BAPTIST HEALTH

Downtown Pharmacy FY25 Annual Report







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Mission

Enhancing health and well-being through excellence and interdisciplinary medication management

Vision

Elevating pharmacy services through innovation and expertise

BAPTIST HEALTH

A MESSAGE FROM THE DIRECTOR OF PHARMACY

I am sure my words will not do the efforts of the team justice. Every day, I am fortunate to serve this organization, these incredible team members, and our patients. To support our system's goal of providing top decile care, we continually strive to advance our operational efficiency and clinical impact which means constant change. Change is NOT easy. It's stressful, fast-paced, and exhausting but also incredibly rewarding. Reflecting on FY25, there is no doubt we raised the bar for Pharmacy. We set lofty goals. There was not fear of failure but rather excitement around how impressive falling slightly short of these big, hairy goals would still be.

I am in awe of all this group's accomplishments in this comprehensive report. Enjoy the photos, the stats, and the callouts. Do not skim too quickly because you might miss something incredible. Just in case, here are the Cliff Notes: Every facet of the Downtown Department of Pharmacy, covering Baptist Medical Center Jacksonville, Wolfson Children's Hospital, all three Baptist MD Anderson campuses, all 5 free-standing emergency departments, Reid Building, Blanding MRI, University Cardiology, four Nemours clinics, and Baptist Medical Center Clay Neonatal Intensive Care Unit, grew this year. The numbers prove it as more than 4.8 million doses passed through our pharmacies. That takes an army.



Left to right (Front row): Tosha Egelund, PharmD; Petra Estep, PharmD, MHA, BCPS, FACHE; Acel Richards, RPhT, CPhT (Back Row): Deslyn Adams, PharmD; Amy Kinnunen, PharmD, BCPPS; Amber Adams, PharmD; Christopher Vynanek, PharmD, BCPS; Ruby Marquez, RPhT, CPhT

Our team did not just get the work done. We did it with quality, compassion, and safety in mind. We racked up numerous nominations for Lotus Awards and were repeatedly recognized for our medication safety efforts.

Work-life balance is a challenge no matter the field of work. It is imperative that we incorporate a little fun into our workday. Whether we are participating in community events, joining the hospital-wide celebrations, or creating our own joy in the Pharmacy, we never miss an opportunity to celebrate or recognize all it takes. Despite the demands we face each day, our team dedicates itself to service in the community. I am so proud of the generosity of our team. No matter the cause, our team comes armed with birthday party supplies, Christmas presents, school supplies, and more.

I hope you see the people (yourself included) behind the incredible work of this department for all that they are.

Best,

Petra Estep

Petra Estep, PharmD, MHA, BCPS, FACHE
Director of Pharmacy

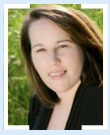
People

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

MEET THE LEADERS



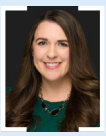
Petra Estep, PharmD, MHA, BCPS, FACHE
Director of Pharmacy



Krystle Lewallen, RPhT, PTCB-Adv
Medication History Technician Supervisor



Kevin Davis, PharmD, MHA, BCPS
Pharmacy Operations Manager



Beth Ridley, PharmD, DPLA
Adult Clinical Pharmacy Manager



Whitney Butler, PharmD
Pediatric Clinical Pharmacy Manager



Lyn Tucker, PharmD, BCPPS
Senior Consultant for Medication Safety

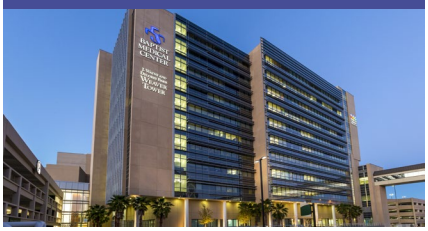


Nisha Waltermyer, PharmD, BCPPS
Central Pharmacy Supervisor



Mohammad Jawhar, PharmD
Sterile Compounding Supervisor

Baptist Jacksonville



55 pharmacists
59 pharmacy technicians
1 applications specialist
2 pharmacy buyers
2 financial analysts
1 administrative assistant
6 PGY1 pharmacy residents
521 licensed beds
309,082 adjusted patient days
5 satellite emergency departments
2 outpatient centers

Wolfson Children's Hospital



26 pharmacists
1 PGY2 pharmacy resident
281 licensed beds (includes South and Clay NICU beds)
113,748 adjusted patient days
5 satellite emergency departments
1 outpatient infusion center

Baptist MD Anderson Cancer Center



15 pharmacists
10 pharmacy technicians
1 PGY2 pharmacy resident
4 infusion centers
28,986 infusion visits across **7,484** patients

● THE PEOPLE
● THE PLACE

FY25 BAPTIST JACKSONVILLE PHARMACY LEADERSHIP GOALS

"Shoot for the moon. Even if you miss, you'll land among the stars."

Stewardship

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

- **Goal:** Achieve our Value Analysis Team (VAT) goal of $800,000 through innovative savings and revenue generating initiatives

  Moon landing: Our System VAT achieved $3,023,325 in savings (That's **378%** of our goal!). This is a result of aggressive contracting, vendor partnerships, clinical interventions, workflow optimization to reduce waste, and financial oversight to ensure rebate/contract optimization.

- **Goal:** Successfully implement USP <797> compliance software and transition associated documentation to the new platform

  Moon landing: We launched Compounding360 to ensure that IV room documentation is optimized and team member competencies are thorough and completed.

- **Goal:** Improve Press Ganey Engagement scores by 10% to achieve 4.00 or better

  Among the stars: We will admit, this was a lofty goal! But our people are important and we did not want to sell them short. While our overall engagement score (3.95 (44th percentile)) was not where we aspired to be, **our Leader Index came in at 4.15 (High)**. This year, we focused on improved **communication** and **scores jumped up 0.29**! Additionally, we advocated for a compensation analysis of our team's pay which led to significant adjustments for many team members following this survey.

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

  Among the stars: Labor costs exceeded flex budget by 0.3% (approximately $36,000). Reduced volumes at BMDA during critical insurance negotiations had impact upon our department. However, we made up for this coming in **$1.2 million under on drugs** in the inpatient and outpatient space!

- **Goal:** Improve medication safety reporting program through revision of Safety Trending & Action Reporting System (STARS) report template, development of a tracking and trending tool, and creation of a recognition program to communicate receipt of reports

  Moon landing: Key edits were made to our RL Datix templates to enable tracking pertinent information for methodological report response. The team has already begun a performance improvement project analyzing errors that would not have been possible prior to the revisions. We have also increased recognition for near miss reporting through creation of our Good Catch Award.



Engagement Indicator

Items	Response Distribution (Unfavorable / Neutral / Favorable)	Mean Score	vs. Overall Org Avg	vs. Historical (2024 Results)
The person I report to is a good communicator.	13% / 12% / 75%	3.92	–0.26	+0.29
My pay is fair compared to other healthcare employers in the area.	21% / 22% / 56%	3.42	+0.05	–0.41



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

OPERATIONS AND CLINICAL ACTIVITY

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

- **Powder containment hoods** installed to increase USP<800> compliance and ensure safe compounding practices for pharmacy team members
- **High-speed IV robot** go-live with implementation of rapid sterility testing (ScanRDI) resulting in less waste and less reliance on 503B compounding pharmacies
  - **Reduced quarantine time for IV robot products by 12 days**
  - Added **16 protocols/products** to the IV robot formulary
  - **Automation supported 30,252 IV preparations**, offloading significant burden from IV Admixture Pharmacy Technician team
- **Compounding 360** platform automated competency assignment and tracking while also streamlining documentation of IV room monitoring and cleaning
- Launched Omnicell **Satellite Pharmacy Manager (SPM)** in our OR Satellite Pharmacies to improve visibility of perpetual inventories and automate ordering
- Optimized **camera surveillance** for drug security and sterile compounding oversight
- Orchestrated **BD onsite clinical visit** to support Nursing and Pharmacy in Alaris smart pump use and library management
- Established a local **Diversion Detection and Prevention Program**, armed with data from Control Check's AI-driven platform

OPERATIONS

Baptist Jacksonville/Wolfson Children's Hospital Central Pharmacy Operations

Total medication dispenses: **4,464,814**

134,074 **oral syringes prepared** [1]

169,402 IV medications compounded

11,950 **parenteral nutrition bags compounded** [2]

11,306 hazardous IV doses compounded

4,161,338 ADC dispensations

93.2% **ADC medication dispensations** [3]

421,868 **dispense tracking orders scanned/sent** [4]

95.3% dispense tracking compliance

114 drug recalls managed

FSED Pharmacy Operations

Total medication dispenses: 264,119 [5]

16,188 omnicell restocks

Baptist MD Anderson Pharmacy Operations

Total medication dispenses: **91,616**

59,118 ADC dispensations

64.5% medications dispensed from ADC

32,498 IV medications compounded

21,124 chemotherapy doses prepared

WHAT WE DO

CLINICAL

Baptist Jacksonville and Satellite ED Adult Clinical Pharmacy

1,662,456 orders verified

174,062 clinical interventions [6]

3,164 medication histories [7]

17,061 clinical consults

332 codes attended

246 patients educated

7,768 optimized therapy

6,930 recommended therapy

849 multidisciplinary rounds attended

20,808 duplicate medication orders addressed

Pediatric Clinical Pharmacy

476,669 orders verified

36,868 clinical interventions [8]

15,832 order clarifications

565 medication histories

10,491 clinical consults

680 codes attended [9]

185 patients/families educated

Baptist MD Anderson Clinical Pharmacy

451,882 orders verified [10]

3,276 clinical interventions [11]

1,754 patients educated

FY24 vs. FY25

1 *Workflow improvement resulted in a reduction of more than **110,000** oral syringes and **61,000** IV preparations due to waste minimization efforts!*

2 *Nearly **1,500** more TPNs than last year!*

3 ***3.6%** higher than last year.*

4 ***24%** increase over last year! We sent **81,206** more patient-specific medications to the floor which equates to over **200** more per day!*

5 *This increased by **36%** or nearly **70,000** doses with the addition of **two** new FSEDs.*

6 *This is **4-fold** increase over FY24, largely driven by improved documentation of pharmacists' clinical collaboration with interdisciplinary partners.*

7 *With the help of our Medication History Technicians, Pharmacy completed **18,946** medication histories!*

8 *This is a **150%** increase largely driven by clinical consults!*

9 *Code participation increased **222%** with additional FTE coverage on evenings and overnights!*

10 ***35%** increase in orders over FY24.*

11 ***55%** increase compared to FY24.*

THERAPEUTIC POLICY MANAGEMENT

Therapeutic policy management is more than just Pharmacy and Therapeutics (P&T) Committee work but that certainly does demand diligence and commitment to safe, evidence-based, cost-effective care.

This fiscal year, the Baptist/Wolfson's System P&T Committee (inclusive of Pediatric P&T Committee, Adult and Pediatric Antimicrobial Stewardship Committees and Adult Oncology P&T Subcommittee), completed multiple major initiatives:



Paige Lemasters, PharmD, MBA helped to launch our new CAR-T program.

- Implemented **Rapid Blood Culture Identification** (BCID) program with ID Grand Rounds, pharmacist workflow education sessions, hot sheet distribution, etc.
- Launched **BMDA CAR-T Clinical Program**
- Added **Heparin Infusion Calculator** and standardized protocols in partnership with key nursing stakeholders and Office of Performance Improvement (OPI)
- Standardized Duplicate PRN Panels process to improve nursing instructions for Joint Commission compliant order instructions
- Dramatically increased productivity and engagement in Oncology P&T Subcommittee to address expansion in oncology needs and support Baptist Outpatient Infusion Center Opening
  - In 7 meetings, the Subcommittee reviewed 36 formulary proposals resulting in 34 formulary additions and 1 deletion
- Initiated **Criteria for Use Annual Review** with contributions from all System Pharmacist Specialty Workgroups
- Launched ED Cellulitis Care Pathway to reduce admissions, length of stay, and cost with dalbavancin protocol evaluation and now transitions of care to **Baptist Outpatient Infusion Center** (BOIC)
- Extensively reviewed Automatic Renal Dose Adjustment and Therapeutic Interchange Protocols ensuring Epic optimization and alignment
- Built and published **Lexicomp Formulary** and **UpToDate revisions** to facilitate provider awareness of drug availability and recommended use across the system
- Addressed over 77 clinical/operational items in OSCARs committee to ensure standardization across the system
- Led multidisciplinary review of Pediatric Procedural Sedation, Medications from Home, and Psychotropic Medication policies
- Relaunched our **Opioid Stewardship Committee** to leverage our EMR to support Institute for Safe Medication Practices (ISMP) Best Practices

System Pharmacy & Therapeutics (P&T) Committee			
	System *(Inclusive of Antimicrobial Stewardship Committee and Oncology P&T Subcommittee)* *Lead: Beth Ridley, PharmD, DPLA*	**Wolfson Children's** *Lead: Whitney Butler, PharmD*	**Nemours** *Lead: Whitney Butler, PharmD*
Monographs	**45***	12	—
Formulary	44 additions 9 removals	12 additions 4 removal	1 addition
Procedures/ Protocols Reviewed	20	19	6
MUEs	5	2	—
Criteria for Use	21	8	—

* ***20*** *more than last year!*

MEDICATION SAFETY

Safe medication use remained a priority throughout our year. Our team investigated and addressed **954 STARS reports at BMDA and BMCJ and 633 STARS reports at Wolfson's**, which is a 57% increase in reporting. In an effort to improve tracking and trending pharmacy-related STAR reports, as of January 2025 a system was implemented within the RL template fields to allow for optimized data collection of pharmacy specific data (Figure 1 and 2). These changes also allow for better tracking of pharmacy responses to STAR reports so that reliable risk reduction strategies are layered with education (Figure 3).

FIGURE 1

BMCJ/BMDA/WCH
Top 4 Pharmacy-Related Error Categories by Month
January-September 2025

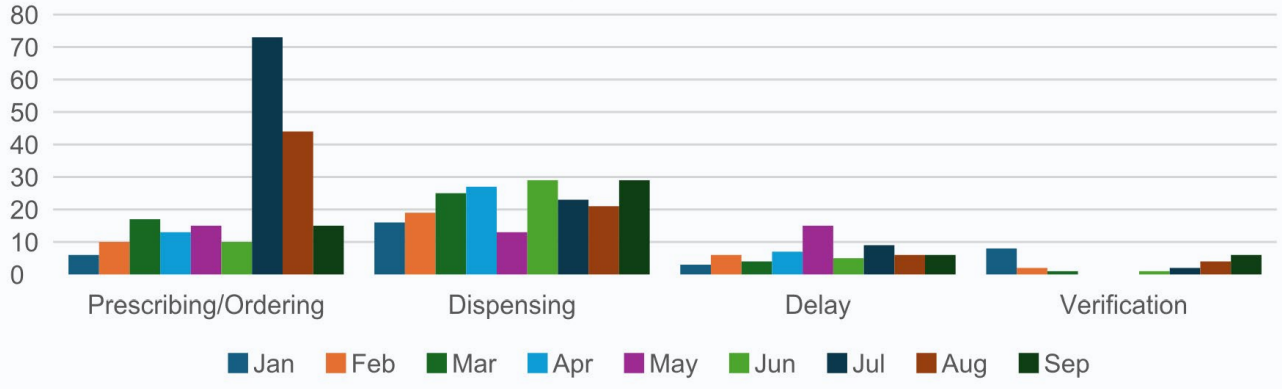


FIGURE 2

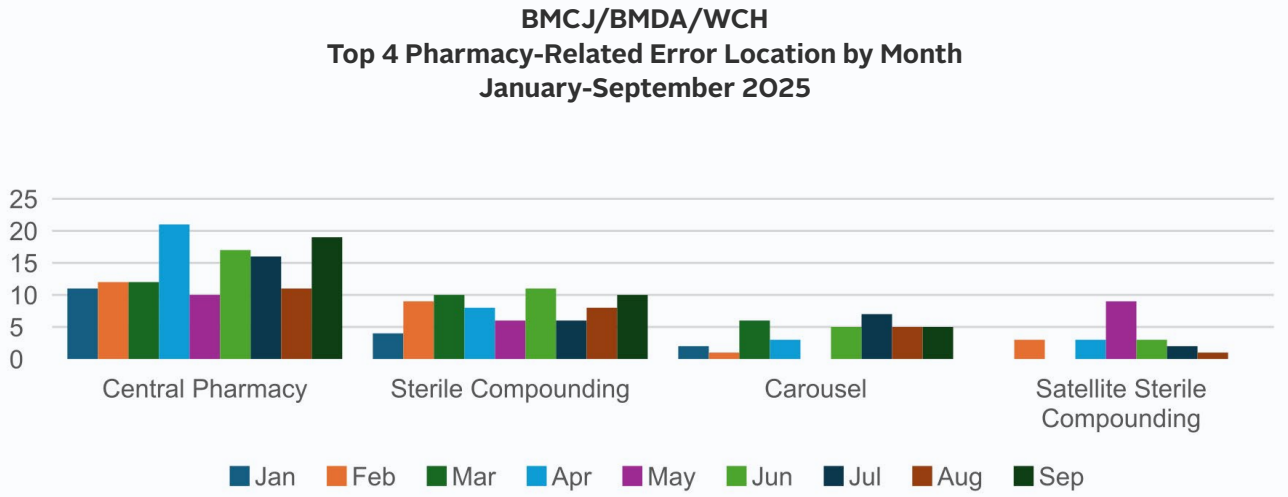
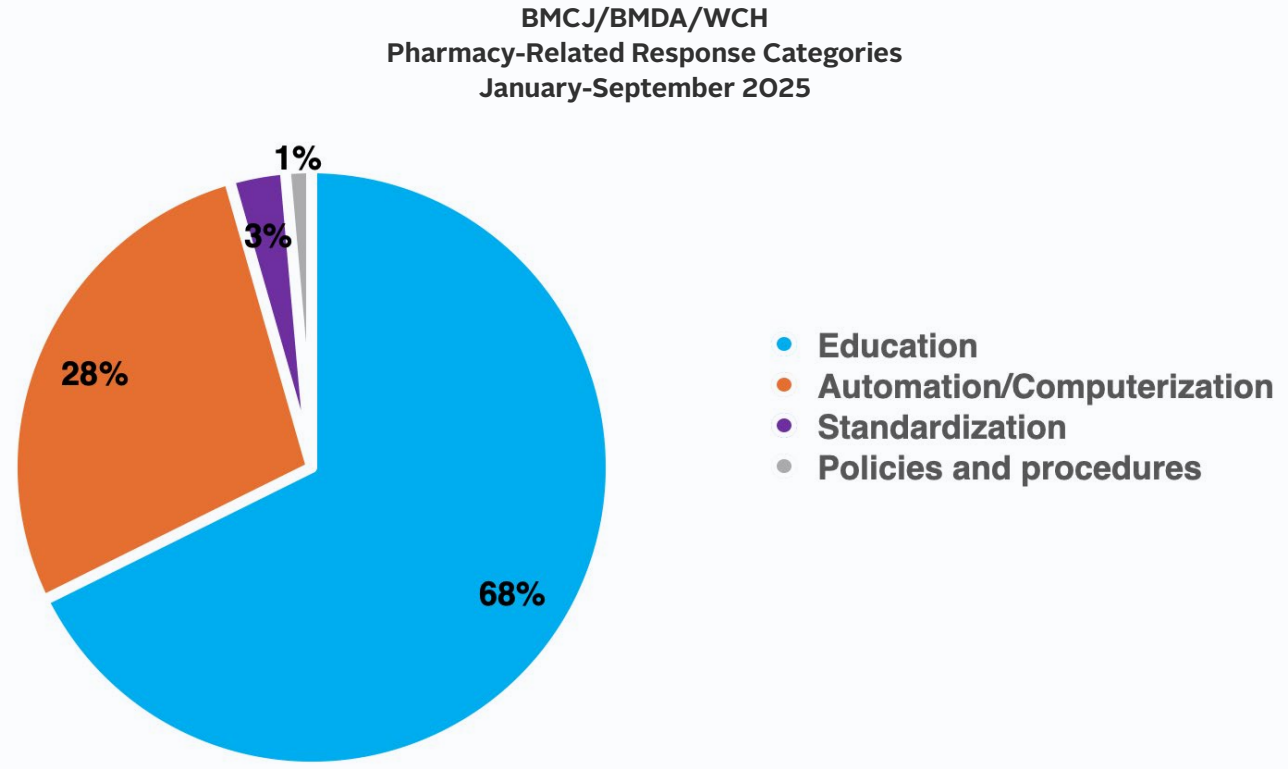


FIGURE 3



Medication Safety Initiatives: FY25 Highlights

The Heparin Rapid Improvement Event workgroup implemented risk reductions strategies with ordering and Alaris programming of heparin infusions by indication in January 2025. The Epic heparin calculator was also implemented in March 2025 to help reduce rate miscalculation errors. The workgroup continues to work on optimization of the heparin calculator, evaluation of heparin criteria for use, and enhancing education with the heparin infusion administration and the calculator.

The Standardize 4 Safety initiative was completed in March 2025. The workgroup was converted to the Alaris Optimization Alliance including nursing colleagues from different practice areas throughout the health system. The formation of this workgroup meets the ISMP and TJC recommendations to have a multidisciplinary group review Alaris drug library changes and optimization initiatives for the health system. The workgroup also evaluates quarterly updates to the ASHP Standardize 4 Safety recommended standard concentration list for continuous infusions.

To support the health system's goal of achieving over 95% Alaris compliance, several initiatives were implemented. The Epic Smart pump in-basket was created to enable nursing colleagues to report missing drug entries and guardrails programming issues. driving operational improvements led by the Alaris Optimization Alliance workgroup. Many of these reports have led to several operational and Alaris changes that were facilitated by the Alaris Optimization Alliance workgroup (Figure 4). The introduction of BD Medication Safety Analytics tool provides facilities with actionable data to enhance guardrails compliance and reduce override alerts. Additionally, a BD clinical consultant visit in April 2025 identified further educational opportunities regarding pump programming and device maintenance.

FIGURE 4

Medication	Reported Issue	Action Item
Calcium gluconate intermittent infusion	• 5 min duration exceeds maximum default rate of 999 mL/hr	• EPIC order set default duration changed to 10 min • Dosing button for 5 min duration removed
Desmopressin intermittent infusion	• Concentration below hard minimum	• Therapy types adjusted • Dosing and concentration limits adjusted
Fentanyl continuous infusion	• Multiple entries in drug library and PCA library causing confusion	• Fentanyl continuous infusions standardized to use prefilled syringes in PCA module
Ampicillin continuous infusion	• Unable to program as continuous infusion	• Build for separate orderable for continuous infusion • Guardrails limits adjusted to allow for 8 hr duration
Intralipid for Toxicology Indication	• No Alaris entry	• Order panel built to allow for proper dosing with instructions to guide to new Alaris entries • Separate Alaris entries created to allow for proper dosing units and separated from nutrition entries

**Additional opportunities to provide individual coaching for reported issues requiring education on Alaris programming*

After a STARS report identified risks with specialized IV fluids prepared using the TPN compounder, a dedicated workgroup was formed to thoroughly review and improve the entire process—from ordering to administration. This review resulted in several targeted action items to reduce compounding errors and streamline workflow, as detailed in Figure 5.

FIGURE 5

Action Item		Status
1	Investigation of elimination of Abacus labels to reduce potential for transcription errors	Ongoing assessment
2	EPIC label format to further distinguish Neonatal/Pediatric patients	Pending Go-live date
3	STAT IV Fluid Workflow when TPN compounder not set up. Educational materials to be distributed to pharmacy and provider teams to outline new process expectations	In progress
4	Ped CVSURG Order set Revision to link commonly used IV fluid to CNR build. Ticket in process and will include new ERX	In progress
5	CNR Implementation for 3% Neuro and 0.45% NaCl 925 mL Bags	Complete
6	Standardization of Abacus Stock Bag Templates to lock volume settings to ensure electrolyte concentrations remain consistent and accurate	Complete
7	Deactivation of Inactive Abacus Templates to prevent use of inactive templates	Complete
8	Assessment of Auxiliary Safety Statements on EPIC Labels to ensure alignment with ISMP recommendations	Complete
9	Identified need for addition of commonly used infusions for addition to CNR List (Dextrose 12.5% 500 mL with Heparin 500 units, Heparin 1 unit/mL in Sodium Acetate 0.45%, and 0.45% NaCl 925 mL)	Complete

Medication Safety Key Accomplishments

Our team is essential to detecting and reporting medication errors. Several of our team members were honored with Good Catch Awards from pharmacy leadership and Golden Footballs from our Risk Management colleagues for valuable reports.

In January 2025, the Pharmacy Department Good Catch Award was created to reward pharmacy team members throughout the health system for their dedication to medication safety. Nominees are voted on by the pharmacy leadership team and the recipients are presented every other month during the System Pharmacy Department Safety Meeting and Patient Safety Improvement Committee.



Pharmacy Good Catch Award Recipients from BMCJ and Wolfson's

Jessica Andrews, PharmD, BCCCP
Taylor Bourn, PharmD
Hucks Buchanan, PharmD
Kristie Fox, PharmD
Candice Jones, RPhT
Krystle Lewallen, RPhT, CPhT-Adv
Dustin Moore, RPhT, CPhT
John Ng, PharmD
Maria Pardo, PharmD
Shannon Shea, PharmD
Aliza Tan, PharmD
Paige Vickers, PharmD
Chris Vynanek, PharmD, BCPS
Melinda Waszak, PharmD
Kendra White, RPhT
Neal Wigley, PharmD



Wolfson Risk Management Golden Crayon Award



System Risk Management Great Catch Hall of Fame Winner* Jessica Andrews, PharmD, BCCCP



BMCJ Risk Management Near Miss Reporting Competition Winners

* *This is the **second** year Risk Management has given this award and also the **second** year it has been awarded to a member of the Pharmacy team.*

People

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

TEAM MEMBER ENGAGEMENT

Succession planning is critical to a solid workforce planning solution. Pharmacy strives to provide formal career ladders to support individual professional development plans and create specific job codes to highlight unique credentials and responsibilities of our talented team.

Many driven, talented professionals advanced their roles within the department over this last year.

TEAM MEMBER	STARTING ROLE	CURRENT ROLE
Andrew Burkett, RPhT, CPhT	IV Admixture Technician	Financial Analyst
Anna Byrd, PharmD	PGY1 Pharmacy Resident	Pharmacist
Alana Campbell, RPhT	Registered Technician	IV Admixture Technician
Bryanna Colteryahn, PharmD	PGY1 Pharmacy Resident	PGY2 Pediatric Pharmacy Resident
Alexiann Drouin, PharmD	PGY1 Pharmacy Resident	Pharmacist
Chrisshone Franklin-Kamma, RPhT, CPhT	Registered Technician	IV Admixture Technician focused on Pediatric OR
Dustin Moore, RPhT, CPhT	Registered Technician	Omnicell IV Automation Technician
Coleen Noel, RPhT, CPhT	IV Admixture Technician	BMDA Oncology Technician
Ruzica Radeljak, RPhT	IV Admixture Technician	BMDA Oncology Technician
Malcolm Ross, RPhT	Registered Technician	IV Admixture Technician
Nisha Waltermyer, PharmD, BCPPS	Central Pharmacy Supervisor	Baptist Medical Center South Pharmacy Operations Manager

- In addition to formal promotions, we had several team members that advanced into informal roles and designations worthy of recognition:
  - **Crystal Kish**, RPhT: assumed Lead Technician responsibilities for IV room technician team supporting scheduling and staff management
  - **Penny Kramer**, RPhT, CPhT: assumed additional responsibilities as POD2 supporting inventory management
  - **Tiffany Daniels**, RPhT, CPhT: assumed Lead Technician responsibilities for BMDA technician team supporting scheduling and staff management
  - **Amy Francoeur**, RPhT, CPhT: assumed responsibility over the BOIC



Nisha's Taylor Swift Themed Farewell Party (Left to right): Lyn Tucker, PharmD, BCPPS; Marie Mavis, PharmD, BCPS; Nisha Waltermyer, PharmD, BCPPS; Lily Yang, PharmD, BCPPS

LOTUS AWARD

BAPTIST HEALTH

FOR EXCEPTIONAL CARE BY NON-NURSE CLINICAL TEAM MEMBERS

LOTUS NOMINEES

Amanda Yassin, PharmD, BCCCP

Caroline Welch, PharmD, BCEMP

Ameen Pirasteh, PharmD, BCIDP

Suzanne Neely, PharmD, BCPS

Amy Kinnunen, PharmD, BCPPS

Tiffany Daniels, RPhT, CPhT

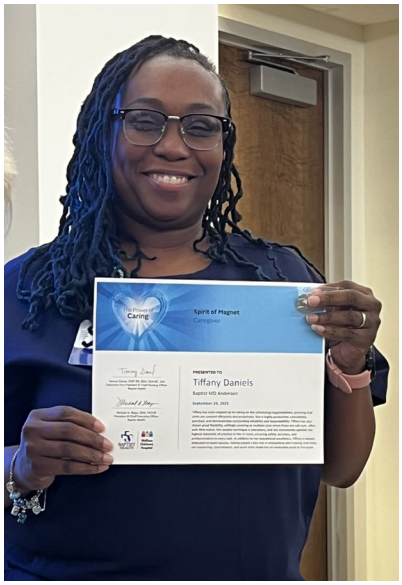
Clare Beebe, PharmD, BCPPS

Aubrey Bigliano, PharmD

- Our team made it clear that recognition and professional development support were priorities for them. We listened.
  - Obtained more than **6 net new FTEs** to support clinical and operational expansion
  - Multiple Magnet nominations and winners!!!
  - Offered **118** 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)



ED and Tower 4A ICU Team including Caroline Welch, PharmD, BCEMP and Amanda Yassin, PharmD, BCCCP



Tiffany Daniels, RPhT, CPhT



Second from Right: Clare Beebe, PharmD, BCPPS

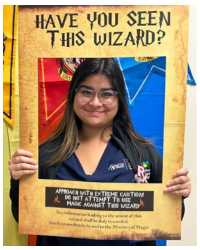


Suzanne Neely, PharmD, BCPS and Ameen Pirasteh, PharmD, BCIDP

National Pharmacy Week

In honor of the miracles we make happen every day in Pharmacy, our Pharmacy Week theme focused around magic and happiness. Influenced by Harry Potter and Walt Disney, our team enjoyed crafts, social gatherings, a TON of food, and games. There was certainly no shortage of smiles!





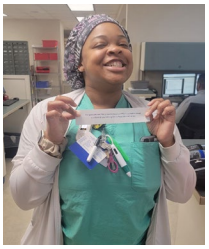
Pharmacy Week was just the start of activities throughout the year.

- **Pharmacy Open House** showcasing our Great Catch Hall of Fame Award presentation and newly installed high speed IV robots and other recent construction. We invited Maternal Newborn (our Perfect Pair!) and Baptist Health Leadership to check out the great things hiding in the basement.
- Celebrity sighting! **Tammy Daniel, DNP, MA, RN, NEA-BC** - Executive Vice President & Chief Nursing Officer
- Cupcake decorating competition
- Easter Egg Hunt (with PTO prizes inside!)
- **Holiday Celebration** including ornament exchanges, hot cocoa bars, ugly sweaters, and BMCJ Gingerbread House Competition
- Monthly Resident Socials
- March Madness Bracket Competition
- NFL Survivor Competition




Rowana Garcia


Hucks Buchanan, PharmD


Kasaundra Chambers, RPhT




2nd Place Winner: Courtesy of Teresita Leonard, RPhT (right) and Patricia Menefee, RPhT (left)




Front L-R: Tiffany Daniels, RPhT, CPhT; Amy Francoeur, RPhT, CPhT; Parris Parker, RPhT; Megan Kranz, PharmD, BCPS, BCOP

Middle L-R: Marjorie Delucia, PharmD, MS, CCRP; Jordan Hunter, PharmD; Michael Finnick, PharmD, BCPS; Amber Adams, PharmD; Lisa Rogan, PharmD, BCOP; Elizabeth Jimmerson, PharmD, BCSCP

Back L-R: Frank Germano, PharmD; Joel Serraro, RPhT; Michele Thomas, RPhT; Joanna Daniels, RPhT, CPhT; Matthew Vickers, PharmD; Matthew Fox, PharmD, BCPS, BCOP


Penny Kramer, RPhT, CPhT; Kendra White, RPhT, CPhT


Jeana Kett, PharmD, BCPS; Amanda Yassin, PharmD, BCCCP; Chris Vynanek, PharmD, BCPS


Naomi House, PharmD, BCPP; Petra Estep, PharmD, MHA, BCPS, FACHE

Community and Hospital Engagement

Teamwork makes the dream work. Our department's engagement is essential to our own and the organization's success. Pharmacy ensures their active participation in various community and institution events:

- **BMCJ Perfect Pairs Competition:** We built friendships and partnerships through various service, social, and educational opportunities throughout the year. Minnie and Mickey rose to the top winning ourselves a trophy (and a free taco bar lunch for FY26's Holiday Celebration!)
- **BMDA Chili Cook-Off:** This team takes food almost as seriously as chemo! Pharmacy won 3rd place for their chili submission and 2nd place for their cornbread masterpiece.
- **Nurses Week:** In partnership with Nursing and Physician Leadership, Pharmacy helped our nursing colleagues celebrate their week of honor
- **Nicole Thomas' Coffee Rounds** on Night Shift
- **First Coast Heart Walk:** We were able to support the group's fundraising through contribution of a raffle basket and team member participation in the walk!
- **Gate River Run**
- **Ronald McDonald House**
- **Women's Employee Resource Group Rethreaded Day of Service**
- **Wolfie's Spooktacular:** Always an amazing Halloween extravaganza for our little patients!
- **Holiday Help from the Heart:** Both our BMCJ and WCH Pharmacy teams were able to adopt a family and make a team member's holiday extra special
- **United Way:** Each year, our team actively participates in the giving campaign through Days of Caring, contributes a raffle basket, and donates to the campaign. Beyond the campaign, this team also generously donated goods for birthday boxes, school supplies, and a food drive. This past year Pharmacy was able to be part of the organization's acceptance of the United Way of Northeast Florida's Champions of Change Heart of Service award.
- **Wolfson 55K Challenge:** Our residents always host a booth to offer safe medication use pearls to parents. Despite the cold, many of our team members also ran their hearts out to support the Pediatric Rehabilitation Services!







Michael Finnick, PharmD, BCPS and Elizabeth Jimmerson, PharmD, BCSCP



Petra Estep, PharmD, MHA, BCPS, FACHE and Beth Ridley, PharmD, DPLA





L-R: Nicole Thomas, FACHE; Tanique Sulph, PharmD Candidate; Acel Richards, RPhT, CPhT; Aerianna Bryant, RPhT; Jacqueline Williams, RPhT; Darniesha Quinones, PharmD; Petra Estep, PharmD, MHA, BCPS, FACHE; Deja West, RPhT, CPhT; Jayme Bristow, PharmD; Kristie Fox, PharmD; Julie Rigsby, PharmD; Danita Burch, DNP, RNC-OB, CNL; Neal Wigley, PharmD







L-R: Amy Kinnunen, PharmD, BCPPS; Taylor Bourn, PharmD; Whitney Butler, PharmD; John Ng, PharmD; Tosha Egelund, PharmD; Jaylen Gonzalez, PharmD





L-R: Bryanna Colteryahn, PharmD; Alexiann Drouin, PharmD; Wolfie; Jalen Gonzalez, PharmD; Anna Byra, PharmD



Luigi – Dustin Moore, RPhT, CPhT



PROFESSIONAL INVOLVEMENT

Among full-time team members, our department touts **34 Board of Pharmacy (BPS) certified pharmacists and 24 PTCB certified technicians.**[1] Additionally, this group is composed of **52 PGY-1 and 20 PGY-2 trained pharmacists.**

Our team members give back to numerous committees within the organization. Pharmacy team members (not including members of leadership) hold **257 seats**[2] **across 60 committees/workgroups** (throughout the organization including Nemours).

Beyond these groups, **the Downtown campus leads 9 standing systemwide pharmacy workgroups.** A special thank you to the chairs of these groups:

- **Pediatric FDB Alert Space Workgroup:** Alexander Schwaner, PharmD
- **Pediatric REMS Workgroup:** Amy Kinnunen, PharmD, BCPPS
- **Pediatric Antimicrobial Stewardship Workgroup:** Hucks Buchanan, PharmD
- **Pediatric Epic Optimization Workgroup:** Melinda Waszak, PharmD
- **Pediatric Alaris/Pump Workgroup:** Nikki Vandergriff, PharmD
- **System Critical Care Pharmacist Workgroup:** Amanda Yassin, PharmD, BCCCP
- **System Internal Medicine Pharmacist Workgroup:** 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:

- **Jeana Kett, PharmD, BCPS**
  - Northeast Florida Society of Health-System Pharmacists (NEFSHP) Education Chair
  - Kappa Psi Pharmaceutical Fraternity
    - Jacksonville Graduate Historian
    - Atlantic Province Supervisor
    - Southeast Province CDC Chair
- **Jessica Andrews, PharmD, BCCCP**
  - NEFSHP President-Elect
  - Florida Residency Conference (FRC) Program Planning Chair
  - Florida Society of Health-System Pharmacists (FSHP) Educational Affairs Vice Chair
- **Ryan Cook, PharmD, BCPS, BCCCP, BCEMP**
  - Duval County Pharmacy Association (DCPA) Treasurer
- **Isabel Evans, PharmD**
  - NEFSHP President
- **Petra Estep, PharmD, MHA, BCPS, FACHE**
  - Florida Society of Health-System Pharmacists (FSHP)
    - Board Member
    - Treasurer-Elect
- **Megan Kranz, PharmD, BCPS, BCOP**
  - Florida Society of Clinical Oncology (FLASCO) Pharmacist Liaison
- **Amanda Yassin, PharmD, BCCCP**
  - NEFSHP Treasurer

Additionally, **Jon Cokley, PharmD, BCPPS, FNCS** was recognized as a Fellow of the Neurocritical Care Society.

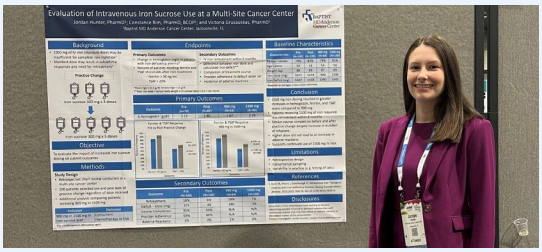
1 *This is **6** more than last year!*

2 *This is a **37%** increase in pharmacist committee involvement! This was made possible by Hospital Administration's support of professional time AND teamwork to ensure patient care needs are met!*

PRESENTATIONS AND PUBLICATIONS

Our team members provided **more than 53 professional presentations** across the country including but not limited to:

- ASHP Midyear Clinical Meeting Poster Session
  - Our PGY1 and PGY2 residents all present their initial research at one of the largest national pharmacy conferences
- Emergency Neurological Life Support Course
  - **Jessica McManus, PharmD, BCCCP:** Status epilepticus
- FSHP Annual Meeting
  - **Jessica McManus, PharmD, BCCCP:** *Blood pressure management in the Neuro ICU*
  - **John Ng, PharmD:** *Psychiatric Pharmacotherapy in Oncology*
- FLASCO Fall Conference
  - **Megan Kranz, PharmD, BCPS, BCOP:** *The Gen Z's in GI Oncology: Zolbetuximab, Zanidatamab, Zencutuzumab*
- FLASCO Fall Congress
  - **Megan Kranz, PharmD, BCPS, BCOP:** *Multidisciplinary Approach and Pharmacist Involvement in HAI Pump Program for Colorectal Cancer Cholangiocarcinoma*
- FLASCO Great Strides
  - **Megan Kranz, PharmD, BCPS, BCOP:** *Latest Advances in Neuro-Oncology: Insights from SNO*
- FLASCO Rapid Integrations
  - **Megan Kranz, PharmD, BCPS, BCOP:** *Managing Immune-Mediated Endocrinopathies*
- Hematology/Oncology Pharmacy Association (HOPA) Annual Meeting
  - **Jordan Hunter, PharmD:** *Evaluation of Intravenous Iron Sucrose Use at a Multi-Site Cancer Center*



- Kappa Psi Pharmaceutical Fraternity 2024 Winter Assembly
  - **Jeana Kett, PharmD, BCPS:** *Risk Management*
- NEFSHP Fall Meeting
  - **Ryan Cook, PharmD, BCPS, BCCCP, BCEMP:** *Toxicology for Dummies: Practical Takeaways for the Clinical Pharmacist*
  - **Caroline Welch, PharmD, BCEMP:** *Who's Afraid Of Little Old Me? Treatment strategies and clinical controversies surrounding massive pulmonary embolism management*
- NEFSHP Residency Forum: Each year our residents represent our program at this winter conference



- Society of Critical Care Medicine (SCCM) Critical Care Congress)
  - **Kyle Volland, PharmD, BCCCP:** *BAN-ADHF Score to Predict Diuretic Efficiency and Clinical Outcomes in Cardiogenic Shock*
- University of Florida College of Pharmacy Interprofessional Healthcare Coalition
  - **Kyle Volland, PharmD, BCCCP:** *The ICU Pharmacist's Role in Collaborative Care*

PRESENTATIONS AND PUBLICATIONS

Further, the group aims to contribute to published professional literature and succeeded with **4 published research articles.**

- **Megan Kranz, PharmD, BCPS, BCOP**
  - Regis, P, Kranz, M, Cavaliere, R. Just a Bit Outside: An Attempt to Improve Overlooked Symptoms and How This May be Accomplished. *Neuro-Oncology Practice* 2025 12(4) 541-542. doi:10.1093/nop/npaf054
- **Kendall Wick, PharmD**
  - Tai D, Park D, Soria P, Shah P, Wick K, Son S, Jeon W, Lee K, Akhtari M. Hepatic sinusoidal congestion associated with inotuzumab therapy in patients with B-cell acute lymphoblastic leukemia, a proposal for a new clinical entity: Calicheamicin syndrome. Published in *Journal of Oncology Pharmacy Practice*. doi:10.1177/10781552251332278
- **Kaitlyn Tenn, PharmD**
  - Tenn K, Fassett KT, Minshew LM, White C, McLaughlin JE. Exploring Cultural Intelligence Validity and Teaching Self Efficacy in Pharmacy Faculty. Am J Pharm Educ. 2023;87(7):100075. doi:10.1016/j.ajpe.2023.100075
- **Kyle Volland, PharmD, BCCCP**
  - Volland K, Ventura D, McPherson D. BAN-ADHF score to predict diuretic efficiency and clinical outcomes in cardiogenic shock. Critical Care Medicine. 2025; 53(1)

PHARMACY RESIDENCY

Over the last 20 years, our team has grown its American Society of Health-System Pharmacists (ASHP) accredited Postgraduate Year 1 (PGY1) residency. With her vision to advance the program, Dr. House has expanded our recruitment practices representing our program at 3 residency showcases (ASHP Midyear Clinical Meeting, American College of Clinical Pharmacy SNPhA, and Florida Society of Health-System Pharmacists (FSHP) Annual Meeting), 2 open houses reaching students from 8 colleges of pharmacy, and 3 virtual information sessions open for all.

Our residents present their research at multiple conferences including FSHP Florida Residency Conference, ASHP Midyear Clinical Meeting, NEFSHP Residency Forum, and HOPA Annual

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



2024-2025 PGY1 Residents (left to right): Alexiann Drouin, PharmD; Kevin Rivera-Vargas, PharmD; Meredith Lammers, PharmD; Bryanna Colteryahn, PharmD; Jalen Gonzalez, PharmD; Anna Byrd, PharmD.

Conference building our brand and sharing our best practices nationally.

Our 44 residency preceptors dedicated **nearly 7,000 hours** this past year sharing clinical knowledge, supporting development of professional presentations, and guiding development and execution of peer-reviewed journal-worthy manuscripts. If you include Doctor of Pharmacy candidate teaching time, **more than 11,408 hours were committed to learners.**

Our programs are proud to boast successfully training and graduating 108 PGY1 residents and 5 PGY2 Oncology residents. **At present, 32 past residents are employed by Baptist Health with 3 of our 7 residents joining our team this past year.**



Jordan Hunter, PharmD and Megan Kranz, PharmD, BCPS, BCOP

The residents recognize those preceptors that had the greatest impact on their professional development. ▶







RESIDENCY PRECEPTORS OF THE YEAR



Adult Preceptor of the Year: Austin Dykes, PharmD, BCPS



Pediatric Preceptor of the Year: Lily Yang, PharmD, BCPPS



Combined Preceptor of the Year: Ameen Pirasteh, PharmD, BCIDP

Stewardship

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

Drugs are expensive. While we **exceeded our VAT goal by $2.2 million**, make no mistake - this was hard work!!! Through aggressive negotiation of contracts, daily focus on contract/formulary compliance, partnerships with effective drug replacement programs, constant communication with our group purchasing organization (GPO) and aggregation group, routine conference participation to identify new vendor partnerships, and investment in technology to support inventory management, we blew past our original goal. We continue to see return on our strengthened relationship with QuickSortRx, to optimize our 340B savings and earn our spot in the 2% Club. With an annualized **WAC penalty reduction of $795,695** for the system, we can tout a 2.55% reduction in WAC penalty this year and a 3.18% average on the year. We captured **over $1.4 million in drug replacement** driven largely by Qualify Health's recovery at BMDA. Additionally, our team's work to avoid waste and make cost-effective evidence-based pharmacotherapy decisions support all the administrative work behind drug savings.

Pharmacy was integral to supporting expansion of our free-standing emergency department at Nassau Crossing, planning for cell therapy in pediatrics, and launch of the CAR-T program for adults. We were met with our fair share (perhaps more than fair share) of disasters. This team was essential to our health system's ethical and data-driven response to a national IV fluid shortage following Hurricane Helene and a flood right here in our BMDA sterile compounding area. Our team answered the call when this institution and our patients needed us most.

Inventory turns: 16.5



Left to right: Kevin Davis, PharmD, MHA, BCPS; Christian Ebio, RPhT; Ryan Pickering, RPhT, CPhT-Adv; Cynthia Chilson, RPhT; Petra Estep, PharmD, MHA, BCPS, FACHE

WAC Premium reduced from 3.9% to 3.18% (Benchmark 5%) to become part of the 2% club, meaning we realized a 2% or greater reduction in WAC penalty since collaborating with QuickSortRx

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.

BAPTIST
HEALTH