

Administration Residency

The PGY-2 Health-System Pharmacy Administration Residency is an ASHP-accredited, dedicated and longitudinally-directed experience in pharmacy management and leadership practice. Experiences are coordinated under the direct and immediate supervision of the Pharmacy Chief who is the Residency Program Director. The primary mission of the residency is to develop leadership and management skills that will support a professional and productive practice in pharmacy management, business operations, medication use safety, and quality assurance. This mission is realized by providing experiences and responsibilities that realistically develop and augment the resident's communication skills, problem solving abilities, professional knowledge base, judgment, and insight in a "real life" pluralistic management environment, and by ensuring resident exposure in a supervisor role. By providing an atmosphere for the resident to grow and develop individual talents (while receiving guidance and structure as required), the resident will become more cognizant of their strengths and weaknesses, and will be able to continually apply themselves to further enhance their management and leadership practice skills.



The Residency enhances patient care by developing the knowledge and skills that are needed to achieve competency in the provision of pharmacy leadership and practice management. Graduates of the program shall be able to develop, implement, monitor, and maintain operational and clinical pharmacy services, and shall be able to successfully apply the principles of strategic planning, personnel development, needs-based communication, fiscal management, regulatory compliance, program development, evidence-based outcome assessment, and pharmacoeconomics.

HSPA Program Description

The Health-System Pharmacy Administration Residency is an ASHP-accredited residency which is designed to provide highly-motivated and exceptionally-qualified pharmacists with a myriad of experiences in health systems pharmacy administrative practice.

Because of the diverse and longitudinal components of leadership training throughout the 12-month experience, successful graduates of the Residency should be prepared to seek the following positions:

- Inpatient Pharmacy Supervisor
- Outpatient Pharmacy Supervisor
- Associate Chief of Pharmacy
- Medication Safety Pharmacist
- Formulary/Pharmacoeconomics Pharmacist
- Clinical Program Manager (e.g. Anticoagulation Manager)
- Clinical Pharmacist with advanced training in administration and leadership

PGY-2 Health-System Pharmacy Administration Residency Application Procedure

Applicants must be a graduate of an American Council of Pharmaceutical Education accredited School of Pharmacy with a PharmD degree. They must also have completed or currently be enrolled in a first year Residency. We will consider both internal candidates who wish to do two years at this institution as well as external candidates.

Pharmacists interested in applying for the residency program are required to:

- Submit a personal letter of intent.
- Submit (3) letters of recommendation
- Submit a copy of their curriculum vitae
- Submit an official copy of their pharmacy transcript(s)
- Application process can be completed through **PhORCAS**

<https://portal.phorcas.org/>



Application deadline is **January 6th**

Address inquiries to:

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PHARMACY RESIDENCY PROGRAMS

PGY-2 Health-System Pharmacy Administration Residency

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GENERAL INFORMATION

A FOCUS ON LEADERSHIP

Training Activities Will Include, but Will Not Be Limited To:

ADMINISTRATIVE ACTIVITIES

- Clinical Services Management
- Policy & Procedures / Regulatory Compliance
- Committee Participation includes:
 - P & T Committee Management
 - Patient Safety
 - Patient Electronic Record Incident Tracking (PERIT)
 - Various Process Action Teams
 - VISN 12 PBM / Pharmacy Chiefs
- Presentation Skill Development
- Customer Satisfaction
- New Program Development
- Inpatient and Outpatient Pharmacy Supervisory Assignments
- Organizational Structure Development
- Strategic Plan Development
- Departmental Management / Staff Scheduling

TEACHING/RESEARCH ACTIVITIES

- Academic involvement with University of Wisconsin
- Residency Research Project
- Competency Assessment assignments
- Rotation Inservices

PERSONNEL MANAGEMENT

- Individual & Team Development
- Recruitment / Retention
- Interpersonal Communication

RESOURCE MANAGEMENT

- Purchasing / Inventory Control
- Budgetary Forecasting
- VHA Contractual Processes
- Fund Control Point Management
- Supply Chain and Drug Shortage Management activities
- Pharmacoeconomics

MEDICATION USE AND DISTRIBUTION CONTROL

- Narcotic Control and distribution
- Medication Usage Control Processes
- Investigational Drugs
- Automated Systems Integration
- Quality Management Program Development & Oversight
- DUE / QA Plan Development



“...By completing this residency, I developed the knowledge, skills, and abilities to effectively lead and advance Pharmacy staff, and I felt comfortable applying for Coordinator and Supervisor positions...”
-Graduate of PGY-2 Health System Pharmacy Administration Residency

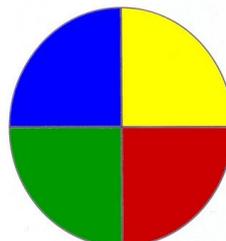
Program Standards

As an ASHP-accredited program, the Health-System Pharmacy Administration Residency adheres to the standards described in the following criteria:

- ⇒ *ASHP Regulations on Accreditation of Pharmacy Residencies*
- ⇒ *ASHP Accreditation Standards for Postgraduate Year Two (PGY2) Pharmacy Residency Programs*
- ⇒ *ASHP PGY2 Required and Elective Educational Outcomes, Goals, and Objectives*

Additional Opportunities

The resident will be required to complete the Hermann Brain Dominance Instrument (HBDI) and instruction to help augment interpersonal and professional communication skills.



In addition, some of the basic personnel management and fiscal management training requirements may be completed through interactive on-line training sessions or recorded instruction sessions with designated VHA topic experts.

PGY-2 Health-System Pharmacy Administration

Residency - Administrative Rotations

Health-System Pharmacy Administration - The purpose of this rotation is to provide the resident with a robust orientation to overall Pharmacy operations and services. It will include specified training similar to becoming a new pharmacist in the Outpatient Pharmacy. This initial exposure to Inpatient and Outpatient Pharmacy operations, the Infusion Center, decentralized inpatient pharmacists' scopes and services, and to the array of Ambulatory Care Pharmacy services will provide an opportunity to prepare resident for leadership and management activities through the residency and to enhance their ability to lead and manage Pharmacy staff members.

Drug Utilization - Formulary management activities for the Drug Utilization Rotation include: pharmacoeconomic analysis, medication safety, quality improvement and quality assurance projects, development of guidance prescribing tools including criteria for use and/or ordering tools, and budgetary forecasting. Other activities include education and guidance of prescribing through electronic consults and ordering tools; review of non-formulary and restricted drug requests for appropriateness, safety, and cost effectiveness; monitoring medication utilization to identify areas for improvement; management of national cost saving initiatives; oversight of formulary conversions; medication use evaluation activities; management of drug shortages and manufacturer recalls; and management of the adverse drug reaction program.

Outpatient Pharmacy Management - The purpose of this rotation is for the resident to develop advanced skills in outpatient medication distribution management including: planning, directing and coordinating comprehensive outpatient operations, facilitating outpatient performance improvement activities, resolving Outpatient Pharmacy-related patient concerns, and managing and ensuring optimal and timely customer service in the pharmacy telephone care program. The resident will also be responsible for all legal and regulatory responsibilities of the Outpatient Pharmacy, including the management and tracking of controlled substances and investigational drugs, and the maintenance of Outpatient Pharmacy quality metrics. The resident will spend two weeks immersed in Outpatient Pharmacy operations and another two weeks as the acting outpatient pharmacy supervisor.

Clinical Management - Through the course of the Clinical Pharmacy Management rotation, the resident applies management philosophy to a variety of administrative aspects of clinical practice. Areas of focus include pharmacy credentialing and privileging, clinical service development, clinical guideline development and/or revision, internal and external quality standards, quality assurance and improvement, as well as legal regulatory, safety and accreditation requirements. During the rotation, the resident will attend and participate in several clinical management meetings to gain an appreciation for contemporary administrative issues affecting clinical pharmacy. The resident will also continue to develop personal leadership qualities and business/political savvy through advocating on behalf of Pharmacy Services during collaboration with interdisciplinary groups of health-system professionals.

Medication Safety and Regulatory Compliance - Throughout the Medication Safety rotation, the PGY-2 resident learns how to evaluate and implement system processes to improve patient safety, avoid potential medication events, and comply with all regulatory and VA requirements. Areas of focus include internal and external quality standards, quality improvement, legal, regulatory, safety and accreditation requirements, adverse drug events, medication error reporting, and safe use of technology. The PGY-2 resident familiarizes themselves with the anonymous, electronic patient incident reporting system. The resident fully participates in the multi-disciplinary medication event root cause analysis team, if applicable. The resident monitors trend in medication events in order to identify opportunities to prevent future occurrences. The resident works with the hospital Organizational Improvement Manager and their team, as well as with the Chief of Pharmacy.

PGY-2 Health-System Pharmacy Administration

Residency - Administrative Rotations

Inpatient Pharmacy Management - The purpose of this rotation is to empower the resident to develop advanced skills in the management of medication distribution and staff development. Primarily, the resident will observe and then facilitate the planning, directing and coordination of comprehensive Inpatient Pharmacy operations, incorporating inpatient performance improvement activities, resolving Inpatient Pharmacy-related concerns from patients and health-system professionals, ensuring timely and accurate record-keeping of controlled substance inventory and destruction, troubleshooting medication shortages, and responding to medication events. Further, the resident will assume a Supervisory role and engage in progressive staff discipline to improve productivity and identify both inefficient processes and sub-optimal practices. Finally, the resident, through leadership development, is expected to ensure both employee competence and morale/satisfaction. The resident will spend two weeks immersed in Inpatient Pharmacy operations and another two weeks as the Acting Inpatient Pharmacy Supervisor. The resident will be expected to familiarize themselves with all areas of regulatory oversight regarding Inpatient Pharmacy operations (VA OIG, TJC, 797, etc). Further, the resident will comprehend and facilitate interaction between Pharmacy Service and the employee Union and/or Human Resources, if so needed. Finally, as the availability of staff for the Inpatient Pharmacy can occasionally change (due to sick calls, late arrivals, etc), the resident will be responsible for staffing coordinating and for shifting positions and responsibilities to ensure the continuous maintenance of high-quality patient care services.

University of Wisconsin School of Pharmacy - The purpose of this rotation is to equip the resident with the skills necessary to function cohesively in an academic setting and to be able to appraise and assess faculty involvement with medical institutions. Further, the resident will become familiar with the roles and affiliations that academic faculty have with the William S. Middleton Veterans Hospital and will be able to exercise principles of preceptorship, adult learning, and the delicate use of authority in providing educational activities and constructive feedback to University of Wisconsin Pharmacy students. Finally, the resident will comprehend and apply the skills necessary to appraise and critique health literature in order to facilitate student learning and to further their abilities to draw appropriate conclusions from peer-reviewed publications. Training activities will include topics on biostatistics, facilitation of active discussions, providing constructive feedback, time management, academic leadership, and effective communication. Residents will use online modalities to interact with, grade, and respond to student concerns and will be able to develop a better understanding and appreciation of the progression of Pharmacy schools' use of technology in the 21st century. The resident will show their commitment to the growth and development of Pharmacy students as a means of ensuring strong cohesion and advancement of the profession.

Information Technology and Pharmacy Informatics - This rotation focuses on the utilization of technology and automated systems and the positive impacts these additions to the health care system can have on medication distribution and patient safety. Primarily, the resident will gain understanding and experience as it relates to quality assurance, proper maintenance and optimization of the design of the Madison VA hospital system. Further, the resident will work closely with the Pharmacy Automated Data Package Application Coordinator (ADPAC) to facilitate the management of technology-based operations and concerns throughout the Madison VA Hospital as they are generated. Additionally, using skills in interdisciplinary operations management, the resident will collaborate with the ADPAC and with Pharmacy and Hospital Leadership on designing and implementing components of an information technology plan including a new piece of technology. Finally, the resident will gain appreciation for systems that not only allow for greater efficiency, but also improve patient outcomes.

PGY-2 Health-System Pharmacy Administration Residency - Administrative Rotations

Health-System Pharmacy Administration (Longitudinal) - The purpose of this rotation is to equip the PGY-2 Health-System Pharmacy Administration resident with skills necessary to become a leader in health-system pharmacy. The resident will become familiar with the pharmacy practice management processes involved across all pharmacy services at the William S. Middleton Veterans Hospital. Training activities will include topics on personnel management, communication, resource management, strategic planning, project development and management, leadership, safety and quality management, and medication use processes. Residents will continue to develop professional maturity by following a personal philosophy of practice, balancing multiple experiences, performing in multiple environments, demonstrating initiative and assertiveness, and exhibiting a strong commitment to the profession of pharmacy.

Research Project - The purpose of the resident's management project is to develop the resident's problem-solving skills and to expose residents to research methodology. The resident will choose a primary preceptor for his/her residency project who will serve as the Primary Investigator for IRB approval, if needed. The resident is encouraged to consider several factors when selecting a topic for their major project. First, the topic selected should be one of personal interest to the resident. Second, the needs of the Pharmacy Service should be considered when selecting a topic. Third, the topic should be relevant to medication use, patient safety, or resource utilization management. Finally, the resident's project should be selected with the intent of submitting the results for publication in AJHP or another appropriate professional journal. All major projects must be presented to invited guests, as well as at the Great Lakes Pharmacy Residency Conference (GLPRC). Following presentation at the GLPRC, the resident is required to draft a manuscript in AJHP format and is encouraged to design a poster for presentation at a Pharmacy Society of Wisconsin continuing education meeting.

Pharmacy Recruitment and Retention Office - The purpose of the virtual PRRO rotation is to learn about factors relating to the management and coordination of personnel activities of VA pharmacy departments to include recruitment, placement and termination of employees, classification and salary administration, interpretation of personnel policies, and employee/labor relations functions. Further, areas of focus include the continuation of learning in the workplace - as associated with continual learning is the effect that these opportunities have on morale and advancement of professional practice. Additionally, some of the areas the resident will participate in include, but are not limited to: preceptor development, competencies, performance improvement, peer review, CPD, employee satisfaction, team building, and leadership development. Finally, the resident may participate in Pharmacy Recruitment and Retention Advisory Board (PRRAB) conference calls and can become familiarized with VA National Teleconferencing System (VANTS) calls, email announcements and other administrative activities within PBM services.

Administrative Electives - The PGY-2 Health-System Pharmacy Administrative Resident may choose to repeat a rotation in order to gain more targeted experience in a particular aspect of Pharmacy practice, or may choose to engage in a clinical pharmacy experience, whether ambulatory care or acute care oriented. The available rotations will be delineated by the Residency Program Director in concert with Pharmacy and Clinical Managers.