Cleveland Clinic
Akron General
Pharmacy

Pharmacy Residency Duty Hours Standard Operating Procedure

Target Group: Cleveland Clinic Akron General Medical Center - Pharmacy		Original Date of Issue: 07/01/2008	Version 6
Approved by: AGMC Board Policy Committee	**Date Last Approved/Reviewed:** 11/12/2025	**Prepared by:** Christopher Ensley (Manager Inpatient Pharmacy)	**Effective Date** 11/12/2025

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Purpose

To outline duty hour requirements for all pharmacy residents during post-graduate year 1 (PGY1) and post-graduate year 2 (PGY2).

Definitions

Cleveland Clinic Akron General Medical Center: Includes Akron General Main Campus and any and all Akron General provider-based locations.

Duty Hours: Defined as all hours spent on scheduled clinical and academic activities, regardless of setting, related to the pharmacy residency program that are required to meet the educational goals and objectives of the program.

- Duty hours includes: inpatient and outpatient patient care (resident providing care within a facility, a patient's home, or from the resident's home when activities are assigned to be completed virtually); staffing/service commitment; in-house call; administrative duties; work from home activities (i.e., taking calls from home and utilizing electronic health record related to at-home call program); and scheduled and assigned activities, such as conferences, committee meetings, classroom time associated with a master's degree for applicable programs or other required teaching activities and health and wellness events that are required to meet the goals and objectives of the residency program.
- Duty hours excludes reading, studying, and academic preparation time (e.g. presentations, journal clubs, closing knowledge gaps); travel time (e.g., to and from work, conferences); and hours that are not scheduled by the residency program director or a preceptor.

Continuous Duty: Defined as assigned duty periods without breaks for strategic napping or resting to reduce fatigue or sleep deprivation.

Moonlighting: Defined as **any** voluntary, compensated work performed outside Cleveland Clinic Akron General (CCAG) (external), or within Cleveland Clinic Akron General (internal), or at any of its related participating sites. These are compensated hours beyond the resident's salary and are not part of the scheduled duty periods of the residency program.

Instructions

RPD will assess Duty Hours Attestation in Pharmacademic or other documentation forms for tracking duty hours on a monthly basis. If an infraction occurs, then any of the following actions can be taken:

1. Remove ability to moonlight,
2. Modify resident schedule to reduce duty hours to be in compliance with policy,
3. Permit additional time off as applicable to be in compliance with policy, and
4. Assess resident duty hours more frequently (weekly or every other week).

Pharmacy residents must not violate duty hour requirements approved by the American Society of Health-System Pharmacists (ASHP) Commission on Credentialing.

A. Maximum Hours of Work per Week and Duty-Free Times

1. Duty hours must be limited to no more than 80 hours per week, averaged over a four-week period, inclusive of internal and external moonlighting.

B. Mandatory Duty-Free Times

1. Residents must have a minimum of one day in seven days free of duty (when averaged over four weeks).
2. At-home call cannot be assigned on these free days.
3. Residents must have at a minimum of 8 hours between scheduled duty periods.
4. Residents are not permitted to work more than two consecutive weekends in a row (i.e., both Saturday and Sunday).
    a. Before a resident trades/switches weekend staffing with another resident, it must be approved by the respective Residency Program Directors (RPD). Once the RPD approves the trade/switch, the schedule can then be updated by responsible party.

C. Continuous Duty

1. Continuous duty periods for residents should not exceed 16 hours.

D. Tracking of Compliance with Duty Hours

1. Programs must have a method in place to track compliance with the Duty Hour Requirements for Pharmacy Residencies Policy (See Appendix 1 for how Cleveland Clinic Akron General will track duty hours).
2. Review of tracking method must be completed on a monthly basis.
3. Any instances of non-compliance with this policy identified should be assessed and actions taken, as needed, to avoid future instances of non-compliance.

At-Home or In-House Call Activities

Cleveland Clinic Akron General Medical Center does not have an on-call service that our residents support.

Moonlighting

A. Moonlighting (internal or external) must not interfere with the ability of the resident to achieve the education goals and objectives of the residency program and must not interfere with the resident's fitness for work nor compromise patient safety.

1. It is at the discretion of the residency program director (and/or Residency Committee) whether to permit or to withdraw moonlighting privileges.
    a. The RPD may, at any time and without notice, prohibit the resident from moonlighting if his/her assessment indicates that resident performance is being compromised or the moonlighting arrangement is in violation of this procedure or the Duty Hours standard.
2. All moonlighting hours must be counted towards the clinical experience and educational work 80-hour maximum weekly hour limit averaged over a four-week period and included in the tracking of hours.
3. Programs that allow moonlighting must have a documented structured process that includes at a minimum (See Appendix 1 for what Cleveland Clinic Akron General allows for moonlighting):
    a. The type (internal only, external only, or both) and maximum number of moonlighting hours allowed by the program per week, pay period or month.
    b. Requirement for the resident to receive approval for moonlighting hours and to inform the RPD of their completed moonlighting hours:
        i. If the resident elects to pursue moonlighting activities, he/she will be required to get approval by RPD prior to accepting the moonlighting activity (i.e., extra internal shifts or external shifts).
        ii. The RPD will only approve the moonlighting activity if the resident is satisfactorily meeting all residency program goals and objectives, and if the activity is not in violation of the Duty Hours standard.
        iii. For extra internal shifts, the RPD will contact the appropriate Pharmacy Manager/ Director with decision (approval or denial of extra internal shift).

Statement on Well-Being and Resilience

A. Residents are at an increased risk for burnout and depression due to the nature of the healthcare environment and psychological, emotional, and physical well-being are critical in the development of the competent, caring, and resilient pharmacist.

B. As part of the development of the resident, it is the responsibility of the pharmacy leaders to ensure residents are educated on wellness and resilience, including education on burnout syndrome, the risks, and mitigation strategies as part of the orientation to the residency.

C. It is also the responsibility of pharmacy leaders to ensure preceptors are educated on burnout syndrome, including the risks and mitigation strategies, in order to help identify and provide resources for at-risk residents, and to recognize when it may be in the best interest of patients to transition care to another qualified, rested pharmacist.

D. As part of promoting a culture of wellness, pharmacy leaders must ensure that there is not excessive reliance on residents to fulfill service obligations that do not contribute to the educational value of the residency program or that may compromise residents' fitness for duty and endanger patient safety. However, as members of the healthcare team, residents may be required to participate in departmental coverage in times of unusual circumstances/state of emergency situations (e.g., mass-casualty, downtime, and natural disasters, pandemic) that go beyond the designated duty hours for a limited timeframe.

Regulatory Requirement/References

American Society of Health-System Pharmacists (ASHP)

Pharmacy Specific Duty Hours Requirements for the ASHP Accreditation Standards for Pharmacy Residencies.
Available from: https://www.ashp.org/-/media/assets/professional-development/residencies/docs/duty-hour-requirements.pdf. Accessed October 23, 2025.

Oversight and Responsibility

The Pharmacy Residency Committee is responsible to review, revise, update, and operationalize this standard operating procedure to maintain compliance with regulatory or other requirements.

Appendices

Cleveland Clinic Akron General Pharmacy Residency Duty Hours

	Appendix 1: Moonlighting					
Hospital	**Internal Moonlighting (Y/N)?**	**External Moonlighting (Y/N)?**	**External Non-Pharmacist Moonlighting (Y/N)?**	**3rd shift/overnight Moonlighting (Y/N)?**	**Duty Hour Moonlighting Cap/Week (Hours)**	**Mechanism for tracking**
Akron General (except PGY2 Emergency Medicine)	Yes	No	No*	No	16	PharmAcademic Attestation
Akron General PGY2 Emergency Medicine	Yes	No	No*	Yes	16	PharmAcademic Attestation
	• **Except where protected by federal law** Updated May 2025 (for 2025-2026 Residency Year) *Note: Per communication from ASHP, military reservist hours are counted toward duty hours.*					