

Maryland Mentor

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

Fall 2024

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From the Assistant Dean for Experiential Learning

Dear Preceptors,

As we feel a chill in the air and leaves change colors, I am reminded of the vibrant energy that this time of year brings. Likewise, it was such a pleasure to see many of you at the recent APPE Fair, where your enthusiasm and commitment to students was clearly reflected.

These gatherings remind me of the strong community we have, and I look forward to more opportunities to engage with you all. We have begun preliminary brainstorming for our annual Academy of Preceptors spring event and will share more information about that as available. Please feel free to share programming ideas or feedback on prior events that can help us ensure the upcoming event meets your needs. We are collaborating with the Johns Hopkins Hospital pharmacy department on a continuing education event this year, which has led us to consider hosting a virtual education opportunity for you all each fall. I would appreciate your feedback on whether this is something that would be valuable to you.



As you know, the landscape of pharmacy is rapidly changing, and we are committed to ensuring that our curriculum evolves to meet the training needs of future pharmacists. We continue to actively work to meet the requirements of the 2025 ACPE Standards and developing content for the forthcoming PharmD M-Pact curriculum. Recently, the [Argus Forecast](#) for 2024 was released, highlighting important trends that will shape our profession. For more information, I encourage you to check out the forecast here. As you are pharmacists practicing on the frontline and helping to mold future practitioners, your ongoing insights are invaluable as we strive to enhance the School of Pharmacy's curriculum. I specifically want to acknowledge the contributions of the Experiential Learning Committee (ELC), chaired this year by faculty member Dr. Mandee Booth. This is a School-wide committee that includes representation from the ELP office, preceptors, faculty, and students. Thank you to Drs. Vicki Bulkin, Allison Chilipko, and Kristen Fink for agreeing to serve as the preceptor representatives on ELC this year. ELC's charges include the development of an ACPE-accredited continuing education presentation on equity, diversity, and inclusion (EDI). We are very passionate about moving the needle forward for EDI and will aim to have at least one committee charge related to this each year. Other ELC charges include the major task of supporting ELP through programmatic changes related to the 2025 ACPE Standards and the PharmD M-Pact curriculum, culminating in review and approval of the ELP Manual that will be released in Spring 2025.

In this fall issue of Maryland Mentor, our team has carefully curated articles that we hope will be beneficial to your professional development and keep you informed of what is going on at the University of Maryland School of Pharmacy. Highlights include Dr. Tuan Huynh's snapshot of the APPE fair, reflections from P4 students on their international rotations in Italy, a special recognition of preceptor Mr. Steve Tristani for his years of dedicated service to the School and his legacy at Harford Pharmacy, and insights from Ms. LaTia Few on advancing equity in health care. I hope you enjoy!

Warm regards,
Mojdeh Heavner, PharmD, BCCCP, FCCM, FCCP

A handwritten signature in black ink that reads "Mojdeh Heavner".

Assistant Dean for Experiential Learning
Associate Professor of Practice, Sciences, and Health Outcomes Research
mheavner@rx.umaryland.edu

Produced by:



What the ELP Office Needs from Preceptors

Please help us be 100 percent compliant with preceptor requirements by doing the following:

- Submitting all required midterm and final evaluations by their due dates
- Entering your site requirements in CORE ELMS by clicking "My Requirements"
- Reading all emails that come from the School via CORE ELMS
- Completing two hours of preceptor development each year
- Providing a brief description in your preceptor profile in CORE ELMS by clicking "Profile Information," then "Description"

Library Access

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

We welcome the following newly appointed preceptors:

- | | | |
|--------------------|---------------------|-----------------------|
| • Adwoa Nyame | • Melissa Carocci | • James Matis |
| • Kenneth Saunders | • Cooma Asonye | • Nicole Binder |
| • Bao Khoa Nguyen | • Michael Plazak | • Julio Ramirez |
| • Lauren Cline | • Dang Pham | • Oluwakemi Akinola |
| • Christopher Wang | • Nada Yassein | • Kaitlyn Legg |
| • Lauren Haggerty | • Dina Wolfe | • Renee Mott |
| • Clara Ogundele | • Namrata Bhatnagar | • Kenneth Pahr |
| • Maame Adaka | • Favour Eluma | • Shen Li |
| • Claude Manjo | • Nehal Ahmed | • Sofiya Olshanskaya |
| | | • Tiffany Michalowski |

School News

Preparing for the Future: Students Shine at APPE Fair 2024 By Tuan Huynh, PharmD, AAHIVP, HIVPCP

The University of Maryland School of Pharmacy recently hosted one of its most successful Advanced Pharmacy Practice Experience (APPE) Fairs to date. Organized by the Experiential Learning Program (ELP) team, the event took place in Pharmacy Hall and saw an incredible turnout, with more than 50 preceptors and site coordinators from more than 30 companies and institutions in attendance. The diversity of representation spanned from community practices, health systems, regulatory agencies, and more, providing our students with a rich array of opportunities to explore.



Sarah L.J. Michel, PhD, dean of the School of Pharmacy, kicked off the fair with welcoming remarks, highlighting how this event not only helps students understand the opportunities available for their APPE rotations but also serves as a platform for career exploration. Her encouraging words set a positive tone, emphasizing the importance of making connections and exploring diverse career paths within the field of pharmacy.

Third-year pharmacy students, who are preparing to map out their fourth-year rotation experiences, attended the event with enthusiasm and curiosity. They engaged in thoughtful conversations with preceptors and coordinators to gain insights into the experiences at the sites and the various career pathways available. The fair not only allowed students to plan for their rotations and reflect on their own career goals but also served as a valuable networking opportunity, allowing them to make lasting connections with professionals in the field and potential future employers.

The ELP team is particularly proud of the high level of student presence and preparedness this year. Our students arrived ready to engage, ask insightful questions, and make the most of this experience, showcasing their professionalism and drive for success. The APPE Fair remains an essential event



for students as they near the completion of their didactic coursework and begin considering the next steps in their professional journey. We look forward to continuing this tradition of bringing students and preceptors together, fostering connections, and preparing our students for the diverse opportunities the pharmacy profession offers.

A special thank you to Safeway Pharmacy for sponsoring the beverages and desserts for everyone to enjoy.

Preceptor News

A Legacy of Care: Harford Pharmacy's Four Decades of Excellence **By Tuan Huynh, PharmD, AAHIVP, HIVPCP, and Cherokee Layson-Wolf, PharmD, BCACP, FAPhA**

In August 2024, Harford Pharmacy, an ELP rotation site for almost 20 years, closed its doors. Harford Pharmacy's legacy as a family-owned pharmacy dedicated to personalized service and community wellness continues to resonate with the many customers and students it impacted over the years. For more than four decades, Harford Pharmacy and owner, Steve Tristani, BSP '92, exemplified the best of local community pharmacy practice, and we are proud to honor its lasting contributions to the community.



Harford Pharmacy was a family-owned cornerstone of the local community, committed to providing personalized health and wellness care that embodies the core principles of independent pharmacy practice. Since its founding in 1977, Harford Pharmacy consistently delivered high-quality, individualized service to each customer, building lasting relationships and trust. Steve and his team treated every patient like family, offering the personal attention that set them apart from other pharmacies.



Harford Pharmacy offered a comprehensive range of services, including a full-service pharmacy with OTC and prescription medications, tailored compounding for individualized needs, and pill-packing and medication management solutions. The pharmacy also offered free prescription delivery, patient consultations, and vaccinations to support the health of the community. Additionally, for those requiring medical equipment and home health supplies, Harford Pharmacy stocked a variety of items, including wheelchairs, walkers, and bathing aids. Their knowledgeable staff ensured that customers found the right products and understood how to use them safely before taking them home. As one loyal patient shares, "My husband has been going here for 40 years. They are wonderful to us. If... [you want] the best service with a smile anywhere, Harford Pharmacy is the only choice!"

Steve served as a preceptor for the University of Maryland School of Pharmacy for many years and played a key role in supporting students' success with their experiential learning experiences. One student reflected, "Steve was a fantastic preceptor and serves as a great role model. I learned even more than I could have imagined from this rotation. I really appreciated the opportunity of learning what it means to be an independent pharmacy owner." Another student added, "Steve's sense of humor and overall good nature provides an excellent working environment... Not only was this rotation enjoyable, but it also provided invaluable experience."

We thank Steve Tristani for his dedication to serving community pharmacy and his community and for serving as an exemplary role model for student pharmacists.

Student News

A World of Opportunities: International Pharmacy Rotations in Italy By Tuan Huynh, PharmD, AAHIVP, HIVPCP

The University of Maryland School of Pharmacy continues to open doors for its students and offers transformative international rotation experiences. One of the hallmarks of the School's experiential learning program is its commitment to supporting students' success from start to finish for their global learning expedition. Through thoughtful planning, students are guided in selecting their international rotations, preparing for travel, and navigating the unique professional and cultural encounters they will face abroad. "The School provided significant support throughout my international rotation in Ascoli Piceno, Italy," shares Chitra Mistry. "They conducted virtual meetings with Dr. Polidori in Italy, guided us on cultural adaptation, helped us navigate the paperwork and provided health resources available while abroad. The comprehensive guidance from ELP, including a pre-trip session with UMB's International Travel Specialists, made all the difference in helping us feel confident before departure and ensured we had all the resources needed to succeed."



Left to right: Victoria Lee, Carlo Polidori, Isidoro Mazzoni, Laura Armillei, and Sakina Marvi.



Left to right: Dr. Maria Principe and Chitra Mistry

For Chitra, the chance to rotate at the University of Camerino was an opportunity she couldn't pass up. "Some opportunities are once-in-a-lifetime experiences, and I was fortunate enough to have one such opportunity," she says. With an appreciation for the health care systems in the US and India, Chitra was eager to gain insight into the Italian health care system. "I wanted to learn how health systems operate in Europe and see how pharmacy can impact patients' lives in different settings," she explains. She found the experience deeply rewarding, learning hands-on pharmaceutical practices in a hospital setting, including compounding medications, preparing treatments for dialysis patients, and observing the advanced robotic technology used for chemotherapy preparation. "The international rotation encourages cultural competence, builds self-confidence, and inspires students to offer innovative solutions to global challenges," she adds.

Victoria Lee's decision to pursue her rotation in Italy was driven by her desire to acquire a global perspective on pharmacy practice. Through her experience, she was able to see firsthand the emphasis Italy places on patient advocacy and health care access. Victoria enjoyed collaborating with Italian health care professionals sharing her gratitude "to meet so many kind and knowledgeable individuals who welcomed [her] into their daily lives." This international rotation allowed her to not only develop professionally and culturally but also create lifelong memories. Her advice to future students is simple: "Be open-minded and learn basic Italian vocabulary. It will make a huge difference!"

For Sakina Marvi, her rotation in Italy was a formative learning experience. This "opportunity allowed me to face new challenges, immerse myself in Italian culture, and expand my understanding of pharmacy on a global scale," she shares. Working at hospitals in San Benedetto and Ascoli Piceno, she deepened her knowledge of Italy's pharmaceutical processes and the role of AIFA, the country's regulatory body, in the compounding, distribution, and reimbursement of drugs. "This rotation has allowed me to broaden my viewpoint on how health care can vary depending on regulatory frameworks," she reflects. The experience also contributed to her professional and personal growth, where she "met wonderful mentors and made lasting memories."

International rotations offer students a unique opportunity to step outside their comfort zones, experience new health care systems, and develop the skills needed to become resilient and globally minded professionals. These experiences illustrate how international rotations offer more than just professional development; they also foster personal growth, cultural competence, and self-confidence. For students considering international rotations, embracing global opportunities can be both rewarding and life changing.



Left to right Chitra Mistry, Adria Pirozzi, Carlo Polidori, Chiara Cardinali, Claudio Loccioni, Demis Paolucci, Lorenzo Conti, and Michele Bastianelli.

Career, Leadership, and Professional Corner

Building Equity in Health care: Six Essential Tips

By LaTia Few, MBA, PMI-ACP



Growing up in Baltimore City during the 1980s and 90s, I saw how diversity was often confined to specific spaces—typically larger corporations or affluent neighborhoods. Today, the city has embraced a much broader sense of inclusivity, which reflects the growing importance of equity, diversity, and inclusion (EDI) across all sectors, especially health care. No matter the industry or career, we play a critical role in creating an inclusive environment for patients, and our ability to champion EDI is essential to delivering compassionate and effective care.

Health care serves diverse individuals, each with unique experiences and needs. EDI is not just a trending concept—it's fundamental to ensuring every patient, regardless of race, gender, disability, or economic background, receives quality care. Here are six actionable tips on how to integrate EDI into your practice to be equitable and inclusive.

1. Understand Cultural Competency

Cultural competency involves recognizing and respecting patients' diverse cultural backgrounds. You can avoid misunderstandings and build stronger patient relationships by understanding how beliefs and traditions influence health care decisions. Learn about various cultures to provide personalized care that aligns with patients' values.

2. Practice Empathy and Active Listening

Every patient has a story, and listening without judgment is essential. Language barriers, cultural differences, or a history of inequity can affect how patients engage with health care. Practicing empathy and genuinely listening makes patients feel heard and respected, fostering trust and improving outcomes.

3. Advocate for Fair Treatment

EDI goes beyond patient care by fostering a fair and inclusive work environment. Advocating for diverse hiring practices and providing unconscious bias training supports underrepresented groups and improves team dynamics. A diverse workforce brings a variety of perspectives and experiences, which enhances the quality of care and helps meet the unique needs of all patients. When staff feel included and valued, it creates a positive, collaborative environment that directly benefits both employees and the patients they serve.

4. Address Health Care Inequities Proactively

Pharmacists can identify and help resolve health care gaps, financial barriers, transportation issues, or systemic biases. Proactively offering solutions, such as patient assistance programs or partnering with community organizations, ensures that health care is accessible to everyone, especially those in underserved communities.

5. Foster a Safe and Inclusive Environment

Creating a welcoming space is more than just providing service—it involves ensuring everyone feels safe and accepted. Using inclusive language, displaying culturally diverse materials, and offering services in multiple languages are small but powerful ways to make patients think they belong.

6. Practice Self-Reflection and Growth

EDI is an ongoing journey. Regular self-reflection is required to recognize personal biases; continuous learning is necessary to stay informed. Be open to feedback from patients and colleagues and commit to growing in your understanding of inclusivity. By doing so, you'll be better equipped to serve a diverse patient base and foster a more supportive health care environment.

EDI is about more than just following guidelines—it's about recognizing the humanity in each person who walks through your door. As pharmacists, you are uniquely positioned to lead by example, promoting understanding, empathy, and fairness in your daily interactions. By adopting these five practices, you can help create a health care system that truly serves everyone, regardless of background.

Adopting EDI is a step toward building a more compassionate and effective health care system where everyone feels valued and supported. Let's ensure that diversity is embraced as a necessity and a strength that enriches our communities.