



PGY-1 Managed Care Pharmacy Residency Program Graduates

Mitchell Nelson (2021-2022)



Residency Experience:

The HealthPartners residency was an excellent experience and was what I was looking for in a PGY1 residency program. One of the biggest things that drew me to this residency over similar experiences was that the patient care portion of the residency occurs within the HealthPartners clinics. You can see many patients in a clinic setting rather than solely by telephone or video. This in-person experience allowed me to use the clinical knowledge from school and apply it to a diverse patient population and make impactful changes to their medication therapies through collaborative practice agreements. This complete clinical experience allowed me to keep the patient experience in mind while making formulary changes on a population level. The managed care portion of this residency is what I enjoyed the most, and it taught me about the different positions that pharmacists can have in a health plan setting. These

rotations allowed me to actively participate in large projects like formulary development, utilization management, specialty pharmacy, and prior authorization. The best part of this residency is the preceptors, who are willing to share their expertise on their specialty, educate you, allow you to grow and develop, and, most of all, treat you like you are part of the team and not just the resident.

Residency Project:

My project was titled "A retrospective analysis of high dose adalimumab or switch to ustekinumab in patients with Crohn's disease following the loss of response from maintenance dose adalimumab therapy." The project's goal was to understand better the utilization patterns of patients being treated with popular high-cost biologics, as these biologics are a trend driver in the industry and have biosimilars on the horizon.

Current Title & Position:

I am an Associate Clinical Account Executive at Express Scripts. My role is to be the clinical point person for formulary management on the sales team, supporting health plan clients.



Kelly Potz (2020-2021)



Residency Experience:

My residency experience was incredible – the knowledge and skills I gained were far beyond what I had ever imagined. HealthPartners’ integrated system of both care and coverage provides an incredibly unique opportunity to see the “big picture” of healthcare, and build meaningful connections and interventions to make healthcare more simple and affordable. The HealthPartners program provided me exposure to many roles pharmacists can take on at a health plan or health system, which led me to my current role – a role I love and find incredibly rewarding. HealthPartners provides a supportive and exciting residency experience that builds strong clinicians, strategists, and leaders in healthcare.

Residency Project:

My residency project was titled “Factors Associated with Medicare Beneficiaries with End Stage Renal Disease (ESRD) Receiving or Not Receiving Comprehensive Medication Management (CMM) in a Next Gen ACO Care Model”. As ESRD is responsible for significant morbidity and mortality in the US and globally, appropriate medication management is critical to improving outcomes for this population. Understanding patient factors for agreeing to be seen for medication management can help clinicians address and overcome potential barriers to care that patients with ESRD face, and lay the foundation for further studies relating to CMM for this population.

Current Title & Position:

Clinical Pharmacy Program Consultant at HealthPartners. I am one of our specialty pharmacy subject matter experts and lead strategy to reduce cost on high-cost medications in clinically appropriate ways.

This includes building and maintaining clinical programs for cost-containment of high cost medications (generally those over \$100,000 per year), as well as building and maintaining our formulary to ensure appropriate access to specialty medications while containing cost. My role is very dynamic and includes monitoring the drug pipeline, responding to market trends, and working with sales, the prior auth team, member services, the contracting team, and network providers to meet the needs of our members, patients, and clients.

I love my job, the people, and the culture at HealthPartners, and I know the work I do here matters and makes a difference.



Matt Glasow (2019-2020)



Residency Experience:

The HealthPartners residency is one of a kind. My favorite part of the experience was being able to play an active role in a variety of pharmacy practice settings. Working in the clinics performing MTM services was a fantastic opportunity for me to hone my clinical skills and develop relationships with my patients. With the ability to prescribe medications and order labs through HealthPartners's broad collaborative practice agreements, I found I was given more autonomy and privileges than many pharmacists experience in their entire careers. I was then able to transfer that patient care knowledge to impact members on a population level with the health plan. The rotations with the health plan allowed me to gain a broader understanding of the many functions within managed care pharmacy, while also getting the opportunity to get directly involved in large projects such as the development of coverage criteria, identifying ways to optimize high-cost medication use, and presenting to the P&T committee. Above all, the preceptors within the program are what made this experience great. Their expertise and desire to educate the resident makes this a great program for all skill levels.

Residency Project:

My residency project was titled "Descriptive Analysis of a Specialty Pharmacy Workflow with Electronic Health Record (EHR) Access". The goal of the project was to better understand how EHR access in a specialty pharmacy can impact patient care. Another unique aspect of this residency program is the ability to create your own residency project from scratch, as well as the abundance of data that can be accessed to achieve your project goals.

Current Title & Position:

Clinical Consultant at Milliman IntelliScript, where we provide underwriting support tools to insurance carriers. In this client-facing role I work alongside fellow pharmacists and other healthcare professionals as the clinical experts of our organization. Our primary responsibilities include the interpretation of complex prescription and medical claims profiles which our clients use to assess risk. With this role requiring strong clinical and insurance industry knowledge, I am exceedingly grateful for my experiences as a HealthPartners resident.



Zach Jones (2018-2019)



Residency Experience:

The HealthPartners Residency was an ideal residency program for me because it provided the opportunity to develop skills in the two distinct pharmacy career pathways that I was interested in: managed care and ambulatory care. Through face-to-face MTM encounters using collaborative practice agreements, I could positively impact patients' lives and develop my clinical skills by optimizing patients' medication therapy. Additionally, my rotations in formulary development, pharmaceutical contracting, pharmacy operations, and specialty pharmacy inspired strategic thinking while also impacting members on a population level. This ultimately led me to pursue a career in managed care. My favorite part about this residency was the support and flexibility of my preceptors. They were always willing to answer questions and offer feedback and they provided opportunities for additional experiences in my areas of interest.

Residency Project:

My project was titled "Continuous Glucose Monitor Use in Type 2 Diabetics: A Descriptive Analysis". Our goal was to describe demographic and clinical information in this population including age, sex, race/ethnicity, diabetic medication use, Charlson Comorbidity Index, and previous use and frequency of self-monitoring of blood glucose (SMBG) testing. At the time of my research project, there wasn't utilization management (UM) criteria in place for continuous glucose monitors and one benefit of this research was informing our formulary development team what the potential member disruption would be if we were to implement a UM program.

Current Title and Position:

Director of Clinical Program Development at Prime Therapeutics. My role involves developing drug strategies and managing Prime's national commercial formularies.



Ghada Elnashar (2017-2018)



Residency Experience:

Excellent! The reason I chose to pursue a residency at HealthPartners is because its people are great to work with. The people are what make an organization. HealthPartners focuses on implementing the triple aim and takes action towards improving patient health, patient care and providing better value. In addition, HealthPartners is a unique residency as it gives you the opportunity to provide Medication Therapy Management (MTM) in a family practice clinic and practice pharmacy at the health plan. This gives you a unique perspective in helping patients on both the individual and population level. I also enjoyed the breadth of experiences provided. Pharmacy is advancing and changing fast. With the well-rounded experiences the residency provides, you gain the building blocks necessary to wear multiple hats and be a part of the innovations happening in the profession.

Residency Project:

My residency project was titled, "Assessing the HealthPartners Oral Chemotherapy Program". This was presented at the 2018 AMCP Managed Care & Specialty Pharmacy Annual Meeting. The primary objective of this project was to refine the existing platform to extract data related to population health, patient experience, and per capita costs as they relate to the Triple Aim.

Current Title & Position:

I'm currently at OneOme LLC and my title is: Associate Director of Medical Affairs.



Leann McDowell (2016-2017)



Residency experience:

One of my favorite things about this residency was not just gaining experience in ambulatory care, but also being able to apply those experiences and knowledge to the work I was doing at the health plan. Not only do you have the opportunity to build your own MTM practice, but you also can see how decisions made at the health plan can affect providers and patients in the clinics. These overlapping experiences helped me think about my managed care projects in a different way and helped me remember to think about the Triple Aim, especially member experience, when recommending changes at the health plan.

Residency Project:

My project was titled, "Assessing the Adoption and Application of Updated Lipid Guidelines for Statin Prescribing." We explored if statins were being prescribed according to the 2013 ACC/AHA cholesterol guidelines for patients with diabetes without clinical ASCVD and whether provider or patient characteristics were associated with prescriber guideline compliance. I had some research experience during pharmacy school, but I still learned a lot about writing research proposals and making quick adjustments to keep your project moving when changes happen that are outside of your control.

Current Title and Position:

Manager, Pharmacy Compliance & UM Quality with HealthPartners. I currently oversee a team of eight that support the pharmacy utilization management (UM)/prior authorization (PA) process and our department compliance program. We work closely with the PA and IT teams to support the software that our PA team uses through improving end user experience and enhancing program value and experience in order to align with HealthPartners formulary decisions and regulatory requirements. We are also responsible for generating most of the regulatory and audit reports that require UM data. In addition, as a team we ensure that the Pharmacy Administration department remains compliant with federal and state regulatory requirements in addition to high quality standards.



Michelle Lighthart Ruiz (2015-2016)



Residency Experience:

Thinking back on my residency there are many different experiences and situations that stick with me. It was a great year where I learned so much and got to experience so many different things. For me though, the following three things are the highlights of the program:

The people

Everyone from the residency director, the preceptors, and the other HealthPartners employees were really great to work with. Everyone is very welcoming and always willing to help out. Dan, the residency director, is great! He is very approachable and was always available if you needed anything. He did a great job at tailoring the experience to the resident, his or her strengths and goals, and yet guaranteed that you got a broad range of experiences and tried some new things.

Preceptors were also very approachable and you could tell really enjoyed teaching. They gave us unlimited opportunities to learn and provided us with projects that benefited the organization and were also really good learning experiences. I also loved having a co-resident!

Wide variety of experiences and learning opportunities

I believe this is another thing that really sets this residency apart from a lot of the others – all the different, unique experiences that you get. Between doing MTM in multiple settings, attending HealthPartners' leadership meetings with Dan, presenting at P&T meetings and organizing and executing projects on the managed care side, I gained so many different, unique experiences and learned so much one year. I have used all of the experiences in different ways at my current job and am so thankful for having them.

The organization and culture

I loved HealthPartners' – the organization and the culture. It is consistently ranked in one of the top places to work and this is very clear when you're there. They truly believe in the Triple Aim and think of not only the financial piece, but also member satisfaction and clinical outcomes.

Residency Project:

My residency project was on a nurse-ran hypertension protocol that I helped formulate, organize and implement. The research study looked at blood pressure values before and after the protocol went into effect.

Current Title and Position:

Director of Value Based Solutions at ESI



Joe Vonbank (2015-2016)



Residency Experience:

Learning to provide quality MTM care in a clinic setting was my favorite experience in the HealthPartners residency program. It was a unique and challenging opportunity to establish my practice in the clinic. I learned that improving patient care often required longterm follow-up, establishing relationships with both patients and providers, and learning how to communicate and educate individual patients depending on their own needs. In the end, I found it incredibly rewarding to gain the confidence of both the care team and patients.

Residency Project:

My project was titled, “Effect of Postcard Marketing on Medication Therapy Management (MTM) Completion Rates – A Randomized, Controlled Trial”. Our aim was to evaluate whether adding mailed postcards to outreach efforts improves MTM appointment completion rates. We also assessed the most common reasons members give when declining MTM appointments and which demographic groups were most likely to complete MTM appointments.

Current Title and Position:

Senior Clinical Pharmacy Program Manager



Marianna Wong (2014-2015)



Residency Experience:

Reflecting on my residency experience, what I enjoyed most was the range of opportunities I had to work with various departments in the organization and how those experiences positioned me to provide a better experience to the patients and members I work with. Through the clinical rotation I developed and refined both my clinical knowledge and ability to interact with patients. The managed care rotations taught me how and why decisions are made at a plan level – with that insight I am able to help patients and providers better navigate the healthcare system. Overall, the residency experience was exactly what I was hoping it would be!

Residency Project:

“Drug Utilization Review and Comparison of Etanercept, Adalimumab and Infliximab Prescribing Patterns”. The objective of my project was to evaluate prescribing patterns and estimate costs for the three most commonly used TNF α inhibitors at the time for the treatment of rheumatoid arthritis, plaque psoriasis, psoriatic arthritis and ankylosing spondylitis. At the time, medications for the treatment of inflammatory conditions were projected to be one of the highest drug spend categories.

Current Title and Position:

Clinical MTM Pharmacist with HealthPartners, specializing in the care of HIV patients



Maddie Atol (2013-2014)



Residency Experience:

Throughout my residency I was mentored by preceptors who genuinely enjoy teaching, and colleagues who clearly love their jobs and care about the health and well-being of our members and patients. The Triple Aim is at the center of all HealthPartners does as an organization. I had such a wide variety of experiences, and each one showed me how pharmacists contribute to the Triple Aim by optimizing medication use. While my experience was well-rounded, it was also tailored to my interests. For example, I was able to incorporate my interest in geriatric pharmacotherapy into many of my rotations. While providing MTM in the clinic, I developed relationships with providers at the HealthPartners Center for Memory and Aging. During my teaching rotation, I facilitated case discussions in the Geriatrics elective course at the University Of Minnesota College Of Pharmacy. As part of my drug utilization management rotation, I helped draft member outreach letters regarding high risk medications in the elderly.

Residency Project:

My project was titled, "Primary Non-adherence to Statin Medications: Exploring Pharmacy Practices". We found the overall primary non-adherence rate to statin medications in our population was significantly lower than other literature reports. This helped inform our future efforts in improving persistence to statin medications.

Current Title and Position:

I work as a HealthPartners ambulatory care pharmacist. I talk with patients primarily over the phone for MTM visits.



Erin Kasper (2012-2013)



Residency experience:

My favorite part of the residency was having the opportunity to explore various roles of pharmacy throughout the organization while working alongside the wonderful people within the company. HP is uniquely poised to offer the resident opportunities that you will not find in any other residency. I enjoyed being able to split my time between MTM and managed care. I learned a lot about how my strengths aligned with my interests which allowed me to focus my career path thereafter.

Residency Project:

Impact of Clinic-based Medication Therapy Management in Medicare Part D Patients.

Current Title and Position:

Clinical Appeals Pharmacist at United Healthcare – love it! Clinical, challenging, collaborative, constantly redefining!



Laura Fortuna (2011-2012)



Residency Experience:

My favorite part of residency at HealthPartners was the breadth of experiences I had, for example: MTM in clinic, face-to-face with patients; writing drug and drug class monographs and presenting recommendations at the P&T Committee; optimizing existing fraud, waste, and abuse initiatives within the health plan; developing a new refill synchronization pilot with our HealthPartners dispensing pharmacies; working with the HealthPartners Institute for Education and Research on my residency project; writing a collaborative practice agreement for use in HealthPartners clinics so MTM pharmacists can taper patients off their opioids (the CPA is still in use today!); the list goes on. Truly, I could never have had this breadth of experiences anywhere else. Because where else do you have a health plan, dispensing pharmacies, in-clinic MTM, and trained research investigators & statisticians all in one place? HealthPartners is

unique and leveraged every part of the organization to make my residency fantastic.

Residency Project:

I chose my project on day 2 of my residency when I attended a meeting with pharmacy leaders and at least one medical director. Several leaders within HealthPartners had read a recent study in BMJ which found that concurrent use of PPIs and aspirin was associated with a greater risk of cardiovascular adverse events in patients with first-time myocardial infarction. Because of HealthPartners' unique structure as an integrated health plan and care system, we had access to all the data required to conduct a similar study: pharmacy claims, medical claims including diagnosis, and EMR to confirm use of PPIs and aspirin, both of which may be OTC and therefore not included in pharmacy claims data. We therefore conducted a retrospective study to explore the possible association between concurrent use of PPIs and aspirin on major adverse cardiovascular events and all-cause mortality in HealthPartners member-patients with a diagnosis of coronary artery disease. Ultimately, our findings were negative, unlike the findings published in the BMJ article by Charlot et al. It took a couple extra years, but our findings were published in the European Heart Journal Cardiovascular Pharmacotherapy.

Current Title and Position:

MTM Program Supervisor with HealthPartners



Terri (Emond) Fehlhaber (2010-2011)



Residency Experience:

It was great! HealthPartners offers a unique residency experience, incorporating in-clinic MTM services under collaborative practice along with health-plan related projects including drug and drug class monographs, P&T committee presentations, and research opportunities. My favorite part was being able to participate in the request-for-proposal cycle in which various rebate and pricing strategies were evaluated along with clinical literature, evidence, and guidelines for potential incorporation into clinical programs and formulary decisions. The residency directors and preceptors are knowledgeable and supportive and are committed to making the residency experience as valuable as possible. I could not be more appreciative!

Residency Project:

“Atypical Antipsychotic Drug Use in Pediatric and Adolescent Populations within a Managed Care Organization”. This was presented as a poster at

AMCP’s 23rd Annual Meeting and Showcase

Current Title and Position:

Clinical Pharmacy Program Director in Prior Authorization Operations department at IngenioRx

