

## WPQC Spotlight: Abbigail Linde at Beaver Dam Hometown Pharmacy

by Parker Knueppel, 2021 PharmD Candidate



**H**ometown Pharmacy is a locally owned and leading-edge provider of pharmacy and complementary health care services in Wisconsin. Locations throughout the state offer clinical pharmacy and long-term care services, as well as personal health education and management programs. These services include access to telepsychiatry appointments, pharmacist administration of injected medications, and educational programs that emphasize the importance of nutrition, sleep, and stress reduction in achieving therapeutic goals. Their business experience, local relationships, buying power, and diverse

skill set has allowed Hometown to have success in partnering with local pharmacists who believe in going the extra mile for their patients. By offering these unique patient services, Abbigail Linde, PharmD, partner, and pharmacist at the Beaver Dam location, is engaging and empowering patients to achieve and maintain a better quality of life.

In order to provide patients with better support as they encounter different challenges, Dr. Linde has completed training through the Institute for Integrative Nutrition, the Primal Health Coach Institute, Wisconsin Pharmacy Quality Collaborative (WPQC) home study course, and is currently working

towards a functional medicine certification through the Institute for Functional Medicine. Targeted towards patients with metabolic syndrome, Dr. Linde organizes weight loss programs provided as group meetings, online group video chats, and individualized one-on-one sessions that help patients overcome common weight loss barriers. Last year, a husband and wife arrived at the pharmacy with two newly prescribed medications for the husband's diabetes and hypercholesterolemia. While receiving counseling on the new medications, the wife shared that they were both affected by excess weight and low energy and that she had been suffering from frequent migraines. Dr. Linde invited them to participate in one of the pharmacy's weight loss programs. After one year of attending group meetings and working through difficulties with the support of Dr. Linde and fellow weight loss group members, the husband lost over 40 pounds and no longer requires metabolic syndrome medications. Additionally, his wife lost over 20 pounds and her migraine frequency drastically improved. Providing programs focused on the holistic improvement of patients' health has been a challenging yet rewarding experience for Dr. Linde. Seeing patients progress towards their goals brings Dr. Linde joy and vigor and fulfills her mission of helping patients achieve wellness.

In addition to direct patient care, she takes opportunities to educate current pharmacy students and her resident about the value of pharmacists. University of Wisconsin-Madison School of Pharmacy community resident, Mariam Khan, PharmD, chose to complete her residency program at Beaver Dam Hometown Pharmacy because she, like Dr. Linde, is passionate about using clinical services to improve patient outcomes. Hometown pharmacy is a fantastic environment for her to conduct her residency project, a feasibility evaluation of the National

Below: Dr. Abbigail Linde (right) and her family



Diabetes Prevention Program, a Centers for Disease Control and Prevention (CDC) recognized program proven to prevent or delay the onset of type 2 diabetes.<sup>1</sup> Dr. Khan's project will help patients regain control of their health and lose weight by motivating them to change their lifestyle.

Buying into Hometown's mission and Dr. Linde's leadership, Dr. Khan has become a valuable member of the pharmacy team at Beaver Dam and contributes to a variety of patient care projects. Through completion of the WPQC Home study training, Dr. Khan assists in providing medication therapy management (MTM) services including WPQC comprehensive medication reviews (CMR's). She completes around 8 CMR's per month and is still finding ways to complete more for the pharmacy. Dr. Linde is incredibly proud of her team's efforts and the impact Hometown Pharmacy is making in the Beaver Dam community.

Through her journey of becoming the pharmacist she aspires to be, Dr. Linde attributes a great deal of her personal and professional growth to her involvement with the Pharmacy Society of Wisconsin (PSW). As an intern at PSW, Dr. Linde became interested in how the WPQC program advocates for advanced practice pharmacists, pushing to increase their integration into health care teams as national trends shift towards value-based and patient-centered care. Upon graduating from the University of Wisconsin-Madison School of Pharmacy, she started working as a community pharmacist. Although her first practice site was part of the WPQC pilot program, Dr. Linde found it difficult to provide individualized care for patients and perform MTM services due to a demanding and fast-paced work environment. She remembers missing out on many opportunities to be involved with PSW and WPQC. Dr. Linde decided to transition to Beaver Dam Hometown Pharmacy after being attracted to the company's mission to provide unparalleled care and to treat every patient individually.

PSW has provided Dr. Linde an excellent support system through many of the obstacles she has encountered in her career, namely during her transition to Hometown Pharmacy and developing the health programs she facilitates today.



*Above: Sue Linde, sales associate (left), Dr. Mariam Khan, resident (center), and Dr. Abigail Linde, pharmacist (right) excited about receiving a new healthy snack option in the pharmacy*

Her active involvement in PSW's WPQC program led to collaborative partnerships with like-minded, motivated pharmacists across the state to share innovative ideas to improve patient care. She is also a member of the Community Pharmacy Enhanced Services Network (CPESN), a national organization that, similar to WPQC, provides members with supportive services to improve health outcomes for patients and promotes integration of community pharmacists within the health care team.

Dr. Linde has achieved excellent outcomes with the innovative patient care services she provides, services that may prove to reduce health care system costs and improve clinical outcomes in larger populations as more studies are done. With more frequent and convenient access to a local pharmacist's expertise and community

support, patients in Beaver Dam, like the husband and wife mentioned previously, are making strides towards a healthier lifestyle. With the help of her team at Beaver Dam Hometown Pharmacy and the continued support from programs like PSW's WPQC, Dr. Linde is motivated to inspire future pharmacists to take a more holistic approach, so patients are empowered to enjoy their lives without being held back by health complications.

Parker Knueppel is a 2nd Year PharmD Candidate at the Medical College of Wisconsin School of Pharmacy in Milwaukee, WI.

### References

1. Tuomilehto J, Lindström J, Eriksson JG, et al. Prevention of type 2 diabetes mellitus by changes in lifestyle among subjects with impaired glucose tolerance. *N Engl J Med.* 2001;344(18):1343-1350.