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**HOSPITAL**  
IN  
**WISCONSIN**  
2012-2020

**UWHealth**



**Combined PGY1/PGY2  
Health-System  
Pharmacy Administration  
& Leadership Residency  
with Master's**

**Inaugural ASHP  
Foundation  
Pharmacy Residency  
Program Excellence  
Award Winner**

*Producing leaders across  
the profession*





# Department of Pharmacy

The University of Wisconsin Hospital is a 505-bed tertiary care teaching hospital and Level One adult and pediatric trauma center with extensive research, ambulatory care, home care, managed care and referral services. Using a decentralized, comprehensive inpatient practice model with extensive ambulatory care services, the pharmacy department actively participates in all areas of care while conducting innovative research and providing exceptional education. The department's drug distribution system is fully automated, utilizing a fully integrated information system and network to support advanced robotic and point-of-care technology. The pharmacy department manages 14 community pharmacies and includes a hospital and long-term-care consulting service, a medication therapy management service, a specialty care mail-order pharmacy and a hospice management service.

## National Network of Leaders

- >100 Pharmacy Managers
- 50 State Association Presidents
- 4 ASHP Presidents
- 3 Whitney Award Winners
- 3 Deans

## HSPAL Residency Experiences

- Master's in Health-System Pharmacy Administration
- Innovative Longitudinal PGY1 and PGY2 Projects
- Interim Management Experience
- 5 Administrative Rotations in PGY1 Year
- Longitudinal Rotations
- Clinical and Operational Staffing
- Monthly Meetings with Senior Director of Pharmacy
- School of Pharmacy Administrative and Leadership Teaching
- Resident Trips

## HSPAL Contact

Meghann Voegeli, PharmD, MS  
Pharmacy Director, Inpatient Pharmacy Operations and Pediatric Services  
(MVoegeli@uwhealth.org)

JOIN THE  
UW Network  
OF  
**400+** PAST  
RESIDENTS  
ACROSS THE NATION



### FISCAL YEAR 2020

\$1,130,000,000 Departmental Gross Revenue  
\$410,500,000 Drug Budget  
\$47,500,000 Salary and Fringe  
2,065,000 Inpatient Medication Orders Verified  
17,345 Inpatient Daily Doses  
1,914 Retail Prescriptions per Day  
390 Active Research Protocols

### OUR STAFF (423 FTE)

#### Pharmacists (156 FTE)

64 Inpatient

50 Ambulatory

42 Other (Nuclear, Drug Policy, PBM)

#### Management Team (23 FTE)

1 Senior Director

7 Directors

15 Managers

### BY THE NUMBERS

98% inpatient medications scanned prior to administration

95% of pharmacists are board certified

92% of pharmacists are residency trained

61 invited presentations at professional meetings

44 peer reviewed publications authored

22 professional organization leadership appointments

**#1 Pharmacy Team in the World**

#### Technicians & Support Staff (244 FTE)

159 Technicians

- 38% Inpatient

- 35% Retail and Clinic

- 27% Other (PSB, Research)

42 Medication Access Specialists

30 Analysts and Support Staff

13 Interns/Student Help

# UWHealth

## History of Pharmacy Firsts

1966 – Win Durant’s 10 Year Plan

1967-1969 – Sterile IV admixture program

1971 – Pharmacist role in patient admission medication histories and reconciliation

1974 – Pharmacy technician inpatient drug administration program

1976 – Pharmacokinetic monitoring and medication dosing program

1980 – Decentralized pharmacy technician order entry

1989 – Investigational Drug Services program founded

1993 – Pharmacy centralized robotic dispensing technology

1994 – Pharmacy Assistant (PhA) role implemented

1996 – Managed care pharmacy benefit management program (UCare)

2001 – Barcode medication administration verification and documentation software (Admin-Rx)

2003 – “Smart” IV infusion pumps with decision support software

2005 – Integrated legacy UWMF and UWHC ambulatory pharmacies into UW Health pharmacy services

2006 – Implemented MedCarousels and robotic envelope dispensing technology

1966 – Pharmacists working clinically in-patient care areas

1967-1969 – Unit dose drug distribution system

1973 – Pharmacist role in discharge medication teaching

1976 – Fully computerized medication order entry, dispensing and billing system

1979 – First pharmacist working in an ambulatory clinic

1985 – Pharmacist participation in patient care rounds

1990 – Prescription mail order pharmacy services

1994 – Chartwell Midwest Wisconsin commences home infusion operations

1995 – Center for Drug Policy founded

2000 – Telepharmacy medication compliance management mail service program

2002 – Pharmaceutical Research Center (PRC) Founded

2004 – Tech-Check-Tech (TCT) program for medication cart fill

2006 – Inaugural winner of ASHP Foundation Residency Program Excellence Award

2007 – Established Code Stroke Pharmacist 24/7 bedside response



# UWHealth

## History of Pharmacy Firsts

2007 - Implemented High-Cost Clinic Administered Drug Utilization Program, Medication Prior Authorization Coordinator (MPAC), and Infusion Center Pharmacist positions

2010 - Developed nation's first accredited Medication Systems and Operations Residency Training Program

2012 - Developed first pharmacy student residency track (APPE-RT) program in Wisconsin

2012 - Established centralized, pharmacy technician-supported specialty medication prior authorization services (AMPAC) as foundation of specialty program

2014 - Established inpatient "First dose" TCT via PEB variance

2015 - Leveraged Enterprise Medication Management (EMM) Technology for inventory management

2016 - Winner the Centers for Disease Control and Prevention's (CDC) Healthcare Association Venous Thromboembolism Prevention Challenge Champions award

2017 - Pharmacy technician career ladder established

2017 - Development of breakthrough P&T Committee

2019 - Service based weekday AM inpatient staffing model

2020-2021 - Implementation of new MedCarousels and automated dispensing robot

2008 - Implemented the Anticoagulation Stewardship Program (winner of ASHP Award for Excellence in Medication-Use Safety in 2011)

2011 - Implemented pharmacist prospective review of discharge prescriptions from the ED (winner of ASHP Research and Education Foundation Innovation in Pharmacy Practice Literature Award in 2014)

2012 - Established nation's leading health-system based specialty pharmacy program

2013 - Developed and implemented the Pharmacist Advancement Recognition Program (PARP)

2014 - Established nation's first health-system based accredited Specialty Pharmacy Residency Training Program

2015 - Developed Ambulatory Medication Access Specialists (aMAS) workforce to assume medication prior authorization services throughout primary care clinics

2016 - Implemented Wisconsin's first community pharmacy TCT program

2017 - First in nation to require board certification for all pharmacists

2018 - Operationalized the Pharmacy Services Building (PSB)

2020 - Implemented an integrated dispensing system across ambulatory sites

2020-2021 - State of the art inpatient central pharmacy and sterile products area (SPA) remodel

### 14 Unique Residency Programs with 29 Residents



- Administration & Leadership
- Ambulatory Care
- Critical Care
- Emergency Medicine
- Infectious Disease
- Informatics
- Transplant
- PGY1 Pharmacy
- Internal Medicine
- Medication Systems & Operations
- Oncology
- Pediatrics
- Medication Use Safety & Policy
- Specialty Pharmacy



## Meet our Residency Program Director

### **Meghann Voegeli, PharmD, MS**

Director of Inpatient Pharmacy Operations and Pediatric Services at UW Health and Clinical Instructor at the UW School of Pharmacy. Meghann received her Bachelor's degree from UW-Stevens Point and PharmD and Master's degrees from the University of Wisconsin. She completed her residency training in Health-System Pharmacy Administration at UW Health.

Meghann is actively involved in several professional organizations including American Society of Health-System Pharmacists (ASHP), Pharmacy Society of Wisconsin (PSW), and Vizient.

Meghann's professional interests include leadership development, operational efficiency, automation and technology, quality improvement, medication safety, workforce training and development.



**Meghann Voegeli**

### **UW Hospital & Clinics**



### **UW Health Pharmacy Services Building**



### **UW Health at The American Center**



## Meet our Senior Director of Pharmacy



**Jack Temple**

**Jack Temple, PharmD, MS** (Clinical Associate Professor)

Senior Director of Pharmacy at UW Health. He earned his Doctor of Pharmacy degree from the University of North Carolina in 2004 and his Master of Science in Health System Pharmacy Administration from the University of Wisconsin in 2006. He completed a PGY-1 and PGY-2 specialty residency in Pharmacy Practice Management from the University of Wisconsin Hospitals and Clinics.

Jack is an active member of ASHP and the Vizient – Academic Medical Center (AMC) Network. Previously, Jack has served as Chair for the Vizient-Medication Use and Information Technology Committee, Chair for the Vizient Pharmacy Business Council, a member of the Vizient-Pharmacy Executive Committee, a member of the ASHP Section Advisory Group for Pharmacy Business Management and the group for Financial Management/Reimbursement, a member of the Vizient-Purchasing and Monitoring Committee, and a member on Leadership and Career Development subcommittee for the ASHP New Practitioners Forum.

With more than a decade serving as a leader, Jack's experiences have afforded him the opportunity to evolve into a competent, innovative, decisive, systems thinker. He is regarded by colleagues for having solid character and integrity, and has a strong record of mobilizing resources, inspiring curiosity, building confidence, and empowering pharmacists to expand their roles as part of the patient care team. During the past 10 years with UW Health, Jack has held various leadership roles in operations, supply chain, informatics, and business services. He brings a wealth of experience in the use of automation and technology for dispensing operations and has authored five publications on the use of automation and technology to improve dispensing efficiency and safe medication use (three book chapters, two journal articles.)



### Program Summary

The combined Master's degree and residency in Health-System Pharmacy Administration and Leadership at UW Health is designed to provide the resident with a solid background in academics and the administration of exemplary pharmacy services across an integrated health-system.

The primary objective of the program is to develop health-system pharmacy administrators and leaders who are trained and prepared to immediately assume manager-level or higher administrative positions within a large health system and one day Director of Pharmacy or Chief Pharmacy Officer in a leading health care organization.

Residents' activities are varied in scope, depending on each individual's background and areas of interest.

### Program Strengths

The UW Health Department of Pharmacy is not only a leader in the profession, but also a leader within the hospital in the areas of technology assessment, new business development, information technology, patient safety, resource utilization and regulatory compliance. In 2006, this residency program proudly accepted the inaugural ASHP Foundation Pharmacy Residency Program Excellence Award for producing leaders across the profession.

- Extensive management experience in all aspects of an integrated health care system
- Flexibility in tailoring the program to the strengths and interests of the resident
- Leaders in technology and patient safety
- Clinical and administrative responsibilities as part of a management team
- Multidisciplinary management coursework is divided evenly throughout the two-year residency
- Flexibility in coursework across the graduate schools of business, industrial engineering, population health and pharmacy
- PBM and other Managed Care components
- Experience and discussion regarding professional organizations
- Involvement in teaching and precepting students

UW Health Main Campus



## HSPAL Rotation Information

### First Year Rotations

#### Administrative Rotations

- Clinical Management
- Inpatient Operations and Medication Use Systems
- Pharmacy Informatics and Data Management
- Ambulatory and Specialty Operations
- Contracting and Supply Chain

#### Longitudinal Rotations

- Residency Program Director and Recruitment
- Drug Policy Program and Medication Use Evaluation
- Medication Safety
- Fundamentals of Pharmacy Informatics

#### Clinical Rotations (3 Required, 1 Elective)

- Inpatient
  - Cardiology
  - Medicine
  - Neurology
  - Surgery
  - Pediatrics
  - Critical Care
- Ambulatory Care
  - Primary Care
  - Neurology
  - Oncology
- Popular Electives
  - Operating Room
  - Emergency Medicine
  - Oncology
  - Infectious Disease

### Second Year Rotations

#### PGY-2 Rotations

- Executive Pharmacy Leadership
- Integrated Pharmacy Services
- Advanced Inpatient Operations
- Ambulatory Services Leadership
- Interim Management Experience
- Capital and Operational Budget
- 6 Weeks of Additional Elective Time

#### Longitudinal Rotations

- Capital Budget
- Operational Budget
- Leadership Teaching Experience

#### Two Required Selections

- Drug Policy Management
- Oncology Service Line
- Advanced Supply Chain
- Community Hospital Management
- Advanced Compounding
- Business Infrastructure Oversight
- Specialty Pharmacy
- Infusion Center Integration
- Pharmacy Research Center





**School of Pharmacy**  
UNIVERSITY OF WISCONSIN-MADISON

# UWHealth

## Master's Coursework

### Master of Science Curriculum

- MS coursework is completed throughout four semesters
- Tuition is fully covered by UW Health
- 36 successful credits are required for degree completion
- The sequence of course work is dependent on course availability and is instructor dependent

### Required Master's Coursework

- **Semester 1:** Human Resource Management, Health System Pharmacy Data Analysis and Informatics, Graduate Seminar in Health-System Pharmacy, Advanced Independent Study, Engineering Management of Continuous Process Improvement
- **Semester 2:** Special Topics in Human Factors Engineering, Independent Study: Teaching, Graduate Seminar in Health-System Pharmacy, Advanced Independent Study, one elective course
- **Semester 3:** Managerial Accounting, Graduate Seminar in Health-System Pharmacy, Advanced Independent Study, one elective course
- **Semester 4:** Health Systems Management and Policy, Advanced Health-System Pharmacy Administration, Graduate Seminar in Health-System Pharmacy, Advanced Independent Study, one elective course

### Elective Master's Coursework Options

- Business and Accounting
- Industrial Engineering
- Human Resource Management
- Population Health

Grainger Hall: Wisconsin School of Business



## Junior Administrative Residents

### Cecilia Costello



**Pharmacy School:** University of Rhode Island

**Residency Project:** Implementation of new MedCarousels at University Hospital

**Career Interests:** Medication Safety, Operations, Specialty Pharmacy, Automation, and Informatics

**Hobbies:** Cooking, cycling, watching New England Patriots football, and (social distance) exploring Madison with co-residents

**Why UW?** From the minute I arrived in Madison, I felt right at home. I chose UW Health for its legacy of extraordinary pharmacy leadership and progressive, innovative pharmacy services. The clinical and administrative preceptors are dedicated to training residents and preparing us to be leaders in a complex and ever-evolving healthcare environment. I could not be more excited to join a department that puts patient care above all else and continues to strive to be the nation's leader in pharmacy. On, Wisconsin!

**Pharmacy School:** University of Wisconsin – Madison

**Residency Project:** Next Generation Analytics in Pharmacy Workflow Management

**Career Interests:** Informatics and data analytics, inpatient pharmacy operations and automation, sterile compounding, professional organizations, pharmacy practice advancement

**Hobbies:** Golf, traveling, spending time with friends, co-residents, family, exploring new restaurants and anything Wisconsin Badgers or Green Bay Packers!

**Why UW?** The legacy, leaders, people, and the department's dedication to patient care. The administrative and clinical preceptors at UW Health are devoted to developing top-notch graduates as evidenced by the alumni leaders across the country. The residency program allows residents to take a hands-on approach in innovative impactful projects that improve patient care while also moving pharmacy practice forward. This allows residents to develop the administrative, leadership and clinical skills necessary to succeed at large integrated health-systems. The culture, expectations and support from this program all help ensure you leave a lasting impact on the department while preparing yourself for the next steps as a future leader. I'm fortunate to be living a part of the UW Legacy! On, Wisconsin!

### Drew Dretske





## Junior Administrative Residents

### Shannel Gaillard



**Pharmacy School:** Medical University of South Carolina

**Residency Project:** Autoverification in the perioperative setting at UH, AFCH, TAC

**Career Interests:** Inpatient pharmacy operations, informatics, leadership development, drug policy, and medication safety

**Hobbies:** Traveling, hiking, doing puzzles, playing and watching sports, listening to podcasts, hanging out with friends and family

**Why UW?** The legacy of the UW Health residency program and the continued excellence in leadership, mentorship, pharmacy practice, and research is one of a kind. Early integration of the administrative residents into the pharmacy leadership team provides the challenge and support to develop exceptional pharmacy leaders in clinical and administrative practice. Year after year the residents complete substantial projects that enhance pharmacy practice at UW and lead the way for pharmacy across the country. I chose to become part of the UW legacy for the opportunities that will allow me to grow within my pharmacy practice and become an impactful pharmacy leader. On Wisconsin!

**Pharmacy School:** University of Wisconsin – Madison

**Residency Project:** Standardizing Pharmacist Inpatient Delegation Protocol Documentation in an Academic Medical Center

**Career Interests:** Clinical pharmacist management, inpatient/ambulatory operations

**Hobbies:** Quality time with family and friends, lifting weights, outdoor sports, watching YouTube videos, and baking cheesecakes

**Why UW?** UW Health has a long-standing history of producing pharmacy leaders across the country who continue to shape the profession. Both the inpatient and ambulatory pharmacy departments are key contributors to the organization and patient care as well. UW Health has a warm and welcoming midwestern culture with supportive managers and staff towards residents' growth. Opportunities to get involved are always available, and residents can make a meaningful impact on continuous improvement throughout the health system.

### Herolind Jusufi



## Senior Administrative Residents

**Eric Friestrom**



**Pharmacy School:** University of Wisconsin - Madison School of Pharmacy

**Residency Project:** Lighting a SPARC: Improving Specialty Pharmacy Analytics and Reporting Capabilities

**Masters Project:** Specialty Pharmacy Telehealth Services Design and Implementation

**Career Interests:** Pharmacy Administration, Specialty Pharmacy, Pharmacy Informatics, Data Analytics, Business of Pharmacy

**Hobbies:** Hiking, camping, fishing, cooking, traveling, UW Badger football and basketball

**Why UW?** The UW Health pharmacy administrative program's legacy of leadership development, resident mentorship, and dedication to patient care is second-to-none across the nation. When choosing between pharmacy administrative residency programs, I prioritized gaining the hands-on experience of progressing the profession of pharmacy to better patient care. UW Health uniquely challenges residents with hands-on responsibility of top department priorities and presents opportunity for each resident to leave their own leadership legacy. I ultimately chose UW Health to learn from some of the best pharmacy leaders in the nation while continuing my pursuit of leaving a legacy on patient care in my home state of Wisconsin. On, Wisconsin!

**Pharmacy School:** University of Wisconsin – Madison

**Residency Project:** Implementation of Inpatient Pharmacy Operations Dashboard

**Masters Project:** Implementation and evaluation of a 340B program at a Rural Referral Center

**Career Interests:** 340B, Supply Chain, Inpatient Operations and Automation, Specialty Pharmacy, Informatics, and Pharmacist and Technician Role Advancement

**Hobbies:** Hiking, visiting state parks, exploring breweries, wineries, and new restaurants around Wisconsin, watching sports and live music, and spending time with family

**Why UW?** The people, the legacy, and the opportunities. UW Health's pharmacy department has some outstanding pharmacy leaders that have a passion for mentoring residents. These individuals continue to build a strong legacy of fostering leadership development and dedication to patient care. This legacy inspires me to take full advantage of the endless opportunities available to me within this residency program. These various opportunities challenge me, push me outside my comfort zone, and allow me to truly grow. I have no doubt that this program will allow me to develop the necessary skills to become a competent and successful pharmacy leader, all while having a little fun! On, Wisconsin!

**Brooke Halbach**





## Senior Administrative Residents

### Joelle Hall



**Pharmacy School:** Ohio Northern University

**Residency Project:** Specialty Pharmacy Space & Workflow Redesign to Improve Operational Efficiency

**Masters Project:** Implementation & Optimization of TraySafe for Increased Safety and Efficiency

**Career Interests:** Leadership development, operations, medication safety, pharmacy enterprise expansion, specialty pharmacy, pharmacoeconomics

**Hobbies:** Exploring new restaurants and bars with family and friends, cooking, cheering on all of Cleveland's major league teams, and traveling

**Why UW?** UW had everything I was looking for in a residency program; a national reputation of excellence, opportunities to lead initiatives that impact the entire organization, and a highly motivated and welcoming pharmacy department. Graduates of this program are highly sought after and have gone on to become leaders of major healthcare systems across the country. Joining the UW legacy allows me to guarantee that I will be a well-prepared leader and leave a lasting impact on the profession.

### Connor Hanson



**Pharmacy School:** University of Wisconsin-Madison

**Residency Project:** Improved inpatient pharmacy productivity through redesigned workflows

**Masters Project:** Replacement of a centralized robotic dispensing system to improve drug dispensing efficiency

**Career Interests:** Operations, automation, technician advancement, supply chain

**Hobbies:** Anything outdoorsy (hiking, climbing, camping), water sports, Wisconsin sports teams

**Why UW?** The people. The UW Health pharmacists and department leaders are experienced, motivated individuals who are eager to drive practice forward. They invest heavily in the training of residents, ensuring we are well-equipped for our future roles. My training here will undoubtedly prepare me to be an effective and versatile leader in my future practice, largely due to the dedication of the preceptors. On, Wisconsin!

## Senior Administrative Residents & Salary/Benefits

**Clayton Irvine**



**Pharmacy School:** West Virginia University

**Residency Project:** Creating WHPUOS Standards for Oncology Clinic Pharmacists

**Masters Project:** Implementation of Vestigo for the Pharmaceutical Research Center

**Career Interests:** Clinical pharmacy practice advancement, hematology/oncology clinical practice, pharmacy regulatory systems and compliance, corporate finance, strategic initiatives, integrated global pharmacy business and business plan development

**Hobbies:** Long distance competitive running, health and fitness, listening to music, and traveling to Walt Disney World

**Why UW?** If you are looking for a place where discovery meets innovation and hard work is the foundation for success, then UW Health is where you belong. You will become part of the UW Health administrative legacy, as well as receive training and mentorship from some of the country's most elite pharmacy administrators – leaders who are setting new standards in healthcare and advancing the practice of pharmacy for a better tomorrow. You will have the ability to practice at the top of your license and become part of a network that is dedicated to residents and residency training. Run hard, stay hydrated, and remember to enjoy the journey along the way, it's not a sprint but a marathon to the finish line. I would not have done this any other way. On Wisconsin! a legacy on patient care in my home state of Wisconsin. Go Badgers!

### HSPAL Residency Stipend and Benefits

Residents receive a stipend of \$47,500 per year. Additionally, each year residents receive the following benefits:

- 144 hours of paid time off (PTO), inclusive of vacation, holidays and sick time, during each year of the residency program
- Funding for professional meetings
- Paid tuition for the MS program

As dual employees of UW Health and the School of Pharmacy, residents receive full health, vision and dental insurance benefits and full access to the University of Wisconsin's recreational, educational and cultural facilities.



## Applying to the Program

### Residency Program

Applicants should submit a standard application through the Pharmacy Online Residency Centralized Application Service (PhORCAS).

To do so, follow the steps below:

- Go to the [PhORCAS portal page](#)
- Create New Account (if you have not done so) and complete account registration
- From the PhORCAS portal page, log in and complete the application process

The application should include the following information:

- A letter of intent/personal statement. The letter of intent should state your reasons for pursuing both the residency program and graduate study, including how you have prepared for the rigors of such a program
- Three letters of recommendation using the "standardized form" within PhORCAS. We encourage reference writers to "individualize" their recommendation by taking advantage of the "brief program comments" text box
- A curriculum vitae (CV)
- Pharmacy School Transcripts
- No additional "supplemental information" is required through PhORCAS

### Application Deadline

The application deadline for both the University of Wisconsin graduate program and Residency Program (PhORCAS) is January 4, 2021.

### Post Application

After application review, candidates will be selected for interviews. Interview candidates will be input into the National Matching Service for placement. Residency begins June 14, 2021 and ends June 25, 2023.

### Applying to the UW-Madison Graduate School

All applicants must also complete an online [University of Wisconsin graduate school admission application](#). For your application to be considered complete you must have this application completed by Jan 4, 2021. Bear in mind the following when completing the online application:

- 1A: First semester/year in which you wish to enroll should read Fall (yr): year in which you enroll; full time
- 1B: Select Pharmacy MS (call number MS 756 PHM) for Intended Major Field of Study
- The graduate school will also ask for a "letter of intent." You may use the same content of the letter of intent you completed for PhORCAS, but you will need to re-submit this information with the grad school application as well
- Provide the graduate school with three references. The graduate school will send a link to your reference writers that are specific to the graduate school. You can use the same letter writers as you did for PhORCAS





# On, Wisconsin!

**Combined PGY1/PGY2  
Health-System  
Pharmacy Administration  
& Leadership Residency  
with Master's**

