

Maryland Mentor

A Newsletter for the University of Maryland School of Pharmacy's Academy of Preceptors

Spring 2019

HIGHLIGHTS IN THIS

ISSUE

Incident Reporting

Student Rotation
News

Library Access

Instructor Insights

Students Making A
Difference

From the Assistant Dean for Experiential Learning

Dear preceptors,

We experienced record participation at our annual, live continuing education event, the Academy of Preceptors (AOP) on April 10. Zac Noel, PharmD, an assistant professor of pharmacy practice and science at the School, presented the timely topic of #MondayMotivation: Getting the Most from Millennial Learners Starting Day 1." The AOP program is just one of many opportunities we provide for preceptor development. The Experiential Learning Program also offers a number of free online accredited modules, which provide quick tips on a variety of precepting best practices.



The AOP program is also our opportunity to recognize three preceptors for their outstanding contributions to the educational development of our students with a Preceptor of the Year award. Preceptors of the Year demonstrate high standards of professionalism, a spirit of cooperation, and a dedication to our students as professional mentors and teachers. This year, we honored the following pharmacists:

Advanced Pharmacy Practice Experience Preceptor of the Year

Brian Masters, PharmD, BCPS
University of Maryland Medical Center

Introductory Pharmacy Practice Experience Preceptor of the Year

Joanna Lyon, PharmD, Med, MHS, CHES, BCGP
University of Maryland School of Pharmacy and MedStar National
Rehabilitation Hospital

New Preceptor of the Year

Kathryn Dzintars, PharmD, BCPS, AQ-ID
The Johns Hopkins Hospital

We thank each of these preceptors for their commitment to the development of students and for their support of the Experiential Learning Program.

Sincerely,

Agnes Ann Feemster, PharmD, BCPS
Assistant Dean, Experiential Learning Program
Assistant Professor, Department of Pharmacy Practice and Science

Produced by:



Library Access

One of the many benefits of being a School of Pharmacy preceptor is having offsite access to Facts and Comparisons Online and Micromedex only through the University's Health Sciences and Human Services Library (HS/HSL). Access is limited to School of Pharmacy preceptors who are scheduled to take a student for at least one block in the 2018-2019 academic year. If you would like to take advantage of this benefit, please contact LaTia Few at Lfew@rx.umaryland.edu for more details.

Incident Reporting

The safety of our students is of utmost importance when we send them out on rotations. We realize that many unexpected events may occur while a student is on rotation. While the probability is very small that something will happen, we need to make sure that should an untoward occurrence present itself, that the ELP Office is notified as soon as is reasonably possible. Such events include, but are not limited to, robbery, accidental fall with or without injury, confrontation with a patient or other person at the site, etc.

CORE ELMS includes an "Incident Reporting" function, which can be used to notify the ELP Office of any incident. To access this module, follow these steps:

- Log into CORE ELMS with your ID and password
- Click on "Incidents" on the menu on the left side of the screen
- Click on "Record New Incident" in the upper right corner of the screen
- Fill in the information in the fields:
 - o Date of Incident
 - o Time of Incident
 - o Use the Drop Down list to select the student's name
 - o Describe the incident in the "Comments" field
 - o If you have a file with additional information, you can attach it to the record using the "Attach New File" function
 - o Add the location of the incident - inside the store, in a hallway, in the parking lot, etc.
 - o Fill in witness information, if available
 - o List the actions that were taken to care for the student, if any
 - o Describe why/how the incident happened
 - o Speculate on what can be done to prevent future incidents
- Review the information you have entered and click "Submit Incident"
- The incident report will be sent to the ELP Office

It has been our experience that these types of incidents are very rare and for that, we are very thankful. We are certain that as preceptors, you are concerned about the safety of our students and all the staff at your site, and take every precaution to ensure that each rotation is completed without incident. It is reassuring to know that there is a reporting mechanism available should such incidents occur. ELP Office staff may contact you for additional information about the incident, if needed.

Thank you for everything that you do for our students. Should you have any questions about this reporting procedure, please contact us at elp@rx.umaryland.edu or (410) 706-2432.

Student Rotation News

The School of Pharmacy is very proud to have an exchange partnership with Sri Ramachandra University in India. One of the university's fourth-year PharmD students, Toney Simon (center in the top picture) had the opportunity to participate in a rewarding rotation experience at the University of Maryland Medical Center – Midtown Campus with Ifeanyi Egbunike, PharmD, and her pharmacy staff.

The School of Pharmacy was pleased to welcome another student, Raúl Eloy Martínez (left in the bottom picture) from the University of Puerto Rico. Raúl completed his rotation with O'neal Malcom, PharmD, at the University of Maryland Medical Center. Here is what Raúl shared about his rotation experience:

"As a prospective pharmacist, it is important to be exposed to different scenarios that allow me to appreciate how the health system works. I visualize myself as a revolutionary pharmacist because I want to improve and innovate our profession. In order to concretize that, I need to know what other institutions do so I can acquire some ideas to bring to the table in Puerto Rico. Having an APPE rotation with the Transition of Care Coordinator (TCC) at UMMC was wonderful. Not only did it give me a perspective on how valuable pharmacists are but also affirmed my intentions of staying in Puerto Rico and helping to transform our profession. The TCC team showed me the importance of having different disciplines working together for the patient's benefit. It was very impressive to witness how different professionals worked as a team to ensure that the patient had a complete and safe transition. My preceptor demonstrated his commitment with the profession and students. I don't regret choosing the University of Maryland Medical Center as an APPE rotation site."



We welcome the following newly appointed preceptors:

- Amanda Grego
- Bina Patel
- Barbara Matike
- Brittany Eisemann
- Changjun Zhang
- Charvee Patel
- Chiyon Lee
- Clement Ng
- Donna Zarzuela
- Emily Ray
- Farrah Tavakoli
- Frederick Hindman
- Glorimar Rivera-Quinones
- Han Feng
- Heather Boyce
- James Owen
- Laura Lemens
- Love Che
- Mary Colson
- Matthew Way
- Mavis Darkwah
- Miah Jung
- Mika Kluth
- Min Pak
- Patrick Stolz
- Rebecca Racz
- Rhiannon Marselli
- Richard Friedman
- Sally Ellethy
- Seema Ledan
- Sonali Patel
- Stacy Ogle
- Stephanie Anyanwu
- Wassamon Viriyakitja

Instructor Insights

Students Making a Difference: Meeting Patient Needs in the Ambulatory Care Clinic

By Joanna Lyon, PharmD, BCGP

Over the course of the fourth year, University of Maryland School of Pharmacy students participate in a variety of five-week pharmacy rotation experiences. During these rotations, students have an opportunity to perform pharmacy work alongside their preceptors. These experiences are productive and beneficial to the work location, and on occasion the preceptors and patients at these facilities are pleasantly surprised when the students make a significant impact with patients during the five-week time period.

Ankit Gandhi is one student who went well beyond the required rotational activities to help meet the needs of a patient on his ambulatory care rotation (APPE 450) with preceptor and mentor Patricia A. Ross, PharmD, BCACP, at John's Hopkins Hospital in Baltimore. During this rotation, Ankit was working at a clinic with high health disparities. He determined that the uncontrolled diabetes and hypertension status of one of his patients was due to her partial blindness and lack of a home support system. This patient was having difficulty crossing the street to pick up her pharmacy prescriptions and reading her medication labels and glucometer screen. Ankit spent time with this patient identifying her health barriers and creating a plan to help her overcome these obstacles. With the patient's permission, all her medications were transferred to an online pharmacy that delivered free of charge to her home. In addition, Ankit requested that a larger font be used to facilitate easier reading of the patient's pill packs. Next, a talking glucometer was acquired with verbal instructions. The patient would no longer need to rely on vision as she tested her blood sugar. Finally, Ankit reached out to the patient's adult daughter about building a home support system. Before Ankit finished his rotation, he was able to see progress in the patient's disease states, but more importantly, he saw a renewed interest and self-efficacy in the patient. When asked about this experience, Ankit felt that this patient interaction reinforced how much of an impact he could have as a pharmacist. It has motivated him to take future opportunities to help his patients as he graduates and moves on to a residency experience.

Quynh-Nhu Nguyen is another student who used the direct patient contact in her ambulatory care rotation (APPE 450) as an opportunity to go beyond the requirements of the rotation in order to help meet some of the literacy and cultural needs of one of her patients. Under the direction of Cheryl Simmons-Gray, PharmD, in the Kaiser Diabetes Clinic in Kensington, Md., Quynh took time during her busy rotation duties to meet directly with a patient who was functionally illiterate and only spoke Vietnamese. Quynh was made aware of the difficulty this patient was having in meeting her blood glucose goals and managing her insulin. Unfortunately, this patient found it difficult to communicate through a phone translator, and seemed to be struggling with her diabetes management. Quynh, who is fluent in Vietnamese, was able to meet with this woman at the beginning of the rotation and took significant time to discuss some of her health barriers in depth. Apparently, the woman was managing her health condition without family support, and found the phone translators difficult to understand. Quynh explored the patient's current medical and social history and built provider-patient trust. This trust allowed Quynh to follow up with this patient and monitor her care over the course of her rotation.

During this time period, the patient learned how to more accurately record her blood glucose values, manage the size of her meals, and properly store her insulin. In addition, the patient was very excited to have a provider-patient relationship that allowed her to better understand and manage her diabetes. As the rotation came to an end, Quynh set up a system for the patient to fax in her blood glucose readings to the clinic. Quynh had determined that the phone communication through the translator of this numeric list of readings was one of the barriers preventing optimal care for this patient, so she removed this obstacle before the rotation ended. Quynh was proud of the way she had been able to specialize care for this patient. It was the first time she had used Vietnamese in a patient care role, and she is currently excited for additional opportunities to provide specialized patient care in the future as she continues on to her residency experience in July.

Fourth year rotations are a wonderful opportunity for the students to help meet the pharmacy work needs at their experiential learning sites. Patients enjoy the energy and excitement that the students bring to the provider-patient interactions. Both Ankit Gandhi and Quynh-Nhu Nguyen demonstrate the positive and significant impact that fourth years students can have on patient medication adherence and self-efficacy during a five-week rotation time period.

Dr. Lyon can be reached at jlyon@rx.umaryland.edu.