



IN THIS ISSUE:

- > In Service to Others
- > Health and Wellness Project Spotlight
- > Student Self-Reflections
- > Oncology Rotation with Dr. Joanna Schwartz
- > Making the Connection
- > Pharmacists' Patient Care Process
- > Above and Beyond
- > Announcements

Experiential Honors: Class of 2017



As we do every year, the ACPHS Division of Experiential Education has awarded Experiential Honors to outstanding members of the Class of 2017. The criteria for this award include points for grades of A or A+ on rotation, excellence on IPPE rotations, and, most importantly, preceptor nominations. There are also discretionary points given for leadership, professionalism, preceptor evaluation comments, and separate letters or e-mails of recommendation. Disqualifying criteria include any IPPE grade of "pass with reservations" or "fail," less than A- grades on any APPE rotation, a "needs improvement" or significant deficiency" on any evaluation, and being found guilty of a violation during the professional years (P1 - P4) in any of the following college disciplinary areas: Conduct Code, Academic Integrity, or Professionalism Code.

These outstanding students are a source of pride for the College and a credit to their professors, their preceptors, and, of course, themselves. We congratulate the Class of 2017 Experiential Honors awardees:

Amanda A. Adamec
Alexis A. Albro
Jeffrey J. Bettinger
Emilee R. Bonnier
Jordan E. Byerly
Jennifer L. Conroy
Amy R. DeGennaro
Andre J. Glogowski

Christine T. Kang
Sydney E. King
Christina L. Lombardi
Katherine M. Matousek
Jenna L. McGreevy
Samantha R. Mulieri
Kristine E. Ngai
Gavin M. O'Brien

Thomas R. Picciano
Shivani Sharma
Elizabeth M. Silver
Tamra L. Streeter
Caitlin E. Weir
Marci A. Wood



Marci Wood and Coordinator of Experiential Education, Ms. Sandy Rosa



**Experiential IPPE Excellence Awards:
Class of 2018**

In order to reward and encourage excellence in our P1 and P2 students, we have instituted the IPPE Experiential Excellence Awards. Criteria include preceptor nominations, a Pass + for the Community or Institutional rotation, and exemplary work

products: the Community and Institutional workbooks, the Health and Wellness Projects, and the Team Based Care SOAP notes.

This is our second year recognizing excellence in IPPE rotations. The awards were presented at the P3 "Sendoff" Ceremony as students prepared to begin their final professional year. We were pleased and proud to present Class of 2018 IPPE Experiential Excellence awards to:

Christopher Blum
Jeremy Butz
Christine Crea
Sarah Deys
Sarah DiVello
Odirichukwu Duru
Olivia Emerson
Tori Hoffman
Butool Kazmi
Colleen Lemmey

Stephanie Lombardi
Weston Malek
Kiersten Marsicano
Leanna Murphy
Kenneth Ng
Megan Phillips
Breanne Spear
Jacquelyn Turturo
Taylor Wills

In Service to Others

Gavin O'Brien '17 is on a mission. Grateful for the many good things in his life, he wants to serve others. He chose his rotations with that goal in mind.

His first experience was with ACPHS professor Dr. Giselle D'Epiro on a rotation to Guatemala in October 2016:



"This rotation experience was remarkable in so many ways. I have always wanted to travel outside the United States to serve others with my talents. So, since completing the application for this opportunity over one year ago and having some incredible people help make the trip a success, I feel unbelievably grateful. Going to Guatemala changed me in so many ways. First, it made me think about and experience how so much of the world's population lives on a daily basis. Whether that means housing conditions, availability of food, crime rate, it was all very different. I like to think I'm a pretty grateful person in many respects, but now I'm thankful about so much more. We worked with and met some amazing people while we were in Guatemala...Further, almost all of the patients we saw in the clinic waited 8+ hours to be seen just in triage. We started seeing patients around 9am and they would line up in the very late hours of the night to make sure they got a spot in line. Despite this, I didn't receive anyone who was upset when I was talking to them. On the contrary, most people were happy, laughing, joking with me and one of their favorite phrases, "No tenga pena," is very appropriate and means "Don't worry." I just felt so grateful to learn from all of them."

Next, Gavin went to the Cherokee Indian Hospital in North Carolina with preceptor Eric Metterhausen in April 2017:

"I think talking to the commissioned officers and listening to their stories was a huge benefit for this rotation. They told me all about Officer Basic Training, how to best serve patients in IHS (Indian Health Service), what their best advice and suggestions would be and just how to be a good pharmacist. Overall, this rotation cemented my love for counseling and helping providers in ambulatory care settings. I can't wait to begin my journey in the Public Health Service doing just that."

Gavin has joined the Indian Health Service and serves in Chinle, AZ.

APPE Health and Wellness Project Spotlight

The ongoing APPE Health and Wellness Project continues to provide students with opportunities to see how pharmacists can make an impact in the community. Keeping a pulse on community health care needs, students research, create, and provide programs to improve and inform patients on many health care issues. Seeing the positive results of these endeavors help students become engaged community practitioners of the future.



Courtney Boice, '17
Walgreens
Kingston, NY



Jillian Donovan, '17
Costco Pharmacy
Colchester, VT

Student Self-Reflections

Every student must write a reflection on how their rotation will influence their pharmacy career. For example, the IPPE Health and Wellness rotation is not necessarily pharmacy-related, but deals with the health and wellness of a specific population (people with epilepsy, youth, seniors, cancer patients, etc.). Students often express an appreciation for the specific healthcare needs of the population and how that broadens their perspective of how the pharmacist can make a difference in the community.



"This rotation gave me the opportunity to interview and interact directly with individuals affected by epilepsy. Through this experience, I was able to learn more about the condition along with the medication options associated with it on a more personal level. This is a valuable learning tool, as interacting with patients affected by all types of ailments is something I will be doing on a daily basis in my pharmacy career."

- Stefan Eapen '20 on his rotation at the Epilepsy Foundation of VT with Audrey Butler

APPE rotations offer a wider range of reflections due to their varied nature. Here, the students are very much in tune with what they want to do after graduation, and their reflections express a deeper understanding and appreciation of the skills learned.



"As my last self-reflection as a student pharmacist, I am beyond pleased that I ended my APPE rotations on a wonderful note. This rotation experience provided an extensive amount of patient interaction, application of my clinical knowledge, and improved my skills in critically assessing problems. As a pharmacist, I will use these skills to help optimize a patient's therapy management and improve medication safety through a critical assessment of a patient's medications. These past 6 weeks at the anticoagulation clinic in Troy, NY enabled me to see patients on a daily basis and frequently, it was busy. This strengthened

my time management skills as I had to balance the task of seeing patients for the day, any unexpected tasks that appeared throughout the day, and long-term projects. It also enabled me to practice working under pressure yet still provide the best and most accurate care to patients. Documentation is also a very critical step in the care of a patient as it provides an accurate depiction of that particular clinic visit, which helps provide the best care when other health care providers see the patient at the following visit. Balancing the pressure of accomplishing tasks in a timely manner and accomplishing tasks in an accurate way can be a challenge. For pharmacists, it is extremely important to complete tasks in the most accurate way possible as it may relate to medication errors or inadequate management of a patient's disease state in the future. Like all my rotations, this rotation strengthened my abilities to be the best person I can be, which means providing the best care for all patients. This rotation in particular has strengthened my communication skills not only as a pharmacist but also as a person. No matter what situation you may be in, it is important to provide honesty, empathy, respect, and care to the person you are talking to. There were definitely some instances where the interaction with the patient may not have been the easiest to maneuver through but these experiences helped me learn how to redirect the conversation so that I was able to accomplish the tasks. Overall, I am glad to have selected this rotation as well as my other rotations because it has made me a better person and has trained me to be a better pharmacist in the near future. I am incredibly thankful for all that this rotation and my preceptor provided me."

- Kristine Ngai '17 on her Anticoagulation rotation at St. Peter's Health Partners Massry Center Anticoagulation Clinic with Elma Waldo

We in the Division of Experiential Education read every student evaluation and reflection. Some of them are brief and to the point, but some, like the ones above, move us. We appreciate not only how well our preceptors teach our students their specialties, but also how they provide a model for students to be the best kind of pharmacist. This makes us not only proud of our students, but of our preceptors as well.

Preceptors are able to read the students' self-reflections after they have submitted their final evaluations. We highly recommend taking the time to review the students' reflections. They can be very rewarding reading.

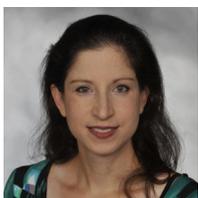
Relevant Experiences on an Oncology Rotation with Dr. Joanna Schwartz

Students can be intimidated by an oncology rotation. It is a challenging field with new pharmaceutical modalities for treatment that seem to change weekly. Students planning on a career in community pharmacy often feel that this type of rotation will not be relevant to their future practice. Dr. Joanna Schwartz's rotation at the University of Vermont Medical Center Outpatient Oncology unit provides not only exposure to innovative therapies in oncology, but makes the rotation fully relevant to community practice. This is what her students have to say:

Christopher Haskell '17: *"Watching patients go through these struggling times made me reflect on the patients with great amounts of compassion. I often found myself no longer looking at a chart, but investigating a person's history. I saw the chart as a representation of an actual person rather than an interesting problem set. It helped me in a way that other rotations were unable to, to remember that the chart is a representation of an actual person, which was reinforced with the fact that my decisions directly impacted patients. In fact after completing the assignments I was usually sent to counsel the patients. That is a full circle that most rotations don't have. That was one of the charms of this ambulatory care rotation, where we had quite a bit more patient care where we considered all aspects of a patient's medications and side effects. It was very fulfilling."*

Kristopher Hall '17: *"I learned that as a community pharmacist I can play a huge role in my patients' lives when they are undergoing chemotherapy or have a friend or family member that is going through chemotherapy. Many side effects of chemotherapy can be treated with over-the-counter products found at a community pharmacy. These range from pain relievers, stool softeners, laxatives, anti-diarrheal products, urea lotions for hand-foot syndrome, skin moisturizers and vaginal lubricants and moisturizers. Most of the side effects from chemotherapy are treatable and a community pharmacist can play a big role when it comes to helping people minimize side effects."*

Michael Skaar: '17 *"This was an outstanding rotation. Going in every day and acting as a drug detective was very rewarding and allowed me to utilize all of my previous knowledge to make a decision about whether or not I should make a recommendation to change their therapy. This rotation was geared toward how I am going to be a community pharmacist in the future. It prepared me to be better with making recommendations of over-the-counter products to patients. With the emphasis on looking into drug interactions, it prepared me to know which interactions to bypass and which ones to call the provider to recommend a switch."*



Joanna Schwartz, Pharm.D., BCOP
Associate Professor
ACPHS-Vermont Campus

Practice site: The University of Vermont
Cancer Center in Burlington

Making the Connection

The IPPE Health and Wellness rotation does not get a lot of "press." It is a one-week stint with a public service site that is not necessarily pharmacy-related, or even medically-related, and students often have a difficult time applying the checklist to the activities provided. However, one creative and motivated student "made lemonade from lemons" while on rotation at Trinity Alliance of the Capital Region in Albany, NY in January 2017. While entering contacts into the preceptor's Google account, Megan Ward, '19 noticed that Trinity Alliance has connections to the Capitol South Campus Center, which is at the same address as the new student operated pharmacy, College Parkside Pharmacy.



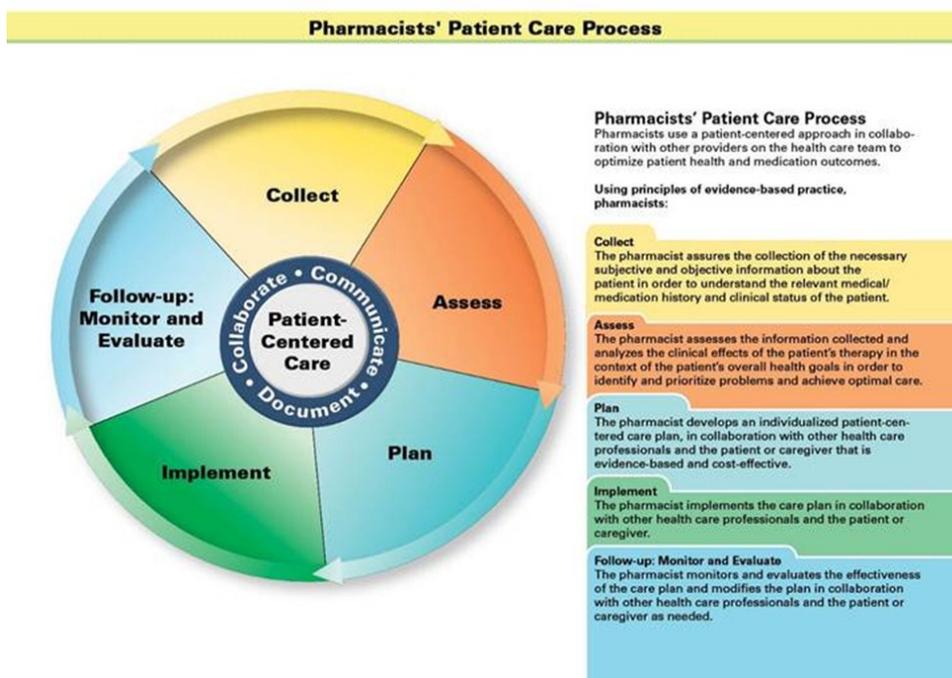
"I remembered one of the broad goals of both student operated pharmacies is to bring pharmacy services to "pharmacy deserts" where people may not have the resources or access to a pharmacist to talk about their medications, get general health screenings, or even to talk to someone without judgement of their health concerns. I could not contain my excitement about making this crucial link. I contacted the Office of Institutional Advancement to ask if they had any materials that I could give to my rotation site to let people who come into Trinity Alliance know that there is a pharmacy opening up nearby that can help them. Institutional Advancement got back to me and stated that they would make 250 flyers to give to Trinity Alliance. I picked them up the next week and brought them to Trinity Alliance myself. I wanted to share how I turned a concerning situation into a positive one for Trinity Alliance, ACPHS, the new pharmacy, and the greater Albany community 😊! The preceptor was very appreciative of making the contact to help provide more services to the Trinity Alliance community."

By working "outside the box" and focusing on the site's needs, rather than the activities checklist, Megan was able to make a new, strong community connection, not only benefitting the site, but enabling her to be a catalyst in furthering the health and wellness of the Trinity Alliance community.

Pharmacists' Patient Care Process

In August 2016, we sent out this E-Blast discussing the Pharmacists' Patient Care Process that we would be building into the curriculum at the every level. As with anything this important, it bears repeating:

In May 2014, the Joint Commission of Pharmacy Practitioners (JCPP) adopted the Pharmacists' Patient Care Process (PPCP) as a consistent approach to patient-centered care that all pharmacists are encouraged to adopt. ACPE (Accreditation Council of Pharmacy Education) has included it in their standards for the PharmD program in all colleges of pharmacy starting this year. Before anyone gets panicky about yet another permutation of Pharmaceutical Care, realize that finally someone (JCPP) has given a name to something all of us are doing in our practices every day. Using the principles of evidenced-based practice, this process is divided into five steps: collect, assess, plan, implement, and follow-up (monitor and evaluate).



"Above and Beyond" by Marci Wood '17

On my community pharmacy rotation in February 2017, I found myself in the midst of a medical emergency in the pharmacy's (Beauchamp and O'Rourke in Rutland, VT) parking lot. My preceptor, Marty Irons, was talking to a patient in a parked car when he realized that the patient was going in and out of consciousness. My preceptor came back into the pharmacy to call 911, and asked a technician and me to go check on the patient. We rushed to the car to assess the situation and when we arrived, the patient was unconscious and unresponsive. While I assessed that the patient was breathing and took her pulse, my preceptor returned from calling 911 and asked the technician to print the patient's medication list. The patient regained consciousness while we waited for the ambulance to arrive, and my preceptor was able to gather some further information to share with the emergency medical response team. Ultimately, the patient was taken via ambulance to the emergency room at the local hospital.



The overarching lesson I learned from this experience was the importance of staying calm in a critical situation. With the direction of my preceptor, pharmacy staff were able to take quick, necessary action while remaining composed. The leadership that my preceptor demonstrated in this situation served as an example that I will remember when I am a practicing pharmacist. When I was at the patient's side with the technician, I had a taste of what is required in this leadership role. While I do not have an extensive background in emergency response, I was able to assess the patient to the best of my ability and to ask the technician (who was at the patient's side with me) for assistance when needed. In our pharmacy school training we must be CPR certified, but we do not receive training to respond to situations such as this in our regular course work. Our rotations supplement our didactic training by allowing us to experience and learn hands-on from a variety of situations. While I did not expect to respond to a medical emergency during my community pharmacy rotation, I will remember the experience and the lessons I learned in leadership and remaining calm in an emergency. I will be able to apply what I learned in this situation in my future career as a pharmacist.

Announcements

1. Save the date for our yearly **Experiential Education Preceptor Training Program** which will be held in conjunction with the ACPHS Medication Safety Symposium on August 10, 2017. This year's topics are:
 - “Assisting Preceptors with Challenging Students: Providing Feedback, Motivation and Assessing Clinical Readiness” presented by Sandra W. Rosa, BS, RPh. Coordinator of Experiential Education - Vermont
 - “Population Health: Incorporating (Student) Pharmacists into Community Chronic Disease Prevention Initiatives” presented by Susan L. Millstein, LCSW, MPH, Diabetes Public Health Coordinator, Bureau of Community Chronic Disease Prevention, NYS Department of Health
2. Call for participation: We have many ways that preceptors can be involved with the College. If you are interested in participating in our roundtable discussions or career fairs, or if you would like to add your voice to our Experiential Education Advisory Panel (meetings twice a year), please let us know. We'd love to have you! Contact us at experientialed@acphs.edu.
3. As part of our preceptor development, we encourage the **use of your vouchers for additional training**. See below for two excellent opportunities to enhance your preceptor skills.
 - Advance your skills, improve your CV, and earn an ASHP Professional Certificate. Developed through a partnership with the University of Kentucky College of Pharmacy, the [Teaching Certificate for Pharmacists](#) offers practical training and education for residency programs and pharmacy preceptors. Our 100% online, self-guided program is presented in manageable segments, supports residency preceptor qualifications, and offers 16+ CE hours.
 - The Teaching Certificate for Pharmacists includes 40 modules and is presented in 3 tracks:
 - ◇ The Core Track covers the fundamentals of teaching practice.
 - ◇ The Academic Teaching Track concentrates on traditional didactic instruction.
 - ◇ The Experiential Teaching Track focuses on teaching in practice environments.
4. **REGISTER TODAY!** The [2017 National Pharmacy Preceptors Conference](#) (NPPC) will be held August 16-18 at the Washington Hilton Hotel in Washington, D.C. NPPC is the only national conference focused on education and networking for pharmacy preceptors and residency directors. Your vouchers may be used to cover the event registration fees.

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