Accreditation Update from the Residency Program Director by Nathan Pope, Pharm.D., BCACP – Clinical Assistant Professor at The University of Texas at Austin College of Pharmacy

This past January, the PGY1 H-E-B/UT Community Pharmacy Residency Program underwent a site survey by ASHP Accreditation Services. The H-E-B/UT program has been accredited by ASHP in partnership with APhA since its inception in 2009. Accreditation surveyors visit accredited programs every 6 years. The feedback from the surveyors was outstanding! We will receive our official results after the ASHP Commission of Credentialing meets this summer.

A PGY1 community pharmacy residency program is an organized, directed, postgraduate training program that centers on development of the knowledge, skills, and abilities needed to pursue patient care in the community setting. The program strives to develop innovative pharmacy practice leaders equipped to meet the challenges presented by the rapidly changing health care system. Through required and elective opportunities, residency programs focus on the following:

- Direct Patient Care
- Leadership
- Practice Management
- Communication Skills
- Health and Wellness Promotion
- Technology
- Teaching Skills

Our recent 5 residents (see next page for more) finished the program June 30, 2016 and are poised to enter the pharmacy workforce with unique and finely tuned clinical and management skills. We have had 19 graduates complete our program since 2010. These outstanding pharmacists have entered the workforce in tremendous fashion.

Here is what they have accomplished and where they are now:

- H-E-B Pharmacists: 10 (Austin, Houston, Valley, San Antonio)
- Ambulatory Care Pharmacist (VA): 1
- Clinical Pharmacy Specialist (DoD): 1
- PGY2 Ambulatory Care Residency: 2
- College of Pharmacy Faculty: 2
- Residency Program Director: 1
- Texas HHSC Vendor Drug Program: 1
- Out-of-State Pharmacy: 3

We welcome our new residents starting July 1, 2016. For the first time in our program’s history, we welcome 4 Pharm.D. graduates from The University of Texas at Austin College of Pharmacy – Marie Tillema, Mikaela DeBarba, Gretchen Dao, and Angelica Cuenco. Our 5th resident, Ashley Floyd, received her Pharm.D. from TAMHSC: Irma Lerma Rangel College of Pharmacy.

I would like to end with a big thank you to the team that makes this residency the best program in the country with the highest quality year after year. Our site preceptors include: Gretta Leckbee (Austin 5), James Weems (Austin 8), Lauren Clark (Austin 30), Mark Comfort (Austin 3), Jennifer Wilbanks (Pflugerville 2), and Scott Shelton (Austin 23). In addition, I would like to thank Donna Montemayor, Kim Janicke, Jose Cervantes, Kristie Newton, Gene Patalik, Jana Busby, Jody Lee, and the many other Partners that make this happen.
Kelsey Bailey, Pharm.D., University of Oklahoma
Kelsey collaborated with co-resident Amanda Kernodle, Pharm.D. and the Center for Health Communication at UT Austin to determine the effect persuasive message features can have on CMR acceptance rates. This project is to be continued by the next class of incoming residents. Kelsey has accepted a floater pharmacist position with H-E-B in the San Antonio region where she will relocate with her husband.

Omaida Hernandez-Ray, Pharm.D., University of Houston
Omaida’s project focused on the effects and benefits of an H-E-B Pharmacy outreach program to increase vaccination rates. She looked at outcomes of the automated calls made in December 2015 to diabetic patients aged 65 and older. Out of the 55,536 calls made, 644 Prevnar 13® vaccines were administered in the month following the calls, which was 21% of all the Prevnar 13® vaccines given in January. Omaida has accepted a floater pharmacist position with H-E-B in the Houston region.

Amanda Kernodle, Pharm.D., Purdue University
Amanda’s interdisciplinary collaboration with Kelsey and researchers at the UT Center for Health Communication has now expanded to include the RxEACH Call Center in San Antonio. They have developed 8 different phone call scripts using persuasive messages to be tested on patients. The end goal of this project is to identify which of these scripts had the highest CMR acceptance rates. Amanda is excited to continue her career with H-E-B Pharmacy as a floater pharmacist in the Austin region.

Sun Seo, Pharm.D., University of Texas at Austin
Sun’s project focused mainly on Medicare Part D Star Ratings and EQuIPPTM. She conducted a survey in order to assess pharmacists’ opinions regarding H-E-B’s program initiatives to help improve Star Ratings. In addition, this survey addressed issues and concerns with the EQuIPPTM platform, which was introduced earlier in 2015. Sun has accepted a floater pharmacist position with H-E-B in the Austin region.

Katie Steele, Pharm.D., Texas Tech University
Katie’s project addressed pharmacists’ and technicians’ perceptions of benefits, barriers and comfort level of technician involvement in immunizations and sought to determine any differences in perceptions pre- and post-intervention. This intervention’s focus is to train technicians more about vaccinations in general and is set to begin some time next year. Katie will be continuing on to a PGY2 Residency program specializing in Academia and Ambulatory Care at Pacific University School of Pharmacy and Virginia Garcia Memorial Health Center in Hillsboro, Oregon.

ASHP Midyear Conference; December 2015, New Orleans, LA.
L-R: Amanda Kernodle, Omaida Hernandez-Ray, Sun Seo, Katie Steele, Kelsey Bailey