

## Congratulations to Wisconsin Pharmacy Quality Collaborative (WPQC) 2020 Awardees!

**T**he Pharmacy Society of Wisconsin (PSW) congratulates the 2020 Wisconsin Pharmacy Quality Collaborative (WPQC) Awardees on their exceptional service provided during the last year. Typically awarded during the Annual Meeting in person, this year the awardees were recognized during the awards ceremony at the virtual Annual Meeting the evening of August 27, 2020. Four awards were provided by PSW this year: two WPQC Engagement Awards and two WPQC Innovation Awards. The WPQC Engagement Award honors pharmacists and practices who have been engaged in multiple facets of WPQC and have been high utilizers of the program. The Innovation Award honors pharmacists and practices who have been engaged in WPQC while also demonstrating a passion for innovation. PSW thanks all of the awardees for their continued support of Wisconsin patients and the WPQC program.

### WPQC Engagement *Boscobel Pharmacy*

Boscobel Pharmacy, led by Michelle Farrell, PharmD, BCACP, has been involved in the WPQC program since 2008. They have put workflow modifications in place since the beginning, have consistently been amongst the top providers of CMR/A services for Medicaid members, and engage their whole team at Boscobel Pharmacy in service provision. Not only are they a member of WPQC, but they are also a member and Michelle is the lead luminary for the Wisconsin chapter of the Community Pharmacy Enhanced Services Network and leads the Flip the Pharmacy initiative with PSW.

Michelle said, "Our rural patient population has benefited greatly from the many resources afforded us by the WPQC program. We are so fortunate to have had the opportunity to utilize training and peer support to expand our clinical services and enhance the care we provide our patient population."



Above: Moath Sarsour from Long Life Pharmacy.

### Long Life Pharmacy

Long Life Pharmacy is owned and operated by Moath Sarsour, and just became WPQC-accredited in early 2020 when he opened his own pharmacy in Milwaukee. In the following 6 months, the pharmacy has become one of the high performers in terms of providing CMR/A services to Medicaid patients.

Moath said, "Long Life Pharmacy realized that a majority of our customers have low health literacy and we wanted to find a way to resolve this issue. WPQC has been instrumental in helping our customers improve to their adherence to their medications as well as increasing their overall knowledge about their medications. By applying the practices of WPQC regularly, our customers at Long Life Pharmacy have improved the quality of their health and are proactive in their healthcare. Because they have a better knowledge of their health status, our customers have taken a major role in the outcome of their health."

Below: Boscobel Pharmacy Staff.



**Reedsburg Area Medical Center - Viking Pharmacy**

Viking Pharmacy is located in Viking Foods in Reedsburg and this spectacular team has risen to the occasion to participate in two cardiovascular disease pilots coordinated by PSW with WEA Trust. They have been a super utilizer during the pilots and contributed to data that will be published this year by Centers for Disease Control and Prevention.

According to Tiaha McGettigan, “RAMC Viking Pharmacy has been fortunate to work with WPQC and WEA over the past few years. This partnership created opportunities for pharmacists to help people living right in our community. Not only were we able to equip people with the tools and knowledge necessary to monitor their own conditions at home, but we were able to empower individuals to take control of their own health. Our work together has facilitated pharmacy innovation while still allowing pharmacists to build strong relationships with patients.”

**Monica Cauble - Community Pharmacy, Madison**

Monica works at Community Pharmacy in Madison and has been a generous contributor to the success of the Community CMR/A program in Dane County. She has been selfless with her time and enthusiastic about providing services no matter the venue. She also provides services to Medicaid members.

Monica shared, “I became WPQC certified in 2014 after moving to Wisconsin from Texas and starting work at Community Pharmacy in Madison. I was impressed by the organization and scope of the WPQC program since it allowed me to continue MTM work that I had previously been doing in Texas. I started by providing CMRs at Community Pharmacy then got involved volunteering with the United Way funded CMR program. I have provided CMR services at senior centers, libraries, and even travelled to a patient’s home through the United Way funded CMR program. I enjoy the opportunity to sit down with patients, answer questions, and provide education in a private setting.



*Above: Monica Cauble from Community Pharmacy in Madison.*

Each CMR is so different and unique and patients are often so grateful to get the one-on-one time to speak with a pharmacist.”

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Kari Trapskin is the Vice President of Health Care Quality Initiatives at the Pharmacy Society of Wisconsin in Madison, WI.

*Below: Reedsburg Area Medical Center - Viking Pharmacy Staff.*

