Greetings to current, former and future residents! The last year has been a time for continued growth for our residency program. As you will see highlighted in this newsletter, we added two new sites in 2015-2016: CentraCare in St. Cloud, and Ridgeview Medical Center. Both sites have seen significant growth in their medication therapy management services and are able to offer great learning experiences at their locations. In addition, we are expecting to expand our program again in 2016, as we welcome back Paynesville and expect Coborns to add a second resident in Willmar. We also welcomed Co-Assistant Director, Jean Moon, Pharm.D, BCACP. Jean is currently a preceptor with Broadway Family Medicine and Assistant Professor with the University of Minnesota College of Pharmacy.

In addition to our growth, we are in a time of reflection, as we anticipate our accreditation site visit in spring 2016. This has led me to reflect on how our program has grown and continued to improve over the last 6 years. Since our last accreditation visit, we have grown from 12 to 16 sites and from 15 to 23 residents per year.

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Welcome from the Director, continued

We have maintained core pieces of our program that continue to keep us functioning well, including Academic Days and online coursework such as drug literature evaluation and building an MTM practice courses. With the leadership of Dr. Kristin Janke, we are making quality improvements to the elective Foundations in Teaching course for 2016 as well.

One area that is especially meaningful to me is that last year, we asked residents to begin tracking the number of patient encounters they participated in over the course of the year. These numbers are impressive. The average number of encounters per resident was 396, for a total of 8320 patients per year. I have no doubt that in addition to providing an excellent educational opportunity for residents, our program has expanded the access to comprehensive medication management services for thousands of Minnesotans!

We also completed a residency alumni survey in summer of 2015; thank you to those alumni who participated! We received a good response rate of 59 from our community clinic and rural health emphasis, with 21 leadership resident alumni responding. Some of the most valuable feedback in the alumni survey was that, overall, alumni felt that the residency prepared them well for their first position post residency. There was 100% agreement that the residency provided the skills needed for the graduate to attain the desired position after residency. Overall, alumni most valued the time they had in residency to provide direct patient care, and 64% of alumni maintain ongoing, consistent contact with residency preceptors.

We have much to be proud of as a program, and we’re looking forward to another successful year!

All the best,

Sarah M. Westberg, Pharm.D., FCCP, BCPS

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2014-2015 Residents: Where are they now?

Aimee Burk – Clinical Pharmacist, Cuyuna regional Medical Center, Crosby, MN

Mandy Gagnon – Pharmacist, Essentia Health, Duluth, MN

Kelsey Gander – Ambulatory Care Clinical Pharmacist, Mayo Clinic Health System, Mankato, MN

Peter Griffin – MTM Pharmacist, Fairview, Minneapolis, MN

Alex Hennen – Clinical Pharmacist, VA Health Care System, Denver, CO

Amy Herbranson – Clinical Pharmacist, Queen’s Medical Center, Honolulu, HI

Amanda Klos – Staff Pharmacist, Target, Eau Claire, WI

Zach Merk – MTM Pharmacist, HealthEast Care System, St. Paul, MN

Cory Nelson – 2nd Year Pharmaceutical Care Leadership Resident, North Memorial, Minneapolis, MN

Alex Paffrath – 2nd Year Practice Development Resident, College of Pharmacy/School of Dentistry, Minneapolis, MN

Andrea Rosenberg – MTM Pharmacist, HealthEast Care System, St. Paul, MN

Aimee Rosin – Pharmacist, Park Nicollet Meadowbrook Pharmacy, St. Louis Park, MN

Jaclyn Rust – Staff Pharmacist, New Ulm Medical Center, New Ulm, MN

Kyle Turner – 2nd Year Pharmaceutical Care Leadership Resident, HealthEast Care System, Maplewood, MN
Distinguished Young Pharmacist

Allyson Schlichte, Preceptor with Fairview Pharmacy Services, has been honored with the MPhA Distinguished Young Pharmacist Award for 2015. Sponsored by Pharmacists Mutual Companies, the Distinguished Young Pharmacist Award recognizes a young pharmacist who has distinguished himself/herself in the field of pharmacy.

Past recipients affiliated with the program include:

Molly Ekstrand (1999), Preceptor with Park Nicollet
Laura Odell (2000), 1997 Rural Health graduate
Todd Sorensen (2003), previous Program Director and Leadership Site Coordinator
Michelle Aytay (2006), Preceptor with Walgreens
Stephanie Davis (2007), Preceptor with Goodrich
Sarah Westberg (2008), 2003 Leadership graduate and current Residency Program Director
Dan Rehrauer (2010), 2002 Leadership graduate
Sarah Leslie (2011), Preceptor with New Ulm Medical Center;
Stacy Steber (2012), 2006 Community Clinic graduate
Keri Hager (2014), 2007 Community Clinic graduate

The Ambulatory Care Residency Program has graduated 156 residents since its inception in 1999.

ACCP Resident/Fellow Travel Awards

Current Leadership Residents Lara Kerwin, Cory Nelson, and Kyle Turner, each received awards to assist with the financial costs of traveling to the 2015 ACCP Global Conference in San Francisco. Nelson received the ACCP Global Conference Resident Travel Award. Kerwin and Turner both received the Ambulatory PRN Award, with Turner also receiving the Education and Training PRN Award and Kerwin the Endocrine and Metabolism PRN Award.
CentraCare St. Cloud Hospital

St. Cloud Hospital has a rich tradition of caring for the people of Central Minnesota. Since being founded by the Sisters of the Order of St. Benedict in 1886, it has grown from a small, community hospital to a comprehensive, high-quality regional medical center that is affiliated with CentraCare Health. The hospital is a 489 bed sole community hospital with a large network of outpatient clinics where there were 258,032 outpatient visits that occurred last year.

As the largest health care facility in the region, St. Cloud Hospital offers a full spectrum of inpatient and outpatient services. From state-of-the-art care for heart disease and cancer to preventive health screenings and behavioral health counseling, it has the technology and skilled professionals to meet the medical needs of the region.

St. Cloud Hospital began offering medication management services in 2010 at the Family Health Center. Since then there has been continued growth in ambulatory pharmacy services and partnering with the University of Minnesota to engage in a residency program was a logical next step. The ambulatory residency program aligns with the vision that St. Cloud Hospital will be the leader in Minnesota for quality, safety, service and value. The vision of the pharmacy department is to expand the utilization of pharmacists throughout the health system to more outpatient settings to both improve the care of complex patients and align with Medicare’s shift toward payment for value instead of volume. By integrating pharmacists into primary care the intent is to free up of provider time, improve patient outcomes, improve patient satisfaction and increase patient safety.

The primary goal for the ambulatory care pharmacy resident is to develop clinical skills through direct patient contact while facilitating the implementation of medication management services to more outpatient clinic areas. Streamlining the use of the electronic medical record for documentation and billing of medication management is an additional goal. To facilitate the above goals, the resident will work collaboratively with a team of healthcare professionals to address patients’ medication related concerns while utilizing evidence-based medication pathways and collaborative practice agreements.

New Sites Spotlight
Ridgeview Medical Center
Ridgeview Medical Center is an independent, nonprofit, regional health care system located just 35 minutes west of Minneapolis. Its network includes two hospitals—located in Waconia and Arlington—a multitude of primary and specialty care clinics, emergency services and specialty programs, and Two Twelve Medical Center in Chaska—a free-standing 24/7 emergency and urgent care facility with multi-specialty clinics and services. Ridgeview serves a population of approximately 300,000 people, primarily from its five-county service area of Carver, Sibley, southern Wright, western Hennepin and eastern McLeod. Ridgeview is one of the largest employers in Carver County, with more than 1,700 employees and 485 volunteers. The locations that Ridgeview serves are variable ranging from rural to suburban settings.

The MTM pharmacy program was implemented at Ridgeview Clinics in 2012. The clinic pharmacist works alongside other healthcare providers in an integrated team based approach. Currently, the MTM Pharmacist splits their time between the endocrinology and the Delano and Westonka primary care clinic sites. The MTM service offers direct patient care and comprehensive medication management - which includes creating and managing a patient care schedule, interviewing and assessing patients for identification of drug therapy problems, patient medication education, creating and implementing a treatment and follow-up plan, documenting in the medical record, and billing of pharmaceutical care services. The clinic pharmacist is deeply involved in quality initiatives and the “Achieve” care team model. Additional pharmacy services include adult immunizations, tobacco cessation, diabetes education, oncology services, and drug information.

With the residency program, we hope to expand medication management services to additional family practice sites and other specialty services outside of endocrinology. Our resident works collaboratively with the clinic care team which includes physicians, mid-level practitioners, dieticians, nurses, and care coordinators to provide comprehensive medication management and answer focused drug information questions. The resident spends 2 days per week at the Delano primary care clinic, 2 days per week in endocrinology practice, and 1 day per week concentrated on practice management. Being a new site, our resident is an essential part of building a successful pharmaceutical care practice and helps to maintain up-to-date protocols and pharmacy related materials for Ridgeview. We hope to continue to expand and fulfill the medication management needs of our health system and our patient population through this program.
Meet Our Residents, 2015 - 2016

Ashley Artmann, Pharm.D.
Site: Ridgeview Medical Center
Alma mater: University of Minnesota – Twin Cities

Ashley is very excited to be the first resident at Ridgeview, and she hopes to establish a pharmaceutical care practice in the clinic setting. To her, this means building relationships with her patients, fellow providers and staff in order to effectively improve patient outcomes and help patients understand medications and build confidence in their healthcare.

Sarah Derr, Pharm.D.
Site: Fairview Pharmacy Services
Alma mater: University of Minnesota – Twin Cities

Sarah held leadership positions on the local and regional level throughout school. These experiences allowed Sarah to develop strong leadership and communication skills, as well as gain exposure to the variety of ways ambulatory care is practiced throughout the country. The comprehensive approach ambulatory care and the Minnesota practice model attracted Sarah to the University of Minnesota Ambulatory Care Residency Program.

Allison Gilmore, Pharm.D.
Site: St. Cloud VA Medical Center
Alma mater: Campbell University

An ambulatory care rotation at a VA in North Carolina persuaded her to pursue a residency in ambulatory care. She enjoyed the opportunity to work with other primary care providers through the Patient Aligned Care Team (PACT) model and interacting with veterans. She is looking forward to working with veterans in the primary care setting this year as well as the chance to precept pharmacy students. After residency, she hopes to continue to work in an ambulatory clinic setting with the VA.

Karl Granskog, Pharm.D.
Site: Coborn’s Pharmacy
Alma mater: University of Connecticut

In his first career as a medicinal chemist, Karl continued to explore culture, literature and history. When his career in chemistry began to change, he gravitated to pharmacy as it was an opportunity to be involved in serving people in a more direct capacity. As a pharmacist, he likes to help people with their health goals and outcomes. His future hope is to find a career opportunity that will allow him to continue to serve in that capacity.

Emily Hein, Pharm.D.
Site: Community University Health Care Center
Alma mater: University of Minnesota – Twin Cities

Emily’s passion for patient care was widely evident during her time as a student at the College of Pharmacy. She volunteered at the Phillip’s Neighborhood Clinic, where she helped underserved patients with their medical needs and provided counseling on their medications. In addition, she was co-coordinator of Project CHANCE for two years, where she provided blood pressure screenings and education to the homeless population of Minneapolis. Both activities provided her with unforgettable experiences and fueled her motivation to continue to provide direct patient care. After her residency at CUHCC, she plans to pursue a career where she can continue to provide pharmaceutical care in the Twin Cities.

Karin Josephson, Pharm.D.
Site: CentraCare Health
Alma mater: North Dakota State University

Early in her education, Karin knew she was interested in ambulatory care where she could be a clinical pharmacist while interacting directly with patients and was drawn to the variety of care experiences offered at CentraCare Health. After residency she would like to obtain board certification and a position as a clinical pharmacist in an ambulatory care setting where she can continue to work with patients to help ensure the safe, effective, and optimum use of medications.
Natalie Kallhoff, Pharm.D.
Site: West Side Community Health Services
Alma mater: University of Colorado

Natalie is currently one of two residents rotating between East Side Family Clinic and West Side Community Health Clinic. The most influential experience in pharmacy school for Natalie came while on rotation at a community health center in Commerce City, Colorado. This opportunity solidified her desire to pursue a career in ambulatory pharmacy. Also while in pharmacy school, Natalie worked as an outpatient pharmacy intern at the University of Colorado Hospital.

Madeline Kelzenberg, Pharm.D.
Site: St. Cloud VA Medical Center
Alma mater: North Dakota State University

Maddie developed a passion for patient care during her ambulatory care rotations and is excited to be working in that field at the VA, while also having the opportunity to work in a variety of patient care settings, including primary care, long term care, and the anticoagulation clinic. After residency, she hopes to continue working in ambulatory care.

Lara Kerwin, Pharm.D.
Site: 1st Year Pharmaceutical Care Leadership Resident/Smiley’s Family Medicine Clinic
Alma mater: University of Missouri - Kansas City

Lara is currently in year one of the Pharmaceutical Care Leadership Residency where she splits her time providing clinical pharmacy services at Smiley’s Clinic and teaching in the Pharmaceutical Care Learning Center at the college of pharmacy. Ambulatory care interests her because she enjoys daily interaction with other members of the healthcare team and building long-term relationships with patients. After completing her residency, Lara envisions a career in academia in which she is able to mentor, teach, and precept student pharmacists while innovating pharmacist-provided services in the primary care setting.

Laura Krasky, Pharm.D.
Site: Park Nicollet Health Services
Alma mater: University of Minnesota – Twin Cities

Laura values the opportunity to work with and educate patients as part of an interdisciplinary clinic team to provide optimal patient care. She looks forward to learning to work within a healthcare home model to provide exceptional pharmaceutical care with Park Nicollet Family Medicine Clinic. After completing her residency, Laura aspires to continue her work in ambulatory care while seeking new opportunities to serve as a pharmacy student preceptor and as an active member of local professional organizations.

Joseph Lahti, Pharm.D.
Site: Fairview Pharmacy Services
Alma mater: University of Minnesota – Twin Cities

Joe’s original interest in ambulatory care started during his time volunteering at the student run Phillips Neighborhood Clinic. Ever since he knew that working directly with patients was something he wanted to do. Joe is excited to work as part of the interdisciplinary care team to help patients reach their health goals. After residency Joe hopes to continue providing MTM to patients in an ambulatory care clinic and feels that his experiences at Fairview will prepare him to achieve that goal.

Heidi Le, Pharm.D.
Site: 1st Year Pharmaceutical Care Leadership Resident/Broadway Family Medicine
Alma mater: University of Minnesota – Twin Cities

As a pharmacy student, she was engaged in several student organizations including Minnesota Pharmacy Student Alliance, Phi Lambda Sigma National Pharmacy Leadership Society, and the Phillips Neighborhood Clinic where she held several leadership positions. Heidi is currently in year one of the Pharmaceutical Care Leadership Residency where she spends half her time providing ambulatory care services at Broadway Family Medicine Clinic and the other half teaching the in the Pharmaceutical Care Learning Center. She has a passion for working interprofessionally and caring for the underserved.
Meet Our Residents, 2015 - 2016

**Courtney Linhart, Pharm.D.**
Site: Essentia Health System  
Alma mater: Midwestern University Chicago

Courtney is interested in ambulatory care because of the many opportunities where a pharmacist can optimize medication use in chronic disease states. She enjoys the opportunity to develop relationships with her patients in order to work together in making decisions regarding their care and is interested primarily in providing treatment for the elderly population because of the high incidence of multiple disease states and polypharmacy. She is also interested in academia and will spend time precepting students on their APPE rotations while at Essentia Health and assisting in teaching at the University of Minnesota, Duluth during residency.

**Nicole Meyer, Pharm.D.**
Site: Goodrich Pharmacy  
Alma mater: University of Minnesota – Twin Cities

This residency program allows Nicole to have the unique opportunity to perform medication therapy management in both the HealthPartners RiverWay Clinic and in the Goodrich retail pharmacy. She also has the unique opportunity to provide consulting services for local group homes, to organize influenza clinics throughout the community, and to precept students. Following her residency, Nicole plans to start a position as a clinical pharmacist in an ambulatory care setting, obtain her board certification, and continue to precept students.

**Cory Nelson, Pharm.D.**
Site: 2nd Year Pharmaceutical Care Leadership Resident/North Memorial Camden Clinic  
Alma mater: Idaho State University

Currently in his second year of residency, Cory will be starting a new practice in a primary care setting in North Minneapolis. He will be providing pharmaceutical care to an urban, underserved population within a large healthsystem. Additionally, he will continue teaching student pharmacists in the Pharmaceutical Care Learning Center at the College of Pharmacy. Upon completion of residency, Cory hopes to continue expanding the pharmacist’s role in ambulatory care settings through practice, advocacy, and involvement in professional organizations.

**Alex Paffrath, Pharm.D.**
Site: 2nd Year Practice Development Resident/University of Minnesota Dental and Nurse Practitioner’s Clinics  
Alma mater: University of Minnesota - Duluth

In her second year of residency, Alex will be establishing an interprofessional clinical pharmacy practice in the University of Minnesota Dental Student Clinics. She will also support the development of a clinical pharmacy practice in the University of Minnesota Nurse Practitioner’s Clinic in Downtown Minneapolis. Alex’s interests include new practice development, team based care and rural health.

**Alison Parker, Pharm.D.**
Site: Avera Marshall Regional Medical Center  
Alma mater: University of Rhode Island

Alison enjoys working in direct patient care, and has worked in both community and hospital pharmacy settings, and uses this experience as a foundation to help improve transitions of care for patients. She spends most of her time in the pharmacy clinic where she works as a member of an interdisciplinary team to provide patient education and chronic disease state management. She also spends time performing inpatient services such as pharmacokinetic dosing, anticoagulation, medication reconciliation, and discharge counseling.
Kyle Turner, Pharm.D.
Site: 2nd Year Pharmaceutical Care Leadership Resident/HealthEast Maplewood Clinic
Alma mater: University of Utah

Kyle is currently in year two of the Pharmaceutical Care Leadership Residency and is establishing a new ambulatory care practice at HealthEast Maplewood Clinic. He also spends time teaching in the Pharmaceutical Care Learning Center at the University of Minnesota College of Pharmacy in Duluth. Upon completion of his residency, Kyle plans to pursue a career in academia with a practice site in ambulatory care. He plans to continue to teach and precept students, participate in local and national professional organizations, and advocate for pharmacy’s role in primary care.

KauChee Vang, Pharm.D.
Site: West Side Community Health Services
Alma mater: University of Minnesota - Duluth

KauChee is proud to be the pharmacy resident at East Side Family Clinic in Saint Paul, her hometown. Her interest in ambulatory care pharmacy started back in college when she met an alumnus from the residency program to learn about medication therapy management. During residency she plans to further her skills in delivering culturally sensitive care to patients from a diverse background. Her biggest hope as a pharmacist is to positively impact the lives of her patients and students in hope that they will continue to impact others.

Leah Wonderful, Pharm.D.
Site: Community-University Health Care Center
Alma mater: University of Minnesota – Twin Cities

During pharmacy school, Leah was highly involved in the Phillips Neighborhood Clinic and served on the board of the clinic for two years. She continues to serve patients in the Phillips community as a resident at Community-University Health Care Center (CUHCC) in Minneapolis. She spends her time at CUHCC providing pharmaceutical care and education to underserved patients as part of an interprofessional healthcare team. After completing her residency, Leah hopes to pursue a career in academia with a practice site in ambulatory care.
2015 Preceptor of the Year Award

For the fourth year, residents were given the opportunity to nominate their preceptor for the Preceptor of the Year award. For 2015, we wish to congratulate Dr. Christina Cipolle of the Community-University Health Care Center as the Preceptor of the Year. Christina was nominated by 2014-2015 resident Sarah Amlin.

Residents were asked to provide a story of how their preceptor personified this quote by William Arthur Ward: “The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires.” A highlight from the submission:

“Christina is an inspiring teacher because she leaves the room necessary for you to really learn, reflect, and process the changes you need to make. I hope I can allow my future students to sit in the sometimes uncomfortable silence of forming new ways to think about the world. I hope I can sit on my own and pose myself the question of “what else?” I hope that I can embrace pharmacy, patient care, and education with the same loving kindness that I have seen every day with Christina at CUHCC.”

Again, congratulations Christina!

Spring Preceptor Retreat

Over 25 residency preceptors attended the Spring Preceptor Retreat on May 29, 2015.