This year, we have five new residents practicing pharmacy with H-E-B. Take a look at the many services they provide through the company.

**Immunizations Clinics**
Each year, H-E-B Residents partner up with the Central Texas Region immunization coordinators to provide flu shots to the community. Residents also provide flu shots during partner screenings at the H-E-B training center. This year, the residents provided 792 immunizations at 20 sites in the Central Texas Region.

**Manager Training**
One of the most challenging aspects of being a community pharmacist is transitioning to become a pharmacy manager. Throughout their year, the H-E-B residents undergo extensive managerial training, attend store and regional manager meetings, and continue to learn about management under their preceptors, all of whom are managers.

**Medication Therapy Management**
Medication Therapy Management (MTM) is a core component of the H-E-B Pharmacy residency program. Using OutcomesMTM® and Mirixa®, residents aim to complete three Comprehensive Medication Reviews (CMRs) per week, as well as work Targeted Intervention Program (TIP) claims. Besides helping patients understand their medications better and resolve any medication discrepancies, CMRs and TIPs each count for CID hours (45 minutes for CMRs and 5 minutes for TIPs), so these services are value-added for H-E-B pharmacy. Residents also work diligently to implement processes within their stores for accomplishing MTM services more efficiently within the workflow.
Education for H-E-B Partners

H-E-B Residents are busy providing education to as many H-E-B Partners they can reach. The residents work with the H-E-B Wellness Services team to teach classes about diabetes prevention or hypertension management for H-E-B Partners. The classes are packed with interactive, hands-on learning, as well as a plethora of information and tools to help Partners better understand and manage these disease states.

Starting this year, the residents will be providing continuing education to the H-E-B Specialty Pharmacy team regarding any relevant advances in therapy in Specialty practice. This keeps H-E-B Specialty Pharmacy compliant for accreditation. In the past, a third party has provided this training, so this is an exciting new opportunity for the residents. The residents will develop a two-hour presentation highlighting the four core disease areas Specialty handles: hepatitis C, autoimmune, multiple sclerosis, and oral oncology. The residents will highlight changes in guidelines, newly approved drugs, and newly approved indications for existing drugs.

Health and Wellness Screenings

Promoting a health and wellness for all patients, including H-E-B Partners, is a key element in the residency program. Residents attend Second Saturday Screenings at their home store and implement new processes and campaigns in order to reach as many patients as possible. Some have included a “blood pressure challenge” where an H-E-B gift card is used as an incentive for the first patient to have exactly a 120/80 blood pressure. [Does the patient have to have exactly 120/80 or < 120/80?] Residents often serve as preceptors during screenings, supervising student pharmacists as they interpret screening results and provide counseling on lifestyle changes and medication compliance.

Residents also participated in promoting health and wellness for H-E-B Partners and family members through annual Partner Screenings. Residents provided complete screenings including BMI, blood pressure, blood glucose, and total cholesterol screenings to all Partners. They also were able to provide full lipid panel and A1c screenings to those with elevated cholesterol or blood glucose. During Partner Screenings, residents were sure to promote influenza

Get to know the residents and their future plans.

Mikaela DeBarba

Mikaela has a passion for stopping antibiotic resistance and finding ways community pharmacists can help in the effort. For her research project, she has teamed up with a second year pharmacy student at UT that shares her same passion. Together, they have developed a research project to find out if providing tailored counseling to patients picking up antibiotics for an acute infection can increase compliance thus helping stopping resistance. If the research proves to increase adherence, this could be new counseling points all pharmacists can provide within the short amount of time they are talking to the patient. Mikaela has accepted an offer with H-E-B to be a floater pharmacist in the Central Texas North district.
Angelica Cuenco and Gretchen Dao
It only makes sense to speak of these residents as a pair, since they are collaborating on their research project and are roommates. Angelica and Gretchen have been hard at work with their research project determining if a partnership between a health-system and community pharmacy allowing closer follow-up after hospital discharge of H-E-B patients will reduce their readmission rates. So far, the project has proven to be a challenge due to all the legal barriers behind forming this partnership, but they are excited to see its progress. Gretchen intends to continue with H-E-B as a floater pharmacist in the Central Texas region, and Angelica will be continuing with H-E-B in the Houston region as a floater pharmacist.

Ashley Floyd
During her time as a H-E-B/University of Texas PGY1 Resident, Ashley has been able to learn more about implementing clinical services within the community pharmacy setting. Her research project focuses on identify barriers to starting pharmacogenetic testing within community pharmacies by creating an education session for physicians about the testing process and the pharmacists’ potential role in completing and interpreting the pharmacogenetic results. She has accepted a floater pharmacist position at H-E-B’s Central Texas Region and is excited to continue to promote clinical services as a H-E-B pharmacist.

Marie Tillema Murray
During this residency, Marie has endeavored to improve various processes at her home store, including patient counseling, MTM, and Second Saturday Screenings. For her research project, Marie is studying the impact of implementing a simple MTM process as part of the workflow at four different stores in the Austin region to see if it improves CMR and TIPs rates. After the residency, Marie is hoping to pursue a career in academia as a faculty member at a Texas college of pharmacy.

The residents thank everyone at H-E-B for their incredible support and encouragement! We love H-E-B and are proud to be pharmacy partners.