



2020 CIPS ANNUAL REPORT



UNIVERSITY *of* MARYLAND
SCHOOL OF PHARMACY
CENTER FOR INNOVATIVE
PHARMACY SOLUTIONS

**The Innovative Leader in Delivering Health Care Solutions
through the Optimization of Medication Management**

CIPS 2020 ANNUAL REPORT

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REFLECTIONS FROM CIPS EXECUTIVE DIRECTOR

What a year 2020 was! Throughout the pandemic and these uncertain times, CIPS continued to emerge as a strong leader in moving the pharmacy profession forward and meeting the needs of our stakeholders, patients, and trainees without missing a beat! I am so proud of our team!

We are pleased to bring to you this annual report and share all the accomplishments of the Center for Innovative Pharmacy Solutions at the University of Maryland School of Pharmacy! We were extremely busy last year securing new grants and contracts, and continuing to provide state-of-the-art care and education. We welcomed School of Social Work students who had the opportunity to work shoulder to shoulder with pharmacy students. It was rewarding to position the Center as a leader at UMB in the area of interprofessional education and virtual care.

As I reflect on our work last year, our mission and our accomplishments, I feel proud and thankful to our stakeholders. We are truly shaping the future of health care one project at a time. We have already seen the potential that technology and virtual care had when we established the eHealth Center four years ago (way before COVID-19 accelerated the adoption of telehealth) and provided virtual care to patients in the state and nationally. Our prior work allowed us to quickly pivot at the start of the pandemic to meet the needs of all patients, providers, and students without missing a beat. Our push for telehealth and virtual care now had a front in health care and we were ready for it. We served as advisors and consultants to many on how to transition to this type of health care delivery. This was extremely rewarding for all of us.

This year we continue our push for innovation and scaling many of our programs to increase our level of impact and achieve sustainability. We truly believe that CIPS is the vehicle to transform the profession of pharmacy and optimize the use of medications while reducing unnecessary side effects and health care costs. Join us in our work!

**MAGALY RODRIGUEZ DE BITTNER, PHARMD,
FAPHA, FNAP**

*Executive Director, Center for Innovative
Pharmacy Solutions*

*Associate Dean for Clinical Services and Practice
Transformation, Professor of Pharmacy Practice
and Science*



VIEWS FROM THE ASSOCIATE DIRECTOR, Clinical Programs

It is a pleasure to serve the community of students, providers, patients, staff, and stakeholders at CIPS.

Today, a patient in the P³ Program whose A1c is now 5.6%, said he could not have done it without the assistance of the program. He admitted that he dislikes exercise, eating healthy meals, or monitoring his blood glucose, yet he does so, only because he will be meeting with the pharmacist and wants to demonstrate “good numbers.” This is why we exist!

The P³ Program of CIPS provides the most unique, effective, and proven solutions to a wide range of medication related issues. Our goal is to mitigate medication errors

and risks and improve medication adherence.

Despite the pandemic, CIPS continued seamlessly, increasing the use of technology, training a greater number of students, and accruing additional grants and contracts. The CIPS team was prepared to leverage technology remotely yet work closely with each patient and provider within a team-based model of care. As a result, patients were evaluated via Zoom® and Doximity®; providers were communicated in real time with TigerConnect®, and students displaced from their assigned rotations, completed their ambulatory care rotations at the eHealth Center in order to graduate on time.

The eHealth Center pharmacists are proficient in the use of technology, which allows pharmacists and the students to function in an embedded team-based model, despite working from remote locations. As we transition to a “new normal,” CIPS continues to shine as the innovative leader in delivering health care solutions through the optimization of medication management.

*Charmaine Rochester-Eyeguokan,
PharmD, CDCES, BCACP*

*Associate Director of Clinical Programs
Center for Innovative Pharmacy
Solutions
Professor of Pharmacy Practice and
Science*



NOTES FROM THE DIRECTOR OF OPERATIONS, P³ eHealth Center

With less-than-optimal health care outcomes and astronomical health care costs in the United States, where 5% of the population is responsible for 50% of expenditures, CIPS positions itself as a leader in providing solutions, to include the CIPS eHealth Center. As the center's first hire and director of operations within the eHealth center, I was charged with building a functional center and implementing clinical programs, where advanced practice pharmacists, pharmacy technicians, students, and residents can leverage telehealth within innovative health care delivery models.

The eHealth Center is also designed to function as an educational resource that affords next generation pharmacists and other health care professional students exposure to experiential learning.

The eHealth Center has served about 1,200 unique patients and identified approximately 2,500 medication related problems.

As a public health resource, the center promotes prevention of acute/chronic complications of chronic diseases, while emphasizing care coordination with other members of the health care team to include primary care providers, hospitalists, community health workers, social workers, and lawyers, which ensures resolution of all issues that can negatively impact medical and medication care plans.

The CIPS eHealth Center supports experiential learning within the University of Maryland School of Pharmacy and has created opportunities to include three APPEs, three residencies, and an interprofessional educational opportunity with the School of Social Work. The center also offers opportunities to complete both pinnacle and special projects. It continues to be an honor to be part of providing health care solutions and to serve within the Center for Innovative Pharmacy Solutions.

*Sadé Osotimehin, BPharm, PharmD, BCACP
Director of Operations, eHealth Center
Center for Innovative Pharmacy Solutions*



**THOUGHTS FROM THE
ASSISTANT DIRECTOR OF
PHARMACY SERVICES FOR
TRANSFORM HEALTH MD AND
THE QUALITY CARE NETWORK**

It has been an interesting and exciting year for Transform Health MD and the University of Maryland's Quality Care Network. Despite a pandemic, our team continued to operate in full force supporting our partnered primary care providers and patients.

In response to the pandemic, we worked closely with our care management team and leveraged additional students to provide COVID-19 outreach to several seniors across the state to assess

for food insecurities, social isolation, access to medications, and vaccinations.

The team learned a lot with the challenges our patients experienced around medication delivery, transportation, and access to care during a public health emergency and looks to develop strategies to overcome these barriers in the future. As telehealth became more prevalent in health care, our team shared several resources with our providers and patients around telehealth workflows and educational tip sheets from a telehealth pilot we completed pre-pandemic in partnership with the Maryland Health Care Commission.

We look forward to continuing to support employees of the University of Maryland Medical System through the Copay Waiver Program. The team has about 450 members enrolled in the disease-state management program, and in July 2021, our program expanded to additional disease states, to include not only diabetes and hypertension, but dyslipidemia, asthma, and COPD. We look forward to developing new strategies to manage these patients and leverage more telehealth technologies for longitudinal care.

Through Transform Health MD and the Maryland Primary Care Program, our pharmacy team is now supporting 45 primary care provider practices across Maryland to deliver clinical pharmacy services to their Medicare patients. Our relationships with these practices continue to grow as the importance of a pharmacist within the interdisciplinary care team continues to strengthen. Our patients report satisfaction with a pharmacist as part of their care team and are thankful for our support.

I look forward to another great year with our partnerships and the opportunity to expand our team and services to reach more patients and grow the presence of clinical pharmacy in provider offices.

*Danielle Keeley, PharmD, BCGP, CDCES
Assistant Director of Pharmacy Services for
Transform Health MD and the University of
Maryland's Quality Care Network*



HIGHLIGHTS: CIPS 10TH ANNIVERSARY

So how did the Center for Innovative Pharmacy Solutions get its start in 2009? It actually began with the P³ Program in 2006, which was modeled after the successful Asheville Project of North Carolina.



The P³ Program started with one employer in Western Maryland and quickly expanded to serve a wide variety of partners and stakeholders, with different care models including transitions of care, chronic disease management, and medication therapy management.



In 2009, Dr. Rodriguez de Bittner, our executive director, saw a need to develop a center that has now become the leader in embracing business solutions to address critical health problems and challenges. The solutions optimize patients' medication management through the program's clinical initiatives, cutting edge technology, program management and consulting services, training and education programs, and research.

CIPS celebrated its 10th Anniversary on Dec. 5, 2019, and the beautiful event began with a welcome from Dr. Rodriguez de Bittner, School of Pharmacy Dean Natalie D. Eddington, PhD, and Jill Morgan, PharmD, chair of the Department of Pharmacy Practice and Science at the School of Pharmacy.

CIPS 10th Anniversary



Our keynote speaker was Ernest Carter, MD, PhD, who presented Transforming Health Care: Pharmacists are the Missing Key Ingredient. Dr. Carter is the acting health officer, Prince George's County and the principal investigator of PreventionLink. Dr. Carter expressed the need to include pharmacists as part of the health care team as studies have consistently shown positive outcomes in patient care when pharmacists are part of the team.

The keynote address was followed by a panel discussion moderated by Charmaine Rochester-Eyeguokan, PharmD. The panelists including Howard Haft, MD, MMM, CPE, FACPE, executive director, Maryland Primary Care Model, Maryland Department of Health. Dr. Haft has a vision for primary care, with emphasis on the Maryland Primary Care/Care Transformation Organization model. Stacy Garrett-Ray, MD, MPH, MBA, vice president and medical director of Population Health Services Organization; president of Quality Care Network and Transform Health MD, University of Maryland Medical System. Dr. Garrett-Ray shared her vision for an integrated health care system through the transformation of ambulatory care and medication management services. David Marcozzi, MD, MHS-CL, FACEP, associate professor and associate chair of population health, Department of Emergency Medicine, University of Maryland School of Medicine, assistant chief medical officer for acute care, University of Maryland Medical Center, and deputy EMS medical director for Mobile Integrated Healthcare, Baltimore City Fire Department. Dr. Marcozzi successfully addressed transitions of care through population health management programs. Our final panelist included Morad Elmi, the chief strategy officer and co-founder of emocha, a medication adherence company. He represented Sebastian Seiguer, JD, MBA, co-founder of emocha.

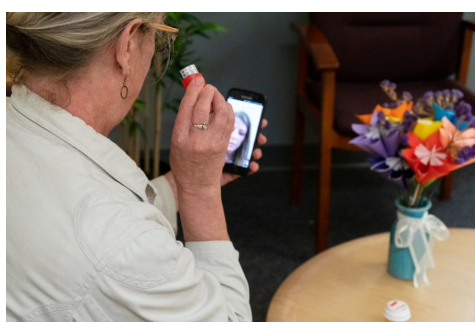


SPOTLIGHT: Some Clinical Initiatives at CIPS



The P³ (Patients, Pharmacists, Partnerships) Program, which began in 2006 in partnership with the Maryland Pharmacists Association, is the first and longest serving CIPS clinical initiative.

The P³ Program provides the most unique, effective, and proven solutions to a wide range of issues across the fields of chronic disease self-management and patient-centered health education. It leverages the expertise of specially trained and certified clinical pharmacists to offer a model of care that delivers effective medication therapy management solutions to unique population (federal, state, or commercial organizations). The program is tailored to identify potential medication related problems and health care risks and provide solutions that help mitigate those risks. The Program offers a wide range of chronic disease management, medication therapy management, transitions of care, and other programs to meet the Centers for Medicare and Medicaid Services requirements, improve 5-STAR ratings, exceed HEDIS measures, and meet all goals for improved population health, reduced costs, and overall patient care.



With its work with self-insured employers, the program has consistently shown improvement in its patients' A1c, weight, blood pressure, and decreased hospitalizations/ED visits in its annual report and exceeds HEDIS outcome reports. Over the past 15 years since its inception, it has served several stakeholders including McCormick Company, Chesapeake Public Schools, Chesapeake Regional Medical Center, and Upper Chesapeake Medical Systems, GRACE. CIPS currently serve a variety of states in the United States, including Maryland, Indiana, California, Texas, South Carolina, New Jersey, Louisiana, Illinois, and Pennsylvania.



The emocha Health Project was a collaboration between CIPS and emocha Health for managing diabetes patients and asthma patients. The program traditionally uses a Digital Medication Adherence Program that drives chronic care management through virtual video check-ins and human engagement. Once a patient is recruited through emocha, CIPS pharmacists and pharmacy technicians reviewed videos asynchronously regarding their medication taking behavior, specifically, diabetes medications or asthma inhalers. The pharmacist provided a complete medication review to each patient enrolled in the program. They confirm address any medication challenges, and provide support for the patient each day of the program.

From November 2019 to May 2020, the pharmacist made interventions in 26 patients with diabetes and identified 112 medication related behaviors, 60 of which were nonadherence at baseline.

From May 2020 to December 2020, the pharmacist made an intervention in 38 patients with asthma and identified 181 medication related problems. At the end of the program, many patients reported improved confidence in using their asthma inhalers, understanding the medications, and improved adherence. Some stated without the program, they would have been in the emergency room or hospital.



CHASE BREXTON HEALTH CARE

The Chase Brexton project is a collaboration of the University of Maryland School of Pharmacy, CIPS, and Chase Brexton Health Care. This is a two-year project where pharmacists will meet for an initial visit with a patient with diabetes to assess their diabetes control and document a plan. The patient will be followed up via telehealth with another pharmacist who will ensure the patient implements the plan throughout the life of the project.

The goal of the program is to document the number of patients with A1c >9% and demonstrate a reduction in A1c, document the percentage of patients with A1c <7% within six to 12 months, provide medication management and adherence counseling, provide education on self-management skills, increase in the percentage of patients who achieved BP goal of <140/90 mmHg, increase in the number of patients prescribed a statin, and the percentage increase in the patients who received tobacco cessation counseling.

This exciting project is already underway in September 2021.



MOBILE INTEGRATED HEALTH COMMUNITY PARAMEDICINE (MIH-CP)

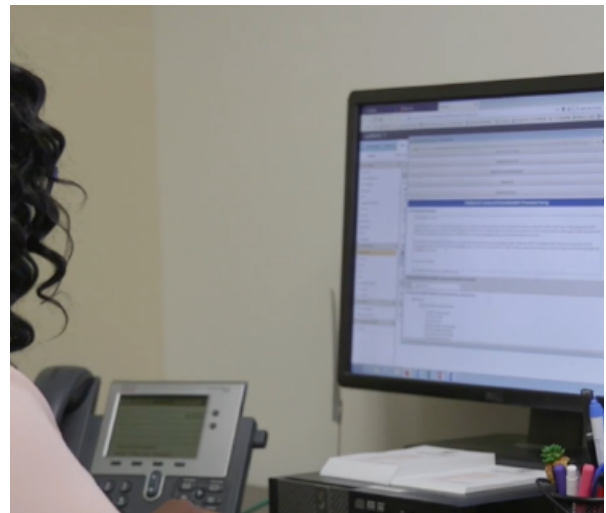


Mobile Integrated Health Community Paramedicine Team

In 2018, the University of Maryland Medical Center, the Baltimore City Fire Department, and the University of Maryland, Baltimore partnered to implement two mobile integrated health community paramedicine transition health support programs in West Baltimore:

1. Transitional Health Support
2. Minor Definitive Care Now

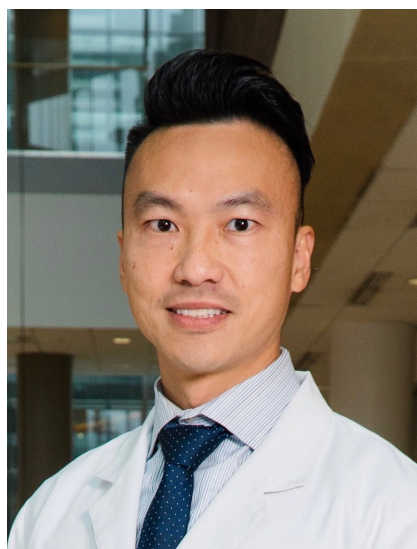
Both patient-centered programs provide a broad range of health services to patients where and when the services are needed, helping to fill existing gaps in health care delivery, address social determinants of health, mitigate emergency department overcrowding, and reduce patient readmissions. The THS program specifically works to create the future of health care in West Baltimore by bringing health care to patients in their homes through a nurse-paramedic model.



This model is supported by a multidisciplinary operations center, which includes advanced practice pharmacists from the School of Pharmacy's eHealth Center, under the leadership of Dr. Magaly Rodriguez de Bittner.

In November 2020, the MIH-CP program was recognized for the outstanding work that the team provides to the residents of West Baltimore by receiving the 2020 Patty Brown Innovation Award from Chesapeake Regional Information System for our Patients.

MARYLAND PRIMARY CARE PROGRAM (MDPCP)



Maryland Primary Care Program is a state funded program designed to coordinate care for patients across both hospital and non-hospital settings, improve health outcomes, and constrain the growth of health care costs in Maryland. MDPCP is a voluntary program open to all qualifying primary care providers that provides funding and support for the delivery of advanced primary care throughout Maryland. MDPCP supports the overall health care transformation process and allows primary care providers to play an increased role in prevention, management of chronic disease, and preventing unnecessary hospital utilization.

The University of Maryland Medical System is one of the qualified Care Transformation Organization that hires and manages an interdisciplinary care management team to furnish care coordination services such as: pharmacists' services, behavioral health specialist services, referrals and linkages to social services, and care management support from qualified care management nurses. CIPS is a proud partner of Transform Health MD providing state-of-the-art pharmacy services and interprofessional care.

In addition to our work with the University of Maryland CTO, CIPS secured a contract directly with Calvert Internal Medicine Group in May 2021 as an aligned participant practice. As of July 2021, we served over 100 patients, 16 clinicians including physicians, nurse practitioners, and physician assistants. We have identified more than 500 preventable medication related problems. We are looking forward to this partnership and our impact on the health of these patients.

APPE 450 EXPERIENTIAL ROTATIONS



APPE 450 Students: Ryan Mihaly, Lu Chen, Chidiogo Eke from left to right

The School of Pharmacy's eHealth Center has been providing a broad range of clinical services to patients via telehealth since 2018 and is uniquely positioned to assist with continuity of care.

When the University of Maryland, Baltimore shifted to distance learning in March 2020, clinical rotations for Doctor of Pharmacy students were impacted. With expertise in providing clinical services via telehealth, the eHealth Center's pharmacists volunteered to provide a five-week telehealth learning experience for the students. The eHealth Center became an avenue for students to complete their rotations in time for graduation due to cancellation of clinical rotations at other sites. Many of the students were apprehensive coming into the rotation. They wondered if they would have meaningful patient interactions via technology. To their amazement, they shared in their end of rotation reflections how pleased they were with the robustness of the clinical experience. The students participated in post-discharge follow ups via videoconferencing. During virtual visits, students were able to perform many tasks provided in a clinic setting such as conducting medication reconciliation, counseling patients on their medications, and addressing any concerns patients have about their medications.

During the 2020-2021, the eHealth Center was able to provide clinical rotations for a total of 29 PharmD students, a dramatic increase from six students in the previous year. The number of students interested in the ambulatory care rotation/eHealth Center experience is on the rise and the eHealth Center continues to provide students with a robust experience.

Scholarship

11 Grants and Contracts

\$1.67 Million in Grants and Contracts

6 Awards

1 Book Chapter

27 Presentations

Teaching

26 Students Trained on Rotation (Social Work and Pharmacy)

4 Residents Trained

1 ABL-6 Telehealth Component Initiated

GRANTS and CONTRACTS

First Name	Last Name	Credentials	Project Title	Grant/ Contract Name	Grant/ Contract Amount
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	Development and implementation of pharmacy strategies to improve medication use and decrease unnecessary drug cost.	MPCP	\$87,136
Catherine	Cooke	BPharm, PharmD, BCACP			
Yoscar	Ogando	PharmD, B.S.			
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	Creating, designing, developing, and implementing a customized diabetes management program for patients within the CBHS site in Columbia	Chase-Brexton	\$294,000
Charmaine	Rochester- Eyeguokan	PharmD, CDCES, BCACP			
Kathleen	Pincus	PharmD, BCPS			
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	CMM for MDPCP Primary Care Group	Calvert Internal Medical Group	\$ 87,450
Sadé	Osotimehin	BPharm, PharmD, BCACP			
Byron	Ma	PharmD			
Kadijah	Lawton	CPhT			
Rodriguez de Bittner	Magaly	PharmD, FAPhA, FNAP	Priority Partners MCO/University of Maryland/emocha	Emocha Asthma Grant and	\$19,600

GRANTS and CONTRACTS

Charmaine	Rochester-Eyeguokan	PharmD, CDCES, BCACP		Asthma Extension Grant	
Rodriguez de Bittner	Magaly	PharmD, FAPhA, FNAP	University of Maryland Health Partners/University of Maryland/emocha.	Emocha Diabetes Grant	\$10,000
Charmaine	Rochester-Eyeguokan	PharmD, CDCES, BCACP			
Charmaine	Rochester-Eyeguokan	PharmD, CDCES, BCACP	MCERSI, UMB and FDA.	"Collaborating to Advance Health Equity for Diabetes and Chronic Kidney Disease"	\$5000
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	IPE & Telehealth	Transformational Initiative Fund	\$150,000
Charmaine	Rochester-Eyeguokan	PharmD, CDCES, BCACP			
Sadé	Osotimehin	BPharm, PharmD, BCACP			
Byron	Ma	PharmD			
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	West Baltimore Mobile Integrated Health Community Paramedic Transitional Health Services	MIH-CP	\$124,711
Sadé	Osotimehin	BPharm, PharmD, BCACP			
Olu	Sokan	PharmD, MPharm			
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	Cardiovascular Disease Prevention and Management Strategies in Primary Care	PreventionLink in Southern MD	\$292,300

GRANTS and CONTRACTS

Sadé	Osotimehin	BPharm, PharmD, BCACP			
Byron	Ma	PharmD			
Kadijah	Lawton	CPhT.			
Rochester-Eyeguokan	Charmaine	PharmD, CDE, BCACP	McCormick & Company	P3 Program Diabetes and CVD Management	\$101,904
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP			
Suh	Judy	BS			
Magaly	Rodriguez de Bittner	PharmD, FAPhA, FNAP	Collaboration UMSOP and UMMS: CTO and QCN	UMMS	\$ 499,879.00
Danielle	Keeley	PharmD, BCGP, CDCES			
Shelly	Pezzella	PharmD, BCPS			
Paul	Solinsky	PharmD, BCACP			
Total (2020)			11 Grants/Contracts		\$1,671,980

Publications and Presentations

Publications

Book Chapter

Rochester-Eyeguokan CD, Patel D, Klutts A. Lower Gastrointestinal Disorders. *Applied Therapeutics. The Clinical Use of Drugs*. Twelfth Edition. Editors: Caroline Zeind. 2021.

Peer Refereed Publications

Pamulapati-Grecheck L, **Rochester-Eyeguokan CD**, Pincus K. Updated Best Practice Statements Regarding Sodium-glucose Cotransporter-2 Inhibitors and Serum Potassium Levels. *American Journal of Health System Pharmacy*. March 2021.
<https://academic.oup.com/ajhp/advance-article-abstract/doi/10.1093/ajhp/zxab124/6188354>

Pamulapati-Grecheck L, **Rochester-Eyeguokan CD**, Pincus K. Best Practices for Safe Use of SGLT-2 Inhibitors Developed from an Expert Panel Delphi Consensus Process. *American Journal of Health System Pharmacy*. July 2020. 77(21):1727038.
<https://doi.org/10.1093/ajhp/zxaa243>.

Rodriguez de Bittner M: Indicators for the Implementation of Pharmacy Services in the Americas - Pan American Health Organization publication created by an expert panel.

Non-Refereed Publications

Seow S. How to Get Better at Taking Medications. **Paper Gown (interview with Rochester-Eyeguokan, CD)**.
<https://thepapergown.zocdoc.com/how-to-get-better-at-taking-medication/> “How to troubleshoot confusing aspects of medication consumption?”

Spotlight of Comprehensive Medication Management - publication by CMS on pharmacists’ participation and engagement in CMM within the Maryland Primary Care Program (**Magaly Rodriguez de Bittner**). This was also published in the Connect website (official site of the state of Maryland MDPCP program)

Publications and Presentations

Presentations 2020-2021

Rochester-Eyeguokan, CD, Rodriguez de Bittner M, Osotimehin F. Telehealth: Disruptive Innovation for Pharmacy Patient Care Service Expansion and Patient Outreach. MPhA Annual Conference. June 2021.

Rochester-Eyeguokan, CD. Podcast with the University of Mississippi Pharmacy Team. PharmacyForward. <https://pharmacyforward.podbean.com/> Establishing Collaborative Practice Agreements. June 2021.

Rochester-Eyeguokan CD. Motivational Interviewing & Patient Adherence at the Point of Dispensing. A two-hour continuing education training. April 2021.

Rochester-Eyeguokan, CD. Tobacco Cessation. A two-hour continuing education training. April 2021.

Osotimehin FA, Rodriguez de Bittner M. Patient-Centered Community in Primary Care: Medication Therapy Management. Prince George's County Department of Health - PreventionLink Community of Practice Meeting. February 2021.

Rodriguez de Bittner M. Challenges, Experiences, and Adaptation of Pharmacy Education During and After the Pandemic. Pan American Conference on Pharmacy Education. November 2020.

Ma LB, Osotimehin FA, Rodriguez de Bittner M. Creating a Patient-Centered Community Through Integration of Clinical Pharmacy Services in Primary Care CRISP Annual Meeting. November 2020.

Rochester-Eyeguokan CD. Giving Thanks in a Pandemic. Christian Pharmacist Fellowship International, Inc (CPFI). November 2020.

Rochester-Eyeguokan CD. Diabetes Medication Update. Team Diabetes, MD. October 2020.

Rodriguez de Bittner M. Patient-Centered Care: Considerations for Recently Immigrated Communities. ACCP Annual Meeting. October 2020.

Rodriguez de Bittner M. Promoting the Adoption of MTM to Improve Chronic Disease Care in Southern Maryland. American Public Health Association Annual Meeting. October 2020.

Publications and Presentations

Rodriguez de Bittner M. CTM Overview. UMMS MTM Steering Committee. October 2020.

Rodriguez de Bittner M. COVID-19 and Health Equity Impact of the Pandemic in the Maryland Latinx Community Panel. Sponsored by UMB Latinx Affinity Group. October 2020.

Rodriguez de Bittner M. Educational Methodologies post-COVID implications for Pharmacy Programs. Pan American Network for Pharmacy Education. Pan American Health Organization. September 2020.

Keeley D, Ogando YM, Garrett-Ray S, Rodriguez de Bittner M. Evaluating Impact of Telehealth Technology in the Delivery of COPD. May 2021 Comprehensive Medication Therapy Management. International Pharmaceutical Federation. September 2020 FIP - Poster.

Rodriguez de Bittner M. Future of Pharmacy: Is Telehealth the Answer. Indian Congress of Pharmacy Practice 2020. Indian Association of Colleges of Pharmacy (International virtual). August 2020.

Rodriguez de Bittner M. COPD Telehealth Pilot at UM Shore UMMS. CMO Council UMMS. July 2020.

Rochester-Eyeguokan, CD. Diabetes Management Workshop. P3 Pharmacist Training. Local Presentation. June 2020.

Rodriguez de Bittner M. Integrating Comprehensive Therapy Management within the MDPCP. MD Department of Health Collaborative Meeting. June 2020.

Rodriguez de Bittner M. Comprehensive Medication Therapy Management Within MDPCP Practice Coaches for MDPCP. MD Department of Health. May 2020.

Rodriguez de Bittner M. New Frontiers for Pharmacy Education Within the New Reality Post-COVID. University of Panama School of Pharmacy, 100th Anniversary Celebration. May 2020.

Publications and Presentations

Ogando YM, Lee TY, Rodriguez de Bittner M, Shaya FT. Prevalence and Factors Associated with Narcotic Controlled Substance Use Among People With Depression and Anxiety: NHANES 2015-2016. UMSOP, Baltimore, MD. May 2020.

Rodriguez de Bittner M. Value Based Models. APhA Annual Meeting. March 2020.

Rodriguez de Bittner M. Collaboration to Offer Comprehensive Clinical Adherence Solutions. AACP Interim Meeting. Rio Grande, Puerto Rico. February 2020.

Rodriguez de Bittner M, Pincus KJ. Billing for Pharmacists Services. University of Maryland School of Pharmacy Professional Development series. February 2020.

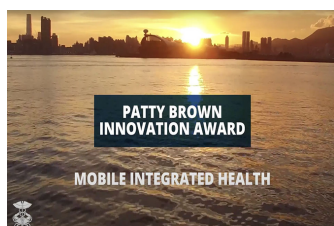
Rodriguez de Bittner M. Comprehensive Medication Management Services. CTO Network, Maryland Department of Health. February 2020.

Rochester-Eyeguokan CD, Parbuonie K. Contraception Prescribing Credentialing Education Activity for Maryland Pharmacists. A four-hour online training curriculum that has attained approval from the Maryland Board of Pharmacy to be used for credentialing pharmacists to prescribe contraceptives in the state of Maryland. January 2020.

Awards, Honors, and Tributes

Patty Brown Innovation Award

AWARDEES: Drs. Magaly Rodriguez de Bittner, Sadé Osotimehin, Olu Sokan



ORGANIZATION: Maryland Health Information Exchange Organization

DESCRIPTION: The award recognizes teams that contribute toward advancing health care in Maryland, in this case the Mobile Integrated Health - Community Paramedic (MIH-CP) program. The MIH-CP Transitional Health Support program specifically works to create the future of health care in West Baltimore by bringing health care to patients in their homes through a nurse-paramedic model. This model is supported by a multidisciplinary operations center, which includes advanced practice pharmacists from the CIPS eHealth Center at the University of Maryland School of Pharmacy

Pinnacle Award

AWARDEE: Dr. Magaly Rodriguez de Bittner

ORGANIZATION: American Pharmacists Association



DESCRIPTION: The Pinnacle Award, established in 1998 by the APhA's Foundation's Quality Center, celebrate significant contributions to the medication use process and recognizes individuals whose actions have demonstrated exceptional leadership in enhancing health care quality and medication use.

National Academies of Practice's Creativity in Practice and Education Award

AWARDEE: Dr. Magaly Rodriguez de Bittner

ORGANIZATION: National Academies of Practice



DESCRIPTION: The award is presented each year to a health care professional who has dedicated his or her career to developing and fostering interdisciplinary team programs, projects, and models that focus on the improvement of health care.

Awards, Honors, and Tributes

B. Olive Cole Honorary Alumnus Award



AWARDEE: Dr. Charmaine Rochester-Eyeguokan

ORGANIZATION: Alumni Association of the University of Maryland School of Pharmacy

DESCRIPTION: The B. Olive Cole Honorary Alumnus Award is named in honor of B. Olive Cole, PharmD, the "First Lady of Maryland Pharmacy." This award is presented to a non-alumnus who has demonstrated continued interest and exceptional loyalty and service to the profession of pharmacy in Maryland and whose professional, personal, civic, and philanthropic pursuits reflect the high standards and values associated with the School of Pharmacy and its Alumni Association.

Faculty Preceptor of the Year

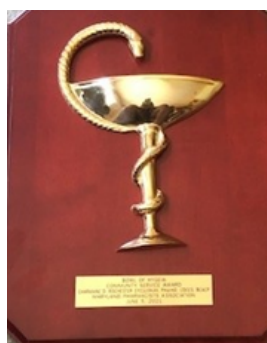


AWARDEE: Dr. Charmaine Rochester-Eyeguokan

ORGANIZATION: The Experiential Learning Program at the University of Maryland School of Pharmacy

DESCRIPTION: The award recognizes preceptors who demonstrate commitment to excellence and outstanding contributions to the educational development of future pharmacists.

Bowl of Hygeia Award



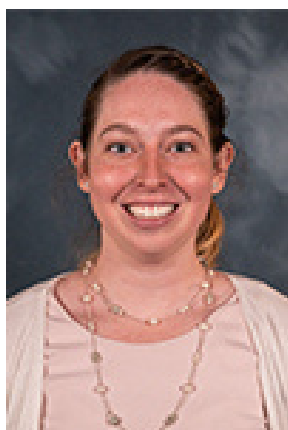
AWARDEE: Dr. Charmaine Rochester-Eyeguokan

ORGANIZATION: Maryland Pharmacists Association

DESCRIPTION: The Bowl of Hygeia Award recognizes pharmacists who possess outstanding records of civic leadership in their communities and encourages pharmacists to take active roles in their communities. In addition to service through their local, state, and national pharmacy associations, award recipients devote their time, talent, and resources to a wide variety of causes and community service.

MEET THE NEW CIPS STAFF

Shelly Pezzella, PharmD, BCPS



We are pleased to announce the recent hiring of Shelly Pezzella, PharmD, BCPS, who is an advanced practice pharmacist with the Quality Care Network in CIPS . She completed her PharmD degree at the Ernest Mario School of Pharmacy at Rutgers University and completed her PGY1 residency training at Capital Health in Trenton, NJ. After schooling, she returned to her Maryland home and has been within the University of Maryland Medical System for 10 years. She has a passion for complex care management and has the unique experience of providing medication management services in the home. Outside of work, Shelly enjoys hiking with her two dogs, cooking with friends, and traveling to the Southwest. You can say hello to Shelly via email at spezzella@rx.umaryland.edu.

Fiona Mesfun, CPhT



We are also pleased to announce the recent hiring of Fiona Mesfun, CPhT, who is working with the UMMS QCN/THMD projects as a pharmacy technician. Fiona is an accomplished pharmacy technician from Dallas, Texas, with more than four years of experience supporting pharmacists in retail and clinical environments. Fiona attended the University of Maryland, Baltimore County (UMBC), where she recently graduated with a bachelor's degree in political science. During her time at UMBC, she served as a legislative director for the Baltimore City State Senate Delegation.

She took on several tasks, such as coordinating weekly delegation meetings and public hearings, working directly with the chair to ensure that Baltimore City bills were uplifted and prioritized within the Senate. Fiona volunteers with the Joy Dine Leadership Foundation, where she teaches a women's studies course to girls from 9 to 14 years old. You can say hello to Fiona via email at fmesfun@rx.umaryland.edu.

MEET THE CIPS TEAM



Magaly Rodriguez de Bittner, PharmD, FAPhA, FNAP, Executive Director, Center for Innovative Pharmacy Solutions, Associate Dean for Clinical Services and Practice Transformation and Professor of Pharmacy Practice and Science.

Fun Fact: Loves Latin music and dancing! An avid advocate of Puerto Rico and the Hispanic culture. A proud "abuela."



Charmaine Rochester-Eyeguokan, PharmD, CDE, BCACP, Associate Director of Center for Innovative Pharmacy Solutions, and Professor of Pharmacy Practice and Science.

Fun Fact: Born and raised in Trinidad and Tobago, West Indies. Her grandmother of 105 years, who is of sound mind, lives in Trinidad. She finds joy in a personal relationship with Jesus Christ.



Sadé Osotimehin, BPharm, PharmD, BCACP
Director of Operations, eHealth Center
Center for Innovative Pharmacy Solutions

Fun Fact: Has lived in four countries and 11 cities with exposure to British, American, and Francophone influence. Loves to sing and can't stay still when she hears a good beat.

MEET THE CIPS TEAM



Olu Soka, MPharm, PharmD

Advanced Practice Pharmacist, eHealth Center
Center for Innovative Pharmacy Solutions

Fun Fact: I have three beautiful daughters, all born on a Thursday! I love spending time reading books and meditating on the Word of God. I try to keep up with my 10K steps daily.



Danielle Keeley, PharmD, BCGP, CDCES

Assistant Director of Pharmacy Services for Transform Health
MD and the Quality Care Network
Center for Innovative Pharmacy Solutions

Fun Fact: Danielle enjoys doing DIY projects and can often be found up-cycling items in her spare time.



Judy Suh, BA

P³ Program Coordinator, Center of Innovative Pharmacy
Solutions

Fun Fact: My significant other and I like to take road trips on motorcycles. I hope to obtain my motorcycle license in the near future.

MEET THE CIPS TEAM



Kadijah Lawton, CPhT

Pharmacy Technician

Center for Innovative Pharmacy Solutions

Fun Fact: She is the best soccer and football mom for many boys in the community.



Paul Solinsky, PharmD, BCACP

Advanced Practice Pharmacist with Quality Care Network

Center for Innovative Pharmacy Solutions

Fun Fact: He spent 2020 visiting most of the state parks in Maryland and hiked the Maryland section of the Appalachian trail.



Shelly Pezzella, PharmD, BCPS

Advanced Practice Pharmacist with the Quality Care Network

Center for Innovative Pharmacy Solutions

Fun Fact: Shelly had the opportunity to fly over her childhood home in a hot air balloon.

MEET THE CIPS TEAM



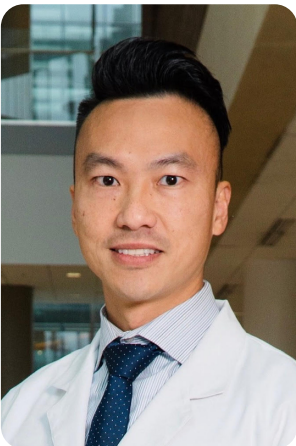
Fiona Mesfun, CPhT

Pharmacy Technician

Quality Care Network

Center for Innovative Pharmacy Solutions

Fun Fact: She enjoys collecting books, hosting book clubs, and cooking during her free time.



Byron Ma, PharmD

Clinical Pharmacist

Center for Innovative Pharmacy Solutions

Fun Fact: The first time he went to Haiti was on a mission trip in 2019. He and his wife got married during the COVID-19 pandemic, they have a 4-year-old sponsored child in Columbia named Genesis. He is very passionate about financial education for minorities. His most favorite author is Robert Kiyosaki and has read *Rich Dad Poor Dad* seven times.



Yoscar Ogando, PharmD,

Ellen H. Yankellow Fellow in Health Outcomes

Center for Innovative Pharmacy Solutions

Fun Fact: His birthplace is Dominican Republic, and as a result, he speaks fluent Spanish.



PATIENT TESTIMONIALS

Program: MDPCP-Calvert Internal Medicine Group

Pharmacist: Byron Ma, PharmD

Patient: FM

"Three weeks ago I was feeling tired all the time. Dr. Ma went over the medications for me, and reminded me that if I'm on metformin for a long time, I should have my Vitamin B12 checked, which I did and it was low so now I'm taking Vitamin B12 shot once a month. I just want to thank him. Had it not been for him, I would have never known my Vitamin B12 was low. I appreciate all the advice that he gave me and I think it's a wonderful program that Calvert Internal Medicine has and thanks again for all the advice, I appreciate it so much, thank you! "

Program: P³ Program

Pharmacist: Charmaine Rochester-Eyeguokan, PharmD

Patient: TC

The patient left a text to state that she had her surgery and has since gone from taking three diabetes medications to just one. She has also lost 25 lbs. She is feeling great! Surgery also cured a lot of her digestive issues and her A1c is at goal. She wants to thank the pharmacist for her encouragement, diabetes management, and guidance in her overall care.

Program: Mobile Integrated Health MIH

Pharmacist: Olu Sokan, PharmD

Patient: PG

The patient left a voice message regarding pharmacist, Dr. Olu Sokan. She stated that Dr. Olu is a good pharmacist who helped her a lot. She appreciates everything that she has done and wants to give her a good report.

Program: Emocha and CIPS project

Pharmacist and Pharmacy Technician:

Charmaine Rochester-Eyeguokan, PharmD, and Judy Suh, BA

Patient: AA

The patient states that she was very thankful for the emocha program that involves a pharmacist and pharmacy technicians reviewing her videos. As a result, she felt much better with improved asthma control. She felt encouraged and engaged to take her medications, and she was thankful for the guidance on her asthma technique and receiving a comprehensive review of her medications that demonstrated medication problems. She stated she did not know what she would have done without the program.

PATIENT TESTIMONIALS

Program: P³ Program

Pharmacist: Charmaine Rochester-Eyeguokan, PharmD

Patient: LL

Patient is a 59-year-old male who states that as a result of the P³ Program, his A1c is now 5.6%. He is exercising daily and making wise food choices. He states he is encouraged at each meeting with his pharmacist. His motivation is to be able to demonstrate great blood glucose and blood pressure readings when he meets with the pharmacist every quarter.

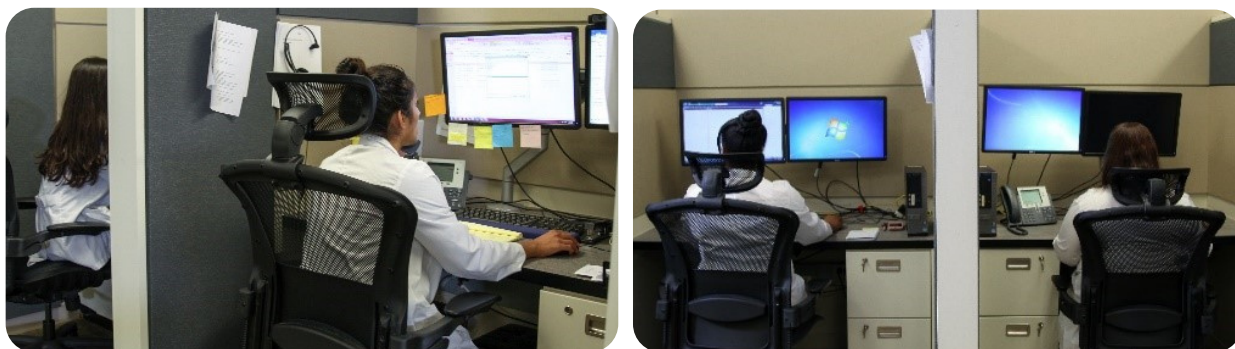
Program: P³ Program

Pharmacist: Byron Ma, PharmD

Patient: JL

JL is retiring from one of our stakeholder companies. He states he would like everyone to know his success with the program. He started with an A1c of 10.6% which is now down to 5.5%. He is very excited and thankful for the assistance of the pharmacist in achieving this success.

REFLECTIONS FROM THE FOURTH YEAR PHARMD STUDENTS



Ariel Wilson

I feel like the biggest lesson that I learned during this rotation is that I should prepare myself to be right, but it is okay to be wrong. By that, I mean that this rotation has taught me that it is okay to ask questions and not know the answer sometimes, but that I should try to solidify my knowledge prior to stating that I do not know something. I also realized that I may not be correctly interpreting some of the guidelines. Moving forward, I will definitely make it a point to read the guidelines thoroughly, comprehend what I'm reading, then go back and look at the guidelines a few more times just to make sure that I understand the takeaway points correctly. In the future, I won't necessarily have a preceptor there in my discussions to bounce ideas off of, so it's important that I solidify my knowledge base while I'm still a student.

I have to think critically and look at the whole patient when identifying medication related problems and not look at each disease state as a separate entity. As a whole, I feel like I have learned a lot during this rotation both about myself and about what will be expected of me in my future role as a pharmacist. Thank you for this opportunity!

Madelyn Hercules

This rotation was challenging, but very helpful. I have learned and reviewed topics that I struggled with before, but now I feel comfortable enough to counsel and help my patients. I have always struggle with writing SOAP notes, but with all the practice I obtained in this rotation I feel more comfortable writing them. Also, in regard to demonstrating how a pharmacist plays an important role in patient's health, I learned that numbers speak greatly of what we do. The presentation we had to do for TLC-MD helped me practice how to display the data representing our work. Interacting with other professionals was a big part of this rotation. Cooperating with the School of Social Work was a new experience for me. I learned to work with other professions to better aid patients. This made me realize that sometimes I shouldn't assume that everyone knows medical language. Thank you for all the advice and pointers you have given me in this rotation. I strive to become a pharmacist you are all proud of.

REFLECTIONS FROM THE PHARMACY TECHNICIAN: A DIFFERENT ROLE



JUDY SUH

**P³ Program
Coordinator**

My role as the P³ Program Coordinator and participation in various projects allows me to support the overall mission of CIPS.

P³ Program - As the program's coordinator, I work with external clients to manage beneficiary enrollments. I assist with recruitment, certification, and training of pharmacist providers. I manage monthly quality assurance tasks and support the associate director of clinical services with quarterly reviews of pharmacist service metrics. I serve as the key technology support person for ThinkEHRx (pharmacist focused electronic health record) by identifying issues, creating programmatic specifications for updates/modifications to the system, testing for the updates/modifications, and providing help desk support for users.

Quality Care Network – I complete quarterly quality assurance audits consisting of 200+ patients to track patient visits, prepared reports comparing medication usage each year using claims data, compiled detailed data for annual reporting, and assisted with transferring all patient data from one electronic health record to another.

emocha Project – I reviewed daily videos to ensure proper use of inhalers and medication adherence. I also documented any inhaler technique/usage issues and elevated side effects reported by the patient to the appropriate team member.

Birth and Wedding Celebrations



Mateo José Switala -
Grandson of Magaly
Rodriguez de Bittner

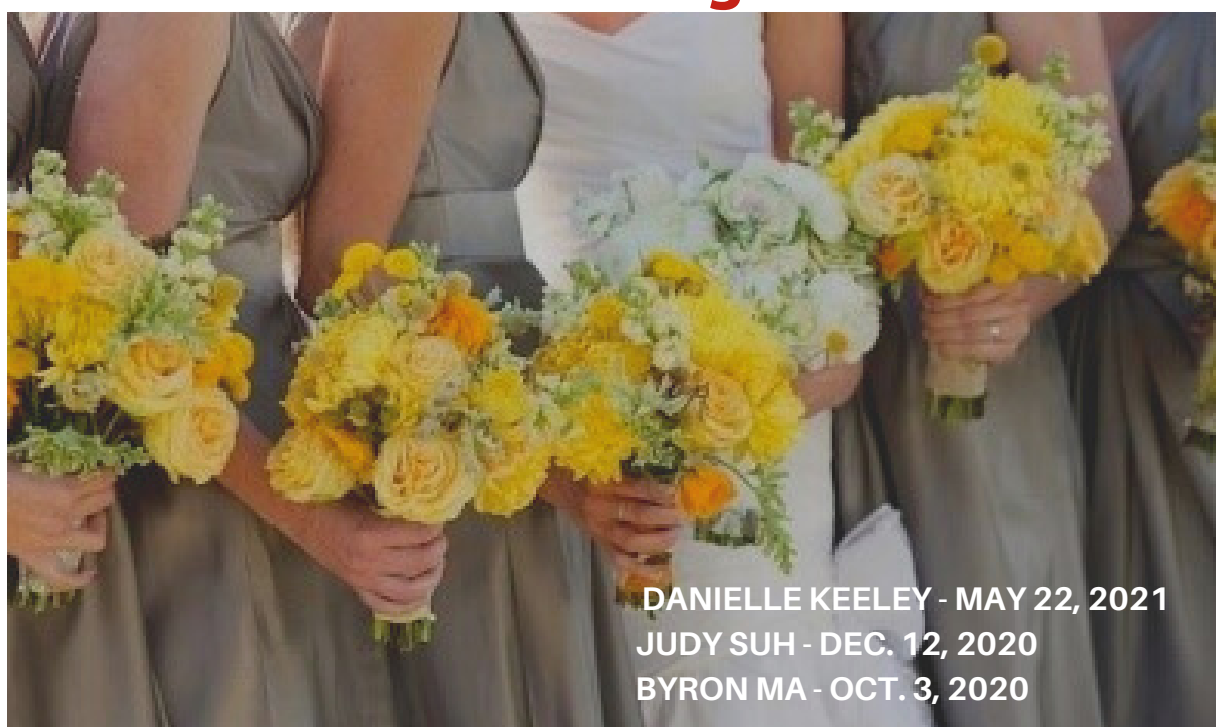


Victoria Isabella-Beatriz
Bittner - Granddaughter of
Magaly Rodriguez de Bittner



Hezekiah Bowens –
Grandson of Charmaine
Rochester-Eyeguokan

Weddings



DANIELLE KEELEY - MAY 22, 2021
JUDY SUH - DEC. 12, 2020
BYRON MA - OCT. 3, 2020

Our Mission

CIPS is the innovative leader in delivering health care solutions through the optimization of medication management.

Our Vision

To achieve our mission, CIPS:

- Inspires excellence in our health care professionals, pharmacist fellows, residents, and students through the application and use of innovative technology, and educational and clinical experiences.
- Develops innovative models of care with our stakeholders and partners with them to provide the best outcomes and decreased cost for their patients.
- Builds and nurtures relationships with our stakeholders and members of our community.

CONTACT US

Center for Innovative Pharmacy Solutions
University of Maryland School of Pharmacy
Pharmacy Learning Center
110 N. Pine Street , Room 109
Baltimore, MD 21201
Phone: (410) 706-1257
Fax: (410) 706-2160
Email : cips@rx.umaryland.edu