This spring our program graduated the 20th class of pharmacy residents. As our graduation ceremony was virtual, we were able to safely celebrate with one another and loved ones. This special graduating class of 2020 will be remembered not only for this program milestone, but more importantly for demonstrating their resiliency, empathy, and support for one another during a global pandemic and time of social unrest. I am so proud of these pharmacists and can’t wait to see how they will continue to change the communities they serve.

It is also important to recognize our amazing preceptors and administration team who tirelessly ensured a positive learning experience for our graduates during so much uncertainty and trained in our new incoming residents with creativity and flexibility. It goes without saying that our new 2020-2021 residents have also demonstrated their continued patience, flexibility, and understanding as well. Everyone has pivoted so quickly and remained agile to the ever changing needs and direction this year has brought on – thank you!

For the program, we have been continued focus on increasing resident time and knowledge for their residency projects efforts. We have also created a longitudinal career development time throughout academic days, including bringing in some of our alumni to share their journeys. We look forward to continued growth and refinement of these endeavors.

Lastly, we celebrated the seven years of excellent service Assistant Program Director Dr. Sarah Schweiss provided us. Dr. Schweiss has been integral to the residency program’s continued growth and leadership, and we miss her insight, collaboration, and warmth. Luckily, we were able to welcome Dr. Caitlin Frail to join our program leadership team this spring. Dr. Frail is an associate professor at the College of Pharmacy with a strong background in practice-based research and specialized training in wellness and spirituality.

Thank you for again for this unforgettable year!

Sincerely,

Jean Moon, Pharm.D., BCACP
Associate Professor, Pharmaceutical Care & Health Systems
Program Director, Postgraduate (PGY1) Pharmacy Residency Program
Clinical Pharmacist, Broadway Family Medicine
College of Pharmacy
University of Minnesota
jmoon@umn.edu
Meet Our Residents, 2020 - 2021

Katherine Anderson, PharmD
Site: Cash Wise Pharmacy
Katherine grew up in Chanhassen, Minnesota. She attended North Dakota State University where she received her Bachelor of Science in Pharmaceutical Sciences and graduated with her Doctor of Pharmacy in 2020. Katie was involved with Kappa Psi and Phi Lambda Sigma. She had the opportunity to work during school in an institution for a while then transitioning to working in a community pharmacy, finding her drive for working with patients. Katie had two ambulatory care APPE rotations which further grew her passion for ambulatory care. Those APPE rotations were what drove her to pursue a PGY1 pharmacy residency focused in ambulatory care. Katie is excited to work with Cashwise Clinic Pharmacy/Affiliated Community Medical Centers in Willmar, MN. Alongside pharmacy she enjoys traveling, watching football, being outdoors and on the water and spending quality time with friends and her dog, Dakota.

David Bunch, PharmD
Pharmaceutical Care Leadership Year 2
bunch032@umn.edu
David grew up in Oak Harbor, WA on Whidbey Island. He graduated from Washington State University College of Pharmacy and Pharmaceutical Sciences with a Doctor of Pharmacy degree in 2019. David is very passionate about leadership and mentorship having served in leadership positions at the local, state, regional, and national levels during pharmacy school. Going into his second year of the leadership residency he is excited to mentor the incoming residents and continue his growth as a leader and teacher. David is looking forward to developing the MTM program and implementing pharmacogenomic services with Geritom this year. His main pharmacy interests include academia and ambulatory care. Outside of pharmacy David likes to play music, watch/play sports, travel, and be active.

Paige Behrend, PharmD
Site: Park Nicollet Health
paige007@umn.edu
Paige grew up in Chaska, MN and received her Bachelor of Science degree in Biology from the University of St. Thomas before applying to pharmacy school. Throughout pharmacy school, she worked at Hennepin County Medical Center and HyVee Pharmacy and volunteered at the Phillips Neighborhood Clinic. Her interest in ambulatory care pharmacy throughout pharmacy school turned into a passion after a 10-week APPE at the Minneapolis VA. She is excited to be able to continue directly helping patients achieve their health goals and manage their chronic conditions. In her free time, she loves to go hiking with her husband, who is also a pharmacist at Abbott Northwestern hospital. She also enjoys reading, traveling, discovering new breweries, and spending time with friends and family.
Athena Cannon, PharmD
Pharmaceutical Care Leadership Year 1
canno314@umn.edu

Athena grew up in the small rural town of Early, Texas. She completed her pharmacy prerequisites at the University of Texas at Arlington and her Doctor of Pharmacy degree at Texas Tech Health Sciences Center in Abilene, Texas in 2020. Throughout her pharmacy program, Athena was involved in Phi Lambda Sigma (PLS), Phi Delta Chi (PDC), American College of Clinical Pharmacy (ACCP) locally and nationally involved with the ACCP Endocrine and Metabolism Healthcare Committee. Early on in her pharmacy career, Athena was curious about the role of pharmacists in sports medicine and antidoping. Throughout the years, she has worked with professionals in sports medicine on the collegiate and elite level and has served as a science intern for the U.S Antidoping Agency. In 2019, she received a grant to attend the Partnership for Clean Competition International Conference on Antidoping in London, England. She hopes to continue her efforts of providing pharmacotherapy and antidoping education as it pertains to athletes. Athena’s overarching passion in pharmacy lies in ambulatory care, managing endocrine and metabolic syndromes, and nutrition and lifestyle education. She is excited to join the University of Minnesota and Broadway Family Medicine Clinic and work with the many incredible healthcare professionals. During her free time, she loves being outdoors with her husband and two pups. Her perfect day includes coffee at a local coffee shop, exploring the city, and gathering with friends and family.

Emily Evan, PharmD
Site: Community-University Health Care Center
evanx013@umn.edu

Emily grew up in Andover, MN, a northern suburb of the Twin Cities. She attended the University of St. Thomas where she earned her Bachelor of Science in Neuroscience, and the University of Minnesota in the Twin Cities where she obtained her PharmD. Throughout her time in pharmacy school, Emily was active with the Phillips Neighborhood Clinic, the Minnesota Pharmacy Student Alliance, and the Admissions Committee for the College. She also really enjoyed her role as a TA for multiple courses, and working as an intern at an independent community pharmacy. Shadowing a pharmacist at CUHCC is part of what inspired her to apply to pharmacy school, and she couldn’t be more excited to come full circle and embark on her career as a resident at CUHCC. Outside of pharmacy, Emily can’t get enough of her niece Hannah and nephew Austin. She also enjoys spending time with the rest of her family, playing with her dog Molly, reading, and being outdoors.

Brianna Ferrell, PharmD
Site: Essentia Health Services
zunic005@d.umn.edu

Brianna is originally from a small town in Northern Minnesota called Buhl. She completed her Bachelor’s of Science degree in Cell and Molecular Biology at the University of Minnesota Duluth in 2016. Throughout pharmacy school, she worked with the Transition’s of Care Discharge
Delivery program with Essentia Health and also was a Patient Education TA for the lab course. Upon completing APPE rotations that involved performing MTM, it was clear that providing direct patient care in an Ambulatory Care setting is what drives her passion for pharmacy. She loves being able to collaborate with a patient’s healthcare team to make a difference in their medication therapy that fits into their daily life and then have the opportunity to establish an ongoing relationship with that patient. In her free time, she enjoys traveling and being outdoors with her family, friends, and golden retriever. She is very excited to have this opportunity to continue working with patients in the Duluth community for her residency year.

Taylor Grupa, PharmD
Site: Essentia Health Services
whit1671@d.umn.edu

Taylor grew up in the small town of Breezy Point, MN. Prior to pharmacy school, she earned a Bachelor of Science degree from the University of Minnesota-Duluth. In 2020, Taylor received her Doctor of Pharmacy degree from the University of Minnesota (Duluth campus). While in pharmacy school, Taylor enjoyed coordinating opportunities for students to provide care to members of the Duluth community through various health fairs. She also enjoyed helping pharmacy students succeed academically as a teaching assistant for the Pharmaceutical Care Skills Laboratory course and serving as a coordinator and tutor at the Student Resource Center. Taylor has always had an interest in ambulatory care and working with patients one-on-one to better understand and optimize medications, and that passion was strengthened through her APPE rotations. She is looking forward to continue serving patients in the Northland and the students at the College of Pharmacy during the upcoming year in her new role as a resident at Essentia Health. In her free time, Taylor enjoys hiking, crafting, spending time at the lake, and exploring the North Shore with her husband and dog, Tofte.

Anna Insley, PharmD
Site: Welia Health
insle003@umn.edu

Anna grew up in Blaine, MN. She earned her Bachelor of Science in Pharmaceutical Sciences in 2018 and her Doctor of Pharmacy in 2020 at North Dakota State University. While attending pharmacy school at NDSU, Anna was involved in Phi Lambda Sigma, Kappa Psi and APhA-ASP. She interned at Sanford Medical Center Fargo throughout pharmacy school. Anna is passionate about rural healthcare, helping patients and working together with other healthcare professionals. She is excited to find ways to help her patients meet their goals during her residency year at Welia Health. After residency, Anna plans to continue practicing in a rural healthcare clinic. In her spare time, Anna enjoys listening to music and podcasts, spending time with her family at the lake and reading.

Timothy Isdahl, PharmD
Site: Minnesota Community Care
isdah007@umn.edu
Tim is from Plymouth, Minnesota and attended the University of Minnesota for his undergraduate degree in neuroscience and for pharmacy school. In pharmacy school, he was involved with Kappa Psi and was co-coordinator of Operation Mental Health. He was drawn to Minnesota Community Care due to its mission of providing healthcare for all, and its diverse patient population. He is passionate about finding ways to measure and dismantle structural racism in the healthcare system, and providing outstanding care and advocating for patients from underserved communities. In his free time he enjoys biking to Stillwater, bouldering, reading, and listening to podcasts. He lives in Minneapolis with his wife and two cats.

Ashley Jensen, PharmD
New Ulm Medical Center
jens1127@umn.edu

Ashley grew up in the small town of Madison Lake, MN. She obtained a bachelor’s degree in Biology as well as Pharmaceutical Sciences to further pursue a Doctorate of Pharmacy at South Dakota State University, the class of 2020. During pharmacy school she was involved in APhA-ASP, Phi Lambda Sigma, Rho Chi, and Kappa Psi. A large amount of her time was spent being an advocate in APhA-ASP, from her pre-pharmacy career to being on the executive board and then a P3 chair. Her passion for pharmacy began when she started working at a community pharmacy in 2013 and grew even stronger with multiple rotational experiences in the ambulatory care setting. Following residency, she hopes to develop a pharmacy practice in the ambulatory care setting or pursue a PGY-2 in ambulatory care. She loves spending her summers on the lake with her family and winters out in the snow whether she is skiing, snowshoeing, or snowmobiling. Ashley and her boyfriend (Garett) are avid dog lovers and have a yellow lab named Zoey who is 2, which keeps them very busy during their free time.

Sara Maki, PharmD
PGY2 Practice Development
makix373@umn.edu

Sara earned her Doctor of Pharmacy degree from the University of Minnesota College of Pharmacy in 2019 and completed her PGY1 pharmacy practice residency at Minnesota Community Care, a federally-qualified health center in West Saint Paul, MN. She previously completed a Bachelor of Science in International Studies & Health from Bradley University and spent time working in adult education and public health before finding her passion for clinical pharmacy in an ambulatory care setting. She is fluent in Spanish and enjoys working with patients from many different walks of life. Sara is now taking on the role of co-chief resident and transitioning into a PGY2 practice development residency to bring comprehensive medication management services to the North Memorial primary care and specialty clinics in Blaine, MN.

Lauren Martens, PharmD
Site: CentraCare Health - St. Cloud
marte261@umn.edu

Lauren grew up in Sartell, MN and completed her pre-pharmacy coursework at
Ann Nagle, PharmD
Site: Pharmaceutical Care Leadership Year 1
moham481@umn.edu

Ann Nagle is a 2020 graduate of the University of Minnesota College of Pharmacy. Ann came to pharmacy after an almost 10 year career in forensic science where she specialized in controlled substances and toxicology. Her pivot to pharmacy school after an enlightening career in forensics is rooted in passion to help advocate for change and education for patients and communities. Growing up in a rural community, Ann looks forward to learning about and growing pharmacy practices in underserved communities to help promote health equity. She credits her Liberal Arts degree from Hamline University St. Paul, MN as the catalyst for acting locally and thinking globally. Ann has a Master’s degree in Public Health which is also an area of interest that she looks forward to marrying to her evolving pharmacy practice and understanding. In her free time, Ann enjoys cooking, learning new recipes, going for leisurely strolls and bike rides, and listening to podcasts.

Radhika Patel, PharmD
Site: Minnesota Community Care
patel097@umn.edu

Radhika was born in Dearborn, MI and grew up in Maple Grove, MN. In her free time, she enjoys jogging, hiking, traveling, watching sports, and spending time with her family/friends. She earned her Bachelor of Science degree in Nutrition at the University of Minnesota-Twin Cities in 2016 and continued to be a Gopher for pharmacy school, obtaining her Doctorate of Pharmacy in 2020. During pharmacy school, she spent the majority of her time providing community outreach within the Twin Cities area with Operation Diabetes, APhA, Phillips Neighborhood Clinic, Kappa Psi, and Multicultural Pharmacy Student Organization. Through these experiences and interning at a community pharmacy, her passion for ambulatory care further developed, which inspired her to pursue a residency at Minnesota Community Care. She is looking forward to serving the diverse patient population at this site and desires to continue her pharmacy career within the state of MN afterwards.

Caitlin Pederson, PharmD
Site: Fairview Pharmacy Services
peder874@d.umn.edu

North Dakota State University. She graduated with her Doctor of Pharmacy degree from The University of Minnesota-Twin Cities in May 2020. Throughout her time in pharmacy school, she was involved in a number of organizations including Phi Lambda Sigma, Phi Delta Chi, and the Minnesota Pharmacy Student Alliance (MPSA). With an early interest in ambulatory care, she pursued an internship involving Medication Therapy Management to learn more about it. She also worked as an intern at the St. Cloud Hospital within the CentraCare system throughout pharmacy school. It was during her APPE rotations that Lauren truly discovered her passion for providing direct patient care, building relationships, and working with patients to help them meet their healthcare goals. Outside of pharmacy, Lauren enjoys summer days at the lake, traveling, time spent outside, and game nights with family and friends.

Meet Our Residents (cont.)
Caitlin grew up in Lino Lakes, MN, just north of the Twin Cities. She earned her Bachelor of Science degree in Chemistry from the University of Minnesota-Duluth in 2016 and her PharmD from the University of Minnesota College of Pharmacy Duluth Campus in 2020, and also graduated with a Leadership Emphasis. As a pharmacy student, Caitlin was involved and held leadership roles in Kappa Psi Pharmaceutical Fraternity, Rho Chi, the Student Initiative for Integrity in Pharmacy, and was a Class Representative. Caitlin was first introduced to ambulatory care through an elective course and had an immediate interest. Her experiences during APPE rotations confirmed her passion for ambulatory care and inspired her to pursue a residency in the area. After residency, Caitlin is hoping to continue practicing in ambulatory care, hopefully in MN. In her spare time, Caitlin enjoys hiking, camping, reading, and spending time with family and friends.

Samantha Russo, PharmD
Site: Goodrich Pharmacy
russo080@umn.edu

Sami grew up in Andover, Minnesota and received a Bachelor of Science degree in Biochemistry at Winona State University in 2016. She then made the move back closer to home to attend pharmacy school at the University of Minnesota Twin Cities. Sami’s time spent volunteering with Minnesota Student Pharmacy Alliance (MPSA) as a co-coordinator for Project Smoking Cessation and 4th year rotations inspired her to pursue a residency focused on community and ambulatory pharmacy. She has many interests related to community pharmacy including long-term care, compounding, and medication therapy management. She hopes to find a career following residency combing some of these interests while continuing to develop long-term relationships with patients. Outside of pharmacy, she enjoys cooking, golfing, and making sure her house plants survive.

Colton Sharp, PharmD
Site: Walgreens/UMP Bethesda
csharp@umn.edu

Colton is from a town called Edmond in Oklahoma. He attended Southwestern Oklahoma State University for both his pre-pharmacy and PharmD curriculum. He graduated in May 2020 with a Doctor of Pharmacy and a Master of Business Administration. While a student, he was involved with ASHP, APhA, and Rho Chi. He spent a majority of his time working/volunteering for the YMCA of Greater Oklahoma City, working with the Youth and Family department. His passion for working with the community and helping others came from his work with the YMCA and during a medical mission trip to Panama. Through those experiences, he developed the desire to form trusting relationships with his patients and pursue a career where he can have a lasting impact on his community. He worked for Walgreens in Oklahoma City and at a specialty site in Orlando, Florida, and through a mentor discovered specialty pharmacy and Walgreens residencies. The rest is history and he is so happy to have found a home here through the Walgreens and Bethesda Family Medicine Clinic residency. He hopes to find a career through ambulatory care or specialty pharmacy while maintaining a motto of community involvement. Outside of pharmacy, he loves running, Disney, Taylor Swift, volleyball, and since he was a
a barista, trying out local coffee shops. One of his favorite memories was crossing the finish line at the Walt Disney World Marathon.

Elizabeth Tupper, PharmD
Site: St. Cloud Veterans Affairs Health Services
tuppe039@umn.edu

Originally from Woodbury, MN, Ellie graduated from North Dakota State University in 2020. Highlights from her time in pharmacy school include volunteering in her community, mentoring younger students, and serving as class representative, APhA-ASP Chapter President, and APhA-ASP Regional Member-at-Large. While completing APPE rotations across seven different states, Ellie grew her passions for chronic disease state management, lasting patient relationships, lifelong learning, and leadership. During her residency at the St Cloud VA, Ellie is looking forward to strengthening her ambulatory care skills and to serving the Veterans of central Minnesota. She enjoys traveling, hiking, long-distance running, and trying new breweries!

Alexandra Vecchia, PharmD
Site: Fairview Pharmacy Services
vecc0012@umn.edu

Ally grew up in Bismarck, North Dakota, before moving to Minnesota to pursue her Bachelor of Arts in Biology at the College of Saint Benedict. After spending a year working as a pharmacy technician in Minneapolis, she moved to Madison where she received her Doctor of Pharmacy degree from the University of Wisconsin. Throughout school, Ally was passionate about advocating for people with mental illnesses, and she was active in the Psychiatric and Neurologic Pharmacy Student Interest Group. Ally knew ambulatory care was her calling when she had the opportunity to build relationships with patients and positively impact their care while performing comprehensive medication reviews during APPE rotations. She is looking forward to collaborating with, and learning from, the talented team of pharmacists, physicians, and nurses at M Health Fairview. In her spare time, Ally loves game nights with friends and family, endless reruns of Friends or The Office, and cooking with her fiancé. Although she enjoyed her time in Wisconsin, Ally is beyond excited to be back in the great state of Minnesota!

Bridget Williams, PharmD
Site: Allina Health
will4294@umn.edu

Bridget is originally from Eagan, MN. She earned her Doctor of Pharmacy degree from the University of Minnesota College of Pharmacy in 2020. Throughout pharmacy school, Bridget gained experience in transitions of care working at the University of Minnesota Medical Center and served in leadership positions with Phi Delta Chi and the Medical Reserve Corps. Her experiences during her APPE rotations solidified her passion for tackling the gray area involved in ambulatory care pharmacy, where a pharmacist can work with patients to creatively find solutions that fit an individual's life. Bridget is excited to have the opportunity to stay in the Twin Cities metro
area with Allina Health and serve the diverse patient population where she grew up. In her free time, Bridget enjoys exploring national parks, checking out new breweries, hosting game nights with friends and family, and spending time with her nephew.

![Image of Bridget]

**Atuobi Nana**

*Yiadom, PharmD*

**CentraCare Health - Paynesville**

yiado001@d.umn.edu

Nana grew up in Ghana, and relocated to Minnesota in 2007. He enrolled at St. Cloud State University in 2008, where he earned a degree in Biochemistry and Psychology. After graduation, Nana got a job at CentraCare Infusion pharmacy where he compounded and reconstituted chemotherapy medication for patients. It was during this time that Nana developed an interest in pursuing a pharmacy career. Nana earned his Pharm.D from the University of Minnesota College of Pharmacy, Duluth in 2020. While at school, Nana also participated in Mayo Clinic’s summer graduate training program in pharmacokinetics. As part of his work at Mayo, he used software to build physiologically-based pharmacokinetics (PBPK) models and simulations to predict pharmacokinetics behavior of drugs in humans using preclinical data. He was also a member of Minnesota Pharmacy Student Alliance (MPSA) and American College of Clinical Pharmacy (ACCP). Nana hopes to pursue a career that includes both research and providing patient care in a clinic setting. He enjoys fishing, reading, soccer, cross country skiing. Nana was recently inducted into the 2019 class of Most Notable Alumni of St. Cloud State University for his research work at Mayo, Rochester.

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### 2019-2020 Residents:

**Where are they now?**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td><strong>Amanda Bisel</strong></td>
<td>Pharmacist Practitioner, Allina Health</td>
<td>Minneapolis, MN</td>
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<tr>
<td><strong>David Bunch</strong></td>
<td>2nd Year Pharmaceutical Care Leadership Resident</td>
<td>Geritom Medical, Inc., U of MN CoP, Minneapolis, MN</td>
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<tr>
<td><strong>Analisa Buyse</strong></td>
<td>MTM Pharmacist, Guidepoint Pharmacy</td>
<td>Marshall, MN</td>
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<tr>
<td><strong>Sarah Clark</strong></td>
<td>Hematology/Oncology Clinical Pharmacist</td>
<td>M Health Fairview, Minneapolis, MN</td>
</tr>
<tr>
<td><strong>Anna Hanson</strong></td>
<td>Clinical Pharmacist, Essentia Health Specialty Pharmacy</td>
<td>Duluth, MN</td>
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<tr>
<td><strong>Alison Kingsbury</strong></td>
<td>Clinical Pharmacist, GuidePoint Pharmacy</td>
<td>Brainerd, MN</td>
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<tr>
<td><strong>Kaylin Maddy</strong></td>
<td>MTM Clinical Pharmacist, UCare</td>
<td>Minneapolis, MN</td>
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<tr>
<td><strong>Sara Maki</strong></td>
<td>PGY2 Practice Development Resident</td>
<td>North Memorial Blaine Clinic, Blaine, MN</td>
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<tr>
<td><strong>McKenzie Moore</strong></td>
<td>Clinical Pharmacy Specialist, Saint Cloud VA Health Care System</td>
<td>Saint Cloud, MN</td>
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<tr>
<td><strong>Alicia Smith</strong></td>
<td>Float Pharmacist, CVS Health</td>
<td>MN</td>
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<tr>
<td><strong>Tyler Stevens</strong></td>
<td>PGY2 Clinical Pharmacogenomics</td>
<td>Children's Minnesota, Minneapolis, MN</td>
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<td><strong>Megan Tapp</strong></td>
<td>Ambulatory Care Pharmacist</td>
<td>Essentia Health, Duluth, MN</td>
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<td><strong>Taylor Thooft</strong></td>
<td>Clinical Pharmacist, Essentia Health</td>
<td>Detroit Lakes, MN</td>
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<tr>
<td><strong>Kyle Walburg</strong></td>
<td>MTM Pharmacist, North Memorial Camden Clinic</td>
<td>Minneapolis, MN</td>
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<tr>
<td><strong>Txia Xiong</strong></td>
<td>Clinical Pharmacist, Minnesota Community Care</td>
<td>Saint Paul, MN</td>
</tr>
</tbody>
</table>
“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.” — John Quincy Adams

Excerpt from Taylor’s (pictured left) submission:

While Jen always displays exemplary dedication to patient-centered care, one story stands out to demonstrate her utmost devotion to this ideal. Jen was visiting with a patient following his recent discharge from the hospital diabetic ketoacidosis and methamphetamine use. This was the patient’s second hospitalization in the past two months related to his diabetes and methamphetamine use, in addition to numerous emergency department visits over the past year. When Jen went to meet this patient, she discovered that he was still wearing his hospital gown even though he was discharged to home over a day prior. The patient reported he had difficulty seeing and due to this he struggled to put on regular clothes, had troubles changing his infusion sets for his insulin pump, and had difficulties applying his sensors for his pump. He stated he was supposed to meet with an ophthalmologist but that this wouldn’t be for another month. Jen went above and beyond for this patient to not only address concerns regarding his insulin pump therapy, but to help find the patient clothing that day so he didn’t have to continue wearing his hospital gown, connecting him with our clinic care coordinator to assist the patient in ordering his pump and sensor supplies correctly and on time, discussing with the patient if he was interested in meeting with the clinic social worker to investigate options for addiction treatment or counseling, and contacting the patient’s ophthalmologist to get his next appointment moved up to address his urgent needs regarding his vision. For the immediate future, Jen called the patient the next day to ensure that his pump had engaged into AutoMode and set up follow up visits every 7 days with a chronic disease nurse in the clinic to assist the patient with sensor changes as he could not perform them independently and did not have reliable help at home from his roommate. Overall, Jen displays high level of compassion and clinical expertise for her patients, and carefully considers patient specific factors in her clinical decision-making process.

Jen has inspired me to challenge myself to grow as a pharmacist and as an individual. Watching her hold the hand and talk to a patient who had just recovered from Code Blue in our outpatient infusion department and comfort her while her family was still on the way served as a moving reminder to me that as pharmacists, we are here to serve patients and not just see them as the sum of their medication therapy problems. Jen has taught me that a pharmacist in a rural health setting is required to have a multi-faceted knowledge base. While I have learned much in the ambulatory care setting over the past year, I fully expected I would when selecting this program. What I did not anticipate is how much I grew in regards to 340B Drug Pricing Program management, antimicrobial stewardship in the inpatient setting, and critical care and emergency medicine knowledge. I previously had little interest in emergency medicine, but watching Jen seamlessly transition from caring for patients in the clinic to responding to codes, traumas, and educating emergency department providers on managing diabetic ketoacidosis has inspired me to seek more learning opportunities in this field to continue to grow as a well-rounded pharmacist.

Congratulations to Jennifer Klocker (pictured right), Pharm.D., the 2020 recipient of the Preceptor of the Year award! Jennifer is an ambulatory and hospital clinical pharmacist with CentraCare Health Paynesville as well as the chair of the Medication Errors Committee for CCH-P. Jennifer was nominated by 2020 CentraCare Health Paynesville resident Taylor Thooft. Residents were asked to provide a story of how their preceptor personified this quote:

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.” — John Quincy Adams
In October of 2019, GuidePoint Pharmacy embarked on Flip the Pharmacy, a two-year nationwide grant implemented by pharmacies in the Community Pharmacy Enhanced Services Network (CPESN). Flip the Pharmacy implements changes to the community pharmacy workflow by shifting the focus from reactively dispensing prescription to proactively provide clinical services to patients over an extended period; resulting in practice transformation for enhanced patient care. Prior to Flip the Pharmacy, clinical care and interventions were outside of GuidePoint’s dispensing workflow with clinical documentation not a standard practice. Alison Kingsbury, University of Minnesota 2019-2020 PGY-1 resident at GuidePoint Pharmacy, was in a unique position to bring what she learned in the residency program, such as practice management and improved clinical knowledge, to the community pharmacy workflow.

All pharmacies participating in CPESN emphasize the delivery and documentation of enhanced services to their patients while facilitating the coordination of patient care. By providing coordination of care, the resultant improved patient care can and will decrease overall healthcare costs. Enhanced services, as defined by CPESN, are services that transcend conventional requirements of an outpatient pharmacy program contract focused on improving clinical and global patient outcomes. Examples of enhanced services administered by GuidePoint Pharmacy include hypertension management and education, targeted medication reviews, administration of long-acting injectables, opioid education and naloxone dispensing, diabetes management and education, pharmacogenomics, among others.

Pharmacies participating in Flip the Pharmacy demonstrate benefit from enhanced services by standardizing documentation of enhanced services through the care planning process. In the past, community pharmacy dispensing systems have not utilized clinical documentation, but GuidePoint Pharmacy was able to adapt documentation employed in their ambulatory practice and residency program to chart interventions in the community pharmacy workflow. Alison Kingsbury was able to disseminate knowledge attained through the residency program, such as drug therapy problems and goal setting, to community pharmacists implementing care planning in their daily workflow. Essentially, Alison created an electronic health record (EHR) within the dispensing system.

(cont.)
At the onset of Flip the Pharmacy, the seven participating GuidePoint pharmacies completed 183 care plans in the first month. Through continuous quality improvement and pharmacist education, GuidePoint Pharmacy expanded care plans completed to over 5,300 in September 2020 with almost 23,000 care plans completed in the first year of Flip the Pharmacy.

Implementing workflow changes to enhance patient care through hypertension monitoring and management are two examples of the benefits community pharmacy can convey to patient care. Patients were identified through triggers in the EHR during dispensing workflow for a hypertension encounter. A key advantage of utilizing community pharmacy in chronic disease state management is the frequency of patient interactions, which provides almost monthly patient encounters for hypertension management and monitoring. From October 2019 through February 2020, 149 patients had at least one blood pressure reading recorded at the GuidePoint Pharmacy - Brainerd. After the patient questionnaire and blood pressure monitoring is completed, the encounter is documented as a care plan in the electronic health record. Not only does care plan documentation assist in a patient’s care over time; documentation also allows for analysis of the pharmacy’s performance. Through interventions and frequent monitoring, GuidePoint Pharmacy – Brainerd had 55% of their patients most recent blood pressure reading within goal. In comparison, in the general public only 24% of adults with hypertension have their condition under control according to the Center for Disease Control and Prevention. Hypertension is one of many chronic conditions that monitoring and intervening at the community pharmacy can result in optimal patient outcomes.

The integration of clinical services within the community workflow has transformed community pharmacies an active participant in managing chronic conditions. Through her work during residency with GuidePoint Pharmacy, Alison Kingsbury was awarded the Excellence in Innovation Award from the Minnesota Pharmacists Association for the implementation of clinical services into the community pharmacy workflow. Future endeavors of GuidePoint Pharmacy include implementing PHQ-9 and GAD-7 screenings for patients with mental illness, disease state management of asthma and COPD, and family planning. The mission of pharmacies participating in Flip the Pharmacy is to continue to deliver and expand their enhanced services, demonstrate improved patient care to the payers and other health care providers, and emphasize the advantage of having a pharmacy provider integrated into the primary care team.

Ally Kingsbury, 2020 residency graduate, received the Excellence in Innovation award from the Minnesota Pharmacist Association. The award recognizes innovative pharmacy practice resulting in improved patient care.
Jean Moon (pictured right), Residency Program Director, was elected Fellow American College of Clinical Pharmacy in August 2020. "Fellow recognition is awarded to ACCP members who have demonstrated a sustained level of excellence in clinical pharmacy practice and/or research." Jean was recognized during a special virtual ceremony at the ACCP 2020 Annual Meeting.

Michelle Aytay, BSPharm, is the recipient of this year's College of Pharmacy Champion of the College award. The award recognizes dedication, service, and outstanding contributions to the College of Pharmacy and/or the University of Minnesota. The award was presented virtually during a December 3rd ceremony. Michelle is a co-site coordinator with the Walgreens/Bethesda residency and is a 1996 graduate of the College of Pharmacy.

>> In November 2019, pre-pandemic, College of Pharmacy residents and preceptors came together to raise $1,300 to support the mission of "The Sandwich Man" - Allan Law of Minneapolis Re-creation Development. They then used these funds to build 1,500 sandwiches and 1,200 shelf-stable protein packs for Minnesotans experiencing homelessness. Law delivers the food to those in need every day. "We are very grateful for our generous community that came together to donate time and money to give back to the communities we serve," said event organizer, Kyle Walburg, 2020 Pharmaceutical Care Leadership Residency graduate.