

ASHP Accredited PGY1 & PGY2 Residency with Master's Degree in Health-System Pharmacy Administration



**SCHOOL OF
PHARMACY**
University of Wisconsin-Madison

Summary

Number of Positions: 4
 Application Deadline: **January 2, 2019**
 Starting Date: June, 17, 2019
 Stipend/Benefits: First year of residency: \$47,500, second year residency: \$47,500; 20 paid days off and 16 holidays over the course of the two-year residency. As employees of the School of Pharmacy, residents receive full health insurance benefits and full access to the University of Wisconsin's recreational, educational, and cultural facilities. Tuition costs are paid by the department.
 Interview Required: Yes
 Internet Site: <http://www.uwhealth.org/pharmacy>
 Program Director: Steve Rough, M.S., R.Ph., FASHP
 Program Coordinator : Meghann Voegeli, PharmD, MS

Objectives

The combined Master's degree and residency in Health-System Pharmacy Administration at UW Health is designed to provide the resident with a solid background in academics and the administration of exemplary pharmaceutical services across an integrated health system. The primary objective of the program is to develop health-system pharmacy administrators who are trained and prepared to immediately assume manager and assistant director level administrative leadership positions within a large health-system (e.g., oversight of pharmacy operations, clinic programs, medication safety, new business development, supply chain, etc.), and one day Director of Pharmacy or Chief Pharmacy Officer positions in a leading healthcare organization. Resident's activities are varied in scope, depending on each individual's background and areas of interest.

Rotations

Administrative residents complete one year of clinical and clinical management rotations and one year of advanced administrative rotations.

First Year Rotations (4 clinical and 7 management)	Second Year Rotations (7 required and electives)
<ul style="list-style-type: none"> • Clinical practice in a variety of clinical areas including ambulatory care experience • Clinical management • Inpatient pharmacy operations and medication use systems • Hospital outpatient services and clinics • Consolidated services operations • Clinical teaching experience • Residency program director rotation and recruitment • Specialty pharmacy • Pharmacy informatics and data management • Ambulatory leadership • Contracting and supply chain • Medication use evaluation (longitudinal) • Medication safety (longitudinal) 	<ul style="list-style-type: none"> • Executive pharmacy leadership • Hospital administration (with Chief Operating Officer) • Directing integrated pharmacy services • Advanced practice and operations • Oncology service line management • Ambulatory services leadership • Drug policy management • Advanced supply chain • Interim management experience • Budget • Pharmaceutical Research Center (longitudinal) • 15 weeks of elective administrative rotations

Program Strengths

The UW Health Department of Pharmacy is not only a leader in the profession, but also a leader within the hospital in the areas of technology assessment, new business development, information technology, patient safety, resource utilization and regulatory compliance. In 2006, this residency program proudly accepted the inaugural ASHP Foundation Pharmacy Residency Program Excellence Award for producing leaders across the profession.

- **Extensive management experience in all aspects of an integrated healthcare system**
In addition to core inpatient and clinic services, the department manages 14 retail pharmacies (including a specialty pharmacy), a contract management and consulting business, full PBM managed care services, an inpatient and in-home hospice pharmacy program and a medication therapy management mail service program.
- **Tremendous flexibility in tailoring the program to the strengths and interests of the resident**
Because it is a large academic health system, UW Health provides significant opportunity to participate in a wide variety of clinical and administration rotations.
- **Leaders in technology and patient safety**
UW Health utilizes automation, health information technology, and bar codes at every phase of the medication use process and oversees these systems with a robust pharmacy informatics team.
- **Clinical and administrative responsibilities as part of management team**
Administrative residents have both direct patient care and operational staffing responsibilities, in addition to administrative responsibilities throughout the department. Residents are full participants in the patient care team. Understanding the decentral pharmacist role from a "hands on" perspective and the issues they face is a valuable asset to a manager.
- **Health-system administration rotation with the Chief Operating Officer**
This rotation provides residents the unique opportunity to interact with the hospital CEO, COO, and CFO through meetings and projects. This helps the resident achieve an understanding of how the pharmacy department fits into the health-system organizational structure and provides opportunities to learn about strategic planning, operations, and financial management.
- **Multidisciplinary management coursework is divided evenly throughout the 2-year residency**
This format allows for real-time application of the topics covered in class.
- **Flexibility in coursework across the graduate schools of business, industrial engineering, population health, and pharmacy**
Residents have required and optional coursework in areas of pharmacy administration, human resources management, operations and technology management, negotiations and dispute settlement, human factors engineering, financial management, ergonomics, and change management.
- **PBM experience and managed care components**
Residents gain experience in managing a PBM that provides service to over 265,000 covered lives.
- **Experience and discussion regarding professional organizations**
In addition to ASHP, the resident gains experience working with the Pharmacy Society of Wisconsin (PSW) and University Healthcare Consortium (UHC) leadership teams.
- **Involvement in teaching and precepting students through teaching assistant roles, lecturing, and student project coordination opportunities in Pharm.D. curriculum**
- **Twelve preceptors have completed advanced residency and Master's training in Health-System Pharmacy Administration.**

Resident Competency Objectives

Resident's activities are varied in scope, depending on each individual's background and areas of interest. However, each resident will obtain a higher level of competency in each of the following areas:

- Development of personal leadership qualities and business acumen essential to operate efficiently within a hospital and health-system and advance the profession and practice of pharmacy.
- Thorough understanding of the organization and the components of an integrated health care system as they relate to the continuum of pharmaceutical care across the health-system including acute care, ambulatory care, home care, sub-acute care and long-term care.
- Administration of pharmacy service networks as part of the integrated health-system and the relationships of the components of the pharmacy regional health-system (e.g.: home infusion, mail order, managed care, retail pharmacy services, long term care pharmacy services, Hospice care, and consulting pharmacy services).
- Development of business knowledge and skills in the following areas: communication techniques, problem identification and solving, project management, decision making, productivity management, quality methodologies, organizational design and behavior, cost/benefit analysis, technology assessment and strategic planning.
- Thorough understanding of how to design, implement, manage and improve a safe and effective medication use system. This includes an understanding of information technology and other automated

systems required to support comprehensive pharmacy services across the integrated health-system. Ability to perform technology assessment studies for new systems technology.

- Knowledge and expertise in managing a Drug Policy Program and an understanding of the importance of such a center in supporting an integrated health-system.
- Administrative skills in the principles of supply chain management, human resource management, financial management, pharmaceutical reimbursement, revenue cycle management, narcotic control, and pharmacy regulations and law.
- Role of pharmacy in conducting and supporting drug research as well as understanding principles of conducting research in administrative science.
- Understanding the role of pharmacy in education and research as part of an academic medical center as well as the integration of education and research into practice. This involves the provision of evidence-based, patient centered medication therapy management with various members of the healthcare team in an interdisciplinary fashion and teaching of pharmacy students. In addition, residents will develop an understanding of the importance of public service and education in an academic medical center.
- Ability to create, promote, and market the pharmacy's role within integrated healthcare systems
- Thorough understanding of medication safety standards required to ensure a safe medication use system across the integrated health-system.

Drug Policy/Drug Information

Residents spend one longitudinal rotation in the Drug Policy Program during their first year, learning to lead and coordinate comprehensive drug policy activities such as coordinating new drug policy and cost reduction initiatives, coordinating drug usage evaluations, preparing and presenting drug monographs to the pharmacy and therapeutics committee, and assisting in the management of a prescription benefit program for our managed care program.

Projects

- Clinical and administrative projects while on rotations
- A one-year (PGY1) practice advancement project
- A two-year combined masters and PGY2 research project

Presentation Opportunities

- Weekly resident seminars
- Resident report presentations, educational presentations and in-services on clinical rotations
- Team and staff meeting leadership
- Leadership of monthly journal club discussions
- Nursing and pharmacy student orientation to pharmacy services
- Major projects are presented at the ASHP Midyear Clinical Meeting, Great Lakes Pharmacy Resident Conference, and Pharmacy Society of Wisconsin Annual Meeting and Educational Conference

Teaching Opportunities

- Clinical instructor status at the University of Wisconsin School of Pharmacy
- Lecturer and small group discussion leader for Drug Information class and participant in the Leadership Course led by our department within the UW School of Pharmacy
- Preceptorship of 4th year students on clinical rotation at the hospital
- Contributing to clinical faculty discussions with students
- Optional teaching certificate program for residents at area hospitals

Other Activities

- Weekly resident lunch seminars with hospital administrators to discuss administrative topics
- Patient and medication safety involvement
- Participation on various patient care committees
- Participation in resident community service projects
- Opportunities to interact with residents in the pharmacy practice, community practice, ambulatory, critical care, infectious disease, medication systems and operations, oncology, transplant, and specialty pharmacy residency programs
- Monthly coffees with the Senior Director of Pharmacy

Travel

- ASHP Midyear Clinical Meeting
- Great Lakes Pharmacy Residents Conference
- Pharmacy Administrative Residency Exchange
- Site visits to other health-systems and residency programs
- ASHP Leadership Conference
- PSW Annual Meeting and Educational Conference

Contact Information

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Master's Degree Curriculum

First Semester (Fall)

Required Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
		Graduate Seminar In Health-System Pharmacy	Phm Prac 961
	Advanced Independent Study, Research	Phm Prac 999	2
	Human Resource Management	MHR 705	3
	Engineering Management of Continuous Process Improvement	ISYE 515	3
	Health System Pharmacy Data Analysis and Informatics	Phm Prac 617	2

Possible Elective Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
		Introduction to Epidemiology	POP HLTH 797
	Human Performance and Accident Causation (Requires Instructor Approval)	ISYE 555	3
	Organization and Job Design	ISYE 653	3
	Principles of Population Health Sciences	POP HLTH 795	3

Second Semester (Spring)

Required Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
		Graduate Seminar in Health-System Pharmacy	Phm Prac 962
	Advanced Independent Study, Research	Phm Prac 999	1
	Independent Study: Teaching (Drug Literature)	Phm Prac 699	2
	Special Topics in Human Factors Engineering	ISYE 859	3
	Elective Credits (minimum)	TBD	3

Possible Elective Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
		Negotiations	MHR 628
	Bargaining Negotiations and Dispute Settlement for Managers	MHR 728	3
	Organizational Behavior	MHR 700	3
	Managing Behavior in Organizations	MHR 704	3
	Population Health Sciences	POP HLTH 848	3

Third Semester (Fall)

Required Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
	Graduate Seminar In Health-System Pharmacy	Phm Prac 961	1
	Advanced Independent Study, Research	Phm Prac 999	2
	Managerial Accounting (Requires Instructor Approval)	ACCT IS 710	3
	Elective Credits (minimum)	TBD	3

Possible Elective Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
	Human Performance and Accident Causation	I SY E 555	3
	Organization and Job Design	I SY E 653	3
	Human Factors in Health Care and Patient Safety	I SY E 854	1-3
	Entrepreneurial Management	MHR 722	3
	Managing Technological and Organizational Change	OTM 758	3
	Principles of Population Health Sciences	POP HLTH 795	3

Fourth Semester (Spring)

Required Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
	Graduate Seminar in Health-System Pharmacy	Phm Prac 962	1
	Advanced Independent Study, Research	Phm Prac 999	2
	Health Systems, Management, and Policy	Pop Hlth 785	3
	Advanced Health-System Pharmacy Administration	S&A Phm 716	2
	Elective Credits (minimum)	TBD	2

Possible Elective Credits	<u>Course Description</u>	<u>Course Number</u>	<u>Credits</u>
	Managing Behavior in Organizations	MHR 704	3
	Negotiations	MHR 628	3
	Entrepreneurial Management	MHR 722	3
	Quality Assurance Systems	I SY E 520	3
	Patient Safety and Error Reduction in Healthcare	I SY E 559	3
	Organizational Behavior	MRH 700	3
	Assessment of Medical Technologies	Pop Hlth 875	3

TOTAL = 36-44 Credits
Minimum Number = 36 Credits

The sequence of course work is dependent on course availability and is instructor dependent.