Healthcare evidence integration and data analytics are evolving areas within the healthcare industry. As the prevalence of electronic health records, integration of health systems, and emphasis on business intelligence increases as well as the need to monitor health outcomes, the demand for clinically competent healthcare pharmacy benefits managers and data analysts will become greater. The VA Heartland Network (VISN 15) PGY2 Pharmacy Outcomes and Healthcare Analytics Residency Program will help to meet this demand through its innovative approach to training and education. This PGY2 program is designed to develop accountability, practice patterns, habits, and expert knowledge, skills attitudes and abilities to meet the needs of this advanced area of pharmacy practice.

The purpose of the VA Heartland Network (VISN 15) PGY2 Pharmacy Outcomes and Healthcare Analytics Residency Program is to develop clinically proficient pharmacy benefits managers who will improve the quality and outcomes of patient care services through the integration of evidence-based medicine, formulary management, outcomes analysis, and process improvement. The resident will gain advanced skills in information technology, informatics, and data analysis to ensure success in pharmacy benefits management in integrated health systems. While special emphasis is placed on developing residents for VA careers, the residency will encourage each resident’s intellectual and personal development and foster the development of lifelong learners committed to advancing the profession of pharmacy.

VA Heartland (VISN 15) Network

The VA Heartland Network is the regional unit that directs activities for Veteran Integrated Service Network (VISN) 15. The VA Heartland Network is one of 18 VISNs in the Veterans Health Administration (VHA). It is composed of seven integrated healthcare systems that include 9 medical centers (all provide ambulatory care services), 56 community-based outpatient clinics (CBOCs), 7 long-term care facilities, and numerous specialized services. The VA Heartland Network spans a geographic area of 162,207 square miles across Kansas and Missouri, as well as parts of Illinois, Indiana, Kentucky and Arkansas. VISN 15 provides health care services to over 275,000 Veterans annually and has an annual operating budget of $2 billion with 11,000 employees. VA Heartland Network is one of the only VA networks in the country to be endorsed by the National Committee for Quality Assurance (NCQA).
The residents are scheduled for experiences throughout the year in order to allow for learning in various areas. Most of the learning experiences during this PGY2 residency are longitudinal in structure. To successfully complete the program, the resident will be expected to achieve proficiency in the 21 required critical objectives and ‘Satisfactory Progress’ rating on non-critical required objectives.

The core rotations will be in the areas of:

- **Data Management and Analytics**
- **Pharmacoeconomics and Health Outcomes**
- **Pharmacy Practice Foundation, Service, and Policy Development**
- **Clinical Research Project**
- **Population Management**
- **Academic Detailing**
Data Management and Analytics

The resident will develop data skills ranging from advanced Excel analytics, data extraction from multiple sources, to creating and maintaining population health management dashboards and reports. Knowledge and applied use of query languages will be taught and developed for interacting with relational databases. Resident will become proficient in advanced Excel functions, including, but not limited to writing functions with various commands and creating pivot tables to analyze data. The resident will also learn to work proficiently in business intelligence (BI) platforms (ProClarity and Pyramid Analytics). The resident upon graduation from the program will have an overall understanding of the VA health data repository enterprise architecture data warehouse structure applied to VISN 15. This will include specialized knowledge of use of BI platforms, collaborative development environments, digital report development and maintenance, and formulating, executing, and revising plans and coding procedures for database searches using SQL.

Pharmacoeconomics, Health Outcomes, and Formulary Management

The resident will develop skills, values and abilities in the practical application of pharmacoeconomic principles to the VA healthcare environment and in research design and methodologies to assess pharmaceutical-related economic, clinical, and humanistic health outcomes. The resident will also develop the knowledge, skills, values and abilities necessary to assist in creating and maintaining Drug Usage Criteria, improving procurement, contract compliance, and inventory control activities to achieve maximum savings and data accuracy. The resident will be exposed to the concepts of managed care systems through their involvement in all aspects of VISN formulary management. The resident will understand the complete cycle of formulary development from decision making, to contracting, and finally procurement. In addition, the resident will gain the necessary experience to better understand legislative and regulatory effects on the delivery of the VHA prescription benefits to veterans. The resident will focus on developing initiatives to address population health management gaps in care and solutions to fill gaps with interventions by clinical pharmacy specialists. The resident will be assigned tasks and will work with a variety of VISN employees in diverse areas to accomplish tasks for this learning experience.
Pharmacy Practice Leadership, Foundation, Service, and Policy Development

The resident is fully integrated into the VISN 15 PBM work unit, contributes to the development and achievement of pharmacy goals at the local, VISN, and Nation levels, and applies key principles of leadership to improve practice within the health system.

This is an extended learning experience that begins after orientation and continues throughout the residency. This experience is designed to expose the resident to leadership nomenclature, key principles, tools, and available resources that will assist them in growing as clinicians, practitioners, and leaders. Topics may include mission/vision statements, strategic plans, effective communication, networking, mentoring, clinical leadership, leadership strategies, available resources/opportunities, regulatory bodies, finances, medication safety, organizations, the importance of publishing, and various programs/activities designed to develop the resident’s pharmacy practice/leadership foundation.

Clinical Research Project

This learning experience is designed to develop, execute, and report results of investigations of pharmacy practice-related issues. The resident will be responsible for obtaining experience in all areas of a research or quality improvement project including development of a hypothesis, submission of a project proposal, application to IRB (for research approval or classification as a QI), data collection, data analysis, drawing conclusions, and manuscript presentation. The resident will work with the RPD and one or more preceptors throughout the project life cycle who will assist in coordinating project deadlines and IRB approval. Residents will be encouraged to conduct outcomes-based research or quality improvement projects, preferably incorporating the skills learned from other rotations and building a new analysis tool that will assist in the data mining component of the project. In addition to the manuscript, residents are required to present a project poster at the annual Midwest Pharmacy Residents Conference or other conference approved by preceptors.

Formulary and Utilization Management (Medical Center Experience)

This is an extended learning experience ½ day/week throughout the year. The resident will be working with the VISN 15 Formulary Management Workgroup, VISN Pharmacy & Therapeutics Committee, and Kansas City VA (KCVA) Pharmacy Service to improve quality and value of medication therapies through appropriate formulary and utilization management techniques. The resident will develop the knowledge, skills, values and abilities necessary to render prior authorization decisions, improve procurement, contract compliance, and inventory control activities to achieve maximum savings and data accuracy. Several standing committees and many practitioners are involved with the work of developing, modifying, and maintaining the VA National Formulary. In addition, both VISNs and medical facilities are responsible for adherence to VHA Drug Use Criteria and clinical guidelines. Pharmacy services at the VISN and facility levels implement national formulary and utilization management decisions. Medical facilities review their unique services and processes to render decisions through local Pharmacy & Therapeutics Committees to promote high reliability organizations centered on patient safety. The purpose of the rotation is to prepare the resident to take on the role of a formulary manager at both the local and VISN levels. The resident will apply knowledge of the VHA drug benefit and market trends to design analyses to track cost savings, cost avoidance,
Academic Detailing

The purpose of the Academic Detailing experience is to introduce the pharmacy resident to the skills and techniques of Academic Detailing and to allow them to practice the skill.

The Academic Detailer is responsible for providing Academic Detailing to staff based on national and VISN initiatives. Academic Detailing involves reviewing and learning evidence-based medicine, developing and/or promoting educational pieces that include key messages, providing Academic Detailing outreach visits to VA staff, identifying and resolving barriers, and socializing new Academic Detailing campaigns.

Additional Skills Development

- Healthcare Analytics Certificate Program
- Pharmacy Teaching Certificate through the University of Missouri—Kansas City
- Didactic Teaching and Student Preceptorship
- Academic Detailing Basic Skills Training
- Lean Yellow Belt Certification
- Board Certification Review Sessions and Study Groups

Meet The Program

Monica Schaefer, PharmD
Residency Program Director
VISN 15 Pharmacoeconomics Program Manager
Monica.Schaefer@va.gov
Primary Preceptor for: Pharmacoeconomics and Formulary Management, Pharmacy Foundation and Leadership

Veronica Fassio, PharmD (not pictured)
Clinical Pharmacy Specialist, Formulary Management, Pharmacoeconomics
Kansas City VA Medical Center
Veronica.Fassio@va.gov
Primary Preceptor for: Academic Detailing

Patrick Spoutz, PharmD, BCPS
Kansas City VA Pain and Population Health Clinical Pharmacist and graduate of the program
Patrick.Spoutz@va.gov
Primary Preceptor for: Data Management and Analytics

Kimberly Schaffer, PharmD
Pharmacoeconomics Facility Program Manager
Kansas City VA Medical Center
Kimberly.Schaffer@va.gov
Primary Preceptor for: Formulary and Utilization Management (Medical Center Site)

Mark Patterson, PhD, MPH
Assistant Professor of Pharmacy Practice & Administration at the University of Missouri - Kansas City School of Pharmacy
Pattersonmar@umkc.edu
Primary Preceptor for: Clinical Research Project

Chris Sedgwick, PharmD, BCPS
Pharmacy Informatics Clinical Pharmacy Specialist and graduate of the program
Christopher.Sedgwick@va.gov
Co-Preceptor for: Data Management and Analytics
**Benefits:**

- Competitive stipend: $44,651
- Eligible for medical and life insurance as a VA employee
- Thirteen (13) days each of annual leave and sick leave, ten (10) paid federal holidays
- Teaching certificate, Health Analytics Certification Course, Academic Detailing Basic Skills training

**Qualifications:**

- United States citizen
- Graduated from an ACPE accredited school of pharmacy with a Doctor of Pharmacy degree
- Possess a valid US pharmacist license
- Complete a first-year pharmacy practice residency or equivalent experience

**Application:**

- Letter of Intent
- Curriculum Vitae
- Three (3) professional letters of references
- OF 306 – Declaration for Federal Employment
- Application for Health Professions Trainees VA Form 10-2850d
- Official College of Pharmacy Transcript(s)

**VA Heartland (VISN15) Network Office**

The PGY2 Pharmacy Outcomes and Healthcare Analytics Residency is located at the VA Heartland Network (VISN 15) Executive offices at 1201 Walnut Street in downtown Kansas City, MO. The building is located in the central business district. Renowned restaurants, lounges and shops intertwine with chic lofts and the city’s core business community, all within an eight-block area. A unique system of covered walkways connects 1201 Walnut with buildings spanning more than six city blocks. This climate-controlled environment provides a pleasant walk, regardless of the weather. In addition, access to the building’s attached parking garage is provided so there is no need to worry about finding a parking space. Free access to the property’s fitness center is also provided.