Milestones are a series of markers placed along a road intended to provide reference points. They have been used for centuries, dating back to the Roman Empire – when they were actually made of stone. They are used to both mark progress from a reference point as well as guide a traveler to a destination. Over time, we have come to focus more on the metaphorical concept of a milestone more so than the physical expression. In doing so, the navigational purpose of milestones has been somewhat forgotten.

This past June, the Ambulatory Care Residency Program passed an important milestone – we have graduated 100 residents. We certainly aren’t the first residency program to do this, but passing this reference point is noteworthy considering the program has only been in existence since the late ’90s. Thus, celebrating this accomplishment fits with the first role of a milestone mentioned above – it marks our progress from a starting point and gives us a sense of how far we’ve come.
From the Director, continued.
But celebrating this milestone is also consistent with the second role – it serves as a guide to a destination. When our residency program was established, there were no ambulatory care residency opportunities in the state and the presence of ambulatory care pharmacy services was limited to a very small number of organizations. The College of Pharmacy established the program in part to serve as a catalyst for growth in ambulatory care practice. The program was designed to not only prepare graduates to practice in ambulatory settings, but to partner with organizations to either establish or grow the presence of pharmacy services through residency training. When we consider the number of organizations we’ve partnered with to graduate 100 residents and the number of sustaining pharmacy positions that have grown out of those partnerships, it’s easy to see that as our journey takes us past this milestone, we are still on the path we set out on more than a decade ago.

In sharing this news with preceptors and graduates, the most common question I’ve received is, “Who was #100?” Well, there is no answer to this. I know that other residency programs have established a numerical system for their graduates and it has served as a point of distinction for the individuals – you will occasionally hear them say, for example, “I was #58.” However, we have refrained from assigning numbers to our graduates. I know that assigning a number to a graduate isn’t as impersonal as it may sound, but it is a practice we’ve resisted if only for the symbolism it conveys. For our program, we want to maintain relationships with each graduate individually, but also through other affinity markers – such as a graduating class or the graduates of an affiliated organization.

Numbers don’t tell our story. Our story is comprised of people and their experiences. As a result, when we consider this milestone, we aren’t celebrating “the 100th resident.” We are recognizing all of our graduates and preceptors who have collectively helped us reach this important achievement and keep us on the right path for advancing ambulatory care practice in Minnesota.

All the best,

Todd D. Sorensen, Pharm.D.
Professor and Director, Ambulatory Care Residency Program
Department of Pharmaceutical Care and Health Systems
College of Pharmacy
University of Minnesota
soren042@umn.edu

2011-2012 Residents: Where are they now?

Maria Amaro – Clinical MTM Pharmacist, HealthPartners Clinics, White Bear Lake, Maplewood, and Coon Rapids, MN
Mike Akers - Clinical Pharmacist, St. Cloud Hospital, St. Cloud, MN
Jessica Hammes – PGY2 Resident in Ambulatory Care, Hennepin County Medical Center, Minneapolis, MN
Jonica Hazaert – Pharmacist Practitioner, Allina Health, Aspen Clinic, Maplewood, MN
Emily Holm – Clinical Pharmacy Specialist, Avera Marshall Regional Medical Center, Marshall, MN
Mark Kasella - Clinical Pharmacist, St. Cloud VAHCS, Montevideo Outpatient Clinic, St. Cloud, MN
Alison Knutson – Medication Management Pharmacist and Medical Resident Clinical Preceptor, Park Nicollet Creekside Clinic, St. Louis Park MN
Heidi Mandt – Medication Therapy Management Provider, Primary Care Center, Fairview Health Services, Minneapolis, MN
Jen Morgan – Clinical Pharmacist, Family Medicine, Park Nicollet Health Services
Vincent Murphy - Pharmacy manager at Walmart Pharmacy in Vadnais Heights, MN
Mark Nickell – Staff Pharmacist, Cub Pharmacy, Northfield, MN
Katie (O’Brien) Stenzel – Staff Pharmacist, Watertown Pharmacy, Watertown, MN
Lisa (Schleper) Sheldon – Clinical Pharmacist, West Side Community Health Services, St. Paul, MN
Stephanie Smith – Clinical Pharmacist, Ridgeview Medical Center, Waconia, MN
Maggie Wallace - Research Fellow, University of Wisconsin Department of Family Medicine, Madison, WI
Alumni Profile: Amy (Edge) Dittmer
From Resident to Director of Pharmacy in One Year

Amy Dittmer, Class of 2010, completed her residency at Saint Elizabeth Medical Center (SEMC), a critical access hospital in Wabasha, MN. Amy spent about a year at Corbon’s Pharmacy immediately following her residency. While there, she received an offer to join Glencoe Regional Health Services (GRHS) as its Director of Pharmacy. GRHS is a 25-bed critical access hospital, in Glencoe, MN. Because this was a unique opportunity for a young pharmacist, and because Amy has an interest in rural healthcare, she happily accepted the offer.

Amy says she owes her success to her residency experience. While at SEMC, she had the opportunity to develop a process by which all patients would be educated on their medications through the new medication management program at the hospital before being discharged. As a result, hospital readmission rates due to adverse events were reduced, and patients were generally more receptive of pharmacist involvement in their care regimen. Amy translated this experience to GRHS, where she led a multidisciplinary team on a Minnesota Hospital Association initiative to implement the same project. The process is now in place at GRHS, and currently all pharmacists are educating discharge patients on their medication schedules, as well as performing medication reconciliation upon admission and at discharge.

Amy’s residency in a rural area exposed her to a diverse range of patient needs. She will never forget the advice that one of her preceptors gave her, which was, “In rural pharmacy, you need to know a little about a lot, not a lot about a little.” Now in her own director role, Amy continues to broaden the scope of her practice, and lends the same advice to her staff.

New residency application process!
Starting November 2012, our program is joining the national centralized residency application process, known as PhORCAS.

(continued on page 5)
New Site Profiles

**Coborn’s Pharmacy** is a subsidiary of Coborn’s, Incorporated - a supermarket and convenience retailer serving small communities throughout the Midwest. Coborn’s, Inc. has 27 Coborn’s and nine Cash Wise Pharmacy locations in Minnesota and South Dakota. Coborn’s strives to make its pharmacy a one-stop shop for patients. Part of its vision for the future involves collaborating with local medical centers to provide quality patient care and improved health outcomes.

Over the last few years, Coborn’s Pharmacy in Little Falls has developed several clinical and retail programs to support the ever-evolving pharmacy profession and community needs. Two core areas of focus are immunizations and medication management. Additionally, Coborn’s has partnered with a local hospital and community Family Medical Center to support their 340B program.

Coborn’s identified Coborn’s Pharmacy in Little Falls as the University of Minnesota residency site. The purpose of this residency is to train pharmacy residents in the practice of pharmaceutical care in a community pharmacy setting, and to broaden the horizons for pharmacists interested in community healthcare. Coborn’s will prepare residents to enter the workforce with knowledge of how to create and implement a medication management practice model in both a community pharmacy and medical clinic setting. Its residents will also gain skills needed to implement an immunization program, provide education to the public, and manage day-to-day pharmacy operations. With pharmacy expanding beyond medication dispensing, clinical and practice management skills are paramount and essential for any pharmacist wishing to further their pharmacy career.

**New Ulm Medical Center** (NUMC) is situated in south central Minnesota and serves New Ulm and its surrounding communities. It is a 35-bed critical access hospital with an integrated outpatient clinic. The hospital services include general and orthopedic surgery, intensive care, OB/GYN, emergency medicine, behavioral health and substance abuse care. The clinic provides over 83,000 outpatient visits per year, and offers family practice, internal medicine, oncology, pediatrics, surgery, laboratory, radiology and several visiting specialties. NUMC was recently named one of the Nation’s Top Performing Hospitals by Joint Commission for key quality measures.

As New Ulm Medical Center continues to expand, so are its pharmacy services. In 2009, Sarah Leslie, now residency site coordinator, started offering medication management services in the clinic and has expanded her
practice to include hypertension, diabetes, hyperlipidemia, COPD, asthma and smoking cessation. Recently, a clinic expansion project was approved to accommodate the 7 physicians and 3 mid-level providers who recently joined the medical team at NUMC. The rapid expansion of the outpatient clinic and oncology infusion center, in combination with an increased demand for pharmacy services, provided a great opportunity to add a pharmacy resident to the team.

The goal of this residency is to provide training across a variety of departments and functions and to produce a multifaceted practitioner who utilizes her training in a rural health environment. NUMC looks forward to meeting new residents each year, as well as designing the resident’s experience around the changing demands of rural pharmacy. The resident spends at least 50% of her time expanding and improving pharmacy services in the ambulatory setting include medication management, oncology, and emergency medicine.

Park Nicollet Health Services is a nonprofit, integrated healthcare system located in St. Louis Park, Minnesota. Park Nicollet also is one of 32 organizations named a Pioneer Accountable Care Organization (ACO) by the Centers for Medicare and Medicaid Services. Park Nicollet Clinic is one of the largest multispecialty clinics in the United States, providing care in more than 55 medical and surgical services at our 29 clinics, specialty and hospital locations in metropolitan and suburban Minneapolis/St. Paul, Minnesota. It is the home of the International Diabetes Center, Melrose Institute for Eating Disorders and Frauneshuh Cancer Center. Park Nicollet Methodist Hospital, a 426-bed facility in St. Louis Park, Minnesota, is recognized as an area leader in cardiovascular services, maternity care, and neuro-rehabilitation medicine.

Park Nicollet’s Medication Management Services began integrating with primary care teams in 2011 with three pharmacists located in two clinics. One year later, services expanded to eight pharmacists located in seven primary care clinics. Pharmacists work collaboratively within the medical home team model to provide direct patient care by optimizing patient’s medication related clinical outcomes. Pharmacists also serve as clinic resources for medication utilization and are involved with quality initiatives and care team conferences. Providing direct patient care following the pharmaceutical care model, pharmacists assess each medication for indication, effectiveness, safety and convenience. Our Medication Management Services hopes to continue to expand and fulfill the medication management needs of our health system and our patient population.

Park Nicollet's Medication Management Team, left to right: Amy Gannon, Anusha McNamara, Jen Morgan, Molly Ekstrand, Mary Pyka, Alisa Grismer, Alison Knutson. Not pictured: Lindsay Sorge
Meet Our Residents, 2012 - 2013

Justin Anderson, Pharm.D.
Alma mater: University of Minnesota – Twin Cities
Clinic Site: Westside Community Health Services

At La Clinica, Justin provides medication management services to a multicultural patient population. He enjoys daily opportunities to close communication gaps and looks forward to giving educational presentations to patients at weekly group diabetes visits.

Ashley Crowl, Pharm.D.
Pharmaceutical Care Leadership Resident (Year 1)
Alma mater: University of Missouri-Kansas City
Clinic site: Broadway Family Medicine

At Broadway, Ashley is working interprofessionally with physicians, residents, a mental health physician, a nurse practitioner, and a care coordinator to create and implement care plans for patients to better provide patient-centered care. She also spends time teaching 1st and 2nd year pharmacy students in their pharmaceutical care skills courses.

Kara Kent, Pharm.D.
Alma mater: University of Wyoming
Clinic Site: New Ulm Medical Center (NUMC)

As the first resident at NUMC, Kara is looking forward to defining the role of residents in the organization. Her time is spent between inpatient and outpatient settings, working in both general medication management and oncology.

Kimberly Kosloski Tarpenning, Pharm.D.
Alma mater: University of Minnesota – Duluth
Clinic Site: Goodrich Pharmacy

As part of her residency, she spends time performing medication management services in both the clinic and community settings. Kimberly’s residency project this year will focus on increasing patient participation in community medication management through implementation of a marketing strategy.

David Laffrenzen, Pharm.D.
Alma mater: South Dakota State University
Clinic Site: Avera Marshall Regional Medical Center

As part of a new initiative for coordinating discharge care for inpatient behavioral health patients, David and other pharmacists will see patients as an inpatient during group medication counseling and then if appropriate, will help providers by performing medication management services prior to an outpatient psychiatric appointment.

Helen Lim, Pharm.D.
Alma mater: Jefferson School of Pharmacy
Clinic Site: Westside Community Health Services

With a large Hmong population at East Side Family Clinic, Helen will be focusing her residency project on improving individual times spent in therapeutic range for Hmong patients on warfarin. She will identify vitamin K contents in vegetables found in the Hmong diet; then the information will be used to maintain optimal INRs.

Emily Neumann, Pharm.D.
Alma mater: University of Colorado
Clinic Site: FirstLight Health System

Emily is working on the development of a discharge medication management clinic this year where she will be responsible for seeing new, high-risk patients one week after discharge for a comprehensive medication review. This project is one of many focusing on improving transitions of care for our patients to prevent readmission.

Laura Palombi, Pharm.D.
Alma mater: University of Minnesota – Duluth
Clinic Site: Essentia Health

Laura is currently working with other care team members in the Internal Medicine department on a collaborative practice agreement in which pharmacists are responsible for lipid management. Her project will focus specifically on ways that patients can best be funneled into the lipid management protocol and will be presented at the larger Essentia Health Primary Care Delivery Model Pilot Site meeting in January 2013.

Mary Pyka, Pharm.D.
Alma mater: University of Minnesota – Twin Cities
Clinic Site: Park Nicollet Clinic – St. Louis Park
Mary is working in a primary care clinic as part of a medical home care team to optimize patients’ medication related clinical outcomes by seeing patients in a direct patient care role. Her residency project focuses on measuring pharmacist productivity across clinic sites, patient use of services, and patient satisfaction.

Anusha McNamara, Pharm.D.
Pharmaceutical Care Leadership Resident (Year 2)
Alma mater: Northeastern University
Clinic Site: Park Nicollet
Anusha currently splits her time between establishing a pharmaceutical care practice in the context of an accountable care organization and teaching at the University of Minnesota. At the completion of her residency, she hopes to attain a faculty position at a college of pharmacy.

Christine Schroeder, Pharm.D.
Alma mater: South Dakota State University
Clinic Site: St. Cloud VA Health Care System
Christine is part of a team that manages Veterans’ chronic disease states through Shared Medical Appointments. Unique to the VA, these group visits follow an interprofessional care approach in order to provide more efficient care and peer support.

Anita Sharma, Pharm.D.
Pharmaceutical Care Leadership Resident (Year 1)
Alma mater: Philadelphia College of Pharmacy
Clinic Site: Smiley’s Clinic
As a first year leadership resident, she works collaboratively with other healthcare providers to help patients get the most out of their medications. In addition to helping expand medication management services in the community, she works with students both at the clinic and the College of Pharmacy.

Lindsay Sorge, Pharm.D.
Pharmaceutical Care Leadership Resident (Year 2)
Alma mater: University of Minnesota – Twin Cities
Clinic Site: Park Nicollet
Lindsay is currently developing a new practice Park Nicollet Clinic near downtown Minneapolis. In her spare time she pursues a Master in Public Health focusing on public health policy.

Darin Steenerson, Pharm.D.
Alma mater: University of Minnesota – Duluth
Clinic Site: Essentia Health
Darin is excited about having an opportunity to define a research project and work in collaboration with a Fellow of the American College of Epidemiology through Essentia’s Institute of Rural Health.

Brittany Symonds, Pharm.D.
Alma mater: University of Minnesota – Twin Cities
Clinic Site: Fairview Pharmacy Services
Brittany is working on developing medication management co-visits with the medical residents, precepting pharmacy students, writing newsletters for the clinics, creating a collaborative practice agreement and seeing patients. Her research project focuses on a strategy for deployment of resources to the Accountable Care Organization patient population.

Amy Ullman, Pharm.D.
Alma mater: The Ohio State University
Clinic Site: St. Cloud VA Health Care System
As part of interdisciplinary Patient Aligned Care Teams (PACT teams) at the St. Cloud VA, clinical pharmacists manage many kinds of chronic disease states including diabetes, hypertension, dyslipidemia, hypothyroidism, anticoagulation, smoking cessation and more. Within each scope of practice, a pharmacist may alter medications and order necessary lab work to optimize patients’ medications safely and effectively.

Be Vang Dean, Pharm. D.
Alma mater: University of Minnesota – Twin Cities
Clinic Site: Community-University Health Care Center (CUHCC)
Be is working with underserved communities at CUHCC and her project focuses on quality assurance for the clinic’s medication use process.

Kaitlin Yost, Pharm. D.
Alma mater: University of Minnesota – Twin Cities
Clinic Site: Broadway Family Medicine Clinic
In addition to seeing patients in clinic, Kaitlin also provides medication management services in home visits for home-bound seniors. Kaitlin’s research project is focused on determining the components of pharmacists’ medication management documentation that is useful and valuable to a physician or other provider.
Drew Goes to Washington!

Drew Klinkebiel, PharmD, BCPS (Leadership Emphasis, Class of 2010) participated in a discussion on the Affordable Care Act as part of a national effort to provide greater access to affordable health care. Drew shared his perspectives as President of the MidWest Clinicians’ Network on how providers, and pharmacists in particular, can take on a leadership role in caring for the underserved and underinsured. To view entire publication, visit: http://www.midwestclinicians.org/files/news/July%202012_.pdf

At the Program’s current rate of growth, it will achieve its next milestone of 200 graduates in 2017.

Preceptor Fall Retreat

Left to right: Reid Horning, Sarah Leslie, Jody Lounsbery, Chrystian Pereira, Mike Swanoski, Alison Knutson, Amanda Brummel, Jen Morgan, Annie Danielson, Evert Olesen, Stacy Steber, Molly Ekstrand, and Jana Zeiher.

Current and Projected Total Graduates by Year

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