



Baptist Medical Center Jacksonville/Baptist MD Anderson Cancer Center/Wolfson Children's Hospital

TABLE OF CONTENTS

- **Page 3** | A message from the Director of Pharmacy
- Page 4 | Meet the Leaders
- Page 5 | FY24 Baptist Jacksonville Pharmacy Leadership Goals
- Page 6 | Clinical Activity and Operations
- Page 7 | Therapeutic Policy Management
- Page 8 | We Are Magnet[®]
- Page 9 | Professional Involvement
- Page 10 | Presentations and Publications
- Page 11 | Team member engagement
- Page 12 | Pharmacy Residency
- Page 13 | Thank you
- Page 14 | Appendix

Mission

Enhancing health and wellbeing through excellence and interdisciplinary medication management

Vision

Elevating pharmacy services through innovation and expertise



A MESSAGE FROM THE DIRECTOR OF PHARMACY

I am excited to share our report summarizing the challenging work, innovative projects and noteworthy accomplishments of Fiscal Year 2024. I aim to capture what the dedication of 163 team members can achieve for our department, our hospital, our health system, our profession, and most importantly — our patients.

With our leadership team settled into their roles, we embarked on a journey set forth in our department's very first strategic plan. Focused on the pillars of

people, quality and stewardship, we applied our operational and clinical expertise to each project, gave recognition to outstanding performance, and empowered all team members to be leaders in their practice. The Downtown Department of Pharmacy has earned a name for itself. The department covers Baptist Medical Center Jacksonville, Wolfson Children's Hospital, all three Baptist MD Anderson campuses, all freestanding emergency departments, Jacksonville Orthopedic Institute/Reid Building, Blanding MRI, University Cardiology, four Nemours clinics, and Baptist Medical Center Clay Neonatal Intensive Care Unit. Working as a unified team - pediatrics and adults, inpatient and outpatient, clinical

and operational – our team members have earned accolades including but not limited to Lotus Team Award, Lotus Leader Award, Golden Football Award, Golden Football Hall of Fame Inductee, Preceptor of the Year, and Caregiver of the Year. By the end of this report, there will be no doubt in your mind that we fulfilled our mission this year with no signs of stopping.

Emphasizing the importance of the person behind the work, our department focused on recognition and fostering professional development. We created Lead Pharmacist positions, expanded continuing education opportunities, increased support for attaining respected professional certifications, and established protected time for valuable independent projects and team-based workgroups. Of course, we added fun to our engagement efforts through frequent celebrations and team building activities – complete with clowns and tattoos.

Aiming to improve the quality of care, this stellar group of pharmacy professionals implemented numerous clinical initiatives standardizing workflows and formularies and expanding pharmacy's consultative services. In a year of demanding regulatory change with USP <797> updates, our team led significant policy, procedure, and electronic medical record

> revisions for the system. Further, implementation of a suite of Epic's operational tools, diversion detection software, and Omnicell's Central Pharmacy Manager and carousels was no small feat. To strengthen the future generations of clinical pharmacists and improve our recruitment strategies, we established a formal pharmacy intern training program and a PGY2 Pediatrics residency.

Ensuring the financial needs of our growing and advancing department are met, we prioritized implementation of cost-saving projects like QuickSortRx and inventory reduction as well as revenue generating opportunities

supporting expansion of our free-standing emergency departments and onboarding ThirdWaveRx. Pharmacy blew our Value Analysis Team (VAT) goal out of the water (263% of goal!) and our Baptist Jacksonville team reduced premium labor expense by 53%.

As I read the compilation of our accomplishments, I reflect on the difficult days. It was not easy, but I am proud to work with a team that did this for our patients and our community to ensure that this is the best place to work and the best place to receive care.

Best, Potto Etter

Petra Estep, PharmD, MHA, BCPS Director of Pharmacy



Beth Ridley, PharmD, BCCCP and Nisha Waltermyer, PharmD, BCPPP showing their love of pharmacy



FY24 BAPTIST JACKSONVILLE PHARMACY LEADERSHIP GOALS

We did not miss the target. With clearly defined goals aligned with system key performance indicators, the Department of Pharmacy was able to check off some major accomplishments.

 Goal: Achieve our Value Analysis Team (VAT) goal of \$700,000 through innovative savings and revenue generating initiatives.
 Achieved: \$1,845,021 (That's 263% of our goal!)

 Goal: Successfully implement Omnicell carousel technology, in tandem with Central Pharmacy Manager, to facilitate perpetual inventory for all Central Pharmacy stock and enable systemwide visibility of supply and usage.
 Achieved: Implemented FY24 Q4

 Goal: Improve Press Ganey Engagement scores by 10% to achieve 4.00 or better.
 Achieved: Our Engagement Indicator increased by 10.4% reaching 4.02.

Engagement Indicator



 Goal: Stay within flex labor and inpatient drug expense budget to support system operating margin goals.

Achieved: Finished the year \$455,836 under flex labor budget and \$3.8 million under flex drug budget.

 Goal: Implement USP <797> and <795> for successful Board of Pharmacy inspection.
 Achieved: Implemented FY24 Q1 This year, the Baptist Jacksonville campus made substantial investments into our facilities and people while still recognizing the importance of doing the most with what we have for our patients. We **exceeded our VAT** Stewardship

To remain a financially thriving organization sufficiently resourced to achieve our vision

goal by \$1.1 million through diligent management of contract compliance, assurance of insurance authorization for high-cost therapies, aggressive pursuit of drug replacement programs, active engagement in our group purchasing organization (GPO) and aggregation group, conference participation to identify new vendor opportunities, and daily commitment to inventory management. Our team led the charge in onboarding QuickSortRx, a third party platform facilitating 340B savings optimization resulting in an annualized WAC penalty reduction of \$795,205 for the system. We captured over \$1 million in drug replacement driven largely by Qualify Health's recovery at Baptist MD Anderson. Our team also brought on ThirdWaveRx at the close of the fiscal year with expectation of increasing rebate revenue by approximately \$500,000 in FY25.

Pharmacy was integral to supporting expansion of our free-standing emergency department in St. Augustine, Baptist MD Anderson at Baptist Clay, and pediatric behavioral health units. Despite growth and major projects (e.g., carousel construction and Central Pharmacy Manager), we finished the year **\$455,836 under flex labor budget**.

Reduced overtime labor expense by \$131,607 or 53% compared to FY23

Inventory turns 16.5 (Benchmark: 12 turns) Inventory reduction \$737,074 or 10.6%





CLINICAL ACTIVITY AND OPERATIONS

Our group was focused on implementing and optimizing key technologies to support safe medication use and timely delivery:

To deliver the highest level of clinical quality, safety and experience

- **Control Check** for improved diversion detection and controlled substance oversight
- **Dispense prep and dispense check** to ensure documentation of pharmacist verification of all patient-specific dispenses

•

- Expansion of pharmacist-driven pharmacokinetic monitoring to include InsightRx for aminoglycoside dosing in adults
- Central Pharmacy Manager and medication carousels for optimized virtual perpetual inventory, increased scanning/electronic documentation of pharmacist checks of all automated dispensing cabinets (ADC) restocks, and optimized drug storage
- **Dispense tracking** to minimize missing medications and waste
- USP <797> and <795> compliance updates
- Closed-system transfer device conversion

CLINICAL OPERATIONS Baptist Jacksonville/Wolfson Children's Baptist Jacksonville and Satellite ED Adult Hospital Central Pharmacy Operations Clinical Pharmacy Total medication dispenses: 4,535,838 1,989,348 orders verified 244,264 oral syringes prepared **40,350** clinical interventions 231,288 IV medications compounded 2,137 medication histories 4,065,945 ADC dispensations 5,602 clinical consults **96%** dispense tracking compliance 172 codes attended 75,556 medication messages received 482 patients educated 80 drug recalls managed **Pediatric Clinical Pharmacy** 497,309 orders verified **Satellite Pharmacy Operations** 14,744 clinical interventions Total medication dispenses: 194,222 8,505 oral syringes prepared 786 medication histories **99.7%** medications from ADC 2,522 clinical consults **211** codes attended **Baptist MD Anderson Pharmacy Operations** Total medication dispenses: 107,357 192 patients/families educated 68,124 ADC dispensations **Baptist MD Anderson Clinical Pharmacy** 333,280 orders verified 31,937 IV medications compounded **2,111** clinical interventions 22,016 chemotherapy doses prepared 1,983 patients educated

THERAPEUTIC POLICY MANAGEMENT

Therapeutic policy management is no small task. It takes a dedicated interdisciplinary team and strong Pharmacy direction to lead an effective committee.

Pharmacy & Therapeutics (P&T) Committee			
	System (Inclusive of Antimicrobial Stewardship Committee and Oncology P&T Subcommittee)	Wolfson Children's	Nemours
Monographs	25	6	1
Formulary	14 additions 7 removals	6 additions 1 removal	1 addition
Procedures/ Protocols Reviewed	27	8	9
MUEs	7	5	-
Criteria for Use	14	5	-

Medication Safety

Safe medication use remained a priority throughout the year. Our team investigated and addressed 627 STARS reports at Baptist MD Anderson and Baptist Jacksonville and 574 STARS reports at Wolfson Children's. In response to these, our team undertook major projects including but not limited to a heparin rapid improvement event, Standardize 4 Safety launch, and required PALS and/or ACLS training for pharmacists responding to codes.

Error rate: 0.02%

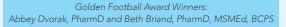
Our team is essential to detecting and reporting medication errors. A few of our team members were honored with Golden Football Awards from our Risk Management colleagues for valuable reports.

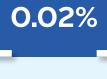


Golden Football Hall of Fame Inductee: Shannon Shea, PharmD











To improve the health and wellbeing of our community and team members

WE ARE MAGNET®

Our team made it clear that recognition and professional development support were priorities for them. We listened.

- Provided badge buddies clearly identifying our team members as pharmacy professionals
- Gained LEAP funding for Pharmacy Technician Certification Board certifications (PTCB) and procured test preparation materials
- Awarded administrative time off for time spent on PTCB and Board of Pharmacy Specialties (BPS) certifications
- Established Lead Pharmacist positions as our first steps towards a formal clinical ladder
- Obtained **4.1 net new FTEs** to support clinical and operational expansion
- Ensured adequate office space for team members to complete their work and confidentially meet with leaders and learners
 - Renovation of four pharmacy spaces to ensure seating, electrical outlets, and computer space for all team members
 - Enclosed offices for all departmental leaders
- Renovated Central Pharmacy bathrooms
- Offered more than 80 free live Florida Board of Pharmacy approved continuing education presentations for the system including those required for license renewal (i.e., Medication Errors and Validation and Counseling of Prescriptions for Controlled Substances and Opioids)
- Offered protected project time
- Increased access to drug information (UptoDate)







Emerging Leader Graduate: Jessica Hayden, PharmD

- Honored with multiple Lotus nominations
 - Cynthia Chilson, RPhT
 - Amanda Johnson, PharmD, BCCCP
 - Jeana Kett, PharmD, BCPS
 - Jenna Penny, RPhT
 - Ameen Pirasteh, PharmD, BCIDP
 - Lyn Tucker, PharmD, BCPPS
 - Caroline Welch, PharmD, BCEMP
- Awarded System Lotus Team Winner System Pharmacy
- Granted System Lotus Leader Winner Krystle Lewallen, RPhT, CPhT-Adv
- Blessed with Baptist Jacksonville Caregiver of the Year – Jeana Kett, PharmD
- Established Unit Council in Pharmacy



Lead Pharmacists (Left to right): Amy Kinnunen, PharmD, BCPPS; Matt Fox, PharmD, BCPS, BCOP; Paige Vickers, PharmD

Not pictured: Amanda Johnson, PharmD, BCCCP





Back row (left to right): Matt Fox, PharmD, BCPS, BCOP; Patricia Menefee, RPhT, CPhT; Cynthia Chilson, RPhT; Ryan Pickering, RPhT, CPhT-Adv; Paige Vickers, PharmD; Ryan Cook, PharmD., BCPS, BCCCP, BCEMP

Front row (left to right): Teresita Leonard, RPhT, CPhT; Lyn Tucker, PharmD, BCPPS; Alexandria Arnold, RPhT. Not pictured: Lazette Tutson, RPhT, CPhT

PROFESSIONAL INVOLVEMENT

Among full-time team members, our department touts **35 Board of Pharmacy (BPS) certified pharmacists and 18 PTCB certified technicians.** Additionally, this group is composed of **50 PGY-1 and 19 PGY-2 trained pharmacists.**

Our team members give back to numerous committees within the organization. Pharmacy team members (not including members of leadership) hold **188 seats across 55 committees** throughout the organization including Nemours.

Beyond these groups, the Baptist Jacksonville campus leads nine standing systemwide pharmacy workgroups. A special thank you to the chairs of these groups:

- Pediatric FDB Alert Space Workgroup: Tosha Egelund, PharmD
- Pediatric REMS Workgroup: Amy Kinnunen, PharmD, BCPPS
- Pediatric Antimicrobial Stewardship Workgroup: Amanda Mixson, PharmD, BCPPS
- Pediatric Epic Optimization Workgroup: Melinda Waszak, PharmD
- Pediatric Alaris/Pump Workgroup: Lyn Tucker, PharmD, BCPPS
- System Critical Care Pharmacist
 Workgroup: Amanda Johnson, PharmD,
 BCCCP
- System Internal Medicine Pharmacist
 Workgroup: Haley Lewis, PharmD, BCPS and Christopher Vynanek, PharmD, BCPS
- System Oncology Pharmacist Workgroup: led by committee
- System Emergency Department Pharmacist
 Workgroup: Caroline Welch, PharmD,
 BCEMP and Ryan Cook, PharmD, BCPS,
 BCCCP, BCEMP

Baptist Pharmacy team members are committed to contributing to professional organizations outside of our four walls to advance recognition of our clinical capabilities. Team members holding leadership positions within these organizations are as follows:

• Jessica Andrews, PharmD, BCCCP

- Northeast Florida Society of Health-System
 Pharmacists (NEFSHP) Education Chair
- Ryan Cook, PharmD, BCPS, BCCCP, BCEMP
 - Duval County Pharmacy Association (DCPA) Treasurer
- Petra Estep, PharmD, MHA, BCPS
 - Florida Society of Health-System Pharmacists (FSHP)
 - Board Member
 - Finance Committee Member
 - Education Component Group Liaison/ Member
 - Isabel Evans, PharmD, BCCCP
 - NEFSHP President-Elect
- Jeana Kett, PharmD, BCPS
 - Kappa Psi Pharmaceutical Fraternity
 - Jacksonville Grad Vice Regent and Historian
 - Gainesville Grad Historian
 - Mid- America Providence Assistant Supervisor
 - Atlantic Providence Executive Committee Member

Paige Lemasters, PharmD

American Society of Health-System
 Pharmacists (ASHP) New Practitioner Forum
 Subcommittee Leader (Social Media Chair)



Zachary Usztok, PharmD (left) and Jeana Kett, PharmD, BCPS (middle) represent at Kappa Psi National Conference

PRESENTATIONS AND PUBLICATIONS

Our team members provided more than **37 professional presentations** across the country including but not limited to:

- NEFSHP Fall Meeting 2023
 - Ryan Cook, PharmD, BCPS, BCCCP,
 BCEMP: There's a Snake in My Boot! Treating North American Pit Viper Envenomation
 - Megan Kranz, PharmD, BCPS, BCOP:
 Opening Pandora's Box: The future of treating metastatic cancer with Next Generation Sequencing Testing
 - Paige Lemasters, PharmD: Don't Go
 Breaking My Heart: Review of Cardio-Oncology
 - John Ng, PharmD: Sickle Cell Anemia New Spins on an Ancient Disease
- National Community Oncology Dispensing Association (NCODA)
 - Megan Kranz, PharmD, BCPS, BCOP: Spring Forum Panel Speaker
- Lyerly Innovations in Cerebrovascular Science Conference
 - Jessica McManus, PharmD, BCCCP: Andexxa[®] vs. PCC
- Emergency Neurological Life Support Course
 - Jessica McManus, PharmD, BCCCP: Status epilepticus
- Society of Critical Care Medicine (SCCM) Critical Care Congress)
 - Kyle Volland, PharmD: Comparison of F(ab')2 vs. Fab antivenom in North American Pit Viper Envenomation (Abstract Presentation)
- ASHP Midyear Clinical Meeting Poster Session
 - Lauren Bensel, PharmD: Safety and Tolerability of High Dose Undiluted Levetiracetam Administered Via Rapid Intravenous Push
 - Victoria Peterson, PharmD: Carboplatin
 Dose Calculation Inconsistencies: A
 Medication Use Evaluation at a Single-Site
 Center



- NEFSHP Resident Forum
 - Lauren Bensel, PharmD: Treating Big Hearts: Hypertrophic Cardiomyopathy
- Duval County Pharmacy Association (DCPA)
 Meeting
 - Nicolas Pellegrino, PharmD: Mythbusters: Bacteremia
- Hematology/Oncology Pharmacy Association (HOPA) Annual Conference
 - Victoria Peterson, PharmD: Incidence of Chemotherapy Induced Peripheral Neuropathy in Patients Using Cryotherapy Prevention and Receiving Treatment with Taxane-Based Chemotherapy

Further, the group aims to contribute to published professional literature and succeeded with

8 published research articles*

- Jessica Andrews, PharmD, BCCCP
- Whitney Moore Butler, PharmD
- Ryan Cook, PharmD, BCPS, BCCCP, BCEMP
- Michael Erdman, PharmD, BCCCP
- Jeana Kett, PharmD, BCPS
- Megan Kranz, PharmD, BCPS, BCOP
- Haley Lewis, PharmD, BCPS
- Jessica McManus, PharmD, BCCCP
- Joshua Pecoraro, PharmD, BCOP
- Nicolas Pellegrino, PharmD
- Victoria Peterson, PharmD (formerly Grusauskas)
- Kyle Volland, PharmD
- Caroline Welch, PharmD, BCEMP

*Full citations available in Appendix A.

TEAM MEMBER ENGAGEMENT

National Pharmacy Week

Pharmacy Week always falls in October, allowing us to start our fiscal year off right. With a theme of "Pharmacy Strong," we focused on well-being, resilience, and work-life balance. Creating "uniforms" that provided a sense of team was just the beginning. We provided healthy snacks and meals, offered meditation sessions, hydrated at a pumpkin carving event and more! Pharmacy Week was just the start of morale boosting activities throughout the year, including:

- Thanksgiving food drive: Team members could give or take during our drive with any remaining items donated to a local food pantry
- Christmas "Tastes like Home" Potluck where Pharmacy team members brought foods they traditionally eat in their homes on holidays
- March Madness Bracket Competition
- Mother's Day "Just like mama made it" Potluck sharing our favorite recipes from mom, grandma, etc.
- NFL Survivor Competition
- Carousel Party
- National Picnic Day Potluck
- Holi-daze Potluck
- Mardi Gras Potato Bar Potluck
- Freedom Friday Potluck
- Taco bar Potluck
- New Year Potluck



Community and Hospital Engagement

No department is an island. Supporting events by others and philanthropic efforts breeds a sense of community and belonging. Pharmacy was actively engaged in:

BEAT

- ISAVEFL Naloxone Program partner dispensing naloxone to combat overdose deaths in the community in partnership with Baptist Medical Center South and the Florida Department of Children and Families
- Baptist Jax Got Talent (Jacqueline Williams, RPhT made the top 5!)
- First Coast Heart Walk
- Wolfie's Spooktacular
- Donate Life Campaign
- Don't Fall Y'All Campaign
- Holiday Help from the Heart
- United Way Campaign
- Gate River Run
- Wolfson 55K Challenge







²⁰²⁴ Pharmacy Annual Report | **11**

PHARMACY RESIDENCY

Over the last 19 years, our team has grown its American Society of Health-System Pharmacists accredited Postgraduate Year 1 (PGY1) residency. With her vision to advance the program, Dr. Naomi House has expanded our recruitment practices representing our program at two residency showcases (ASHP Midyear Clinical Meeting and Florida Society of Health-System Pharmacists (FSHP) Annual Meeting), two open houses reaching students from eight colleges of pharmacy, and three virtual information sessions open for all. We are proud to announce that we added a PGY2 Pediatrics Residency and recruited our first resident!

Our residents present their research at multiple conferences including FSHP Florida Residency Conference, ASHP Midyear Clinical Meeting, Northeast Society of FSHP Residency Forum, and Hematology/Oncology Pharmacy Association (HOPA) Annual Conference building our brand and sharing our best practices nationally.

Our 36 PGY1 preceptors dedicated **nearly 7,500 hours** this past year sharing clinical knowledge, supporting development of professional presentations, and guiding development and execution of peer-reviewed, journal-worthy manuscripts. They are supported through continued preceptor development sessions. Four sessions were offered by the department this last year focusing on literature evaluation, research design, statistical analysis, and Epic analytics/ reporting.

In return for the time invested into our residents, they provided 79 pharmacist and eight pharmacy technician continuing education credits through Grand Rounds, journal clubs, and lunch and learns.

Our programs are proud to boast successfully training and graduating 102 PGY1 residents and four PGY2 Oncology residents. **At present, 29 past residents are employed by Baptist Health.**

RESIDENCY PROGRAM DIRECTORS



PGY1 Residency Program Director Naomi House, PharmD, BCPP



PGY2 Oncology Residency Program Director Megan Kranz, PharmD, BCPS, BCOP



PGY2 Pediatrics Residency Program Director Amanda Mixson, PharmD, BCPPS

RESIDENCY PRECEPTORS OF THE YEAR







Adult Preceptor of the Year: Caroline Welch, PharmD, BCEMP

Oncology Preceptor of the Year: Lalita Rayaprolu, PharmD

Pediatric Preceptor of the Year: Amanda Mixson, PharmD, BCPPS

In addition to residents, our preceptors also take Doctor of Pharmacy candidates from seven colleges of pharmacy. Last year, 29 students took clinical rotations with our team.



PGY1 Residents recruit our FY25 class at ASHP Midyear

We could not have achieved these great accolades alone. At risk of leaving anyone off the list, I extend a special thank you to those that supported the success of our department:

- Systemwide Pharmacy Leadership
- Pharmacy Informatics
- Pharmacy 340B Team
- Medication History Technicians
- Strategic Sourcing
- Finance

- Plant Facilities
- Risk Management
- Nursing Leadership
- Hospital & Health System Administration

Thank you to our Corporate Communications team for making this report a beautiful reality.

Appendix A. Full Citations for Publications

Kandaswamy S, Dawson TE, Moore WH, Howell K, Beus J, Adu O, Sikora A. Pharmacist Metrics in the Pediatric Intensive Care Unit: an Exploration of the Medication Regimen Complexity-Intensive Care Unit (MRC-ICU) Score. J Pediatr Pharmacol Ther. 2023;28(8):728-734. doi: 10.5863/1551-6776-28.8.728.

Volland K, Welch C, Cook R, Andrews J. Comparison of F(ab')2 vs. Fab antivenom in North American pit viper envenomation. Critical Care Medicine. 2024; 52(1):p S429.

Volland K, Ventura D, McPherson, D, Kumar, N. "Protocolized, Step-Up Diuretic Strategy to Improve Diuretic Efficiency and Clinical Outcomes in End-Stage Heart Failure." AdventHealth Orlando. Orlando, Florida. In progress.

Lewis H, Stamper B, Yungkurth AC. Serum potassium response to single-dose sodium zirconium cyclosilicate for the treatment of asymptomatic hyperkalemia in hospitalized patients. Pharmacotherapy. 2023; 00: 1-9. doi:10.1002/phar.2854

Pellegrino N., McManus J., Erdman M., Kett J., "Safety of intravenous hydralazine in patients diagnosed with intracranial hemorrhage" Baptist Medical Center. Jacksonville, Florida. In progress.

Zaden, R, Kranz, M, et. al., "NCODA PQI Trifluridine and Tipiracil (Lonsurf) + Bevacizumab for thre treatment of metastatic colorectal cancer" 2024. Ncoda.org

Grusauskas, V. E., Wasielewski, A., & Boyar, K. (2023). Comparison of Microbial Respiratory Cultures versus MRSA Nasal Screen to Guide Vancomycin Deescalation in Patients Hospitalized for Bacterial Pneumonia. Nursing & Health Sciences Research Journal, 6(1), 61-69. <u>doi.org/10.55481/2578-3750.1157</u>

Tsao M, Hoeg R, Pecoraro J, Kuehner M, Deen B, Guglielmo J. Predictors of fluid overload in allogeneic hematopoietic cell transplant patients receiving.

