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**[SP2]**

## **The Non-Traditional Pathway to a Managed Care Career: Voices of Experience**

**Friday, October 10 2014**

**8:30 am – 9:30 am**

**Room 208**

### **Speakers**

**Ann Campagna, BSP Pharm, RPh  
Danielle Ciuffetelli, PharmD  
Armen Khachatourian, PharmD**

*A Session for Student Pharmacists*

***This session does not offer continuing education credit***

# SPEAKER BIOGRAPHIES

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## **Ann Campagna, BSPHarm, RPh**

Ann is a 1994 graduate of Temple University School of Pharmacy where she received both the Eli Lilly and Merck awards for academic excellence. She started her career in Retail, moved into Nursing Home/Residence facilities before she began working for Managed Care. From 2005-2007 she was responsible for the receipt, distribution and destruction of controlled substances for a large mail order pharmacy. She then became the Pharmacist in Charge of that dispensing pharmacy and was responsible for the oversight of all pharmacy personnel and functions within the pharmacy. In 2010 she moved into the Specialty Pharmacy arena where she has been Director of Pharmacy Practice and Pharmacist in Charge. She currently works in New Castle, DE. Ann is currently a member of the APhA, AMCP, ASPL, the Pennsylvania Pharmacists Association and the Delaware Pharmacists Association.

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## **Danielle Ciuffetelli, PharmD**

Dr. Danielle Ciuffetelli is a trained Infectious Diseases clinical pharmacist. She graduated from the Philadelphia College of Pharmacy with a Doctorate of Pharmacy. She then went on to complete a general Pharmacy Practice Residency (PGY-1) and a specialized PGY-2 residency in Infectious Diseases (ID) at the Hospital of the University of Pennsylvania (HUP). During her second year residency, Danielle collaborated with the ID department to create the first HUP ID Transition Service for inpatients discharged on parenteral antimicrobial therapy. This service was chosen for the University of Pennsylvania Health System Quality and Patient Safety Award in 2012 and continues to be an integral program at HUP.

Currently, Danielle is the Regional Hepatology/HIV Clinical Pharmacy Specialist at Kaiser Permanente Foundation Health Plan, Mid-Atlantic States (KPMAS). Since joining KPMAS in 2012, she developed and implemented a multidisciplinary HIV Pharmacy Adherence and Patient Education Program, which has been shown to improve outcomes, such as HIV viral load for the majority of patients enrolled.

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## **Armen Khachatourian, PharmD**

Dr. Armen Khachatourian currently works as a Clinical Consultant with the Pharmacy Benefits Manager (PBM), Catamaran servicing a large client in the Northwest that covers over 1.5 million lives.

The first 4 years of his pharmacy career were spent working as an inpatient intern at Northwest Hospital in Seattle. After completing his Doctorate of Pharmacy from the University of Washington in 2011, he transitioned to an ambulatory care setting within an integrated health system Group Health Cooperative in Seattle, WA. In this role, he helped to create and implement a new medication reconciliation program for enhanced patient safety. After two years at Group Health Cooperative, Dr. Khachatourian transitioned to his current position within a PBM setting.

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## Speakers

Danielle Ciuffetelli, Pharm.D.  
Hepatology/HIV Clinical  
Pharmacy Specialist II  
Kaiser Permanente Health  
Plan of the Mid-Atlantic  
States  
Springfield, Virginia

Armen Khachatourian, Pharm.D.  
Clinical Consultant  
Catamaran  
Seattle, Washington

Ann Campagna, BSPHarm, RPh  
Director of Pharmacy Practice,  
Pharmacist in Charge  
CuraScript Specialty Pharmacy  
New Castle, Delaware

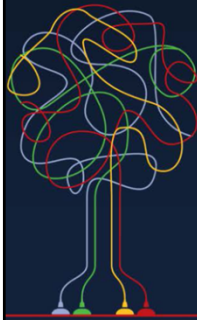
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Danielle Ciuffetelli, PharmD Hepatology/HIV  
Clinical Pharmacy  
Specialist at Kaiser Permanente  
Mid-Atlantic States Region

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## Starting Line

- Internship at a community pharmacy
- Hospital of the University of Pennsylvania (HUP) Matrix Clerkship Program
  - Infectious Diseases (ID)
  - Critical Care
  - Anticoagulation Clinic
  - Internal Medicine



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## First Hurdle: What am I going to do after Graduation?

- Answer a BIG question with lots of specific questions
  - What are my interests so far?
  - What experiences haven't I been exposed to yet?
  - What next step would encompass most of these interests and experiences that I want to explore?
  - If the next step is a training program, which type would best prepare me for my future career?



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## First Hurdle Cleared: Accepted into a Residency

- Pharmacy Practice Residency at HUP
- Wide variety of experiences
  - Solid Organ Transplantation
  - Critical Care
  - Drug Information
  - Infectious Diseases
  - Pharmacy Administration/Research
  - HIV Outpatient Clinic
  - Oncology



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## Running: Completing Rotations and Self-evaluating

- Take the time to self-reflect
- Readjust goals based on interests
- Maintain an inventory of skills learned and projects completed



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## Second Hurdle: What's Next?

- What are my interests so far?
  - I had a strong interest in Infectious Diseases (ID)
- What experiences haven't I been exposed to yet?
  - Integrated health system and longitudinal Hepatology clinic
- What next step would encompass most of these interests and experiences that I wanted to explore?
  - Specialized ID pharmacy residency with a focus in virology
- If the next step is a training program, which type would best prepare me for my future career?
  - Due to my primary interest in virology, I would need a program equipped to offer these experiences

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## Cleared Second Hurdle: ID Pharmacy Residency

- Worked with HUP preceptors to customize the rotations to fit my interests
  - Longitudinal HIV clinic
  - Longitudinal Hepatology clinic
  - Experiences at the Veterans Hospital
  - Opportunities to attend virology lectures
- Expanded mentor pool to include physicians, fellows, and nurses

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## Last Hurdle: Finding a Job

- Preparation is key!
  - Started researching positions *early*
  - My ongoing list of skills and experiences helped create a comprehensive resume
  - Utilized ASHP Mid-Year, society websites, and job listing websites to find all the available jobs in my field of interest
- Asked for advice from mentors and preceptors about available positions

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## *Sprinting* to the Finish Line

- Kaiser Permanente listed a position for Hepatology/HIV Clinical Pharmacy Specialist
- Factors that attracted me to this career path:
  - Integrated health system
  - Focused on my main two areas of interest, HIV and Hepatitis C (HCV)
  - Opportunity to build a program from the beginning
  - Ambulatory care setting

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## *Sprinting* to the Finish Line

- My unique skills that matched the position:
  - Exposure to VA outpatient HCV clinic and longitudinal inpatient and outpatient experiences in both HIV and HCV
  - Trained by Hepatologists in HCV
  - Published article



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## Crossing the Finish Line

- Accepted the position as a Hepatology/HIV Clinical Pharmacist
- Established a new HIV pharmacy clinic and manage the HCV clinic



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## A New Race Begins...

- Continue to try new experiences
- Self-evaluate and adjust professional goals
- Don't become stagnant: be innovative and dedicated to your path



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Armen Khachatourian, Pharm.D.  
Clinical Consultant  
Catamaran  
Seattle, Washington

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## My Background

- University of Washington- Go Huskies!
- Internship at Northwest Hospital
- No Residency
- Took a position at Group Health Co.
- Transitioned to Catamaran



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## Where to start?

- Research
  - 1: What jobs are out there?
  - 2: What jobs interest you?
  - 3: Do you know anyone who works in that field?
- Connect and Network
  - 1: Update your CV
  - 2: LinkedIn

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## More Tips

- Get involved
  - 1: Explore leadership opportunities
  - 2: Committees
- Consider MHA/MBA
- Job Shadow or Informational Interviews
- Entry level is NOT the only level!
  - 1: Fill gaps in experience

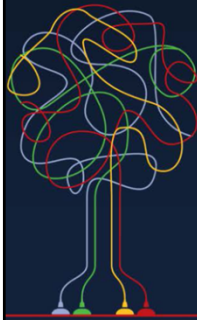
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## Where did I begin?

- Why Pharmacy School?
- Graduated Pharmacy School May 1994
  - 33 Years Old – Adult student
  - 3 Children

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## Previous Work History

- Worked for an Independent pharmacy that serviced both retail, Psychiatric outpatient residence and Nursing homes
  - Interned at the same pharmacy where I started my career
  - Position was held for me until I graduated
  - Worked part time
- Worked for a retirement community
- Hired back by the first Pharmacy

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## Skillset developed

- Communication skills - verbal
- Drug knowledge
- Confidence
- Ability to work independently
- Networking
  - Other Pharmacists
  - State Association
  - Local Association

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## Move to Managed Care

- Regular working hours
- No 12 or 14 hour shifts
- Lunch and Breaks
- Good benefits
- Fulfilling position

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## Career Progression

- Controlled Substance Supervisor
- Pharmacist in Charge – Bensalem PA – Mail Order
- Pharmacy Director/Pharmacist in Charge – Specialty – Orlando FL
- Director of Pharmacy Practice/Pharmacist in Charge – Specialty – New Castle DE.

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## Keys to Success

- IMPACS:
  - Integrity
  - Mutual Respect
  - Passion
  - Aligned
  - Collaboration
  - Service
- Be Proactive
- Remember: It is not all about you – it is all about the patient.

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## Questions?



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