

# Pharmacy Enterprise

## Strategic Vision

2016 – 2019



**UW**Health

# Strategic Vision

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It is my pleasure to share the UW Health Department of Pharmacy Strategic Vision that will guide our department over the next three years. The overarching goals and initiatives within the Strategic Vision are directly aligned with the goals of UW Health. As we look to the future, we will embrace our role in helping UW Health become a destination academic health system, with priorities aligning in the areas of integration, population health, growth, coordination of care and innovation. This strategic vision was developed with the input of many pharmacy team members.

This vision document is specific with its intentions to be strategic. It does not contain (by design) tactics on how to achieve the vision, which are routinely published as annual goals. It provides the framework for setting our priorities, focusing our resources, and ensuring that we, as a group of uncommon people, are working towards common goals. I am honored to serve the amazing team of people who together comprise the nation's leader in pharmacy.

Sincerely,



Steve Rough, MS, RPh, FASHP  
Director of Pharmacy



*Working together, we make a remarkable difference*

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## Our Vision

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The nation's leader in pharmacy

## Our Mission

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Advancing health as accountable members of the patient care team

- *Comprehensive **patient care***
- *Lifelong learning through **education** of patients, students, residents, and others*
- ***Research** designed to enhance the quality and safety of health care*

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## Our Values

### **Accountability**

*Ensuring the best medication use outcomes, putting patients and families first*

### **Excellence**

*Demonstrating excellence in all that we do*

### **Integrity**

*Using resources wisely and building trust*

### **Innovation**

*Transforming the way pharmacy care is delivered with an entrepreneurial spirit*

### **Respect**

*Creating an inclusive and compassionate environment for people of all backgrounds*

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# UW Health Pharmacy Department

## Strategic Goals

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### **Health of Individuals and Populations**

Empower patients and partner with care teams to improve the health and wellness of those we serve

### **Discovery and Knowledge Sharing**

Lead the pharmacy profession in research, advocacy, innovation, and sharing of best practices

### **Service Excellence**

Provide exceptional service that is safe and beneficial for our patients and customers

### **Teamwork and Development**

Cultivate an environment that promotes the highest level of personal development, teamwork, engagement, and results

### **System Integration**

Partner with key stakeholders to achieve shared goals, ensuring well-coordinated medication-use systems that reflect best practice across all care settings

### **Financial Strength**

Ensure cost-effective medication use, maintain sustainable business practices, and capitalize on new opportunities

# Health of Individuals and Populations

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## Goal

Empower patients and partner with care teams to improve the health and wellness of those we serve

## Strategic Initiatives

- ◆ Develop mechanisms to provide real-time decision making through the utilization of data
- ◆ Expand pharmacist patient care services and collaborative drug therapy management
- ◆ Implement strategies for providing virtual pharmacy services
- ◆ Utilize data to drive improved medication use and better health outcomes
- ◆ Ensure every patient has access to appropriate medication therapy
- ◆ Empower patients and caregivers to understand medication therapies, disease state goals, and the importance of medication adherence
- ◆ Support health care transformation reform and care coordination goals of UW Health

# Discovery and Knowledge Sharing

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## Goal

Lead the pharmacy profession in research, advocacy, innovation, and sharing of best practices

## Strategic Initiatives

- ◆ Foster a culture of creativity and entrepreneurship throughout the pharmacy enterprise
- ◆ Develop and maintain the nation's premiere pharmacy residency training programs in UW Health's areas of excellence
- ◆ Support and facilitate clinical, translational, and practice research
- ◆ Ensure that drug research protocols proceed optimally through UW Health's established medication use system and in accordance with all regulations governing clinical research
- ◆ Collaborate with the UW School of Pharmacy to build a national brand
- ◆ Create and sustain research opportunities for UW Health pharmacists and School of Pharmacy faculty
- ◆ Elevate the practice and reputation of the department through the promotion of scholarly activities and involvement within professional organizations
- ◆ Develop advanced roles for technicians and non-pharmacist team members throughout the department
- ◆ Publish and present innovative work nationally

# Service Excellence

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## Goal

Provide exceptional service that is safe and beneficial for our patients and customers

## Strategic Initiatives

- ◆ Contribute to UW Health's efforts in becoming a destination academic health system
- ◆ Identify and implement technologies that improve medication safety and operational efficiency
- ◆ Lead medication safety, quality, and pharmacy regulatory compliance efforts
- ◆ Ensure effective communication between patients, the pharmacy team and the health care team
- ◆ Identify patients that would benefit from comprehensive medication review and assessment, and connect them with a pharmacist
- ◆ Develop, monitor, and share clinical and operational performance indicators

# Teamwork and Development

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## Goal

Cultivate an environment that promotes the highest level of personal development, teamwork, engagement, and results

## Strategic Initiatives

- ◆ Ensure effective, standardized systems for on-boarding and continued training for all employees
- ◆ Maintain a highly competent workforce with skills that support and align with organizational goals
- ◆ Advance the role of technicians and implement a robust technician career ladder
- ◆ Encourage pharmacy team members to engage in the community, professional associations, and education and research activities
- ◆ Ensure the highest quality education for learners, pharmacy employees, and other health care providers

# System Integration

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## Goal

Partner with key stakeholders to achieve shared goals, ensuring well-coordinated medication-use systems that reflect best practice across all care settings

## Strategic Initiatives

- ◆ Expand pharmacy service offerings to UW Health regional partners and affiliates
- ◆ Integrate evidence-based and value-based drug policy and formulary decisions governing medication use
- ◆ Provide leadership in variation reduction efforts
- ◆ Demonstrate the value and ensure the continued viability of an integrated in-house pharmacy benefit management strategy to serve health plans and third party administrators affiliated with UW Health
- ◆ Collaborate with key stakeholders and utilize shared decision-making to provide consistent, team-based care
- ◆ Provide services that contribute to expanded patient access to health care

# Financial Strength

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## Goal

Ensure cost-effective medication use, maintain sustainable business practices, and capitalize on new opportunities

## Strategic Initiatives

- ◆ Standardize practice through sharing drug utilization and financial data
- ◆ Facilitate shared decision-making around high-cost and high-risk medications
- ◆ Embrace innovative services that align with the evolving health care environment
- ◆ Implement facilities necessary to ensure a strong pharmacy enterprise
- ◆ Increase capture rates for specialty pharmaceuticals prescribed in UW Health clinics
- ◆ Implement robust supply chain strategies

# Pharmacy Enterprise

*“Optimizing patient outcomes through interdisciplinary medication management”*

