As we transition from fee-for-service to “at-risk” and global payment contracting, we must transform practice from delivering acute, episodic care to managing health across the continuum. In these future models the focus is on value instead of volume. To succeed going forward, it is essential that we provide more cost effective, higher quality care.

This new reality compels us to shift our focus outside the hospital walls to the ambulatory setting, where the bulk of patient care will occur if we are to be truly cost effective. Our challenge today and tomorrow is to engage individuals and populations in self and preventive care, and to maintain, restore and sustain health. Although it will always be important to provide complex acute and critical services, the target has moved beyond episode based health care. When done right, this realignment of priorities will decrease total costs and increase well-being.

To succeed in this new paradigm, we must ensure that all parts of the pharmacy enterprise act as a unit by embracing accountability for the medication use process and developing the necessary infrastructure in all domains to achieve and sustain success.

This need for priority realignment and expansion of the pharmacy enterprise was evidenced by the American Society of Health-System Pharmacists Ambulatory Care Summit in 2014. This meeting focused the profession on our obligation to improve health by expanding our ambulatory care pharmacy footprint. Overriding strategies from the Summit include comprehensively defining Ambulatory Care Pharmacy Practice, recognizing integrated care delivery opportunities, developing systematic, sustainable business models, and demonstrating excellence in quality outcomes.
Medication is the thread that is with our patients throughout their life, across all transitions of care. It is imperative that we manage this medication continuum if we are to manage entire populations and keep our patients healthy.

In our tradition of innovation, next April we will hold a Medication Population Health Summit here at the Cleveland Clinic. We will invite pharmacy thought leaders who are experts in the areas of:

1. Using big data to identify patients for intervention
2. Leveraging technology to empower and reach more patients through Apps, Distance Health and the creative use of technology
3. Collaboratively managing chronic disease
4. Applying pharmacogenomics to population health
5. At the end of this summit, we will create a strategic plan to accomplish the goals of providing affordable care, empowering patients and improving the health of the populations that we serve.

Although this event will teach us a lot, we are not sitting around waiting for our summit to get started. We are aggressively embarking on a plan to increase our presence in our multi-disciplinary Medicine Clinics. We are partnering with key physician leaders, our Government Relations team, and pharmacy advocacy groups to update Ohio law to allow us to better serve our patients through a less bureaucratic collaborative practice agreement. We are researching and piloting technology to reach more patients and we are in the final stages of building our data warehouse to help us leverage information to better impact patient care. We are leveraging the pharmacy enterprise units of home infusion, retail pharmacy, acute inpatient pharmacy, ambulatory collaborative practice, specialty pharmacy, and informatics to ensure that we manage the whole patient across all transitions of care.

It is an exciting time to be in pharmacy. We are exceptionally well positioned to make a difference in improving population health using our unique knowledge as part of team of caregivers. We excel in improving medication compliance, educating patients, formulary management, cost savings, quality improvement and data analytics.

I look forward to working with you as we leverage the skills that have made us so successful in the acute care world and applying the same principles of multi-disciplinary care, quality and cost control to the ambulatory world.
Specialty Pharmacy had their official Grand Opening at CCAC on Monday, June 29th. After gathering for a reception, various groups were given guided tours of the fulfillment pharmacy area and the call center by pharmacy staff members. Among the highlights of the tour was the unveiling of the new, radio-frequency identification (RFID) driven conveyance system used for the filling, verification, and shipping of Specialty orders. This system was designed to accommodate a capacity of over 150 prescriptions per hour and will streamline the operations of both the Specialty and Home Delivery Pharmacies. The Specialty drug inventory, comprised of oral and self-injectable products, was valued at over $230,000 and is carefully maintained in order to achieve lean shelf quantity. The Specialty Pharmacy phone metrics were displayed via five flat screen wall monitors strategically placed around the call center. To date, they report an average speed of answer (ASA) of less than 5 seconds and a less than 1% abandonment rate; well below the enterprise goals of less than 30 seconds and less than 5%, respectively. Since opening on September 29th, 2014, Specialty Pharmacy has experienced an increase in prescription volume of approximately 900%.
After touring the facilities, Dr. Robert Wyllie, Dr. Scott Knoer, Mr. Donald Carroll, and Dr. Robin Guter gathered for the ribbon cutting ceremony in the visitor reception area, just outside the executive board room. Dr. Scott Knoer symbolized the start and growth of the new Specialty Pharmacy venture with the fall of the red ribbon.

Before calling the Grand Opening celebration to a close, Dr. Wyllie addressed the group with a few words about the importance of Specialty Pharmacy as we transcend into a new era of healthcare. He discussed how the clinical coordination and patient outreach associated with the high-cost medications used in the chronic diseases treated by Specialty are associated with positive outcomes. He concluded that while Specialty Pharmacy is valued as a source of cost-savings and revenue generation for the health system today, the greatest benefits of the Specialty Pharmacy operation will be realized into the future as the drug acquisition and payor markets continue to evolve.

Pharmacy Staff Tour Leaders:
Donald Carroll, RPH, MHA
Robin Guter, Pharm.D., MBA, BCPS
Jill Dura, Pharm.D.
Annie Tran, Pharm.D., MBA
Sean Krohn, Pharm.D.
Lucia Vescera, Pharm.D.
Chase Dye, CPhT, CCRP
Allyson Mandzuch, CPhT

Article contributed by: Robin Guter, PharmD, MBA, BCPS
The Cleveland Clinic Health-System Residency Graduation was held on June 22nd. There were 20 graduates from PGY1 programs this year (Florida was unable to attend), 6 graduates from PGY2 programs and 4 graduates from combined PGY1&2 programs. In addition, 3 residents in combined PGY1&2 programs finished their first year and will move on to their second.

Four PGY1 graduates are staying at Cleveland Clinic to complete a PGY2 while 7 are completing a PGY2 at another facility. Eight graduates have accepted positions within the Cleveland Clinic Health-System.

Congratulations to the 2014-2015 Residency Class!
**Residency Class Graduation: Awards**

**Main Campus PGY1 Residents of the Year**
Rosemary Persaud & Theresa Nerone

**Regional PGY1 Resident of the Year**
Hoda Masmouei
Weston Hospital

**Main Campus PGY2 Resident of the Year**
Matt Arango

**Chief Resident**
Matt Arango

**Assistant Chief Resident**
Sarah Petite

**Main Campus Preceptor of the Year**
Karissa Kusick

**Regional Preceptor of the Year**
Melissa Raich
Hillcrest Hospital
**PGY1 Pharmacy Practice**

**Main Campus**

**Della Bahmandar** is completing a PGY2 in Administration at St. Luke’s Hospital (Kansas City).

**Gretchen D’Arcangelo** is staying at Cleveland Clinic to complete a PGY2 in Critical Care.

**Jesse Castillo** has accepted a position as a Clinical Pharmacist at Baylor University in Texas.

**Libby Herman** is completing a PGY2 in Cardiology at Ohio State.

**Theresa Nerone** is staying at the Cleveland Clinic to complete a PGY2 in Oncology.

**Sydney Smith** is completing a PGY2 in Oncology at Dana Farber.
Michelle Poole has accepted a position as an ICU Clinical Pharmacist at Medina.

Sarah Milkovich is completing a PGY2 in Ambulatory Care at Cleveland VA.

Lauren Wolfe is completing a PGY2 in Ambulatory Care at Duquesne University and Preferred Primary Care Physicians in Pittsburgh, PA.

Elizabeth Dahl is staying at Cleveland Clinic to complete a PGY2 in Oncology.

PGY1 Pediatric Focus
Main Campus

PGY1 Community Practice

PGY1 Pharmacy Practice
Fairview Hospital

Michelle Poole has accepted a position as an ICU Clinical Pharmacist at Medina.

Sarah Milkovich is completing a PGY2 in Ambulatory Care at Cleveland VA.
Hoda Masmou is completing a PGY2 in Administration at Jackson Memorial Hospital.

Fei Wang is completing a PGY2 in Informatics at Ohio State.

Kristen Funelli has accepted a position as a Pharmacist at Medina.

Melissa Herschman has accepted a position as a Pharmacist at South Pointe.

Amy Pasternak is completing a PGY2 in Pharmacogenomics at St. Jude’s.
Tyler Tomasek has accepted a position as a floor based Clinical Pharmacist at South Pointe.

Cara Weisenberger has accepted a position as a Decentralized Pharmacist at Riverside Methodist Hospital in Columbus.
Ambulatory Care  PGY2  Critical Care

**Chelsea Harrison** has accepted an inpatient position where she will be helping to start anticoagulation clinical services for Washington Health System in Washington, PA.

**Sarah Welch** is staying at the Cleveland Clinic as a Critical Care Clinical Specialist.

Drug Information

**Maya Wai** is staying at Cleveland Clinic as a Drug Information Pharmacist.

**David Koren** is exploring opportunities in Philadelphia.

Informatics

**Jenny Bute** has accepted a position as an Information Technology Clinical Specialist with Florida Hospital Orlando.

**Matt Arango** has accepted a position as an Oncology Clinical Specialist in the outpatient clinics at The James Cancer Hospital at The Ohio State.
Chris Boreen has accepted a position as a Pediatric Manager at Johns Hopkins.

Sara Wolf has accepted a position as Pharmacy Manager of Inpatient Operations at Georgia Regents Medical Center.

Kajal Patel is staying at Cleveland Clinic as a Nursing Unit Based Pharmacist.

Sarah Petite has accepted a position at the University of Toledo as an Assistant Professor of Pharmacy Practice with a practice setting in internal medicine at the University of Toledo Medical Center.
Congratulations to the following residents for completing the first year of their two year programs. They will stay with us to complete the second year of their program.

**Health-System Pharmacy Administration**

John Hill

Long Trinh

**Pharmacotherapy**

Rosemary Persaud
Farewell to Mike Wascovich as he continues his career in South Carolina.
Caregiver Awards

Mike Militello—Cardiology Clinical Pharmacist—pictured here, second from the left, received the CEO Desktop Award and the CEO Team Award for Quality as a member of the interdisciplinary VTE (Venous Thrombo Embolism) Prevention Team.

Post-operative blood clots are a problem for hospitals everywhere. The incidence of VTE is an important quality metric enterprise wide. This interdisciplinary team—comprised of staff physicians, nursing, pharmacy and the Clinical Systems Office—worked together to find a data-based solution to identify at risk patients and intervene appropriately. They enhanced prevention, increased accountability, visibility and collaboration among VTE stakeholders.

-Nominated by Kristin Mergler
Photo by Willie McAllister, Center for Medical Arts and Photography

Diana Beltran—Clinical Pharmacist at Cleveland Clinic Florida—received the CEO Team Award for Teamwork as a member of the Weston Transplant/OR Team.

Three years ago, Cleveland Clinic Florida didn’t have a transplant team. Patients who needed transplants had to travel outside of South Florida to receive care. As soon as these programs were approved, the Weston Transplant/OR Team hit the ground running. The team increased from 16 cases in 2011 to 58 in 2014—with excellent outcomes. They are on track to perform over 150 transplants in 2015.

-Nominated by Jaculin Puntel
Photo by Center for Medical Arts and Photography
Many Pharmacists were part of the *Antimicrobial Stewardship Team*, which won the Team Caregiver Award in the Quality category. These pharmacists are:

- **Michaelia Cucci**, Clinical Specialist–Lakewood Hospital
- **Matthew Hoover**, Clinical Specialist–Marymount Hospital
- **Elizabeth Neuner**, Infectious Disease Clinical Specialist
- **Andrea Pallotta**, Infectious Disease Clinical Specialist
- **Punam Patel**, Clinical Specialist–Euclid Hospital
- **Alia Poore**, Clinical Specialist–Fairview Hospital
- **Leira Ramirez-Ruiz**, Clinical Pharmacist–Cleveland Clinic Florida
- **Jennifer Sekeres**, Professional Staff Development Clinical Specialist
- **David Shifrin**, Pharmacist–Medina Hospital
- **Abbi Smith**, Clinical Specialist–South Pointe Hospital
- **David Stowe**, Manager–Inpatient Pharmacy
- **Ashley Tewksbury**, Clinical Specialist–Lutheran Hospital
- **Nathan Wirick**, Pharmacy Clinical Specialist at Hillcrest Hospital.

**Q1 2015 Excellence Award Winners:**

**Individual Awards:**

- Cathy Weber, Oncology Clinical Specialist, won an individual award for Innovation
- Annie Tran, an Outpatient Pharmacist with Specialty Pharmacy, won an individual award for Teamwork
- Susan Mackay, CPhT, Lead Technician at Marymount Inpatient Pharmacy is pictured with her award. Susan won an individual award for Service for her work and process improvement efforts with IV bag expiration dating.

**Team Award:**

- Karissa Dominick, and Anthony Zembillas, both Pharmaceutical Clinical Specialists, won Team Awards for Quality as members of the Pediatric Oncology team.
Nicole McCorkindale, PGY1 Resident at Marymount, presented on Smoking Cessation at a community outreach event at

Back Row, Standing L-R: Elizabeth Neuner, Infectious Disease Clinical Specialist, is the 2015 recipient of the OSHP Health-System Pharmacy Practice Research Award. This award recognizes individual contributions toward furthering OSHP’s objective to promote research in health-system pharmacy practice and the pharmaceutical sciences. Kellie Evans, a former pharmacy intern, is the 2015 recipient of the OSHP Student of the Year award. This award recognizes an outstanding student pharmacist who plans to pursue a career in health-system pharmacy practice.
Stephanie Peric, HR Business Partner, welcomed her beautiful and healthy twins, Brianna and Sophia on April 11th.

Marymount’s 2015 Graduates. Pictured from Left to Right: Nursing school graduate, Chelsea Lovell, Healthcare Management Bachelors graduate, Brett Rodgers, and two Pharmacy Resident graduates, Andrea Miller and Nicole McCorkindale.

Olecia Szedny, prn pharmacy technician at Lakewood Hospital, received a BS in Health Sciences degree with a minor in Psychology from Cleveland State University on May 9th, 2015. Olecia graduated with an Honors Medal and Magna Cum Laude. This fall, Olecia will pursue a nursing degree through Baldwin Wallace University’s Accelerated Nursing Program. At 19 years old, she is the youngest graduate to be admitted to the nursing program at Baldwin Wallace. Congratulations to Olecia!
• **Ann Bachman**, an inpatient pharmacist on main campus, celebrated 30 years with Cleveland Clinic in April! Congrats Ann.

• **Kathleen Kocak**, a night pharmacist at Hillcrest Hospital, celebrated 30 years with Cleveland Clinic in April! Congrats Kathleen.

• **Tara Banks Wilson**, a CPhT on main campus, graduated from the University of Phoenix on June 14th with a B.S. in Healthcare Management/Administration.

• **Shunda Trapp**, Division/Institute Reimbursement Manager, was featured in the Our People section of the Intranet in April 2015. [http://portals.ccf.org/today/Home/EDNMasters/ArticleViewer/TabId/9371/ArtMID/35805/ArticleID/8577/Shunda-Trapp.aspx](http://portals.ccf.org/today/Home/EDNMasters/ArticleViewer/TabId/9371/ArtMID/35805/ArticleID/8577/Shunda-Trapp.aspx)

• We had quite a few Tier 1 Leaders from the Press Ganey Engagement Surveys. Congratulations to: **Ted Crum, Ramona Davis, Robin Guter, Eileen Hendrickson, Quan Hoang, Anthony Kitchen, Scott Knoer, Mandy Leonard, James Milligan, Donna Rumley, Ron Smetana, Dave Stowe, & Angela Yaniv**.

• **Mary Temple-Cooper**, Clinical Specialist Pharmacist at Hillcrest, is a 2015 Safety Champion Winner.

• **Susan Kiss**, a Pharmacist with Children’s Rehabilitation, is a 2015 Safety Champion Winner.

• **Ashley Deucher**, Clinical Systems Analyst, and **Yannan Dong**, Pharmacy Informatics Specialist, won a 2015 Safety Champion Team Award for their **Barcode Administration Team**, on main campus.

• Marymount Pharmacy Clinical Specialist, **Matthew Hoover**, won a 2015 Safety Champion Team Award as a member of the **Marymount Hospital C-Diff Task Force**.

• **Leira Ramirez**, Clinical Pharmacist at CC Florida Weston, received her AQ-ID credentials.

• Main campus Investigational Drug Service pharmacist **Rachael Ng** married John Yim in Grand Rapids Michigan on April 11, 2015. The Yim’s honeymooned in Traverse City and West Virginia, with a trip abroad to follow later in the year.

• **Tina Ullman**, an inpatient pharmacy technician on main campus, celebrated 25 years with Cleveland Clinic in May! Congrats Tina.

• **Edwin Soeder**, a pharmacist at Hillcrest Hospital, celebrated 35 years with Cleveland Clinic in June! Congrats Edwin.

• **Michele Williams**, an inpatient pharmacy technician on main campus, celebrated 35 years with Cleveland Clinic in June! Congrats Michele.