



Section of
**PHARMACY
PRACTICE MANAGERSSM**

In the Spotlight – Pharmacy Practice Managers – November 2009

Interview Name: Rafael Saenz

Title: Pharmacy Operations Manager/Pharmacy Instructor

Work Location: University of Pittsburgh Medical Center Presbyterian-Shadyside/University of Pittsburgh School of Pharmacy



His Story:

Rafael received his Doctor of Pharmacy Degree from the Medical College of Virginia/ Virginia Commonwealth University School of Pharmacy in 2003. In 2005, he received a Masters of Science in Health System Pharmacy Administration from the University of Wisconsin while completing the combined Residency/ Masters Degree Program in Health System Pharmacy Administration from the University of Wisconsin Hospitals and Clinics.

Rafael currently manages the Unit Based Clinical Pharmacy Program at the University of Pittsburgh Medical Center (UPMC) Presbyterian Hospital, is program coordinator for the University of Pittsburgh 2 year combined Masters Degree/ Pharmacy Practice Management Residency Program, and is a consultant and operations manager for UPMC's Mediterranean Institute for Transplantation and Advanced Specialized Therapies (ISMETT) in Palermo, Italy and Beacon Hospital in Dublin, Ireland.

The Facility:

UPMC Presbyterian-Shadyside, a tertiary academic teaching hospital, is licensed for approximately 1200 beds and has a pharmacy staff of about 250. The hospital is part of the 21 hospital Health System which has over 6000 acute inpatient, specialty and rehabilitation beds.

UPMC has consistently been ranked among the highest quality healthcare organizations in the United States. Its [UPMC] faculty and programs were identified by US News and World Report as being 14th in 2008 of healthcare facilities nationwide. UPMC is a noted transplant center with worldwide recognition. The vision for the organization is UPMC is creating a new economic future for Western Pennsylvania — a future built on new ways of thinking about health care and sparked by leveraging the uniqueness of the integrated health enterprise. By exporting excellence nationally and internationally, and fueling the development of new businesses that emerge from UPMC's intellectual capital, core capabilities, and management expertise, UPMC is a catalyst for a regional economic renaissance. At the same time, UPMC remains steadfastly committed to providing premier health care services to our region and contributing to this community.

Significant Projects:

Within the past few years at UPMC, under the leadership of Scott Mark, Rafael has been fortunate to have been involved in the development of the Pharmacy Practice Management Residency Program and the development of the option to get an M.S. in Pharmacy Administration or an M.P.H. with emphasis in pharmacy administration. Additionally, Rafael has been involved with the development of the first two year combined Masters Degree/ Pharmacy Practice Management Residency Program in the country in partnership with CVS Pharmacy.

Practice Model development has also been a goal for Rafael. He has been working to build the decentralized pharmacy practice model at UPMC Presbyterian and integrating the decentralized clinical staff pharmacists with the previously existing clinical faculty model.

Rafael has also participated in UPMC's International Initiatives. His primary responsibilities to date have included: Advancement of clinical pharmacy in Italy and Ireland; development of working P and T committees; interfacing automation; improving efficiency of computer systems; improving distribution function efficiency; inventory control and establishing unit based pharmacy programs.

Advice for New Managers:

Look for position where there is mentorship coming from various sources. The feedback is necessary for both the positives and negatives in the new manager's style and direction in their career. This feedback has been crucial to Rafael's development. He gives a lot of credit to his residency program and director for this. If you don't have a strong mentor available to you when you arrive, seek it out. He also notes that you do not have to constrain yourself to a pharmacist....it could be a nurse or physician that mentors you.

Value of ASHP:

Rafael believes that ASHP has a professional network that allows him to develop programs and opportunities that have been characterized previously by other members. As well as for innovative programs, using the networks to learn from each other. For students, they can begin to discover health-system pharmacy. ASHP can insight passion in future clinicians. For residents, there are a wide variety of practitioners available to be mentored by and viewing list servs can develop knowledge in specialty areas of practice. For managers, ASHP is a central hub of sharing ideas for health-system pharmacists. ASHP also has an outstanding staff that is responsive and up to date on issues.

Rafael is an active member of both the American Society of Health System Pharmacists (ASHP) and the Pennsylvania Society of Health System Pharmacists (PSHP). He currently serves as President for the Western Pennsylvania Society of Health System Pharmacists, and is a member of the PSHP Board of Directors. Rafael is currently serving ASHP as the Chair of the Section of Pharmacy Practice Managers' Programming Committee and as Chair of the Council for Education and Workforce Development. He has served on the Section of Pharmacy Practice Managers' Program Committee for four years.