

Clinical Administration PRN

American College of Clinical Pharmacy

A LETTER FROM OUR CHAIR:

“Crisis forces commonality of purpose on one another” according to Michelle Dean. This statement has rung true for me as we see our healthcare teams, pharmacy professional organizations, and regulatory bodies working together to streamline and provide innovative care strategies for our patients during a time that is anything but streamlined and efficient. Our commonality of purpose has been to continue providing excellent patient care despite staffing and drug shortages, changes to workflows, and equipment limitations. Thank you for the work that you are doing to lead your teams during these difficult and uncertain times.



Cindy Brasher
PharmD, MS, BCPS

The Clinical Administration PRN has continued to work behind the scenes on developing additional structure around our roles for our leaders and recognition for our PRN members. We have created a guiding document to clarify the expectations of our leaders and committees. Last year, we added the requirement that the past-chair would continue to serve our PRN as the chair of the Nomination Committee. The committee also developed a new award that will begin this year for the Clinical Administration PRN Award. Please thoughtfully consider and nominate fellow PRN members for this new award.

Finally, I want to look forward to what is next for our PRN. We want to ensure that the work our PRN is doing is relevant and useful to your own work. Our email list serv is a resource that many of our members utilize. The webinars presented by our Student and Resident Committees engage learners beyond our PRN and provide a well-received panel of speakers. What else can our PRN do to support you? Additionally, our PRN needs leaders (chair-elect, secretary/treasurer), committee leaders, and committee members. A couple hours each month contributed by you exponentially multiplies the work being done by our PRN!

QUICK FACTS:

Started in 2001-2002 with 60 members

Grown to over 453 members:

Full Members -- 316

Associate/Affiliate Members -- 30

Residents -- 10

Students -- 71

Members come from 6 countries and from 46 states within the United States

Practitioners from a wide and varied number of practice sites

Numerous networking & collaboration opportunities (e.g. virtual roundtables, webinars, social media)

FOLLOWING US ON SOCIAL MEDIA YET?



FACEBOOK:

[HTTPS://WWW.FACEBOOK.COM/ACCPCADMPRN](https://www.facebook.com/accpcadmprn)



TWITTER:

[HTTPS://WWW.TWITTER.COM/ACCPARN](https://www.twitter.com/accpprn)

COMMITTEE REPORTS

Annual Meeting Planning

Chair: Jennifer Twilla, PharmD, BCPS, FCCP

The Clinical Administration PRN Annual Meeting Planning Committee submitted The Pharmacist Peer Review Process as the topic for the educational focus session. This topic would encompass the following sections: Peer Review Process Overview - Quality Control vs Medication Error Review, Pharmacist Peer Review Process Implementation in an Acute Care Setting, and Pharmacist Peer Review Process Implementation in the Ambulatory Setting.

The objectives for session are listed below:

- ❖ Discuss the healthcare system peer review process and best practices
- ❖ Review the literature to determine the impact of peer review on pharmacy services
- ❖ Describe the different areas of pharmacy practice that peer review can be utilized
- ❖ Examine various compositions for the pharmacist peer review committee
- ❖ Provide examples of quality standards/metrics and assessment tools used in peer review evaluations

Student & Resident

Co-Chairs: Ashley Street, PharmD, MSHA;
Natalie W. Russell, PharmD, MBA, MSHA, BCPS

The Student and Resident Committee has been busy working on a number of projects for our student and resident PRN members! Last November we hosted a webinar on Navigating and Networking at Large Conferences, featuring members Tyler Vest, Nitish Bangalore, and Ashley Street and moderated by student member Madeline Fuller. We are also implementing an online clinical administration journal club, scheduled to kick off later this year. We have a number of opportunities for involvement with projects and welcome any interested students, residents, and pharmacists.

Nominations

Chairs: Tamara Malm, PharmD, MPH, BCPS

The Nominations Committee has been working hard on creating a new award for the PRN this year, the Clinical Administration PRN Achievement Award! This award, which will be disseminated annually, will recognize a member of the PRN that has exhibited high level of leadership within the scope of pharmacy administration. We aim to honor the awardee at the Annual Business Meeting starting in 2020. The committee has developed the criteria for the award, as well as a rubric for standardized assessment of nominees. They continue to work on developing a strong officer candidate slate for 2021, and fostering the applications of those interested in applying to ACCP Fellowship. In the future, the committee is looking forward to developing a process for Best Poster Award at meetings, and further promoting the excellent work of the members of this PRN. Please consider sending on your achievements, promotions, publications, or any work you are proud of, throughout the year. We want to ensure that we highlight your work!

Communications

Co-Chairs: Charnaee Ross, PharmD, MSHA;
Benjamin Coles, PharmD, MS, BCPS

The Communications Committee is responsible for disseminating information to our members related to our Clinical Admin PRN. Methods utilized include PRN Listserv emails, social media platforms, ACCP Clin Admin webpage, our newsletters and member spotlights. Students, residents and pharmacists practicing in academia and within healthcare systems serve as contributing members to the committee. If you have a fresh new idea on how we can improve CADM PRN communication, please do not hesitate to contact the Co-Chairs, Charnaee Ross (charnaee92@gmail.com) and Ben Coles (bcoles@augusta.edu). We would love to hear from you! If you would like to nominate someone or if you would like to be featured in a CADM PRN Member Spotlight, contact either co-chair. We are always excited to know what our members are doing! Lastly, we are always eager to have new members on our committee. If you would like to join the committee, please contact one of the co-chairs via email.

Meet the Other Officers



Jennifer Twilla, PharmD, BCPS, FCCP
[Chair-Elect]

Dr. Twilla received her Doctor of Pharmacy degree from the University of Tennessee in 2008. After pharmacy school, she completed a PGY1 Pharmacy Practice residency at the Veterans Affairs Medical Center in Memphis, TN along with a PGY2 Internal Medicine Residency at

Methodist University Hospital in Memphis, TN. In 2010, Dr. Twilla accepted a position at Methodist University Hospital as a Clinical Specialist in Internal Medicine. She practiced as a specialist until May 2018 and then became the Clinical Pharmacy Manager at Methodist University Hospital. She has also served as the PGY1 Pharmacy Residency Program director since 2015. Dr. Twilla has an appointment with the University of Tennessee Health Sciences Center as an Assistant Professor in the Department of Clinical Pharmacy. Since completion of residency training, Dr. Twilla has precepted students in Internal Medicine from the University of Tennessee, Union University, University of Mississippi, and South Colleges of Pharmacy in addition to PGY1 and PGY2 residents for Internal Medicine and Clinical Management. Dr. Twilla has also been highly engaged in scholarly activities, with 33 poster presentations and 34 peer-reviewed publications since 2009. In 2018, she was inducted as a Fellow of the American College of Clinical Pharmacy.



Patricia Masters, PharmD, BCPS
[Secretary/Treasurer]

I am a pharmacy clinical coordinator at Mount Auburn Hospital which is part of Beth Israel Lahey Health in Massachusetts. For many years, I have been extremely interested in promoting clinical pharmacy leadership and showing the value of clinical pharmacists. As the Director

of the PGY1 Pharmacy residency program for the hospital, I also hope to instill these goals into pharmacy residents and students.

I have been a member of ACCP for over twenty years and have participated in many PRN meetings. This year, I am honored to serve as the secretary-treasurer for the Clinical Administration PRN. I have found that this PRN has been an excellent forum to network with others and to discuss and share ideas. This has been a great opportunity to advance clinical pharmacy leadership and to help spotlight the value of clinical pharmacists. Working with others in this PRN has been a truly rewarding and exciting experience for me.

Meet the Committee Chairs



Tammy Malm, PharmD, MPH, BCPS
[Chair, Nominations Committee]

Tammy is an Assistant Professor at the University of Saint Joseph School of Pharmacy and Physician Assistant Studies in Hartford, CT. As a professor, she teaches Respiratory and Infectious Disease Therapeutics, as well as two integrative courses that challenge students to put together everything they have

learned from all of their classes. She maintains a clinical practice site in Adult Primary Care at Yale New Haven Hospital in New Haven, CT. As a full time Ambulatory Care Pharmacist, she is challenged with wearing the many different hats of outpatient internal medicine pharmacists. She has been a member of this PRN since her HSPA PGY2 in 2014, and is incredibly proud of the amazing work the PRN continues to produce. In her free time, she enjoys riding her two horses, and watching the world through the eyes of her 8 month old.



Wyley McCoy, PharmD, MBA
[Co-Chair, Education & Research Committee]

Wyley McCoy most recently served as System Director of Pharmacy Services at CHRISTUS Health, a Catholic, not-for-profit, international system made up of more than 600 centers, including long-term care facilities, community hospitals, walk-in clinics and health ministries. He is an Assistant Professor of

Clinical Pharmacy Practice at Texas Tech University Health Sciences Center, Adjoint Clinical Faculty with The Ben and Maytee Fisch College of Pharmacy at The University of Texas at Tyler, and is a member of American College of Clinical Pharmacists, American Society of Health-system Pharmacists, Texas Society of Health-system Pharmacists and Metroplex Society of Health-system Pharmacists. His experience includes clinical practice and leadership across community retail, home infusion, ambulatory surgery center and health-system practice



Ashley Street, PharmD, MSHA
[Co-Chair, Student & Resident Committee]

I am the Pharmacy Manager of Adult Clinical Services at WVU Medicine in Morgantown, WV. I received my PharmD from Virginia Commonwealth University (VCU) School of Pharmacy in 2016 and my MS in Health Administration from VCU College of Health Professions in 2018. I completed my PGY1/PGY2

Health System Pharmacy Administration residency at VCU Health System in 2018. This will be my second year as the co-chair of the Student & Resident Committee for the CADM PRN. In my free time I enjoy boating with friends, working out, and exploring new wineries and breweries.



Natalie Russell, PharmD, MBA, MSHA, BCPS
[Co-Chair, Student & Resident Committee]

I am a Pharmacy Manager focusing on business development at Wake Forest Baptist Health in Winston-Salem, NC. I received my PharmD from the University of Kentucky College of Pharmacy along with my MBA from the University of Kentucky Gatton College of Business in

2017. I completed my PGY1/PGY2 Health System Pharmacy Administration residency at VCU Health System and my MS in Health Administration from VCU College of Health Professions in 2019. Outside of pharmacy, my interests include watching sports, specifically the Kentucky Wildcats and Green Bay Packers, playing golf, and trying out new breweries.



Charna Ross, PharmD, MSHA
[Co-Chair, Communications Committee]

I am a PGY2 Health-System Pharmacy Administration Resident at VCU Health in Richmond, Virginia. My areas of interest post residency include specialty pharmacy, ambulatory care operations and compounding. I have had the pleasure of serving as

Communications Co-Chair for three consecutive years and my role includes managing the PRN social media accounts, webpage and supporting the efforts of the PRN. In the little free time that I have, I enjoy catching up on my favorite TV shows, spending time with family, friends and my dog, Pepper!



Benjamin Coles, PharmD, MS, BCPS
[Co-Chair, Communications Committee]

I am the Pharmacy Manager, Acute Care Operations at Augusta University Medical Center in Augusta, Georgia. I completed my PharmD at the Ohio State University College of Pharmacy in 2017 and my MS in Health System Pharmacy Administration at the University of North Carolina at

Chapel Hill Eshelman School of Pharmacy in 2019. I completed a PGY1/PGY2 Health System Pharmacy Administration and Leadership Residency at Mission Hospital in Asheville, North Carolina in 2019. I have been involved with ACCP through the CADM PRN Student and Resident Committee and now as a Co-Chair for the Communications committee. I enjoy time with my wife and two boys and exploring the south.

Celebrations of Success!

Accomplishments

Cindy Brasher, PharmD, MS, BCPS,
Manager of Compounding, St. Jude
Children's Research Hospital

Lindsay Arnold, PharmD, BCPS,
Assistant Professor of Medicine, Tufts
University School of Medicine

Yujing Steenwyk, PharmD Candidate
Accepted PGY1/PGY2 Health System
Pharmacy Administration and
Leadership position at Moses Cone
Hospital

Promotions

Charna Ross: Graduated with
Master of Science in Health
Administration from Virginia
Commonwealth University

Mel Smith: Graduated with a
Master in Business Administration
from Western Governors University

Publications

Engle JP, Dick TB, Bryant G, Ciolek
A, Crismon ML, et. al. Credentialing
and privileging for clinical
pharmacists. *J Am Coll Clin Pharm.*
2020; 3:133-144.

Vest TA, Gazda NP. Develop
productivity metrics. *Pharmacy
Purchasing and Products.* November
2019.

LESSONS LEARNED FROM COVID-19

It has been great to see staff be flexible and adaptable around changing schedules and locations in order to limit staff on campus and overlap. They have been actively engaged in making things work better with the changes. We have not had a surge to date, but my institution is proactively screening staff and created their own lab to run the samples so that they can quickly turn around the results. The collaboration in all areas has been great to see in the planning process.

*Cindy Brasher, PharmD, MS, BCPS
[St. Jude Children's Research Hospital]*

I am a fourth-year student on my last week of APPE rotation at Markey Cancer Center. What I have learned from this COVID-19 pandemic is that pharmacists are extremely versatile and adaptable. My institution's approach to our APPE rotations was to continue our experiential education in any way possible to meet the needs of our patients while still being safe for the student. I am currently working in the outpatient infusion setting and have transitioned from in person counseling to primarily over the phone counseling. This allows me to still participate in patient education, answer any questions they may have about their chemotherapy, and to continue learning about the field of oncology. The COVID-19 pandemic has allowed me to find creative ways to continue in that pharmacist role of a collaborative, multidisciplinary team member.

*Madeline E. Fuller, PharmD Candidate
[University of Kentucky College of Pharmacy]*

It is hard to articulate the whirlwind this virus created for our country and the health-care system. While Memphis has not been one of the hardest hit cities, the pandemic is certainly recognizable here. As we shift to figure out our new normal as businesses begin to reopen and elective surgeries now start back, a few things ring true related to the pharmacy profession when I reflect over the last few months. Pharmacists need a seat at the table anytime major decisions that involve medication therapy management are made, and I may argue even when medications aren't involved. Type A personality traits of the typical pharmacist tend to suit the medical community well during a time when a proactive approach is needed. We are able to take the skills used for analysis of patients and literature to inform the decision-making processes needed for health-systems during a global crisis. In addition to our analytical skills, our resiliency has manifested itself throughout this crisis. All of our pharmacists regardless of specialty area or training transitioned to providers of care for COVID19 patients overnight, changing their thought processes on how to appropriately and efficiently care for patients. Our pharmacists have become the thought leaders for the health-system and have been prepared for not only medication shortages but assumed the role as the purveyors of PPE conservation, the out of the box thinker, and those that impart love and compassion during the hardest of times. So, what have I learned from COVID19 about my pharmacists? I think it is something I have known all along; it just took this pandemic to resurface it again...we are essential workers with indispensable knowledge who show up day in and day out to do our part. We are only a small part of the solution, but alongside all other healthcare professionals, we are stronger together!

*Jennifer Twilla, PharmD, BCPS, FCCP
[Methodist University Hospital]*

What I learned from the pandemic is to be patient, be adaptable, and be an advocate for the profession. One of the biggest concerns for P4 students during this time was how the pandemic will affect our ability to get licensed. Fortunately, our school communicated quickly with ACPE and the state BOP to establish a plan that will allow us to graduate on time while fulfilling rotation hour requirements. Another obstacle to licensure soon emerged when we learned that almost all police stations in the state only offered fingerprinting services to "essential healthcare workers," which did not include pharmacists. It wasn't until several students took the initiative to call and educate their local sheriffs and police officers on the essential role of pharmacists on the healthcare team that they opened up their fingerprinting services to us. The whole experience showed me how much the public still needs to learn about what pharmacists do and how effective grassroot advocacy efforts can be.

The University of Mississippi Medical Center (UMMC) developed unique processes by recruiting an interdisciplinary team of student volunteers to assist with non-direct patient care activities related to Covid-19. For example, students assembled thousands of test kits to be used at UMMC testing sites. This was an excellent way for students to contribute to the effort without an increased risk of exposure.

*Yujing Steenwyk, PharmD Candidate
[University of Mississippi School of Pharmacy]*

NEW! CLINICAL ACHIEVEMENT AWARD

Criteria for the award:

- Member of ACCP
- Preferred membership with the Clinical Administration PRN (will accept those that are not PRN members)
- High level of leadership within the scope of pharmacy administration
 - *Outstanding personal characteristics of a pharmacy leader*
 - *Demonstrated leadership in pharmacy administration*
 - *Sustained contribution related to pharmacy through leadership, practice, education, research, service, and/or advocacy activities*
 - *Service to the Clinical Administration PRN (strongly preferred) and/or ACCP*
- Not a current member of the ACCP Board of Regents, member of this PRN Nominations Committee or elected officer of this PRN

In order to apply, please address the following:

All nominees must include --

- 1) The nominee's current curriculum vitae.
- 2) A letter of nomination from self, or an ACCP member, detailing the nominee's qualifications related to the award, including but not limited to:
 - Outstanding personal characteristics of a pharmacy leader.
 - Demonstrated leadership in pharmacy administration.
 - Sustained contribution related to pharmacy through leadership, practice, education, research, service, and/or advocacy activities.
 - Service to the Clinical Administration PRN (strongly preferred) and/or ACCP.
- 3) Optional:
 - Additional letter(s) of support.
 - PDF of research, publication, or presentation related to award criteria.

Self-nomination is permitted and encouraged.

Current PRN Officers, the current CADM PRN Awards/Nominations Committee, and ACCP Staff are ineligible.

Please submit nominations for this award directly to Tammy Malm (tmalm@usj.edu) by June 3, 2020.