

**University of Utah Hospital & Clinics
Health System Pharmacy Administration Residency**

Huntsman Cancer Hospital Administration

Rotation Preceptors: (*primary): Scott Silverstein, RPh, MS*; Leigh DeMarco, PharmD, MS; Dan Sageser, PharmD

Site Description:

The Huntsman Cancer Hospital (HCH) is a state-of-the-art facility located in Salt Lake City, Utah. HCH is a National Cancer Institute (NCI) designated teaching hospital associated with the University of Utah Hospital. HCH opened July 2004 with 50 inpatient beds, 4 ORs, infusion room, retail pharmacy and multiple clinics. In 2011, HCH will open an expansion to include 100 inpatient beds, a new infusion room, 9 ORs, and new Retail Pharmacy, Central Pharmacy servicing both inpatient and outpatient infusion, and dedicated investigational pharmacy space.

The pharmacy administration team is responsible for day-to-day operations of both inpatient and outpatient pharmacies. They work with pharmacy team members, physicians, nurses and other administrators. They are active participants in meetings including quality improvement, patient safety and financial integrity. The direction and strategic plan of HCH Pharmacy is set and directed by the team inline with Department of Pharmacy Services and the institution.

Rotation Description:

The rotation is designed around the resident's personal interests and goals. Residents are encouraged to explore involvement in meetings in their areas of interest. A typical day on rotation includes attendance of various group meetings, attending management discussions, and working on assigned projects and readings. Areas of focus in this rotation are residency recruitment, quality improvement, clinical services management, financial management, human resources management, process and operations management, and P&T committee involvement. Residents are able to develop their own management skills, which include: formulary management, communication skills, project management, and interdisciplinary committees.

RLS Goals:

R1.2: Manage the medication distribution process in all locations within the health system where drugs reside.

Obj R1.2.1: Based on one's own assessment of the pharmacy's drug control systems, contribute any needed recommendations for improvement.

R4.4: Understand how to oversee the pharmacy revenue cycle.

Obj R4.4.1: Explain the concept of the pharmacy revenue cycle.

Obj R4.4.2: Explain various strategies for maximizing revenue capture and recovery.

Obj R4.4.3: Explain patient assistance programs and how to access them.

Activities Evaluated:

Rotation Activity	RLS Goal	Teaching Methods
Understand inventory management and separation as well as make recommendations for improvement	R1.2	I,M,C,F
Make recommendations and formulate effective strategies for formulary management		MM
Clinical service evaluation or implementation		M,C,F
Understand the process of managing human resources within the department of pharmacy		I,M

Gain understanding of departmental compliance through conducting an audit		M,C,F
Financial assessment via reviewing or preparing reports for monthly variances, medication cost assessments, or service cost assessments.	R4.4	I,M,C,F
Participate in development or implementation of a quality improvement project in operations		C,F
Mentoring students and leading topic discussions		M,C,F
Attend interdisciplinary group meetings with a role of observation, participation, and/or facilitation.		I,C,M
Discuss wastage of pharmaceutical products.		I,M

Teaching methods : I = Direct Instruction, M= Modeling, C= Coaching, F= Facilitation

Reading and Preparatory Work (Each resident shall add at least one management article):

1. [National Quality Forum](#)

Topics to be reviewed:

- 1)Personnel management
- 2)Leadership skills and management
- 3)Patient quality and safety issues
- 4)Policies and procedures
- 5)Use of technology in HCH Pharmacy
- 6)Others as determined by preceptor and resident aligned with resident's interests

Project examples:

- Technician satisfaction evaluation
- Automation evaluation and recommendation for implementation in new HCH
- Hazardous Drugs Safe Handling committee
- Cost analysis of medications used in BMT

Typical Daily/Weekly/Monthly Activities:

Monday-Friday 8am-5 pm (May vary based on activities for day)

Attend P&T Committee Meetings (3rd Wednesday of the month, 12-1pm)

Patient Safety and Quality Improvement (Chair Sue Childress; 2nd Wednesday of month, 4-5pm)

Evaluation Process: The preceptor will conduct a midpoint evaluation. At the end of the rotation, the resident will conduct a self-evaluation. The preceptor will conduct an end of rotation evaluation with the resident. The resident will complete the preceptor and learning experience evaluations.