

“MORTAR & PENCIL” CONCORDIA UNIVERSITY WISCONSIN SCHOOL OF PHARMACY STUDENT WRITING CLUB:

Business Member Spotlight: Mayo Clinic Health System Franciscan Healthcare

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Editors Note:

The Business Member Spotlight is a feature in The Journal that showcases featured PSW Business Support Member pharmacies. Examples may include but are not limited to: innovative practice model changes, management solutions, professional development opportunities, workflow efficiencies, and quality improvement initiatives.

Day to Day Practice

The Mayo Clinic Health Systems Franciscan Healthcare has a rich history dating back well over a century. The Franciscan Sisters of Perpetual Adoration built St. Francis Hospital in La Crosse in 1883, making this hospital home to one of the first of two licensed hospital pharmacies in the state of Wisconsin. In fact, a Franciscan Sister was recognized as the first female pharmacist to be licensed by the examination board in Wisconsin. In 1995, St. Francis Hospital, Skemp Clinic, and the Mayo Clinic merged to become Franciscan Skemp Healthcare - Mayo Health System in La Crosse. In 2011, the hospital merged again, becoming the Mayo Clinic Health System Franciscan Healthcare.

In June 2016, Dr. Jennifer Tempelis started as the Mayo Clinic Health Systems Regional Director of Pharmacy for all of Southwestern Wisconsin. Today, Dr. Tempelis is working with her team to implement Mayo Clinic's mission, vision, and values within the pharmacy department, and throughout the entire health system. Dr. Tempelis reflects, "although the sky's the limit regarding department goals, it is important to re-assess what can actually be accomplished while still holding true to the fundamentals, vision, and mission of the Mayo Clinic Health System." Aside from her role as a Regional Director, Dr. Tempelis is also an active member of the Pharmacy Society of Wisconsin (PSW). She thoroughly enjoys her work with

PSW because it provides the opportunity re-energize and re-connect to pharmacists throughout Wisconsin. Within her involvement in PSW, she aims to support the residents collaborating on statewide projects including the tech-check-tech and transitions of care toolkits.

Raising the Bar

The pharmacy department's mission relates to the Mayo Clinic Health System's company emblem, and can be a model for day-to-day priorities. This emblem

includes three shields symbolizing excellence in clinical practice, education, and research. To advance clinical excellence, Mayo Clinic Health System Franciscan Healthcare has continued to work diligently to expand their pharmacy services to include medication therapy management¹, four outpatient pharmacies, and dedicated pharmacists available in both the cancer center pharmacy and home infusion pharmacy. The pharmacy department has also recently established a PGY-1 pharmacy residency program, which

Below: Pharmacy technicians Pang Nhia Chang and Rae Ann Siekert at the carousel performing medication distribution



contributes significantly to the education and further development of future pharmacists. This program began with one resident, but within two years has expanded to two residents. The establishment and rapid growth of this residency program has been a huge success for the Mayo Clinic Health System Franciscan Pharmacy as it not only promotes the pharmacy department, but it also assists the residents in their professional growth and development.

The career ladder for the pharmacy department emphasizes the importance of living the Mayo Clinic's mission and values. The entire pharmacy department shares one primary characteristic: respect. Dr. Tempelis states, "It is important to respect the skills, differences, and uniqueness of all team members. Being such a small department at the hospital, it is important for the pharmacy team to develop strong, respectful relationships with not only the patients, but with other departments as well." This characteristic is seen throughout the hospital as decentralized pharmacists work alongside other health professionals, making them an accessible and valued member of the healthcare team. Similarly, the pharmacy technicians within the pharmacy department are heavily relied upon to manage the medication distribution process. The Mayo Clinic Health System has incorporated "Tech Check Tech" into the daily role of technicians. This not only enhances the technicians' roles, but also allows the pharmacists to focus more time on direct patient care and clinical activities.

Through the dedication and hard work put forth by all staff within the pharmacy department at Mayo Clinic Health Systems Franciscan Healthcare, innovative changes such as the residency program and advanced practice model can be instituted. The success of these changes demonstrates the importance of supportive leadership and institutional unity for the overall success of a healthcare system.

Bumps in the Road

One of the current challenges facing the Mayo Clinic Health System Franciscan Healthcare's pharmacy department is a complete remodel of the central pharmacy. The pharmacy remodel started last May,

with the second phase scheduled to begin in March. The remodel includes new medication carousels and a state-of-the-art clean room prepared for USP 800 standards and safe practices. Dr. Tempelis states, "The overall goal with the remodel is to minimize disruption and optimize efficiency for all technicians and pharmacists in order to keep the team working well together for our patients."

Another particular challenge that the pharmacy department faces is continuing to learn how to manage and react to the constant changes that occur within pharmacy and within healthcare as a whole. In recent years, healthcare's focus has shifted from emphasizing inpatient care, to promoting the notion of keeping patients well and out of the hospital. Dr. Tempelis explains: "It is challenging to continue to grow hospital pharmacy, when the goal is to minimize if not prevent a patient's stay at the hospital." It can be challenging to achieve the departmental goals with a limited amount of resources available, so the pharmacy department strategically allocates their resources in order to provide the most benefit to their patients.

Moving Forward

There are several major advancements slated for the Mayo Health Clinic System, including the integration of Epic as the electronic medical record. Mayo Clinic Health System sites in Wisconsin will be the first sites to go live with the Epic implementation. While the pharmacy department acknowledges the challenge in serving as the first implementation site, they continue to trust in their ability to adapt to changes and thrive from this learning opportunity. The pharmacy department takes pride in consistently being asked to be the first site to implement new policies and technologies, as it demonstrates the valued position of the pharmacy department at Franciscan Healthcare. The opinions and feedback of the pharmacy department at Franciscan Healthcare are valued

and considered imperative to the Mayo Health Clinic System's success.

Moving forward, Dr. Tempelis believes that it is the inspired individuals, like the caregivers within the pharmacy department at Mayo Clinic Health System Franciscan Healthcare, that will do the best job of taking care of and advocating for patients. ●

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1. History. Mayo Clinic Health System Franciscan Healthcare, La Crosse. <http://mayoclinichealthsystem.org/locations/la-crosse/about-us/history>. Accessed February 24, 2017.

Dr. Jennifer Tempelis and authors outside the Skemp Clinic pharmacy (one of four outpatient pharmacies)

