WHAT we do:

- Patient-centered care
- Medication preparation and delivery
- Pharmacy informatics
- Technology and automation oversight
- Variation reduction
- Research

- Education and training
- Medication use policy
- Financial stewardship
- Data analytics
- Formulary management

- Medication safety
- Facilitate safe transitions of care
- Pharmacy benefit management
- Supply chain management
- Quality improvement
- Regulatory compliance

Patient-Centered Care

- Daily clinical drug therapy monitoring for all inpatients
- Interdisciplinary patient care round participation
- Prospective medication order review
- Medication therapy management through delegation protocols
- Care coordination for complex patients
- Medication reconciliation and teaching

Pharmacy Programs and Teams*

- Accredited Pharmacy Technician Training Program
- Advanced Pharmacy Practice Experience Residency Track (APPE-RT) Program
- Anticoagulation Stewardship Program
- Antimicrobial Stewardship Program
- Drug Policy Program
- Infusion Center Services
- Medication Assistance & Prior Authorization Programs
- Nuclear Pharmacy Services
- Pharmaceutical Research Center (PRC)

- Pharmacy Informatics
- Pharmacy Internship Program
- Pharmacy Residency Training Programs (13)
- Post-Discharge Care Program
- Primary Care Pharmacist Program
- Stroke Team
- Specialty Pharmacy Program
- Unity: Pharmacy Benefit Management Program
- UW School of Pharmacy Teaching Partner
- Virtual Acute Care for Elders (ACE) Team

WHO we are: 409 Total FTE*

Management Team (17 FTE)
- 1 Director
- 16 Managers

Supervisors (15 FTE)
- 7 Pharmacist Supervisors
- 8 Technician Supervisors

Pharmacists (149 FTE)
- 70 Inpatient; 32 Ambulatory; 26 Clinic; 5 Coordinators; 16 Other (Nuclear, Drug Policy, PBM, Informatics, Hospice, Research, etc.)

Residents (26)
- PGY 1: Pharmacy
- PGY 2: Oncology, Infectious Disease, Transplant, Critical Care, Ambulatory Care, Emergency Medicine, Drug Information
- PGY 1/2: Administration, Medication Systems & Operations, Informatics, Specialty

Technicians & Support Staff (202 FTE)
- 62 Inpatient technicians; 43 Community technicians; 33 Analysts and Support Staff; 32 Medication Access Specialists; 18 Other; 12 Interns
- 1 Fiscal & Reimbursement Supervisor
- 1 Medication Prior Authorization Supervisor

*Note: Statistics and programs do not include The American Center or Swedish American
WHERE we practice:

PHARMACIST PATIENT CARE

Inpatient Pharmacist Teams
- Cardiology
- Central Pharmacy
- Emergency Department
- Medical/Surgical ICU
- Medicine
- Neurology
- Oncology
- Pediatrics
- Perioperative Care
- Surgery
- Transplant

Ambulatory Clinic Pharmacists
- Anticoagulation
- Neurology/Epilepsy
- HIV/ID
- Oncology
- Primary Care
- Pulmonary
- Transplant

14 Community Pharmacies
- 1 S. Park Pharmacy
- 1102 S. Park St. Pharmacy
- AFCH Pharmacy
- East Pharmacy
- East Towne Pharmacy
- Erdman Remote Dispensing Site
- Evjue Clinic Pharmacy
- Northeast Family Practice Pharmacy
- Oncology Pharmacy
- The American Center Pharmacy
- UH Outpatient Pharmacy
- University Station Pharmacy
- West Pharmacy
- West Towne Pharmacy
- Primary Care
- Pulmonary
- Transplant
- Anticoagulation
- Neurology/Epilepsy
- HIV/ID
- Oncology

UW Health Pharmacy Enterprise

Acute Care
- University Hospital
- American Family Children’s Hospital
- UW Health at The American Center
- UW Health Rehabilitation Hospital
- Carbone Comprehensive Cancer Center
- Emergency Services
- Infusion Services
- Digestive Health Center
- Nuclear Medicine

Regional Partnerships
- Access Community Health Centers
- Agrace Hospice and Palliative Care
- Badger Prairie Health Care Center
- Divine Savior Healthcare
- ProHealth Care
- Sauk Prairie Healthcare
- Swedish American Health System
- Wisconsin Dialysis

Other
- Primary Care & Specialty Clinic Services
- Unity Pharmacy Benefit Management Program
- Specialty Pharmacy Program
- Chartwell Wisconsin Home Healthcare Pharmacy Services Partnership

Pharmacy Department by the Numbers

$717,000,000 Departmental gross revenue
$272,000,000 Drug budget
$135,000,000 Specialty pharmacy drug gross revenue
$39,000,000 Salary and fringe
2,100,000 Inpatient medication orders verified in FY15
16,000 Inpatient doses administered per day (1 every 5.4 seconds)
1,900 Community pharmacy prescriptions per day
300 Approximate number of active PRC research protocols
263% Revenue growth in our department since 2009

99.8% Accuracy of inpatient tech-check-tech (TCT) programs
98% of inpatient medications scanned prior to administration
85% of pharmacists are residency-trained
57% of all pharmacists with board certification
55 Poster presentations at professional meetings in 2015
50 Invited state and national presentations for staff in 2015
42 Peer reviewed publications authored in 2015
38 Professional pharmacy organization leadership appointments in 2015
#1 Pharmacy team in the world is ALWAYS the goal
2017 Goals

UW HEALTH DEPARTMENT OF PHARMACY

Health of Individuals and Population

- Expand pharmacy services and improve patient care through implementation of primary care pharmacists within UW Health clinics.
- Implement Oncology Clinic pharmacists to provide oral chemotherapy management and clinical services.
- Implement pharmacist in Neurology Clinic to improve patient care and achieve optimal outcomes.
- Improve collaboration and coordination between pharmacists practicing in clinics and specialty pharmacy to improve patient medication adherence.
- Evaluate and develop a plan to assist UW Health patients and members of our community with safe disposal of unused opioids.
- Implement IV chemotherapy compounding robot in the oncology clinic to improve patient and employee safety, preparation accuracy and operational efficiency.

Teamwork and Development

- Implement and evaluate the Pharmacy Technician Career Ladder.
- Pilot strategies for daily team huddles to replace team meetings.

Service Excellence

- Develop and implement a new inpatient pharmacy staffing model that safely and effectively supports patient care and our customers, while providing work life balance for our staff.
- Successfully achieve URAC and CPPA accreditation and UHC Specialty Pharmacy certification for Specialty and Mail Service Pharmacy.
- Implement barcode associated medication preparation and verification across all UW Health sterile compounding sites to optimize safe medication preparation and reduce medication waste.
- Implement pharmacist pended medications at discharge medication reconciliation house-wide to improve capacity management.

Financial Strength

- Successfully build out the UW Health pharmacy enterprise building to enable expansion/growth of pharmacy programs, USP compliance for compounding, and to enable efficient provision of pharmacy services as a multi-hospital system.
- Collaborate with legal and finance to explore top-to-bottom opportunities for establishing UW Hospital as an eligible 340B covered entity.

Integration

- Integrate the Unity Pharmacy Program with the Gundersen Pharmacy Program to create a new merged program that provides high quality and optimal medical outcomes.
- Expand COPE and eMAR documentation for in-clinic administered medications across UW Health clinics to reduce variation.
- Develop and implement standardized workflows for medication procurement, distribution, and storage of clinic-administered medications throughout UW Health.
- Initiate IS integration and workflow development with SwedishAmerican.

Discovery and Knowledge Sharing

- Create a community pharmacy balanced scorecard with key metrics within the areas of patient outcomes, customer service, operational efficiency, and business development.
- Develop and implement an inpatient pharmacy operations scorecard that routinely measures key elements of pharmacy operational performance.
- Serve as a lead participant in the state-wide community tech-check-tech pilot.
1964—Pharmacists working clinically in patient care areas
1965—Sterile IV admixture program
1969—Unit dose drug distribution system
1970—Pharmacist role in patient admission medication histories and reconciliation
1971—Pharmacist role in discharge medication teaching
1976—Pharmacokinetic monitoring and medication dosing program
1977—Fully computerized medication order entry and dispensing system
1979—First pharmacist working in an ambulatory clinic
1980—Decentralized pharmacy technician order entry
1985—Pharmacist participation in patient care rounds
1989—Investigational Drug Services program founded
1990—Prescription mail order pharmacy services
1993—Pharmacy centralized robotic dispensing technology
1994—Pharmacist Assistant (PhA) role implemented
1994—Chartwell Midwest Wisconsin commences home infusion operations
1995—Center for Drug Policy founded
1996—Managed care prescription drug benefit program (U Care/Unity)
2000—Telepharmacy medication compliance management mail service program
2001—Bar code medication administration, verification and documentation software (Admin-Rx)
2002—Pharmaceutical Research Center (PRC) founded
2003—“Smart” IV infusion pumps with decision support software
2004—Tech-Check-Tech (TCT) program for medication cart fill
2005—Integrated legacy UWMF and UWHC community pharmacies into UW Health pharmacy services
2006—Implemented MedCarousel and robotic envelope dispensing technology
2006—Inaugural winner of ASHP Foundation Residency Program Excellence Award
2007—Established Code Stroke pharmacist 24/7 bedside response
2007—Implemented High Cost Clinic Administered Drug Utilization Program, Medication Prior Authorization Coordinator (MPAC), and Infusion Center Pharmacist positions

2008—Implemented the Anticoagulation Stewardship Program (winner of ASHP Award for Excellence in Medication-Use Safety in 2011)

2010—Developed nation’s first accredited Medication Systems and Operations Residency Training Program

2011—Implemented pharmacist prospective review of discharge prescriptions from the ED (winner of ASHP Research and Education Foundation Innovation in Pharmacy Practice Literature Award in 2014)

2012—Developed first pharmacy student residency track (APPE-RT) program in Wisconsin

2012—Established nation’s leading health system-based specialty pharmacy program

2012—Established centralized, pharmacy technician-supported specialty medication prior authorization services (AMPAC) as foundation of specialty program

2013—Implemented primary care pharmacist program

2013—Developed Epic-based specialty case management documentation system

2013—Developed and implemented the Pharmacist Advancement Recognition Program (PARP)

2014—Established inpatient “First dose” TCT via PEB variance

2014—Established nation’s first health-system based accredited Specialty Pharmacy Residency Training Program

2015—Leveraged Enterprise Medication Management (EMM) Technology for inventory management

2015—Developed Ambulatory Medication Access Specialists (aMAS) workforce to assume medication prior authorization services throughout primary care clinics

2016—Winner of the Centers for Disease Control and Prevention’s (CDC) Healthcare-Associated Venous Thromboembolism Prevention Challenge Champions award

2016—Implemented Wisconsin’s first community pharmacy TCT program