

EVOLVE

Newsletter

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Welcome to EVOLVE

About EVOLVE:

- **Mission:** Focusing on pharmacy's expanded scope of practice to promote student collaboration and empower them towards better patient care
- **Vision:** Developing a culture geared towards nurturing future pharmacy professionals in the interest of improving health outcomes and ensuring patient-centered care
- **Values:** Surpass, Cultivate, Optimize, Passion, Empower

Expanded Scope in Practice



Dr. Zubin Austin
Academic Director, Centre for Practice Excellence

Interviewed by Thomas Huang and transcribed by Teegan Ignacy

TH: You just launched Optimizing Patient Care (OPC) – can you tell us a bit about it?

ZA: Sure, the OPC Program is a partnership between the Ontario College of Pharmacists and the Faculty of Pharmacy. It was designed to address significant gaps in pharmacists knowledge, skills and confidence with respect to providing 'advanced patient care'. I use the words 'advanced patient care' in quotation marks because it's not really advanced. It's what pharmacists ought to be providing based on our expanded scope of practice. We know a lot are practitioners are hesitant, afraid, lack confidence and lack skill to take on expanded scope services, and the idea is

to provide an educational tool that will address many of those deficits and to give them the confidence to try to do new things in their practice.

TH: What types of barriers and facilitators did you find?

ZA: What's interesting is that the barriers and facilitators that pharmacists will say prevent them from living up to their role, are not necessarily the real ones. For example, if you do a survey or interview with pharmacists and ask, 'Why aren't you doing more MedsChecks? Why aren't you more assertively adapting prescriptions?', you'll hear, 'I don't have enough time, I don't get paid enough,' etc. However the way that practice has evolved, many of these barriers are being addressed. Don't have enough time? We now have pharmacy technicians who should be doing more of the technical work. You're not getting paid? There are reimbursement mechanisms for many of these services now. So some of these reasons, we believe, mask an underlying confidence issue. People will very rarely say, 'I don't know enough' or 'I don't feel confidence enough'. There is a real need amongst professionals to put forward a face, and to say that it's other peoples' problem. The more we've been reading between the lines in this research,

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we really think this is a core issue of confidence built on the foundation of not believing that we have the skills.

TH: It would be interesting to see the breakdown by age, sex, etc. – to see what characteristics make pharmacists more or less likely to practice expanded scope services.

ZA: Well, what's probably not surprising is that the youngest, most recent grads are the most confident and most likely to do expanded scope activities. What was really a surprise was that uptake drops off amongst pharmacists who graduated 10-20 years ago. We think this is because 7-10 years after graduation, pharmacists tend to be busy with children, may be juggling owning a business, etc. It's generally a stressful time, so it's difficult to add skills to apply in your professional life. Amongst pharmacists who graduated 20-25 years ago, there is reasonable uptake. We think this might be because they've come through the most difficult personal years; they have time to put more focus on their profession and they really want to make it work.

TH: As a researcher, what are you interested in in

terms of expanded scope of practice in Ontario?

ZA: My main interest relates to internalized psychological barriers to taking on new roles and responsibilities. Most research examines external barriers (ie. I don't get paid, don't have support, boss won't let me, doctors are mean, blah, blah, blah). I'd like to go beyond the 'blah, blah, blah' and find out what's actually going on in your head that's preventing you from moving forward.

TH: The goal of EVOLVE is to empower students to take the initiative to take on expanded scope activities in their future practices. Any advice for students looking to take up new services in their practice?

ZA: I think one of the most important things is to be honest in your self-assessment. Ask yourself, 'Am I blaming other people for the inability to do more? Or is this something that I can really change?' Every single student is smart, motivated, intelligent, can solve problems and overcome barriers; but for some reason, in practice many pharmacists are happy to say, 'It's not my fault, I'm just the staff, somebody else is preventing me from doing this'. There certainly are barriers, but we can all get passed these.

Welcome to EVOLVE!



Shane Nirula and Jeffrey Tso
Co-Presidents

Hey guys! Our names are Jeffrey Tso and Shane Nirula and we are the 2015-16 Co-Presidents of EVOLVE. We are excited to have this opportunity to lead and inspire EVOLVE with a year full of exciting student involvement! In Ontario, the world of pharmacy is in flux; first with flu shots and then adaptations. It is only expected that many more new

scopes of practice are on the horizon. These changes challenge the role of the conventional pharmacist, and most importantly, challenge us as a new breed of pharmacy students. Our forward thinking PharmD curriculum has given us all the tools to succeed in this new world. However, we believe the last bit of work lies in your hands to actively embrace the expanded scope.

Before the school year has even started, our executive team has already been in the midst of planning exciting events for our upcoming year. We hope our initiatives will give each and every one of you an opportunity to do or learn something special. We hope to share our passion and commitment to the expanded scope with you all. EVOLVE's core is fueled by students just like you, that have

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passion and a desire to get involved. In that respect, we hope that you will join us in our mission this year and be on the lookout for our Executive Team

applications coming up near the end of September!

Humans of Pharmacists' Expanded Scope (HOPE) Campaign



David Windross (left) - Vice President of External Affairs at TEVA:

“Ontario is still a little bit behind relative to provinces such as Alberta in terms of bringing anything unique to the table regarding expanded scope. The observations one can have with the Ministry of Health right now is that it’s clear that pharmacists have made their mark, and I think the Ministry wants to do more, but like everything else there’s politics to deal with. I think what’s different than past years is there’s definitely a stake in the ground, and it’s just about how far you keep hitting it into the ground, so to speak, that will determine our success with expanding scope.”

Brandon Tenebaum (right) - Ontario Pharmacists Association (OPA) Chair for Pharmacists' Practice Committee and Pharmacy Manager at Marchese Health Care:

“There was a patient who came in and was running out of their medication. I found out that she was not taking it properly because she was unable to get to her doctor in a timely manner. So I was able to catch that and talk to the patient about the idea that you never have to reduce the amount of medications you need as a result of not seeing your doctor. I can provide a prescription renewal for you so that you do not have to reduce the medication taken. In this case, it was a diabetic medication taken and this can have a real impact on someone’s health. So I think as a result of that intervention, I felt good and the patient felt good knowing that they can take the medication as prescribed and that they would never have to have an interruption in the care they received.”



Past Events



John Papastergiou (2014 CPhA Canadian Pharmacist of the Year) came in for EVOLVE Week to speak about expanded scope to first year pharmacy students. His talk was focused on new practices that can be incorporated into community pharmacy.



Draw My Life

A screenshot of a YouTube video player. The video content shows a hand drawing text on a whiteboard. The text reads: "EVOLVE MISSION" in large letters, with "EVOLVE" in purple and "MISSION" in green. Below this, in red, is "EMBRACING VENTURES AND ORIENTING LEADERS TO VALUE EXPANDED SCOPE". A hand is shown drawing a bracket around the red text. The video player interface includes the YouTube logo, a search bar, and playback controls at the bottom showing a progress bar at 1:41 / 4:33.

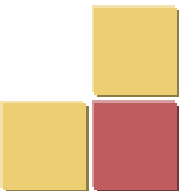
YouTube CA

EVOLVE MISSION

EMBRACING VENTURES AND ORIENTING LEADERS TO VALUE EXPANDED SCOPE

1:41 / 4:33

EVOLVE - Draw My Life (Ma vie en dessin)



E is for Embrace



Jacob Cashin
Education Coordinator

As the scope of practice for pharmacy continues to expand, our role and our responsibilities as pharmacists are changing. But is the public **perception** of the pharmacist's role changing with us?

This is the question that we need to ask ourselves.

We need to ask it as pharmacy students, as prospective pharmacists, and as future champions in healthcare. For a glimpse into the answer, ask your (non-pharmacy) friends to list 5 different things a pharmacist does every day as part of their job and see what they say. The truth is, whether we like it or not, a large portion of the public still view us as pill counters – an image that we need to change if our profession is to move forward along with the legislation that is expanding our scope.

But how **do** we change our image, so that our patients can better understand everything that their pharmacist can do for them? Well, part of that answer comes down to human nature. Just like everyone else in the world, we need to be motivated to

do extra work. To receive motivation from others (be it in the form of compensation, or even the sheer reward of impacting people's lives), we first need to motivate ourselves from within. It all starts by acknowledging that we have more to offer than we are currently offering, and by sharing that with our patients.

Keep in mind that although ideas for change can become proposals, proposals can become legislature, and legislature can become healthcare services – the real impact comes in when these services become **practice**. Without incorporating expanded scope activities into standard practice or by undervaluing them, the profession will remain stagnant and pharmacists will continue to be seen merely as pill counters in the eyes of many Canadians. But if we step up and show our patients the value in our new services through the implementation of standard and customary fees, and integrate our expanded scope into everyday practice, we can have a huge impact on the health of Canadians. Not only that, but we will derive more from our careers as pharmacists, and advance the profession of pharmacy. Just as 'E' is for 'Embrace', 'A' is for 'Advocacy' – it's time to realize our full potential as integral members of the healthcare team, and drive our own success.

So remember: when it comes to our job as pharmacists, it's not just about what we **can** do. It's about what we **are** doing, and how we **embrace** and value our expanded scope to actuate positive change on our job satisfaction, our businesses, and most importantly – our patients.

Ontario Pharmacists Association



Teegan Ignacy
Vice President Communications

Welcome back, Pharmies! I hope you enjoyed your summers and are ready to get back to the grind. As your Ontario Pharmacists Association (OPA) Student Representative, I'm excited about all the new and returning events we have planned this year for students. For the IT9s who may not be familiar, the OPA is YOUR professional association working to represent community pharmacists, hospital pharmacists and pharmacy students in Ontario. The OPA is involved in advocacy (e.g., working

with government to expand pharmacists' scope, increase funding for services), continuing education (including student Dinner and Learn events about preparing for your first job), and public awareness campaigns. Last year was an exciting time with Minister of Health and Long-Term Care Eric Hoskins' announcement in support of pharmacists providing travel vaccines. I look forward to keeping you updated on this front!

As always, we need your membership to keep working for you! OPA provides many member ben-

efits (including discounted professional liability insurance required for all students). Check out the Membership Benefits section of their website for more information – www.opatoday.com. If you have any questions about membership or anything going on at the OPA, please feel free to contact me at opa@uoftpharmacy.com.

Happy studying!

EVOLVE Leadership Team

Chia Hui Chung, Founder

founders@evolveuoft.com

Veeral Gohil, Founder

founders@evolveuoft.com

Thomas Huang, Founder

founders@evolveuoft.com

Shane Nirula, Vice President Operations

operations@evolveuoft.com

Teegan Ignacy, Vice President Communications

communications@evolveuoft.com

Aarti Patel, Vice President Outreach

outreach@evolveuoft.com

Kaitai Ye, Director of Finance

finance@evolveuoft.com

Jessica Sawyer, Education Coordinator

education@evolveuoft.com

Jacob Cashin, Education Coordinator

education@evolveuoft.com

Jaspreet Deol, Director of Marketing

marketing@evolveuoft.com

Jessie Lu, Executive Secretary

secretary@evolveuoft.com

Jeffrey Tso, Research Lead

research@evolveuoft.com

Rana Khafagy, Research Lead

research@evolveuoft.com

Alexander Mok, Lead Graphic Designer

graphics@evolveuoft.com

Hazel Gamboa, Events Coordinator

events@evolveuoft.com

Alexandra Kourkounakis, Newsletter Editor-in-Chief

newsletter@evolveuoft.com

Have Questions? Contact Us

Email: evolveuoft@gmail.com

Website: <http://evolveuoft.com/>

Twitter: [@evolveuoft](https://twitter.com/evolveuoft)

Facebook

