Shaping the Development of Future Pharmacists

Pharmacist Development Programs
Optum values education and the future development of pharmacist’s, therefore we partner with various colleges of pharmacy and aid in the training of future pharmacists. In addition, Optum offers an ASHP accredited PGY1 ambulatory pharmacy practice residency with an emphasis in Hospice and Palliative Care.

Opportunities for Pharmacy Students
Optum is a pharmacy benefits manager (PBM) providing medication therapy management, drug utilization reviews and educational resources for hospices nationwide. The Optum clinical team provides a variety of clinical services to hospice programs and palliative care professionals. The clinical staff provides pharmacotherapy consultation via telephone with nurses, physicians and patients/family/caregivers. Consultations occur for new patient admissions to hospice, patient transitions of care and 24 hour symptom management. Our clinical pharmacists participate onsite as members of the interdisciplinary team (IDT) and via audio conference for hospices located throughout the country. Other clinical activities include: monthly educational audio conferences provided to nurses, physicians and pharmacists; onsite education at hospices; drug utilization evaluations; formulary management; and medication therapy management (MTM) reviews. Optum also operates a clinical resource center focusing on providing drug information services to our clients as well as the only hospice and palliative care abstracting service, HospiLink™.

Pharmacy students may elect rotations at either the Columbus, Ohio clinical office or Optum Services corporate headquarters in Montgomery, Alabama. Students will partake in many daily pharmacist activities. Future pharmacists will experience the interdisciplinary approach to patient/family care. Students are engaged in pharmacist shadowing, medication therapy management (MTM), disease state presentations, formal and informal clinical writing projects, journal clubs, case presentations, and other company projects. Depending on the office location selected by the pharmacy student, opportunities include: rounding with the interdisciplinary homecare and inpatient team; shadowing hospice interdisciplinary team members such as nurses, social workers and chaplains; and/or attending journal clubs with hospice medical directors and medical students or residents. Students will also gain insight to operations of a pharmacy benefit manager from patient enrollment to claim adjudication at the community pharmacy. For more information about these programs, please contact: Pharmacist Development.

Specialty Pharmacy Residency: PGY2 Pain and Palliative Care
Optum and The Ohio State University College of Pharmacy in conjunction with The Ohio State University Wexner Medical Center offers a PGY2 residency in Pain and Palliative Care.

Mission
Our mission is to develop pharmacists who are experts in the practice of hospice, palliative care, and pain management. The program will foster the integration of knowledge and skills needed to provide excellent patient care in outpatient and inpatient settings, educate current and future practitioners, and be agents of change within the profession.

Program Description
The PGY2 Pain and Palliative Care residency is a unique, multi-site program that prepares competent and confident pain, palliative, and hospice care practitioners to enter the work force and become leaders in their field. The resident will spend time at two major clinical practice sites, Optum Services and The Ohio State University Wexner Medical Center. At both sites, caring for palliative and hospice patients is integrated with becoming an expert in pain and symptom management across a wide variety of disease states and trajectories. The diversity of educational forums and patient care experiences provide a well-rounded program that can be tailored to fit the interests of the resident and help achieve professional goals.
Optum Hospice Pharmacy Services is one of the nation’s leaders in hospice pharmacy benefits management. The Clinical Division of Optum is located approximately 20 minutes from The Ohio State University campus in Dublin, OH. The pharmacists at Optum utilize patient assessment and medication therapy management (MTM) skills to provide evidence-based clinical consultations to clinicians, patients, and caregivers from hospice and palliative care organizations across the country.

Optum is the primary practice site where the resident completes orientation and initial training in the management of a variety of disease states and symptoms for hospice and palliative care patients. The resident will apply his or her knowledge and develop confidence as an independent practitioner through telephone consultations and participation in outpatient and inpatient interdisciplinary teams at local hospice and palliative care sites, including Ohio Health Hospice and Nationwide Children’s Hospital Palliative Care and Hospice teams. Other training within the clinical PBM side of the industry includes preparing drug information, facilitating drug utilization reviews, leading formulary discussions, and providing educational programming for hospice and palliative care healthcare professionals.

The Ohio State University Wexner Medical Center

The palliative medicine consult service at OSUWMC serves patients with life-limiting illness at variable stages of disease across the institution, including University Hospital, The James Cancer Hospital, and The Ross Heart Hospital. The outpatient palliative clinic serves patients with symptoms related to cancer and cancer therapies.

- University Hospital (UH): is the flagship hospital with over 900 beds. UH is a major referral center for patients throughout Ohio and the Midwest. Palliative medicine completes consults on patients in the surgical and medical ICUs and on general acute care floors.
- The James Cancer Hospital and Solove Research Institute: is one of the nation’s premier centers for the prevention, detection and treatment of cancer. The James is a 306 bed cancer and critical care tower which opened in December of 2014. The palliative medicine consult team is commonly consulted for complex symptom management and to establish goals of care for patients that are newly diagnosed, receiving cancer therapies, and at the end of life.
- The Ross Heart Hospital: is a leader in cardiology and heart surgery and is the only nationally ranked heart hospital in the area. The Ross is one of the largest centers for the implantation of LVAD devices in the world in addition to providing heart and lung transplants. Palliative medicine is highly integrated into the care of cardiac patients at all stages, including establishing goals of care prior to aggressive interventions.
- Center for Palliative Care Outpatient Clinic: the outpatient palliative care team is comprised of physicians, nurse practitioners, a pharmacist, a social worker, and psychologists who together work to provide whole person care to cancer patients experiencing symptoms related to cancer and cancer therapies. The clinic operates 5 days per week and actively follows approximately 800 patients.

Program Structure
The resident focuses primarily on direct patient care and practice management at the two clinical practice sites. The resident will also deliver didactic lectures at The Ohio State University College of Pharmacy and has the opportunity to earn a formal teaching certificate. Professional development programming is also coordinated by The OSU College of Pharmacy throughout the residency year. The resident is expected to complete and publish at least one major research project with collaborative support from the college, the preceptors and practitioners from the clinical practice sites.
Learning Experiences
• Optum
  - Hospice Inpatient & Outpatient
  - Hospice Consulting & PBM Longitudinal
  - Drug Information
  - Pediatric Hospice & Palliative Care (elective)
  - Managed Care (elective)
  - Advocacy & Administration (elective)

  - The Ohio State University Wexner Medical Center
    - Palliative Care Inpatient Oncology
    - Palliative Care Inpatient Internal Medicine
    - Palliative Care Outpatient
    - Acute / Interventional Pain Management

Preceptors
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Clinical Pharmacist
Optum, an Optum Company

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Clinical Pharmacist Specialist
Palliative Medicine
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Maureen is a clinical pharmacist and assistant to the director of drug information for Optum, an Optum company. She is the residency program director for the PGY2 Pain and Palliative Care residency program and site coordinator for the Optum practice site. Her practice interests include geriatric pharmacotherapy, pain management, and drug information. She graduated with her Doctor of Pharmacy degree from Ohio Northern University and completed the ASHP Ambulatory/Community Care Pharmacy Practice Residency with The Ohio State University College of Pharmacy. Maureen directs the APPE program for pharmacy students completing the PharmD program from Ohio Northern University and The Ohio State University. She also assists the course director for the Pain Management, Palliative Care, and Geriatrics elective class at The Ohio State University College of Pharmacy.