contact Program (UPOC) Subsection is a unique recruitment tool that is used exclusively by the Pharmacy category. It consists of volunteers (usually active duty officers) who are assigned by the Chief Professional Officer to perform the following:

- Increase 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.).
- Keep in regular touch with school administrators and students.
- Actively participate in school activities and events (e.g. career fairs, recruitment talks, etc.) to the extent officers' schedules and funding allows.
- Ensure that there is at least one active UPOC at every pharmacy school.
- Promoting JrCOSTEP and SrCOSTEP 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 through the UPOCs.

Accomplishments:

1. The UPOC program is the primary force behind the 12% increase in PHS Commissioned Corps pharmacists over the past two years. This accomplishment is magnified by the current Commissioned Corps hiring pause that has been a result of the Patient Protection and Affordable Care Act signed into law in March 2010.
2. The UPOC Workgroup continued its outstanding work of staying in contact with the UPOCs and encouraging them to continue to remain engaged with their assigned pharmacy schools. The workgroup updates contact information, monitors UPOC continued involvement in the program, and assists UPOCs in the recording of recruitment activities. With the on-going technical issues with the www.phspharmacist.org website experienced this past year, the UPOC Workgroup successfully assisted the Recruitment Section leadership in disseminating a modified paper reporting process for UPOC activities. The workgroup members will contact their assigned UPOCs twice yearly at the beginning of the traditional Fall and Spring pharmacy school semesters to prompt them to obtain their two required annual recruitment activities.
3. Emphasis has continued to be placed throughout the past year within the Recruitment Section verbal and written reports to the PharmPAC and Pharmacist Category community on the opportunities available to officers to participate in a formal recruiting program via the UPOC program. With the current inactive status of the Associate Recruiter program, the Pharmacist Category currently has the only active formal recruiting program available to PHS officers. Over 200 pharmacist officers are currently enrolled and are active within the program.

4. The process for enrolling in the UPOC program has been simplified to encourage involvement in the program. Pharmacist listserv messages and calls for enrollment at PharmPAC meetings were shared with the Pharmacist Category with instructions to simply e-mail the UPOC Subsection lead as a means for enrolling in the program.
5. Bi-annual UPOC newsletters (Fall and Spring) were once again created by CDR Peter Vermilyea. The newsletters were e-mailed to UPOCs and placed on the Pharmacist Recruitment Section website. The newsletters are created to promote a sense of UPOC community, give UPOCs suggestions on having successful school events, provide a medium for sharing practices and successes, market tips shared by fellow UPOCs, highlight trip and school visit reports, and detail officers' interactions with students, administrators, and activities on campus.
6. The UPOC Master List is continually updated and maintained. The list continues to be updated on the PharmPAC Recruitment Section website thus mitigating a sense of professionalism to the UPOC program.
7. The UPOC Subsection once again collaborated with the Administration Section to identify presenters for the *Excellence in Public Health Service Pharmacy Practice Award*. The forty USPHS officers presenting these student awards received personal thank you letters from the Pharmacy Category CPO, RADM Robert Pittman, for inclusion in the officers e-OPFs.

With the commitment of the UPOC Workgroup guiding UPOCs in the reporting of recruitment activities, the Recruitment Section expects to review and monitor numbers of officers who are participating at school functions, as well as the number of students reached, which schools are being reached, and by which specific officers. This information, once placed into database form, allows for the export of officers' contact information, and schools to which they are associated, as well as event history. Once this data is collected, recommendations can be made as to which schools need more contact, and where efforts and limited resources should be concentrated. The system will also support formal recognition or unit award for those officers who are actively promoting the PHS and engaging their institutions.

Pharmacy's Best Kept Secret (PBKS)

The Pharmacy's Best Kept Secret (PBKS) Subsection is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The subsection leader should annually review, update, and disseminate salary comparisons throughout all PBKS documents and web references. Two key subsection 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 subsection will annually consider improvements to PBKS format, display, and content, and ensure an accurate version is posted to the PharmPAC website.

Accomplishments:

1. The Recruitment Section stands alone as the recognized leader in PHS recruitment. DCCR reached out to the section to consult with and advised their hired contracting firm, Booz Allen Hamilton, in efforts to redefine and redirect PHS recruitment. The leading PHS pharmacy recruitment document, the Pharmacy's Best Kept Secret (PBKS) was adopted by DCCR and developed into a document to be utilized by all categories. The Recruitment Section continues to

be a PAC and Category resource for recruiting expertise, direction, planning, and development of crucial pharmacist specific materials and resources.

2. The PBKS was revamped, reviewed, and updated for calendar year 2010. The updated version reflects the 2010 pay scale. In addition, the hard copy version was updated to include current agency recruiting leads and contact information. This document is the most powerful recruitment document available to the pharmacy category.

Student Programs

The Student Programs Subsection is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the Student Programs effectiveness. The program has facilitated student PHS awareness, communication, and "hands on" PHS opportunities and activities. Student Programs seeks 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. One goal of the Student Programs Subsection is to increase pharmacy student knowledge of PHS Pharmacist opportunities. The subsection encourages pharmacy students who are introduced to the USPHS by a UPOC or AR to subscribe to the USPHS pharmacy student listserv <http://www.usphs.gov/corpslinks/pharmacy/listservs.html>. All PHS pharmacist officers, particularly those actively involved in recruiting, are also encourage to subscribe to this listserv.
2. The Student Programs Subsection has created and distributes 12 listserv messages on the following topics:
 - Officers' Biographies
 - Agencies and Programs
 - OFRD
 - Pharmacy's Best Kept Secret
 - Reserve Corps
 - How to Apply to PHS
 - Pharmacy and Public Health
 - Deployment
 - Opportunities in the Commissioned Corps
 - Jr. and Sr. COSTEP
 - Readiness
 - Student Programs
3. The Student Programs Subsection created a summer COSTEPS networking events calendar. The activities planned for the students included a tour of the Capitol, a tour of the Pentagon and a Summer COSTEP "Social Networking Hour" at TGIF.
4. The Student Programs Subsection encourages COSTEPS to write about their experience with PHS. You may read their experiences at <http://www.usphs.gov/corpslinks/pharmacy/student.html>
5. The Student Programs Subsection has contacted JOAG (Mentor Program) and offered our services to help them anyway we can on getting officers to volunteer to be mentors for summer COSTEPS.

6. The Student Program Subsection has contacted OCCO and offered to contact unselected applicants to the COSTEP program to maintain interested in PHS.
7. The Student Program Subsection has been working closely with the FDA Pharmacy Experiential Program to establish additional speakers and preceptors for pharmacy students.

Associate Recruiter Program (ARP)

A decision has been made to reorganize the current program with the goal to improve its operational goals/objectives and overall effectiveness as a national program. Effective April 2009, the current ARP is in the process of being reorganized and any officer wishing to participate will need to reapply once the reorganized OCCO program, currently under an extensive review, is rolled out. Participation in the revised program is planned to be limited to 20 officers per PHS professional category comprising two representatives per category per HHS region. Each category is additionally slated to have two additional representatives as AR category leads.

Members who have participated in the ARP since the policy was initiated in April 2006 received recognition commensurate with their level and years of participation. ARP participant's who have met eligibility criteria also received the recruitment service ribbon (RSR).

During this extended review of the new AR program, the PharmPAC Recruitment Section has proactively continued to involve PHS pharmacists in recruitment activities via encouragement of participation in the UPOC program. To this end, the UPOC program has undergone improved operational efficiencies as outlined above.

CDR Pryor presented the proposed re-engineered ARP for 2010 and beyond to the PAC chairs in September. The changes incorporated include a manageable program with an infrastructure that is designed to support the Corps growth based on targeted recruitment needs, development of a transparent standard operating procedure, integrate appropriate analytics used to demonstrate measurable programmatic outcome and establish a sustainable recognition process for the officers supporting the program. The re-engineered program is proposing a three tiered approach; Tier-1 Associate Recruiters and Leads, Tier-2 PAC Recruitment and Tier-3 Friends of the Corps. The DCCR will be the centralized recruitment/ARP coordinator and program oversight.

Tier-1 will have a defined number of AR slots identified by DCCR using the 10 HHS Region's as a framework. The number of Tier-1 participants will be evaluated on an annual basis to determine the need for growth based on measurable outcomes and available resources to sustain it effectively. DCCR and the ARC will coordinate the selection and identification of applicants to participate in this tier.

Tier-2 participants of the ARP will receive support by DCCR/ARC and direction from his/her respective PAC Leadership based on a DCCR approved category recruitment program reviewed annually.

Tier-3 "Friends of the Corps" (e.g., retired Corps officers, reserve officers, academia, civilians etc) may serve within the ARP by meeting the following criteria: Maintain a strong commitment and dedication to the mission, vision, and core values of the Corps; Willingness to share relevant recruitment and outreach materials to identified centers of influence and key stakeholders; Completion of introductory ARP module and maintain an active participation on ARP list serve/portal. Participation in Tier-3 has no term limits. A yearly update roster will be maintained by ARC.

The current point of contact for requesting recruitment supplies is LT Felicia Watts. Officers interested in supplies can contact LT Watts via email Felicia.watts@hhs.gov or phone 240.453.6070.

Inactive Reserve Corps (IRC)/ Ready Reserve Corps

The USPHS Reserve program underwent major changes in 2010. On March 23, 2010, the Patient Protection and Affordable Care Act (ACA) was enacted. This created a new component of the USPHS – the Ready Reserve. The purpose of the Ready Reserve is defined in law as “...to fulfill the need to have additional Commissioned Corps personnel available on short notice...to assist regular Commissioned Corps personnel to meet both routine public health and emergency response missions.”

In establishing the Ready Reserve, the ACA abolished the Inactive Reserve Corps (IRC). The IRC served as a valuable asset for the Corps. IRC Officers voluntarily activate to provide over 3,000 active duty days annually for routine and public health emergencies. Because the IRC was abolished, all IRC officers were terminated effective March 23, 2010.

The Office of Reserve Affairs immediately began to work with the Office of Commissioned Corps Force Management and the Office of Commissioned Corps Operations to develop new regulations and policies to implement the law. The process is still ongoing.

Accomplishments

1. IRC Pharmacy Short Tour Activations – Fiscal Year 2010

Agency	Location	Dates	Number of Days
OS	Atlanta, GA	12/07/09 – 01/14/10	36
OS	Washington, DC	01/10/10 – 02/12/10	33
IHS	Rosebud, SD	01/24/10 – 03/27/10*	63
IHS	Claremore, OK	01/02/10 – 05/31/10*	120
IHS	Albuquerque, NM	02/08/10 – 05/09/10*	91
IHS	Santa Fe, NM	02/10/10 – 04/10/10	60
Total:		12 activations	403 days

Short Tour: orders that range from 2 weeks to a maximum of 120 consecutive days. An officer can do up to 240 days per fiscal year.

* - officers whose short tour orders that extended past March 23, 2010 were allowed to complete the short tour.