

Providence Health and Services PGY-1 Managed Care Residency Program

MATCH NUMBER: PENDING

Providence Health and Services (PH&S) – Providence currently offers three pharmacy residency programs in Portland, a PGY-1 Residency, Managed Care Residency, and a PGY-2 Residency in Ambulatory Care. The Managed Care program is an integrated health system residency offering learning experiences throughout PH&S in Portland. Through the use of elective rotations and the diverse learning experiences offered, our residency offers residents the opportunity to pursue a teaching certificate through a citywide program affiliated with local colleges of pharmacy. For the 2012 – 2013 residency year, the PH&S Managed Care Residency Program will offer one position. The program has applied for ASHP Residency Accreditation status as a PGY-1 Managed Care Residency.

PURPOSE STATEMENT

The purpose of the PH&S PGY-1 Residency Training program is to provide the resident with the knowledge and skills necessary to provide evidenced-based patient-centered medication therapy management with interdisciplinary teams in an integrated practice environment.

In addition, the program will develop the resident's skills in managing and improving the medication-use system including patient safety and quality improvement processes. The program will provide the resident with knowledge and skills in effective project management and in utilization of medical informatics both for direct patient care and in the provision of effective drug information. Finally the program will develop the resident's skills in medication and practice-related education and training including development of effective practice-based teaching and oral presentation skills.

ROTATIONS OFFERED

Rotations or learning experiences are offered in the following areas:

- Staffing
- Drug Policy
- Management
- Managed Care
- Administration
- Ambulatory Care
- Transitional Medicine
- Practice Management
- Integrated Health System
- Orientation and Prior Authorization Training
- Clinical Quality Management
- Teaching Certificate Program
- Disease & Case Management
- Medication Outcomes Support
- Medication Therapy Management (MTM)

The strength of our program lies in the diversity of learning experiences offered within the PH&S Managed Care Residency. This allows the resident the flexibility to gain experience in a variety of areas and for the option of diversifying their elective rotations to gain broad exposure in many aspects of managed care practice.

PROGRAM DESCRIPTION

The program will provide variety of rotations to meet specific PGY1 program outcomes with structured requirements, goals and objectives for each rotation. In addition, the program will emphasize all aspects of pharmacy benefit management, drug utilization review, formulary management, disease management, quality assessment and Medicare Part-D implementation in a large health plan which is part of an integrated health system. The program consists of core rotations in areas of Managed Care, Practice Management, and Medication Therapy Management and electives in areas of Clinical Quality Management, Case & Disease Management, Integrated Health System Management, and Administration. After completion of the program, resident should be able to:

- Understand how Pharmacy Benefit Management (PBM) impacts the medication utilization and affordability of prescription benefits
- Understand how to identify, measure and improve key quality drug-disease measures
- Learn key elements of an integrated healthcare system and how they affect and provide opportunities for the pharmacy profession
- Work with a health care team including physicians, pharmacists and nurses to improve patients/members with core chronic diseases through case & disease management
- Understand Medicare Part-D and Medication Therapy Management (MTM)
- Understand drug pricing, distribution and reimbursement
- Identify the different formularies within Providence Health Plan (PHP) and role of Pharmacy & Therapeutics Committee
- Summarize the appropriate steps to initiate a target drug/disease project
- Identify and select appropriate data sources for drug utilization review, drug monograph and drug information questions
- Formulate rational formulary decisions based on the scientific evidence as well as cost

REQUIRED: 24 weeks

Rotational

- 6 weeks Orientation and Prior Authorization training
- 6 weeks Managed Care
- 6 weeks Practice Management
- 6 weeks Medication Therapy Management
- Staffing – Three days out of every six weeks – assigned as the Pharmacist in Charge for the day

Longitudinal – 48 weeks

- Practice Management/Drug Policy Development/Medication Outcomes

ELECTIVE: 24 weeks : Clinical Quality Management, Disease & Case Management, Integrated Health System Management, Administration, Teaching Certificate, Transitional Medicine, Ambulatory Care, and Geriatric Medicine

ROTATION DESCRIPTIONS

Orientation and PA training

Introduction to health plan work flow, gain competency in completing prior authorization reviews, triage customer service requests escalated from technical staff to pharmacist in charge

Managed Care

Learn all aspects of pharmacy benefit management, drug utilization review, formulary management, pharmacy network development, disease management, quality assessment, and Medicare Part D implementation in a large EPO/PPO/HMO health plan.

Practice Management / Drug Information

Develop the resident's skills in medication use quality assessment, ADR reporting, evaluation and development of evidence-based treatment guidelines/protocols, formulary management, disease management and drug information.

Medication Therapy Management

Complete medication therapy management assessments, comprehensive medication review or targeted medication review as appropriate, and telephonic medication consultations with members.

Practice Management/Drug Policy Development/Medication Outcomes Support

Complete at least four new drug monographs, prepare at least two presentations for P&T meetings, assist in therapeutic class reviews, drug literature assessment, and medication policy development.

Clinical Quality Management

Review current population based national quality objectives (NCQA, URAC, and HEDIS), establish and implement monitoring plans, and design a process to improve a chosen measure.

Disease/Case Management

Work with the Disease and Case Management nursing team to review and design a therapeutic regimen, establish and implement monitoring plans, and provide drug information and individual patient consultations.

Integrated Health System Management

Identify and select appropriate data resources for drug utilization review, formulate rational formulary decisions based on scientific evidence as well as cost, conduct one quality improvement project, and evaluate and develop evidence-based treatment guidelines.

Administration

Gain a perspective of how the health plan interfaces with the various components of the health system (inpatient, long term care, ambulatory care, specialty pharmacy, home infusion) through participating in meetings and teleconferences with other administrative leaders. Design a process to improve one chosen measure.