

PGY1 Managed Care Residency

Providence Health Plan

Match Number: 199414

Portland, Oregon – Metro Area



About Providence Health Plan

Providence Health Plan (PHP) is a not-for-profit health insurance provider that is part of the integrated health care system of Providence. Based in Oregon, PHP's pharmacy benefit management program is managed internally, and coordinates care with Providence hospitals, physician groups, home services and specialty pharmacy services. PHP provides benefits for over 600,000 members across seven states and services all lines of business, including Medicare, Medicaid, Commercial and Administrative Services Only (ASO).

The Pharmacy Department within PHP is a diverse team of pharmacists and pharmacy technicians that provides care for all members receiving prescription and medical benefits. Pharmacists provide clinical guidance and expertise in a variety of areas and work with other health care providers to facilitate continuity of care for members. In addition, pharmacists participate in population health management activities to improve health-care related quality outcomes and develop utilization management strategies to assist with the provision of affordable health care for our members.

About the Program

The PHP Managed Care Residency Program has been jointly accredited by the American Society of Health-System Pharmacists and Academy of Managed Care Pharmacy as a PGY1 managed care program since 2011 with the first resident graduating the program in 2008. The program is a health plan-based residency that also offers learning experiences with Providence and Providence Medicare Group (PMG) in the Portland metro area.

The program is designed to provide a solid foundation in population-based pharmaceutical care and prepare the resident for an active pharmacist role in the managed care setting. Primary emphasis is placed on the development and implementation of medication use management initiatives and policies, medication therapy management (MTM) services, formulary management, quality and outcome assessment, drug information, and developing effective communication, teaching and mentoring skills.

By the end of the program, the resident should be able to:

- Design and implement clinical programs to enhance the efficacy of patient care
- Ensure the safety and quality of the medication-use system
- Provide medication and practice-related information, education, and/or training
- Design effective benefit structures to service a specific population's needs
- Exercise leadership and practice management skills
- Demonstrate project management skills

Purpose Statement

To build upon the Doctor of Pharmacy (PharmD) education and outcomes to develop managed care pharmacist clinicians with diverse patient care, leadership and education skills who are eligible for board certification and postgraduate year two (PGY2) pharmacy residency training. A managed care residency will provide systematic training of pharmacists to achieve professional competence in the delivery of patient care and managed care pharmacy practice.

Program Structure

Required Block Rotations

- Orientation
- Formulary Exception (Prior Authorization) training
- Medication Therapy Management
- Ambulatory Care
 - Primary Care at Providence Medical Group, or
 - Providence ElderPlace (geriatrics focused)
- Pharmacy and Therapeutics
- Specialty Management
- Pharmacy Client Account Management

Elective Rotation

- Teaching Certificate Program (*in conjunction with Oregon State University and Pacific University*)

Longitudinal Rotations

- Clinical Quality
- Pharmacy Benefits Administration
- Evidence-Based Medicine
- Principles of Managed Care
- Major Project
- Practice-Based Staffing

Rotations in Depth

Formulary Exception (Prior Authorization) Training. This rotation teaches residents how to review prior authorization requests and triage customer service requests that have escalated to the pharmacist-in-charge.

Clinical Quality. Residents review current population-based national quality objectives (NCQA, CMS 5-Stars and HEDIS), establish and implement monitoring plans and design a process to improve a chosen measure.

Pharmacy Benefits Administration. Residents will learn 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 health plan.

Medication Therapy Management (MTM). Residents will develop skills in all aspects of performing telephonic comprehensive medication reviews (CMR) and targeted medication reviews (TMR). The resident will function as an MTM pharmacist by the end of the rotation, providing appropriate patient and physician recommendations based off of interactions with patients.

Primary Care (Providence Medical Group). Residents gain experience in a variety of primary care pharmacy services including collaborative disease state management, health care provider education and quality improvement.

Geriatric Ambulatory Care (Providence Elder-At-Home). As part of a multidisciplinary team, residents learn to design and manage pharmacotherapy for medically fragile, home-bound patients. Residents will have the opportunity to make home visits to chronically ill patients and do full pharmacotherapy assessments.

Pharmacy and Therapeutic (P&T) Committee. Residents engage in the Oregon Region Pharmacy and Therapeutic (P&T) committee planning and organization, complete drug reviews and present before the committee.

Evidence-Based Medicine. Residents will build upon the skills learned in the P&T Committee learning experience through active participation in P&T, completion of drug information requests and development of educational sessions for pharmacists (e.g., journal clubs, case presentations, continuing education).

Principles of Managed Care. Residents will participate in regular discussions regarding managed care, leadership and pharmacy practice topics to foster professional and personal growth.

Practice-Based Staffing. Residents will staff in Medication Therapy Management or in prior authorization review at the health plan. Staffing will generally consist of one day per week.

Specialty & Transitions of Care. Residents are introduced to cost-management strategies for specialty medications. Residents will also provide MTM services in a Transitions of Care program that integrates pharmacy and care management teams in an effort to reduce hospital readmissions and optimize clinical outcomes.

Pharmacy Client Account Management: Residents will support new and renewing business opportunities by collecting, analyzing, interpreting and presenting health care cost and utilization information and inform clients how PHP's clinical strategies contribute to lower total cost of care. Additionally, resident will support the sales and account management team in the completion of requests for proposals for new business, including rate development, formulary disruptions, repricing, rebate forecasting and benefit design.

Oregon Pharmacist Teaching Certificate Program. Residents will enhance teaching skills through practical training and hands-on teaching experience.

To Apply

Completed applications will only be accepted through the Pharmacy Online Residency Centralized Application Service (PhORCAS) at ashp.org/PhORCAS no later than the application deadline date of January 3, 2022.

Contact Information

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