



2017 specialty pharmacy summit

# From Classroom to Boardroom: The Real-World Role Of Specialty Pharmacy Education

**Denali Cahoon, PharmD, CSP**

*Chief Operating Officer, Apothecary By Design*

**Stephanie LaPointe, PharmD**

*Manager, Education & Training, Diplomat Pharmacy*

**Doug Gebhard, PharmD, MBA**

*Vice President, Quality & Education, PANTHERx Specialty Pharmacy*



# Speaker Information

## **Denali Cahoon, PharmD, CSP**

**Chief Operating Officer – Apothecary By Design;  
Adjunct Professor – College of Pharmacy,  
University of New England**

- Doctor of Pharmacy degree from Massachusetts College of Pharmacy and Health Sciences, 2010
- Bachelor of Science degree from McDonough School of Business, Georgetown University, 2002
- Director of experiential education program for ABD, serves as residency program director for PGY1 Community Pharmacy Residency in Specialty Pharmacy
- Co-chair of the National Association of Specialty Pharmacy's education subcommittee





# Speaker Information

## Stephanie LaPointe, PharmD

**Manager, Education & Training; Residency Program  
Coordinator – Diplomat Pharmacy**

- Doctorate of Pharmacy degree from Ferris State University College of Pharmacy, graduating with honors in 2011
- Completed a PGY-1 residency program at Diplomat
- Completed the PEDALS program through Ferris State University and received a teaching certificate; currently adjunct faculty at multiple colleges of pharmacy
- Current chairperson of the Genesee County Pharmacists Association and chair of its education committee
- Current chair of the Michigan Pharmacists Association's New Practitioner's Committee and co-chair of the National Association of Specialty Pharmacy's education subcommittee





# Speaker Information

## **Doug Gebhard, PharmD, MBA**

**Vice President, Quality & Education –  
PANTHERx Specialty Pharmacy**

- Doctor of Pharmacy degree from The University of Pittsburgh School of Pharmacy
- Master of Business Administration from The University of Pittsburgh Katz Graduate School of Business
- Responsible for oversight of all clinical and education related services that support the disease management of patients, professional development of internal colleagues, and ongoing education of external stakeholders
- Developed and launched PANTHERx's Specialty Pharmacy Fellowship Program, which serves as a internal pipeline for talented specialty pharmacy professionals
- Member of the National Association of Specialty Pharmacy's education subcommittee





# Objectives

Upon completion of this presentation, you will be able to:

- Understand the current state of specialty pharmacy education and potential barriers to entry
- Communicate the benefits of investing in specialty pharmacy education within your organization
- Describe the key aspects of a pharmacy residency program with a focus in specialty pharmacy.



# Advice Given by ASHP for New Pharmacists Looking to Pursue Specialty Pharmacy

## Specialty Pharmacy

- Try to work in a specialty pharmacy
- Ask a lot of questions and observe

“If students are able to think creatively and have the patience to address and resolve issues, specialty pharmacy will employ many of these skills including many they will learn that are **not taught in pharmacy school.**”

- Anonymous Specialty Pharmacist



# Advice Provided by ASHP to New Pharmacists Exploring Various Pharmacy Career Paths

## **Ambulatory care:**

- Gain experience through a residency
- Be motivated in lifelong learning

## **Clinical specialist:**

- Participate in continual training (after residency)
- Continuing education and constant studying

## **Managed care:**

- Become a Certified Diabetic Educator
- Two years of residency and board certification

## **Federal government:**

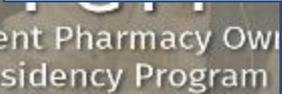
- Public Health Service internship
- Commissioned Officer Student Training and Extern Program



# The Challenge Facing Pharmacy Education

“By the year 2020, the completion of an ASHP-accredited postgraduate-year-one residency should be a requirement for all new college of pharmacy graduates who will be providing direct patient care.”

-ASHP Position Statement



*To Build Your Expertise,  
START WITH THE BASICS*



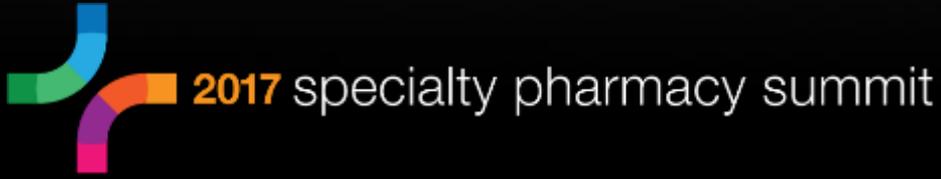
**FUNDAMENTALS**  
of Managed Care Pharmacy

**CERTIFICATE PROGRAM**



**ITGERS**  
Institute for Pharmaceutical  
Industry Fellowships

**COMMUNITY-BASED  
POSTGRADUATE  
PHARMACY EDUCATION  
AND TRAINING** ASHP



# The Specialty Pharmacy Education Landscape and Barriers to Entry

*Wynn*

*Encore*



2017

# Forums for Learning & Barriers to Entry

## Education

- Pharmacy School Curriculum
- Certifications & Specialization

## On the Job Training

- Internships & Rotations
- Residencies & Fellowships

## Career Options

- Gaining Experience & Expertise
- Breaking into the Specialty Space

## Continuing Education

- Maintaining Licensure & Credentials
- Specialty & State Specific Requirements



# Aligning Pharmacy Education with Practice

## Education

## On the Job Training

## Career Options

## Continuing Education

### Pharmacy School Curriculum

- Specialty pharmacy not specifically taught in pharmacy school
- Major disease states are covered, but ongoing management of specialty patients and the market are not addressed
- Limited flexibility to add required coursework into curriculum due to ACPE and NABP requirements

### Advanced Degrees, Certifications & Specialization

- Certified Specialty Pharmacist (CSP)
- Board of Pharmacy Specialties (BPS)
- Masters of Science in Pharmacy Business Administration (MSPBA)



# Exposure to Specialty Pharmacy

Education

On the Job  
Training

Career  
Options

Continuing  
Education

## Internships & Rotations

- Limited number of specialty pharmacies means limited opportunities for internships
- Rotations for students only in close proximity to pharmacy
- Often categorized as “elective” due to lack of standards

## Residencies & Fellowships

- Currently there are no accredited standards for Post-Graduate Specialty Training through ASHP
- Pharmacies have to tailor training to fit into an accredited (PGY1) category, taking away from specialty pharmacy components or conduct as non-accredited program
- Fellowships are research-focused, require experience



# Getting Your Foot in the Door

Education

On the Job  
Training

Career  
Options

Continuing  
Education

## Gaining Experience & Expertise

- Often challenging for new graduates to get a position in a specialty pharmacy
- Pharmacies are usually looking for highly experienced or specialized talent with specific expertise

## Differentiation from Peers

- Many pharmacists work for a few years in a different setting and then transition into specialty pharmacy
- Others look to specialize or gain additional credentials to show their level of expertise prior to breaking into specialty
- Cost of additional training may not be supported or sponsored by the organization



# Exposure to Specialty Pharmacy

Education

On the Job  
Training

Career  
Options

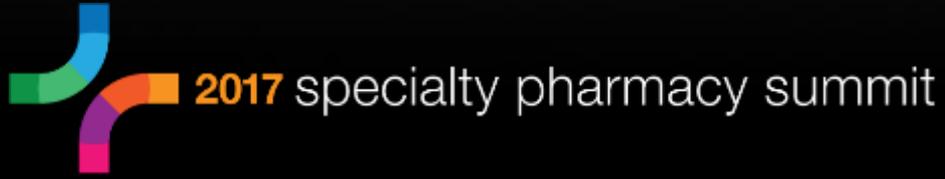
Continuing  
Education

## **Maintaining Licensure & Credentials**

- Pharmacists are required to obtain Continuing Education (CE) credits to maintain pharmacy license
- There is not a centralized source for relevant specialty CE

## **Specialty & State Specific Requirements**

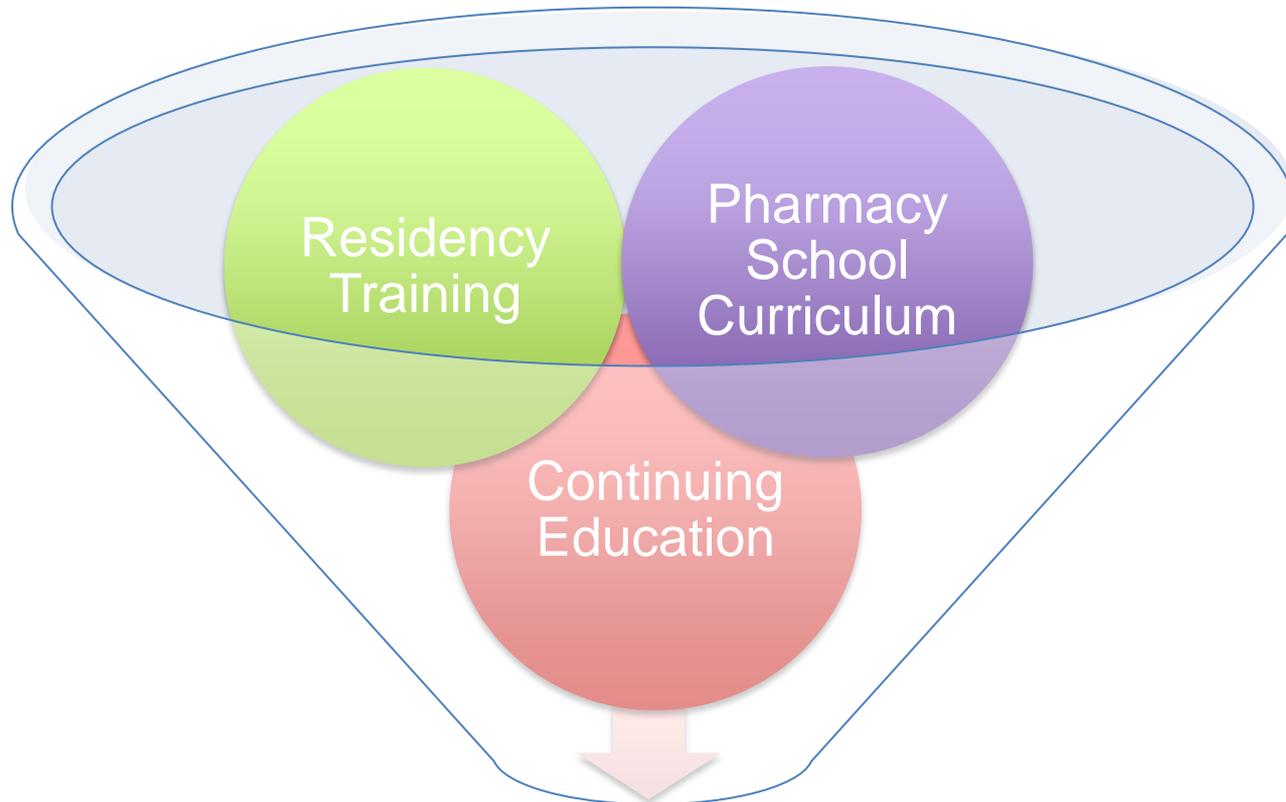
- States vary based on renewal period and “live” CE requirement
- For those having specialty certification, specialization, or credentials, those requirements are even more specific to specialty CE
- While there are many forums for CE, finding sources for “live” specialty specific CE can be more difficult



# Organizational Benefits Of Enhanced Specialty Education

*Wynn*

*Encore*



**Goal: Prepare well-trained clinicians for specialty pharmacy setting**



# Why Should a Business Engage in Residency Training?

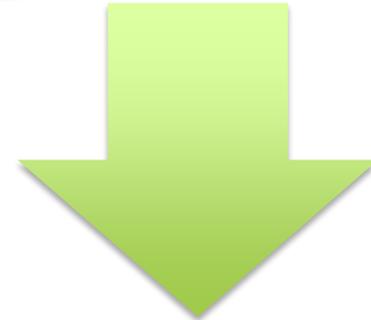


## Benefits

- Expanding revenue
- Developing/enhancing services
- Enhanced education

## Risks

- Time invested in establishing residency
- Financial aspect of funding resident
- Training investment in a one-year contracted position



# Direct Benefits: Operational

- Expansion of revenue at a dramatically reduced cost
  - Salary of licensed pharmacist ~\$90-130K vs. resident salary of \$30-50K
  - Resident contributions exceed costs of training by a 1.3:1 ratio
  - Multiplier effect – existing staff more available to perform other valuable tasks
- Expansion of services
  - Clinic collaboration, telepharmacy, pilot programs for outcomes research
  - Externally funded projects
- Opportunity to hire trained resident





# Indirect Benefits: Operational

- Employee satisfaction
  - Retention of employees
- Increased quality of care
  - Quality assurance and accreditation activities
  - Innovation
- Strengthening partnerships
  - Community
  - Clinics
  - Academia





# Perceived Benefits: Educational

- Specialty-focused education can help foster innovation, development of other staff, and continuous improvement
- Residents serve as in-house teachers, researchers, and role models
  - Layered learning with students
  - Increased capacity for learners
  - Continuing education (CE) presentations for staff
  - Opportunity to become a center for research





## Perceived Benefits: Competitive

- Embracing specialty-focused education can heighten marketing appeal to stakeholders
- In line with industry's direction toward more rigorous clinical training and demonstration of the value of specialty services
  - Increasing demand and standards for accreditation
  - Increasing popularity of specialty certification
  - Increasing requirements for both distribution channel and network participation
- Pharmacists with postgraduate specialty training can hit the ground running – increasingly important in fast-paced industry



# Who Benefits From Enhanced Specialty Pharmacy Education?

The Resident



The Industry



The Organization



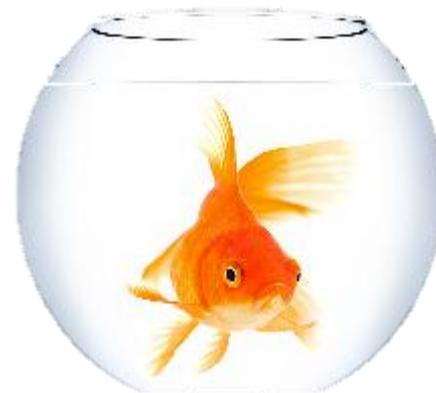
Patients

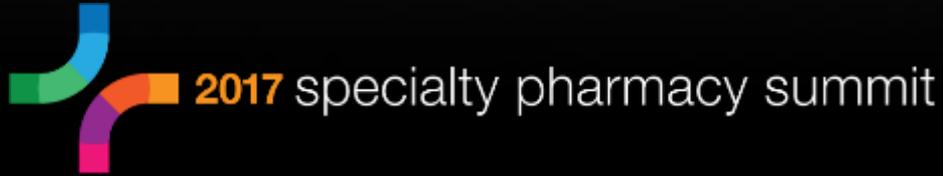




# The Challenge Facing Pharmacy Education

- Although growing, current scope of residency training is insufficient to prepare pharmacists to meet the needs of U.S. medication use systems
- Increasing the profession's capacity to prepare pharmacists through postgraduate training is critical to achieving this vision





# Diplomat's Postgraduate Year One (PGY-1) Pharmacy Residency With a Focus in Specialty Pharmacy

*Wynn*

*Encore*



# Program History

ASHP  
Community  
Accreditation  
Granted (2010)

ASHP On-Site  
Visit (2013)

Increased  
Number of  
Residents and  
Preceptors  
(2014)



Submitted for  
Pre-Candidate  
Status Under  
ASHP  
Pharmacy  
Standards  
(2012)

ASHP  
Accreditation  
Letter Received  
Outlining Six  
Years of  
Accreditation  
(2013)

Incorporated  
ASHP's Specialty  
Pharmacy  
Elective  
Competency Area  
into Curriculum  
(2014)



# Program Description

- Constructed to develop independent clinical practitioners with the ability to successfully practice within specialty pharmacy and precept the professions future leaders.
- In addition, graduates will be prepared to assume positions dedicated to the provision of advanced patient care services, as well as clinical-track faculty positions.



# Program Goals and Objectives

- The program will equip the resident to:
  - Provide innovative patient care services in specialty pharmacy and community pharmacy
  - Design, implement, and evaluate medication management models with demonstrated improvement in clinical outcomes
  - Develop leadership skills
  - Develop practice management skills including operational, business development, and reimbursement strategies
  - Strengthen skills as an effective communicator and educator



# Competency Area E7: Specialty Pharmacy

Goal E7.1 Effectively fulfill the major functions of a specialty pharmacist, including intake, clinical management, fulfillment, and facilitating optimal outcomes.

- Objective E7.1.1 (Applying) Effectively conduct the patient intake process for specialty pharmacy patients.
- Objective E7.1.2 (Applying) Effectively engage in clinical management activities for specialty pharmacy patients.
- Objective E7.1.3 (Applying) Effectively conduct fulfillment activities for specialty pharmacy patients.
- Objective E7.1.4 (Evaluating) Effectively facilitate optimal treatment outcomes for specialty pharmacy patients.



# Program Sites

- Diplomat
  - Corporate headquarters
  - Retail/community location
  - Diplomat Specialty Infusion Group
- Adjunct sites
  - Family Health & Wellness Center
  - Ferris State University College of Pharmacy
  - Genesee County Free Medical Clinic





# Learning Experiences: Required

Required  
Concentrated

- Clinical Services
- Community
- Managed Care
- Prior Authorization
- Specialty Care

Required  
Longitudinal

- Professional Development
- Project Management
- Staffing



# Learning Experiences: Electives

## Electives

- Advanced Community
- Ambulatory Care
- Clinical Education
- Industry Relations
- Oncology
- Quality Management
- Specialty Infusion



# Example Program Schedule

Clerkship	Duration
Orientation	2 weeks
Specialty Care	5 weeks
Managed Care	5 weeks
Community	5 weeks
Longitudinal	4 weeks
Prior Authorization	5 weeks
Clinical Services	5 weeks
Electives 1, 2, 3, 4	5 weeks each



# Past Resident Project Examples

- Development, implementation, and assessment of a site-of-care program for specialty infusion products
- Effectiveness of a written continuing education module for specialty pharmacists: a prospective patient benefit analysis
- Evaluation of patient satisfaction and cost-effectiveness of a live online chat service offered by a specialty pharmacy
- Patient, provider, and payor perspectives on biosimilars
- Real-world effectiveness of an eight-week course of fixed-dose ledipasvir and sofosbuvir therapy for the treatment of hepatitis C in a specialty pharmacy setting
- Reduction of near-miss occurrence through process improvement
- The design, implementation, and assessment of a high-touch oral oncolytic nursing adherence program in a specialty pharmacy



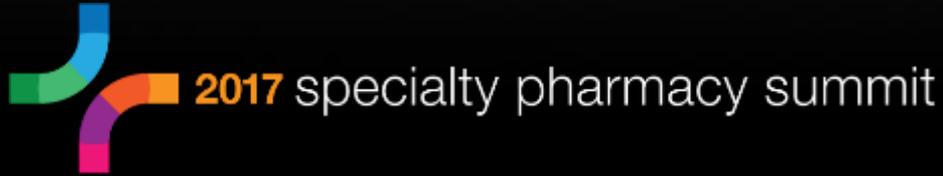
# Benefits to Organization

- Engagement by preceptors to continuously grow and maintain skill sets, such as providing ongoing feedback, coaching, and developing new team members.
- Creates a pipeline of knowledgeable leaders within the company.
- Maintenance of team member educational needs by providing clinical and operational in-services.
- Provides a new set of eyes to evaluate current processes and to implement improvements.
- Retention of candidates allows for hiring team members with a complete understanding about the business.
- Supports cross-pollination between departments as residents move from learning experience to learning experience.



# Benefits to Future Leaders

- Experience with planning, executing, and analyzing research and quality improvement projects.
- Exposure to real-world situations within the clinical and business perspectives of specialty pharmacy.
- Introduction to a wide array of leadership styles through interactions with managers, directors, and executive leadership.
- Participation in topic discussions with key decision-makers provides holistic insight into clinical and business practices.
- Professional development through leadership programs, committee involvement, and conference attendance.



## Questions & Discussion

### **For More Information**

Denali Cahoon: [dcahoon@abdrx.com](mailto:dcahoon@abdrx.com)

Stephanie LaPointe: [slapointe@diplomat.is](mailto:slapointe@diplomat.is)

Doug Gebhard: [dgebhard@pantherspecialty.com](mailto:dgebhard@pantherspecialty.com)