

Managed Care Pharmacy Residency Programs: What Do I Look Like?

**National Residency Preceptors Conference
Washington, DC --- August 15, 2008**

Carey Cotterell, Kaiser Permanente
Mark Brueckl, AMCP



Overview

- Breakdown of MC Residency Programs
- Development of New Standard
- Description of MC Residencies
- FAQs/Common Deficiencies
- How to Start MC Residency Program
- Conversion to New Standard
- Future of MC Residencies
- Questions

Where are Managed Care Pharmacy Residency Programs?

- Health Plan/HMO – 24
- PBM – 10
- VA Medical Center – 5
- Other – 6

Accreditation Status

AMCP Website – 45 Managed Care Residencies

	<u>Accredited</u>	<u>Unaccredited</u>
PGY1 Mgd Care	27	13
“PGY2” Mgd Care Syst	5	0
	32 (71%)	13 (29%)

PGY1 Managed Care Pharmacy Residency

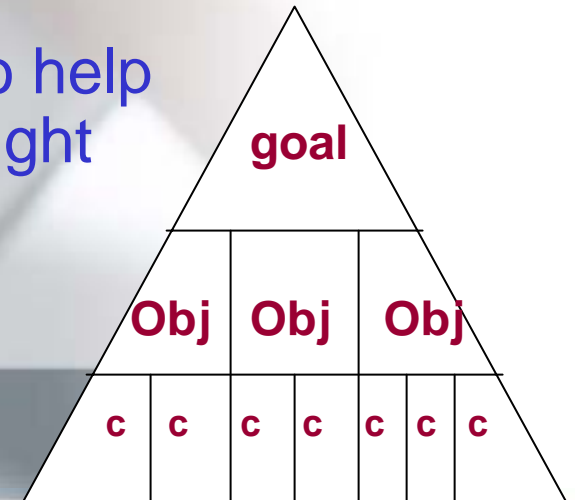
- History
 - AMCP/ASHP Partnership
 - Managed Care Pharmacy Practice Standard
 - PGY1 Managed Care Pharmacy Standard
 - Managed Care Pharmacy Systems Standard

Managed Care Outcomes, Goals and Objectives

- Required and Elective Outcomes
- Recognition that patient-centered care can be provided in different ways in different care environments
- Requires provision of drug therapy management services to individual patients
- Less focus on business practices of MCO
- Manuscript of project required

Outcomes, Goals, Objectives

- Outcomes: Broad category - capabilities
- Goals: What resident should learn to do - abilities
- Objectives: Observable, measurable behavior to show a goal has been met
- Criteria: Detail to evaluate performance related to the objectives and provide detail feedback to improve performance
- Instructional Objectives: tips to help determine experiences that might help the resident learn



Required Outcomes

- Drug Distribution
 - Understand how to manage the drug distribution process for an organization's members (“end-to-end”)
 - Pharmacy Networks/Mail Order
 - Claims Processing
- Clinical Programs
 - Design and implement clinical programs to enhance the efficacy of patient care (“individual patients”)
 - Prior Authorization & other utilization/therapeutic management processes
 - MTM/Disease Management

Required Outcomes (cont'd)

- Medication-Use System
 - Ensure the safety and quality of the medication-use system
 - Formulary Management
 - Treatment Protocols/Utilization Management
 - Quality Improvement Initiatives
- Drug Information
 - Provide medication and practice-related information, education, and/or training
 - Formulary Monograph
 - Drug Information Requests

Required Outcomes (cont'd)

- Benefit Design
 - Collaborate with plan sponsors to design effective benefit structures to service a specific population's needs
 - DUR
 - Analysis/Reporting
- Practice Leadership
 - Exercise leadership and practice management skills
- Project Management
 - Demonstrate project management skills

Elective Outcomes

- Drug Distribution
 - Added knowledge and skills to manage the drug distribution process for the organization's members
- Patient-Centered Care
 - Provide evidence-based, patient-centered medication therapy management with interdisciplinary teams
- Drug Information
 - Added knowledge and skills to provide medication and practice-related information, education, and/or training

Elective Outcomes (cont'd)

- Leadership Skills
 - Exercise added leadership and practice management skills
- Contracting
 - Participate in the process by which MCOs contract with pharmaceutical manufacturers
- Research
 - Conduct outcomes-based research
 - Conduct pharmacy practice research

Elective Outcomes (cont'd)

- Business Management
 - Participate in the management of business continuity
- Professionalism
 - Demonstrate additional competencies that contribute to working successfully in the health care environment

Frequently Asked Questions

- Is RLS training required?
- Must ALL of the required outcomes goals and objectives be included in the residency program?
- What logo should appear on the residency certificate?

Frequently Cited Areas of Partial Compliance

- Resident does not gain adequate experience in managing drug therapy for individual patients
- Resident does not gain adequate experience in the organization's responsibility for the medication use process, including distribution/fulfillment, end-to-end

Frequently Cited Areas (cont'd)

- Resident does not gain adequate experience in the quality assessment and improvement activities of the organization (or the organization does not have adequate QA/QI processes in place for its medication management processes)
- Individualized plans are not developed fully for residents by the RPD and preceptors with input from the resident

Frequently Cited Areas (cont'd)

- Learning objectives for rotations and residents are not developed fully
- Resident evaluations are not routinely conducted (with preceptor, RPD, and resident self-evaluations)
- RPD/Preceptor development and contributions to pharmacy

How Do I Start a Managed Care Pharmacy Residency?

- Ensure that the necessary training elements are in place
 - Rotations/Training opportunities
 - Preceptors
- Establish the mission and purpose statements for the residency program

How Do I Start? (cont'd)

- Independent program or partnering?
 - Some training opportunities may exist externally, i.e. teaching, direct patient care
- RLS training
- Accreditation

Converting to PGY1 Managed Care

- Why New Standard?
 - Confusion
 - Need for uniform standard
 - Outdated

PGY1 Managed Care Pharmacy Residency Standard

- Where does standard differ?
 - Modeled after PGY1 standard
 - Updates requirements for program directors and preceptors
 - Recognizes that a residency in managed care pharmacy does not take place in a “pharmacy”

What's Next for Managed Care Residencies?

- Managed Care Systems Standard
 - Review and update
 - PGY2
- Continuous Review of PGY1 MC Standard



Questions?

AMCP[®]