

CareOregon Pharmacy Residency Program

Redefining the role of the managed care pharmacist



The PGY-1 Managed Care Pharmacy
Residency Program conducted
by CareOregon in Portland, OR is
accredited by ASHP.



Prepare to shape the future of pharmacy

Pharmacists are key partners in health care transformation. Only by fully integrating pharmacy into the spectrum of care can we achieve improved population health, cost savings and patient satisfaction.

A CareOregon pharmacy residency will prepare you to be on the front lines of transformation, whether using big data to manage population health or being embedded in a clinical team treating ambulatory patients with a high degree of medication complexity.

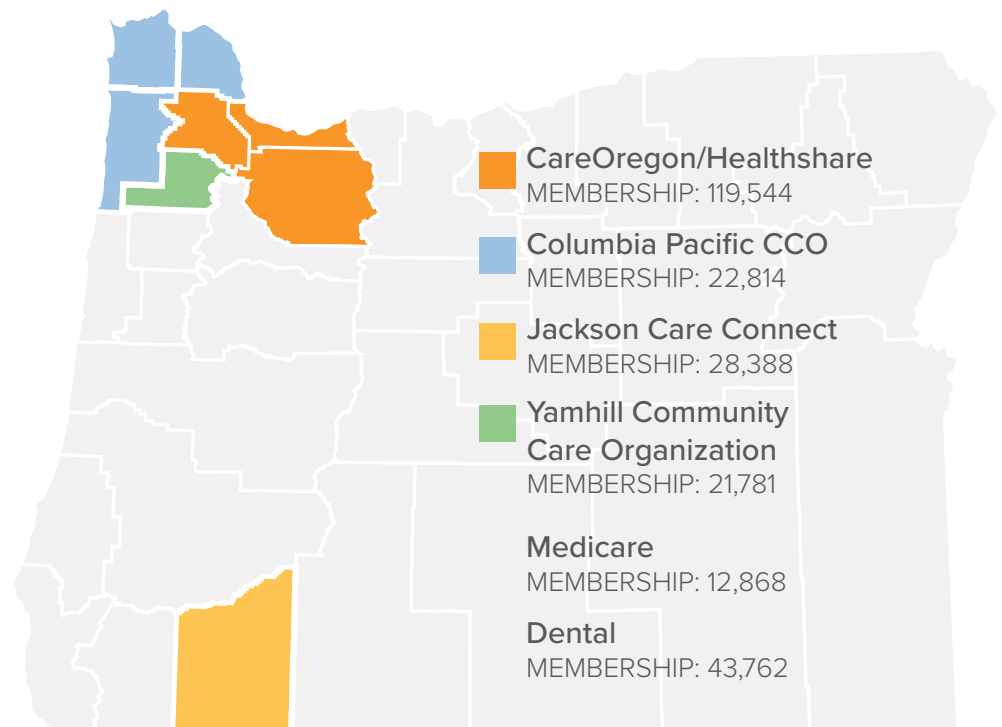
The innovative work pharmacy residents perform at CareOregon can shape the future of our profession, and be presented to the professional community within and outside Oregon.

Why Oregon

Oregon is a national leader in health care innovation.

- Oregon recognizes pharmacists as health care providers and allows a broader range of practice for licensed pharmacists, such as Collaborative Drug Therapy Management and prescribing self-administered birth control.
- Oregon pioneered Medicaid expansion by prioritizing health services, to have the greatest effect on the health of its citizens.
- Oregon advanced the concept of the Accountable Care Organization beyond hospitals and health care systems to encompass whole communities, through the creation of Coordinated Care Organizations (CCOs).

CareOregon service area



What are CCOs?

Oregon created local health entities called Coordinated Care Organizations to deliver health care and coverage for people eligible for the Oregon Health Plan (Medicaid).

These community-based organizations align and integrate the care of Oregonians eligible for both Medicare and Medicaid to reduce administrative costs, waste and duplication.

CCOs are achieving the Triple Aim of integrating care to measurably improve health, curb costs and increase patient satisfaction.

CCOs offer the following advantages:

- Flexibility to adapt to local needs
- One point of accountability
- Global (single) budget – fixed rate of growth
- Expected health outcomes
- Health equity
- Integrated physical and behavioral health
- Community health workers
- Focus on prevention
- Reduced administrative overhead
- Electronic health records
- Patient-Centered Primary Care Homes: CCOs are required to include designated clinics in their networks of care to the maximum extent feasible.



Coordinated Care Organizations are more than provider networks, they are charged with measurably improving the health of members. CareOregon pharmacists track medication-related population health measures, hospital readmissions and other markers.

Why CareOregon

As the central part of an innovative, integrated delivery system focusing on population health and individual well-being, CareOregon builds partnerships with health care providers in the Portland area as well as rural settings across the state.

Innovation. CareOregon is a national leader in process improvement and design techniques that greatly improve medication workflows and patient care. We train residents to use these powerful methodologies:

- Accelerated Process Improvement
- Visual management boards
- Human-centered design

Outcomes. Care Oregon is outcome-focused, using targeted population management. This is an innovative, state-of-the-art method to triage patient and pharmacist time. The effect is to maximize and show the value of the pharmacist over time.



CareOregon's Training and Development Specialist Paul Carson, shows pharmacy resident Sierra Fung how a medication kit can help reduce confusion for members.

Experience. Our 12-month residency program is based on mutually agreed-upon goals. The program offers an excellent opportunity for you to explore many areas of interest in a dynamic organization that strives to achieve clinical and practice management excellence.



Jim Slater, Pharm.D.
Executive Pharmacy Director
and PGY-1 Managed Care
Residency Program Director

“Medication trauma is medication complexity and lack of coordination that overwhelms the patient, caregivers and providers’ resources, creating fear, confusion and error, which leads to poor adherence, compliance and outcomes.”



Pharmacist collaboration is key to success for patients

Client profile
39-year old male

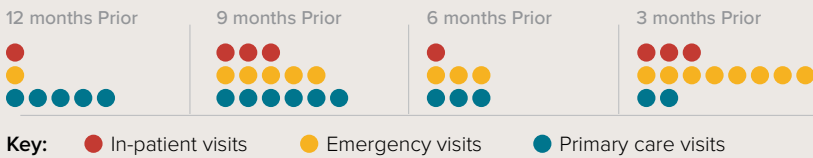
\$170,000 medical expenses incurred in 12 months before entering CareOregon Complex Case Coordination program:

- 4 in-patient hospital visits
- 14 emergency department visits
- 19 primary care provider visits

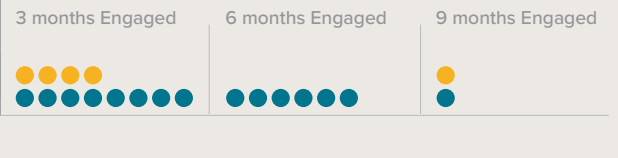
Conditions being treated:

- Chronic Heart Failure
- Ischemic Heart Disease
- Depression
- Asthma
- Diabetes
- Chronic Renal Failure

Before entering Complex Case Coordination



After entering Complex Case Coordination



Whole-person philosophy of health care

CareOregon’s mission is, “Cultivating individual well-being and community health through shared learning and innovation.”

We live this every day and are nationally recognized for innovative programs that take health care beyond the clinic to meet people where they are and help them overcome barriers to health, from nutrition to housing.

MEDs™ Chart — Medication complexity is a hallmark of CareOregon’s population. At the individual level, the MEDs Chart is a simple tool for the patient to start a conversation with providers about their medications. Such conversations allow providers to better address their needs as well as gauge the patient’s understanding of their medication therapy.

At the population level, identification of high-risk medication events through state-of-the-art pharmacy risk modeling gives us the ability to segment populations into groups so we can take actions that assist with medication needs.

Health Resilience—Health resilience specialists go where patients are to understand and help them overcome their barriers to health. Pharmacists play a key role in this effective, patient-centered care using motivational interviewing and trauma-informed care techniques. See the “Client profile” (above) for an example of how pharmacists can help reduce medical complexity and noncompliance and improve health.

Managed Care Pharmacy Residency Program (PGY-1)

Our first-year residency (PGY-1) in Managed Care is an innovative postgraduate program of clinical experience in the managed care setting.

Residents work closely with providers at CareOregon as well as clinic support staff, community, hospital and CCO partners. The resident pharmacist will participate in the direct management of high-risk Medicaid and Medicare patients.

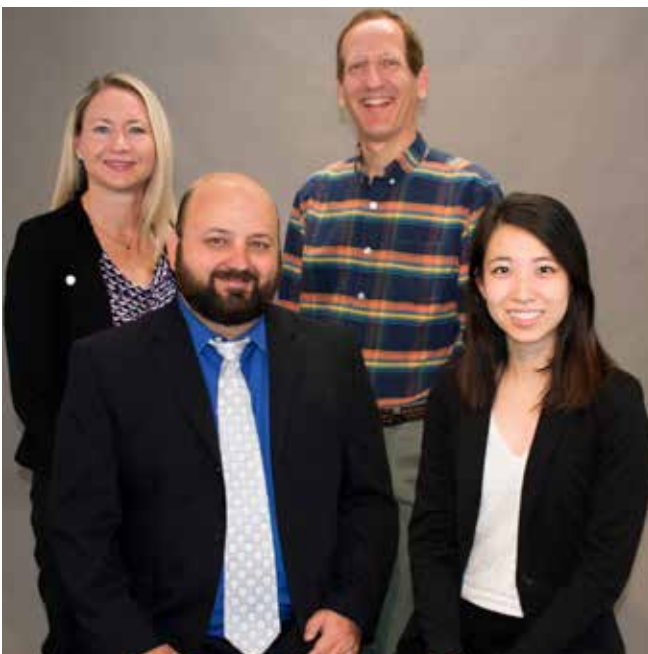
Our (PGY-1) Managed Care Pharmacy Residency prepares clinical pharmacists to become specialists in pharmacy benefit management optimized toward high-value targeted population management. Through this process, residents will produce and track positive health outcomes for vulnerable Medicaid and Special Needs Medicare patients toward specific pharmacy benefit and quality metrics.

A resident pharmacist will know how to administer the pharmacy benefit to maximize the impact of the health care team across the continuum of health, illness and advanced illness through medications.

Career Opportunities for PGY1 residents:

Upon completion of the PGY-1 residency program, residents will be prepared for positions such as:

- Medication Therapy Management pharmacist
- Prior authorization pharmacist
- Formulary/benefits management pharmacist
- Clinical pharmacy program coordinator
- Population management pharmacist
- PGY-2 residency or fellowship



PGY-1 CareOregon Pharmacy Residents Daniel Hendrickson and Sierra Fung, front; residency coordinator Kristen Benkstein and residency director Jim Slater, back.

Core Rotations:

- Orientation
- Population Health
- Pharmacy Benefits
- Medication Therapy Management
- Green Belt Project & ASHP Midyear Meeting
- Quality & Safety
- CCO

Longitudinal Rotations:

- Prior Authorization
- P&T Support
- Panel Management
- Chief Resident & Leadership
- Research & Project Management

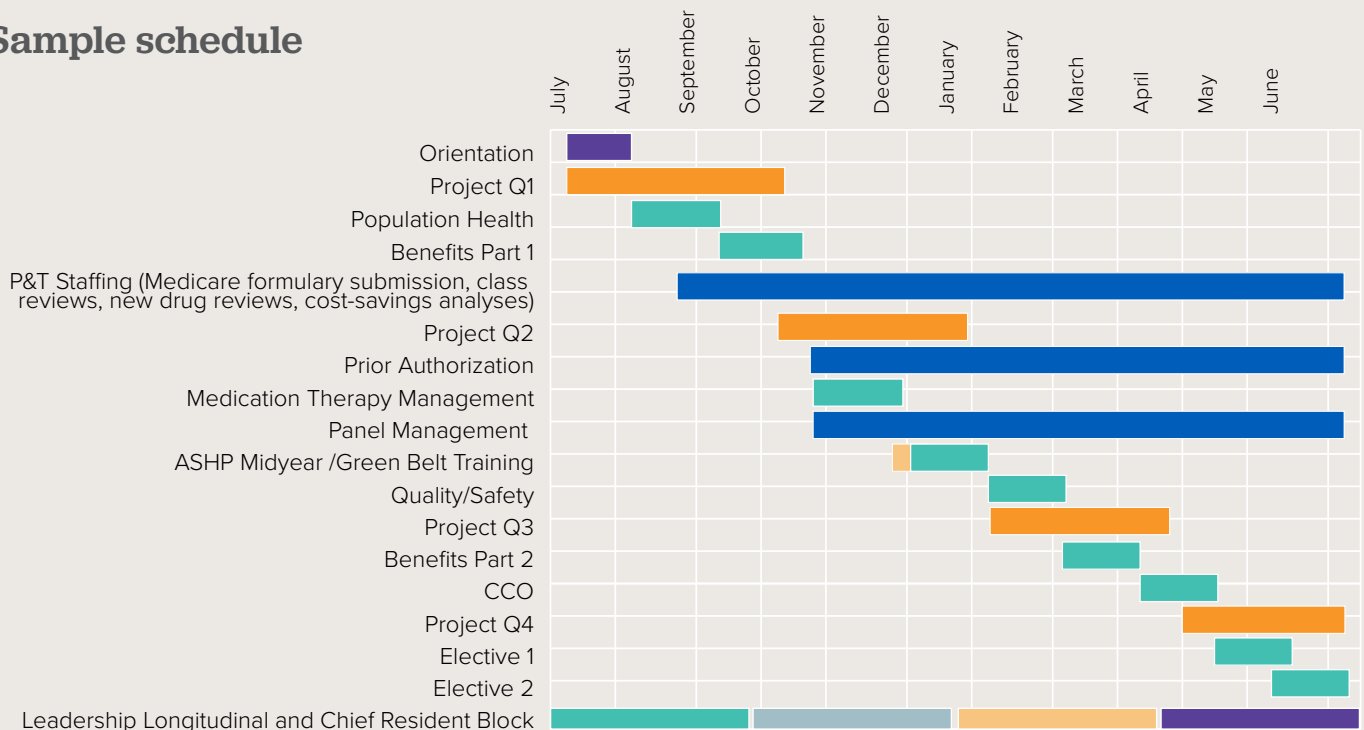
Elective Rotations:

- Ambulatory Care
- Chemical Dependency
- Advanced Illness and Palliative Care
- Advanced Lean – API/PDSA techniques
- Informatics
- HIV
- Psychiatry
- Customized Electives

“We are redefining the managed care pharmacist role by combining pharmacy benefit and population management principles to improve member health.”

Kristen Benkstein, Pharm.D.
 Pharmacy Manager
 PGY-1 Residency Coordinator

Sample schedule



Application Instructions and Evaluation Criteria

To Apply

To be considered as a candidate for CareOregon PGY-1 Pharmacy Residency Program, applicants are required to submit the following materials PhORCAS by Friday, Dec. 29, 2017 (Midnight EST).

Materials

- A letter of interest describing why you have chosen to complete a PGY-1 residency and why you are specifically interested in the residency at CareOregon (please include an e-mail address in this letter).
- Three letters of recommendation from faculty or work supervisors. At least two must be familiar with your clerkship, as well as your internship and/or residency performance.

- An official transcript of all course work completed in any and all post-secondary education.
- A current curriculum vitae.
- One professional writing sample (e.g., newsletter, published manuscript, drug monograph/review, etc.).

Application Website

ASHP Pharmacy Online Residency Centralized Application Service (PhORCAS) at ashp.org/phorcas. Please specify PGY-1 NMS Match Number 233214.



*Details about CareOregon
Pharmacy Residency
program and how to apply*

Contact for Opportunities

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