**CROSSWALK FOR PGY1 MANAGED CARE 2024 CAGO**

The Postgraduate Year One (PGY1) Competency Areas, Goals, and Objectives (CAGOs) have been harmonized across pharmacy residency practice environments, to streamline the required educational experiences, knowledge, and skills PGY1 residents must demonstrate and achieve for successful completion of a PGY1 program. All PGY1 Programs (Pharmacy, Community-Based, and Managed Care) must use the CAGOs outlined in this document in conjunction with the ASHP Accreditation Standard for Postgraduate Pharmacy Residency Programs. The four competency areas (Patient Care, Practice Advancement, Leadership, Teaching and Education) and their associated goals and objectives are required and must be included in all PGY1 programs.

The newly harmonized PGY1 CAGO Guidance clarifies required resident deliverables and quantity associated with objectives R1.4.2, R2.1.2, R2.1.6, R4.1.1, R4.1.2, and R4.1.3. These deliverables are required of all PGY1 residents and must be included in the program’s completion requirements. Progress toward completion of these deliverables, along with all other requirements for successful completion of the residency must be tracked *at least quarterly*.

A crosswalk between the previous PGY1 Managed Care CAGOs (2018) and the 2024 Harmonized PGY1 CAGOs has been developed to aid in restructuring programs, in preparation for the 2024-2025 residency class. Most of the previous 2018 objectives crosswalk (align) very closely to the 2024 harmonized objectives, while others crosswalk to *more than one* of the 2024 objectives (see Crosswalk for specifics) or may not align to any of the new 2024 objectives.

When developing the program’s new assignment of objectives to learning experiences, there are some key points to remember:

1. All the harmonized 2024 PGY1 objectives must be assigned to be taught and evaluated in *at least one* required learning experience.
2. Per accreditation Standard 3.1.b.1: “*The program’s structure supports the program purpose and facilitates achievement of all required objectives*.”, thus, while not all residents must ACHR all objectives, the program must be designed with that intent.
3. The crosswalk is not intended to imply that certain objectives from the previous CAGOs need to be assigned to be taught and evaluated more than once, but rather provides an idea of where a program may want to consider assigning the 2024 objectives, based on the historic program structure.
4. While there may be some objectives from the previous CAGOs mapped to *one or more* 2024 objective, this does not mean that the program must assign the previous activities to the 2024 objectives.
5. **The program must ensure that the activities assigned to the 2024 objectives align with the appropriate Bloom’s Taxonomy level and facilitate the achievement of the objective. All activities (newly created or repurposed) should be evaluated for appropriateness with the newly harmonized PGY1 CAGOs.**

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| **PGY1 Managed Care Crosswalk** | |
| **Harmonized PGY1 Pharmacy, Managed Care, Community-Based CAGO** (2024)  *\*Indicates Objective results in a resident deliverable.* | **PGY1 Managed Care CAGO** (2018) *Objectives with differing Blooms Taxonomy levels than the 2024 CAGOs indicated with red text.* |
| **Goal R1.1: Provide safe and effective patient care services following JCPP (Pharmacists’ Patient Care Process).** |  |
| R1.1.1: (Analyzing) Collect relevant subjective and objective information about the patient. | R1.1.3: (Valuing and Analyzing) Collect relevant subjective and objective information for the provision of individualized patient care.  R2.3.2: (Analyzing) Demonstrate understanding of the elements of the Joint Commission of Pharmacy Practitioners Pharmacist Care Process and its relationship to the healthcare system. |
| R1.1.2: (**Evaluating**) Assess clinical information collected and analyze its impact on the patient’s overall health goals. | R1.1.4: (Analyzing) Analyze and assess information collected and prioritize problems for provision of individualized patient care. |
| R1.1.3: (Creating) Develop evidence-based, cost effective, and comprehensive patient-centered care plans. | R1.1.5: (Valuing and Creating) Design a safe and effective individualized patient centered care plan in collaboration with other health care professionals, the patient, and caregivers. |
| R1.1.4: (Applying) Implement care plans. | R1.1.6: (Applying) Implement medication therapy plan in collaboration with other health care professionals, the patient, and caregivers. |
| R1.1.5: (**Creating**) Follow-up: Monitor therapy, evaluate progress toward or achievement of patient outcomes, and modify care plans. | R1.1.7: (Evaluating) Monitor and evaluate the effectiveness of the medication therapy plan and modify the plan in collaboration with other health care professionals, the patient, and caregivers as required. |
| R1.1.6: (**Analyzing**) Identify and address medication-related needs of individual patients experiencing care transitions regarding physical location, level of care, providers, or access to medications. | R1.2.1: (Analyzing) Identify needs of individual patients experiencing care transitions.  R1.2.2: (Applying) Manage and facilitate care transitions between patient care settings. |
| **Goal R1.2: Provide patient-centered care through interacting and facilitating effective communication with patients, caregivers, and stakeholders.** |  |
| R1.2.1: (Applying) Collaborate and communicate with healthcare team members. | R1.1.1: (Responding and Applying) Demonstrate responsibility and professional behaviors as a member of the health care team.  R1.1.9: (Valuing and Applying) Collaborate and communicate effectively with other health care team members. |
| R1.2.2: (Applying) Communicate effectively with patients and caregivers. | R1.1.2: (Responding and Applying) Interact effectively with individual patients and caregivers.  R1.1.8: (Valuing and Applying) Collaborate and communicate effectively with patients, family members, and caregivers. |
| R1.2.3: (Applying) Document patient care activities in the medical record or where appropriate. | R1.1.10: (Applying) Document patient care activities appropriately and efficiently. |
| **Goal R1.3: Promote safe and effective access to medication therapy.** |  |
| R1.3.1: (**Applying**) Facilitate the medication-use process related to formulary management or medication access. | R3.1.1: (Understanding)Explain the organization’s process for tracking the progress of drugs in the development pipeline.  R1.3.2: (Applying) Manage aspects of the medication-use process related to formulary management. |
| R1.3.2: (Applying) Participate in medication event reporting. [N/A for Managed Care] |  |
| R1.3.3: (Evaluating) Manage the process for preparing, dispensing, and administering (when appropriate) medications. [N/A for Managed Care] |  |
| **Goal R1.4: Participate in the identification and implementation of medication-related interventions for a patient population (population health management).** |  |
| R1.4.1: (**Applying**) Deliver and/or enhance a population health service, program, or process to improve medication-related quality measures. | R3.1.3: (Analyzing) Identify opportunities for implementation of utilization management strategies.  R3.1.6: (Evaluating) Participate in the organization’s process for evaluating the impact of implementation of formulary and/or utilization management changes on patient care.  R3.1.7: (Applying) Exercise skill in basic use of databases and data analysis.  R3.1.8: (Creating) Develop and propose recommendations to the appropriate committee based on the use of electronic data and information from internal information databases, external online databases, and the Internet.  R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy. |
| \*R1.4.2: (**Creating**) Prepare or revise a drug class review, monograph, treatment guideline, treatment protocol, utilization management criteria, and/or order set. | R3.1.2: (Creating) Prepare a drug class review or monograph.  R3.1.4: (Creating) Develop and implement clinically appropriate utilization management criteria (e.g. Prior Authorization, Step Therapy, Quantity Limits, and Drug Utilization Review (DUR) edits to enhance patient care.  R3.1.5: (Applying) When appropriate, present the recommendations contained in a drug class review or monograph and/or utilization management criteria to members of the P&T Committee. |
| **Goal R2.1: Conduct practice advancement projects.** |  |
| R2.1.1: (**Analyzing**) Identify a project topic, or demonstrate understanding of an assigned project, to improve pharmacy practice, improvement of clinical care, patient safety, healthcare operations, or investigate gaps in knowledge related to patient care. | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.2: (Creating) Design or update an existing clinical program.  R3.4.1: (Creating) Identify and design a practice related project to improve patient care in a managed care setting. |
| \*R2.1.2: (**Creating**) Develop a project plan. | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.2: (Creating) Design or update an existing clinical program. |
| R2.1.3: (**Applying**) Implement project plan. | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.2: (Creating) Design or update an existing clinical program.  R3.4.2: (Applying) Implement a practice related project to improve patient care in a managed care setting. |
| R2.1.4: (**Analyzing**) Analyze project results. [New] | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.2: (Creating) Design or update an existing clinical program.  R3.4.3: (Evaluating) Assess a practice related project to improve patient care in a managed care setting. |
| R2.1.5: (**Evaluating**) Assess potential or future changes aimed at improving pharmacy practice, improvement of clinical care, patient safety, healthcare operations, or specific question related to patient care. | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.2: (Creating) Design or update an existing clinical program.  R3.4.3: (Evaluating) Assess a practice related project to improve patient care in a managed care setting. |
| \*R2.1.6: (**Creating**) Develop and present a final report. | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.2: (Creating) Design or update an existing clinical program.  R3.4.4: (Creating) Effectively develop and present, orally and in writing, a final project report. |
| **Goal R3.1: Demonstrate leadership skills that contribute to departmental and/or organizational excellence in the advancement of pharmacy services.** |  |
| R3.1.1: (Understanding) Explain factors that influence current pharmacy needs and future planning. | R2.1.3: (Understanding) Identify relevant external factors that influence or impact managed care practice and identify appropriate strategies to adjust, comply, or improve.  R2.3.1: (Understanding) Explain factors that influence departmental planning.  R3.1.1: (Understanding) Explain the organization’s process for tracking the progress of drugs in the development pipeline. |
| R3.1.2: (Understanding) Describe external factors that influence the pharmacy and its role in the larger healthcare environment. | R2.1.3: (Understanding) Identify relevant external factors that influence or impact managed care practice and identify appropriate strategies to adjust, comply, or improve.  R2.3.1: (Understanding) Explain factors that influence departmental planning. |
| **Goal R3.2: Demonstrate leadership skills that foster personal growth and professional engagement.** |  |
| R3.2.1: (Applying) Apply a process of ongoing self-assessment and personal performance improvement. | R2.2.2: (Applying) Apply a process of on-going self-evaluation and personal performance improvement. |
| R3.2.2: (**Applying**) Demonstrate personal and interpersonal skills to manage entrusted responsibilities. | R2.1.1: (Applying) Manage patient care services at the managed care practice site.  R2.1.2: (Applying) Participate in organizational level management activities, functions, and/or decision-making.  R2.2.1: (Applying) Manage oneself effectively and efficiently.  R2.2.3: (Applying) Demonstrate personal, interpersonal, and teamwork skills and behaviors critical for effective leadership.  R3.3.1: (Creating) Formulate a systemic, efficient, and thorough procedure of retrieving and selecting the appropriate drug information.  R3.3.2: (Evaluating) Formulate responses to drug information requests based on analysis of the literature. |
| R3.2.3: (Applying) Demonstrate responsibility and professional behaviors. | R2.2.3: (Applying) Demonstrate personal, interpersonal, and teamwork skills and behaviors critical for effective leadership.  R2.2.5: (Applying) Demonstrate personal leadership qualities essential to operate effectively within the organization and utilize them to advance the profession and practice of pharmacy.  R2.4.1: (Applying) Observe legal and ethical guidelines for safeguarding the confidentiality of patient information.  R2.4.2: (Applying) Observe organizational policy for the safeguarding of proprietary business information. |
| R3.2.4: (Applying) Demonstrate engagement in the pharmacy profession and/or the population served. [New] | R2.2.4: (Applying) Demonstrate commitment to the profession through active participation in the activities of a national, state, and/or local professional association. |
| **Goal R4.1: Provide effective medication and practice-related education.** |  |
| \*R4.1.1: (Creating) Construct educational activities for the target audience. | R4.1.1: (Creating) Design effective education and/or training activities based on the learners’ level and identified needs. |
| \*R4.1.2: (**Creating**) Create written communication to disseminate knowledge related to specific content, medication therapy, and/or practice area. | R4.1.3: (Applying) Develop effective written communication skills to provide educational information to multiple levels of learners including patients, caregivers, and members of the community; health profession students; pharmacists; and other health care professionals. |
| \*R4.1.3: (**Creating**) Develop and demonstrate appropriate verbal communication to disseminate knowledge related to specific content, medication therapy, and/or practice area. | R4.1.2: (Applying) Use effective presentation and teaching skills to deliver education programs to targeted audiences including patients, caregivers, and members of the community; health profession students; pharmacists; and other health care professionals. |
| R4.1.4: (Evaluating) Assess effectiveness of educational activities for the intended audience. | R4.1.4: (Evaluating) Appropriately assess effectiveness of education. |
| **Goal R4.2: Provide professional and practice-related training to meet learners’ educational needs.** |  |
| R4.2.1: (**Evaluating**) Employ appropriate preceptor role for a learning scenario. [New] |  |
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**PGY1 MANAGED CARE CAGO APPENDIX CROSSWALK**

As a result of the harmonization of all PGY1 pharmacy residency CAGOs, specifics related to Managed Care practice are no longer detailed in the goals and objectives. Specific Managed Care topics have been incorporated into a table, also referred to as a CAGO Appendix (located at the end of the 2024 PGY1 Harmonized CAGO document). This table lists key Managed Care topics that all residents in PGY1 Managed Care Pharmacy residency programs must be trained in. Some of these topics require resident participation in activities related to the topic, while others only require a topic discussion; although if the resident can participate in the activity, that will enhance their learning.

Per accreditation Standard, 3.1.b.1.b: “*If the competency areas, goals, and objectives include a required Appendix, the program structure ensures the requirements listed in the Appendix are met*.”

Resident’s progress toward completion of each Managed Care topic listed in the CAGO Appendix must be documented and tracked *at least quarterly*, along with all other requirements for successful completion of the residency. Assigned learning experiences regarding the Managed Care Appendix topics are not required to be entered into PharmAcademic, but resident participation must be documented by the residency program.

On the following page is a crosswalk of the 2018 PGY1 Managed Care CAGO objectives that align with the 2024 PGY1 Managed Care CAGO Appendix topics. Learning activities from these previous 2018 objectives may be repurposed to support achievement of the 2024 PGY1 Managed Care Appendix topic list (reference the PGY1 Managed Care Appendix for additional details).

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| **PGY1 Managed Care Appendix Crosswalk** | |
| **PGY1 Managed Care CAGO Appendix** (2024) | **PGY1 Managed Care CAGO** (2018) |
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| Evolution and Principles of Managed Care [New] |  |
| Pharmacy Benefit Management Tools | R3.1.1: (Understanding) Explain the organization’s process for tracking the progress of drugs in the development pipeline.  R3.1.4: (Creating) Develop and implement clinically appropriate utilization management criteria (e.g. Prior Authorization, Step Therapy, Quantity Limits, and Drug Utilization Review (DUR) edits to enhance patient care. |
| Getting Medications to Patients Through the Pharmacy Benefit | R1.3.1: (Evaluating) Assess whether network retail, mail order and specialty pharmacies follow best practices and the organization’s policies and procedures.  R1.3.4: (Evaluating) Assess how the organization utilizes appropriate and ongoing measures to assess patient satisfaction levels with services provided at network retail, mail order, and specialty pharmacies. |
| Developing and Managing the Drug Formulary & Utilization Management Policy | R1.3.2: (Applying) Manage aspects of the medication-use process related to formulary management.  R3.1.2: (Creating) Prepare a drug class review or monograph.  R3.1.3: (Analyzing) Identify opportunities for implementation of utilization management strategies.  R3.1.4: (Creating) Develop and implement clinically appropriate utilization management criteria (e.g. Prior Authorization, Step Therapy, Quantity Limits, and Drug Utilization Review (DUR) edits to enhance patient care.  R3.1.5: (Applying) When appropriate, present the recommendations contained in a drug class review or monograph and/or utilization management criteria to members of the P&T Committee.  R3.1.6: (Evaluating) Participate in the organization’s process for evaluating the impact of implementation of formulary and/or utilization management changes on patient care. |
| Stakeholders and Flow of Money in Managed Care Pharmacy | R1.3.1: (Evaluating) Assess whether network retail, mail order and specialty pharmacies follow best practices and the organization’s policies and procedures.  R1.3.4: (Evaluating) Assess how the organization utilizes appropriate and ongoing measures to assess patient satisfaction levels with services provided at network retail, mail order, and specialty pharmacies.  R2.4.3: (Understanding) Explain the relationship between the health plan and the delivery system functions of managed care. |
| Pharmaceutical Manufacturer Discounts and Rebates; including Value Based Contracting and Direct Negotiations [New] |  |
| Population Level: Clinical and Educational Programs | R1.4.1: (Valuing and Applying) Design and/or deliver programs for members that focus on health improvement, wellness, and disease prevention (e.g., immunizations, health screenings).  R1.4.2: (Valuing and Applying) Design and/or deliver programs for members that support quality measures to improve outcomes of medication therapy.  R3.2.1: (Understanding) Explain the organization’s process for designing clinical programs.  R3.2.2: (Creating) Design or update an existing clinical program. |
| Individual Patient Level: Clinical and Educational Programs | R1.1.1: (Responding and Applying) Demonstrate responsibility and professional behaviors as a member of the health care team.  R1.1.2: (Responding and Applying) Interact effectively with individual patients and caregivers.  R1.1.3: (Valuing and Analyzing) Collect relevant subjective and objective information for the provision of individualized patient care.  R1.1.4: (Analyzing) Analyze and assess information collected and prioritize problems for provision of individualized patient care.  R1.1.5: (Valuing and Creating) Design a safe and effective individualized patient centered care plan in collaboration with other health care professionals, the patient, and caregivers.  R1.1.6: (Applying) Implement medication therapy plan in collaboration with other health care professionals, the patient, and caregivers.  R1.1.7: (Evaluating) Monitor and evaluate the effectiveness of the medication therapy plan and modify the plan in collaboration with other health care professionals, the patient, and caregivers as required.  R1.1.8: (Valuing and Applying) Collaborate and communicate effectively with patients, family members, and caregivers.  R1.1.9: (Valuing and Applying) Collaborate and communicate effectively with other health care team members.  R1.1.10: (Applying) Document patient care activities appropriately and efficiently.  R1.2.1: (Analyzing) Identify needs of individual patients experiencing care transitions.  R1.2.2: (Applying) Manage and facilitate care transitions between patient care settings. |
| Specialty Pharmacy | R2.1.6: (Understanding) Explain, or demonstrate understanding of, the patient intake process for specialty pharmacy patients.  R2.1.7: (Understanding) Demonstrate understanding of Risk Evaluation and Mitigation Strategies (REMS) for patients receiving specialty pharmacy medications.  R2.1.8: (Understanding) Demonstrates understanding of how specialty pharmacies fulfill prescriptions/medication orders for patients. |
| Managed Care Pharmacy within various lines of business including Medicare, Medicaid, Exchange and Commercial | R2.1.5: (Understanding) Identify and define ways in which medication management is provided in various managed care settings, lines of business (e.g., commercial, Medicare) and with diverse patient populations.  R2.5.1: (Analyzing) Compare and contrast the provision of medication management in the various managed care environment. |
| Quality Measures in Managed Care Pharmacy [New] | R1.3.4: (Evaluating) Assess how the organization utilizes appropriate and ongoing measures to assess patient satisfaction levels with services provided at network retail, mail order, and specialty pharmacies. |
| Health Equity [New] |  |
| Health Economics and Outcomes Research [New] |  |
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The objective listed below from the previous PGY1 Managed Care CAGOs (2018) are not employed in the newly harmonized PGY1 CAGOs. Learning activities from these previous objectives may be repurposed to support achievement of the newly harmonized objectives.

### Objective R1.3.3: (Applying) Participate in the review of medication event reporting and monitoring.

### Objective R2.1.4: (Creating/Evaluating) Evaluate an existing collaborative practice agreement or, if not available, create a new one, in order to understand the implementation process for a state- based protocol to expand the scope of practice for pharmacists.

VERSION: 4/4/24