Director’s Letter

I would like to welcome you to read the inaugural edition of our residency annual report. I am very proud of all our accomplishments, as a department and a residency program.

The year 2017 has brought a lot of changes to the NHRMC Department of Pharmacy, as well as the larger health system. We continue to expand pharmacy services including integrating more with New Hanover Medical Group, having a dedicated NICU pharmacist, expanding our Emergency Department staff to 3 pharmacists, and increasing our Oncology staff. We have also implemented a decentralized, shared-care model for our technicians. Our outpatient pharmacy is growing as well by starting a ship-n-sync program, and a pilot of a meds-to-beds program for our discharge patients.

Our department leadership has also undergone some changes. As Laurie Whalin moved into the position as Vice President of Clinical Support Services, I was promoted to Director. In addition, Tufan Nardali and Justin Hare have joined our group as Managers of Regulatory Compliance and Operations, respectively.

Check out all the changes occurring in the hospital on the next page!

“We are proud of our pharmacy department and residency program and the impact each has within NHRMC and on our patients. Join us as we lead our community to outstanding health!”

- Eddie Seijo, Systems Director

In This Issue

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New Pedestrian Bridge Over 17th Street
What’s New With New Hanover Regional Medical Center?

**Construction, Construction, Construction** We are in the process of revamping our Intensive Care Units and have expanded our Emergency Department from 56 to 108 beds. The work on Zimmer Cancer Center is also almost complete, as well as construction of a new parking garage across the street from the hospital and its corresponding pedestrian bridge over 17th street. Finally, construction continues on the surgical wing of the hospital. When complete the Orthopedic hospital will move to the 17th street location. This is expected to be finished in November 2019.

**Move from Joint Commission to DNV Healthcare Accreditation** It’s official! NHRMC is now accredited by Det Norske Veritas Healthcare. It was decided to switch to DNV as their quality management processes complement our LEAN culture. Also, DNV surveys health-systems annually which allows the quality improvement process to stay in motion. The health-system looks forward to continuing to work with DNV to improve patient care at NHRMC. We have undergone our first onsite survey and were accredited with flying colors. As one of the surveyors mentioned, “You’ve got something special going on here. Keep it up.”

**More Awards** NHRMC continues to be recognized as a center of excellence. Business North Carolina has ranked us one of the top 5 hospitals in North Carolina, and for the 4th year in a row we have received the Women’s Choice Award as one of America’s 100 best hospitals for patient experience. For the 6th year in a row, NHRMC has received an “A” grade by the Leapfrog group for hospital safety. These are only a small portion of recognitions our health-system has received, and we continue to strive to provide the best care for our patients and their families.
What’s New With NHRMC Pharmacy Residency Programs?

Residency Accreditation Site Visits  ASHP visited NHRMC in April 2017. We heard wonderful comments from the surveyors such as “our practice model is better than many academic medical centers across the U.S.”, and “prescribers and nurses feel like they can’t practice without pharmacists.” The PGY1 Pharmacy, PGY2 Ambulatory Care, and PGY2 Critical Care residencies all received 6 years accreditation, the maximum allowed by ASHP. The PGY1 Community-Based residency is on a different schedule and submitted their interim report this year. Their accreditation was also extended to a 6 year time period.

Leadership, Excellence and Development (LEAD)  What used to be called Resident Discussion Series (RDS) is now a longitudinal rotation called LEAD. This rotation focuses on professional development for pharmacy residents and the role of the pharmacist as a leader. Residents have the opportunity to develop their individual brands, learn about the importance of contributing to professional literature, cultivate interview skills, discuss setting professional boundaries, foster mentor relationships, and participate in marketing and recruitment of the residency programs. In addition, through LEAD, residents coordinate biannual community outreach activities for the department and each resident serves as chief resident. LEAD also gives residents the opportunity to develop a working understanding of the organizational structure of the pharmacy department and New Hanover Regional Medical Center. They also identify areas of opportunities and propose solutions for the residency program and department.
Katie Clark  
Pgy1 Community-Based  
Previous Training:  
Purdue University

Ginger Pedersen  
Pgy1 Pharmacy  
Previous Training:  
Wingate University

Shannon Eidsness  
Pgy1 Pharmacy  
Previous Training:  
Campbell University

Lucy Stanke  
Pgy2 Critical Care  
Previous Training:  
Pgy1 NHRMC  
Drake University

Kaylie Lau  
Pgy1 Pharmacy  
Previous Training:  
University of Missouri-Kansas City

Katie Taylor  
Pgy1 Pharmacy  
Previous Training:  
Virginia Commonwealth University

Kathryn Litten  
Pgy1 Pharmacy  
Previous Training:  
Belmont University

Lindsay Thompson  
Pgy2 Ambulatory Care  
Previous Training:  
Pgy1 Salisbury VA  
Campbell University

Celia Morton  
Pgy1 Pharmacy  
Previous Training:  
Drake University
Preceptor Spotlight—Steven Nakajima

What brought you to NHRMC? After my PGY-2 in Critical Care in Atlanta and was looking for an emergency medicine position that provided the opportunity for growth and had a group of colleagues that worked well as a team. I found all of these attributes at NHRMC, so it felt like a great fit. During the past 3 years, I have only found evidence to support this initial feeling. The ICU team works great together, and we have been able to collaboratively expand emergency medicine pharmacist services to 7 days a week coverage with the creation of additional FTEs and support from the department of pharmacy.

What do you feel is unique about your rotation? The nature of the emergency department is challenging in that residents need to be able to treat patients in almost every type of practice environment, from ambulatory care to critical care and throughout every stage of life. Beyond that, the ED rotation allows residents a unique opportunity to perform hands on patient care functions, such as dosing and pulling up medications at the bedside, performing ACLS and CPR, and responding to emergencies. These activities afford residents the opportunity to directly witness the effects of their interventions on patients.

Funny story to share? During my residency we had to do 24-hour in-house on-call shifts. One night, after finally making it into the bed at 1am I was awoken at 2am by a “Code Blue” or cardiac arrest called overhead. I made it about half way across the hospital, in the wrong direction, by the time I actually woke up and realized I needed to run the opposite direction to get to the code. Sleep deprivation can do weird things to your mind...

What do you love most about precepting residents? Seeing them grow over the course of the rotation. As with any rotation, residents undergo a transformation throughout the month. Generally residents start out uncertain and uncomfortable in their new environment, but they quickly adapt to the practice site, workflow, and role they’re required to fill for the team.

What advice would you give a learner interested in a residency at NHRMC? Go into residency with an open and flexible mindset. The purpose of residency is to learn as much as possible, so don’t be afraid to make mistakes and be wrong in front of your preceptor, and be ready to own it when you do. This is how we all grow. A resident’s experience and success can hinge upon their ability to work with their preceptors, so try to ensure the personality “fit” feels right!
Things to Cheer About

We truly are helping to lead our community to outstanding health!

Check out the professional accomplishments of our alumni and preceptors over the past year.

In addition, our residency family has given more than 40 presentations and presented over 50 posters. All in 1 year!

Peer Reviewed Publications/Book Chapters of Alumni/Preceptors: 2016-17

Other Preceptor

Accomplishments This Past Year

National/Regional Invited Presentations
- Billeter M. Antibiotics are bad for you! Focus on antimicrobial stewardship. Health Connect Partners Spring Hospital Pharmacy Conference.
- Dubil A. Improving interdisciplinary communication for safer discharges. Epic Expert Group Meeting (XGM).
- Farrington E. Treatment of resistant status epilepticus. PPAG Annual Meeting.
- Farrington E. Moving the profession forward. PPAG Annual Meeting.
- Snider H. Less is more: using the multiple mini residency interview process to maximize preceptor benefit. ASHP National Pharmacy Preceptor Conference.
- Zimmerman L. Practice administration and development: protocol development and quality assurance. ACCP Spring Meeting.

New Certifications/Awards
- BCACP: Lisa Edgerton
- BCCCP: Zack Bullard
- CPP: Meghan Owen, Rachel Thomas, Daniel Wright
- PPAG Helms Award: Elizabeth Farrington
- NHRMC Dept of Pharmacy Employee of Quarter: Amanda Dubil, Steven Nakajima, Lisa Zimmerman

National Councils
- Blair M. Vice-Chair. Board of Pharmacy Specialties, Pharmacotherapy Specialty Council.
- Farrington E. Chair. Board of Pharmacy Specialties. Pediatric Specialty Council.
- Farrington E. Vice-Chair. SCCM Chapters and Affiliates Committee.
- Farrington E. Member. ASHP/PPAG Standardize 4 Safety Oral Liquid Task Force.
- Jurado L. Board of Directors. Carolinas Virginias Chapter of SCCM.
- Zimmerman L. Board of Directors. Carolinas Virginias Chapter of SCCM.

Research
- King M. $70,000 grant to blister pack meds for HIV clinic to increase adherence and viral suppression rates.

New Members of Our Family

We are excited to announce that our NHRMC pharmacy residency family keeps growing! Congratulations to our newest moms and dads!

Brooklyn Grace Bullard—Parents Zack and Lisa: November 2016

Evelyn Jane King—Parents Mackie and Chelsea: September 2017

Olivia Anne Sweeney—Parents Quentin and Lisa: October 2017
Molly’s Story

Molly completed a PGY1 pharmacy residency at NHRMC in June 2011.
Presently Molly works as a transitional and supportive care pharmacist at Wake Forest Baptist Health in Winston-Salem, North Carolina.

“My biggest passion as a transitional and supportive care pharmacist is performing home visits whether it is with our bridging home visit pictured above which consists of a PA-C, ANP, and CMA or with our social worker. It has been eye opening and has completely changed my practice on how to improve medication adherence with patients by getting on their level in their environment.”

Alumni Spotlight—Molly Topp Hinely

Why did you choose NHRMC? My mentor at University of South Carolina College of Pharmacy felt I would excel in this program. After meeting with NHRMC at Midyear, I felt it would be a good fit.

How did your NHRMC residency prepare you for your current job? NHRMC residency increased my confidence level by constantly pushing me out of my comfort zone. Through much self-reflection and constructive feedback from my preceptors, I was able to discover what my strengths are as a pharmacist and also work on my weaknesses which are still a daily task. I realized I can relate to patients well and help them understand their medications on their level without all of the medical jargon. I am also the primary preceptor for four of our residency programs and don’t think I would be nearly as good of a teacher if it wasn’t for my residency program.

Funny residency story to share? I always joked that the only reason I matched with NHRMC is because of how I answered the question “If you could be any animal, what would you choose and why?” I immediately became very serious and stated “I would be a DOGER which is a cross breed between a tiger and a dog. I already have a clay model of it named Henry.” The interviewers just stared at me and I thought “Oh my goodness I completely messed that up.” Then they burst out in laughter and said that was the best, most honest answer they had heard.

What do you miss most about NHRMC? My co-residents and the collaboration between us and the rest of the pharmacy team. On some days, I miss being challenged like I was during residency.

What advice would you give to someone getting ready to start a residency? Focus on what is a good match for you. There are so many different types of residency programs across the nation, and it is so easy to get caught up in only going to places that are well known or are in a fun city. It is an important year to prepare you for the rest of your professional career, so be selfish with your choice!

What would you say to someone considering applying to a NHRMC residency? After working at three different health care institutions with residency programs, I can say that NHRMC prepares you extremely well for the rest of your pharmacy career. It is a challenging program that will push you to your limits, but in the end it is all worth it. I wouldn’t be nearly as confident if I hadn’t completed my residency at NHRMC.
2016-2017 YEAR IN REVIEW

2016-2017 NRHMC Pharmacy Resident Graduates

**Kaitlyn DeHoff (PGY2 Critical Care)**  Current Position: Med/Surg Clinical Specialist, St. Joseph Mercy Oakland, Pontiac, MI

**Joshua Jones (PGY1 Community-Based)**  Current Position: Pharmacist I Outpatient, New Hanover Regional Med Ctr, Wilmington, NC

**Jenna Picton (PGY1 Pharmacy)**  Current Position: PGY2 Ambulatory Care Resident, Lahey Hospital and Med Ctr, Burlington, MA

**Elizabeth Price (PGY1 Pharmacy)**  Current Position: PGY2 Ambulatory Care Resident, University of Georgia, Athens, GA

**Stephanie Price (PGY1 Pharmacy)**  Current Position: Clinical Pharmacist, Tidelands Waccamaw Community Hospital, Murrells Inlet, SC

**Lucy Stanke (PGY1 Pharmacy)**  Current Position: PGY2 Critical Care Resident, New Hanover Regional Med Ctr, Wilmington, NC

**Barry Stevenson (PGY1 Pharmacy)**  Current Position: Pharmacist II, New Hanover Regional Med Ctr, Wilmington, NC

**Ryan Tewell (PGY2 Ambulatory Care)**  Current Position: Clinical Assistant Professor, Bill Gatton College of Pharmacy, Johnson City, TN

**Corianne Wood (PGY1 Pharmacy)**  Current Position: Emergency Dept Pharmacist, St Luke’s Hospital, Chesterfield, MO
Each year, the resident teaching award is given to the resident who demonstrates excellent teaching skills. This award is voted on by resident preceptors and students. For 2017, the Resident Teaching Award went to Corianne Wood, one of our PGY1 pharmacy residents.

This year, we are proud to announce that Josh Jones, the resident in the PGY1 Community-Based program, is the recipient of the 2017 Resident Practice Award. Each year, the entire pharmacy staff votes on this award. It is given to the resident who exemplifies the four pillars of NHRMC and posses the skills in a colleague with which you would want to work.

This is the fifth year that NHRMC Pharmacy Residency program has hosted an annual Pharmacy Residency Research Day. This award goes to the resident who received the highest score on the presentation of their project from seven different judges. This year, for his project, “Impact of Pharmacy Advantage Program on Decreasing Health Care Encounters”, the award was presented to PGY1 Community-Based resident, Josh Jones.
Celebrating 50 Years...

NHRMC opened its doors on June 14, 1967. A lot has changed since then, but recently we have embarked on our most rewarding and ambitious challenge. While NHRMC is viewed as an outstanding provider of health care in the area, our leaders have recognized that there is much more to a healthy community than the care provided within the walls of our institution. This is reflected in our new mission statement “Leading our community to outstanding health” as well as our 5-year strategic plan focusing on access, value, and health equity. The goal is to broadly improve the health of our entire community instead of just treating sick patients.

The Department of Pharmacy and pharmacy residency programs have wholeheartedly embraced this new mission statement. We are heavily involved in programs like Habitat for Humanity, Nourish NC, food and book drives, and we recently organized and staffed NINE locations for the national medication take back event. Our pharmacy residents participate in all our department outreach efforts, and coordinate their own events throughout the year.

Finally, our pharmacy team strives to model outstanding health through participation in healthy activities. You’ll always see a group of us at local health-affiliated community events.

Meet Our Administrative Assistant!

We are thrilled that Allison Seidel joined our pharmacy residency team in May 2016! Allison is essential to the success of our program and works hard to make sure the residency program runs smoothly. She helps with residency-related travel and plans events such as our social at the beginning of the year, and the much anticipated residency graduation. Allison also helps out the department with Pharmacy Week, Family Phun Day, and other social events. Thank you Allison for everything you do for us!

Allison Seidel
Residency Administrative Assistant

Keep in Touch! Tag Us!

Show us how you are leading your community to outstanding health! Find us on Facebook at NHRMC Pharmacy Residency Programs

@NHRMC Pharmacy #NHRMCRX
Join us in Orlando at the ASHP Midyear Meeting!

**NHRMC Reception**
Monday, 12/4 6:30-9:00pm — Taverna Opa
9101 International Drive—Pointe Orlando

Tuesday 1:00-4:00pm **Residency Showcase**—Booth 6112

Contact Us

(910) 667-5138
allison.seidel@nhrmc.org

Visit us on the web at:
www.nhrmc.org/healthcare-professionals/residency-programs/pharmacy-residency

PGY1 Pharmacy-Holly Snider
holly.snider@nhrmc.org

PGY1 Community Based-Lisa Edgerton
lisa.edgerton@nhrmc.org

PGY2 Ambulatory Care-Lisa Edgerton
lisa.edgerton@nhrmc.org

PGY2 Critical Care-Lisa Hall Zimmerman
lisa.zimmerman@nhrmc.org

Editor: Melissa Blair
Published November 2017