

Spring Meeting
April 9th and 10th
Details to be released soon!

ISHP Newsletter

Volume 32 #1

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**Idaho Society of
Health-System
Pharmacists**
Newsletter Volume 32 # 1



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President's Message

Elaine Nguyen

Looking forward to 2022...

...and here we are! In the November newsletter, I discussed moving forward and ISHP is continuing to do just this. We ended 2021 finalizing our strategic plan (please see [About \(wildapricot.org\)](https://wildapricot.org) to review the priorities, goals, and key objectives). As in years past, our priorities continue to be sustainability, professional development, and advocacy. Maintaining this foundation allows us to continue the growth that we have been making in recent years. Thank you to the entire Board of Directors as well as the I-LEAD team for participating in the strategic planning process and taking steps every day to advance our organization. Before launching into the busyness of 2022, I want to give a special thank you to **Jordan Ferro** who ended three-years of service as our Idaho State University Representative with us this past calendar year.

2022 is already busy with the start of the legislative session in January. Legislative Affairs Chair **Lindsey Hunt**, Lobbyist **Caroline Merritt**, and all the members of the Professional Relations Committee (including Co-Chairs **Lindsey Hunt** and **Jen Adams**) have continued to advocate for pharmacy professionals in our state and the patients we serve. Thank you to our members who have provided valuable insight on topics such as white bagging, pharmacist reimbursement, and more. On the national advocacy level, congratulations to **Audra Sandoval** who was recently elected as our state delegate to the American Society of Health-System Pharmacist (ASHP) House of Delegates. We appreciate her and **Paul Driver** for their service, as well as **Heather Walser** who has just completed her term.

(Continued on page 3)

**2021 – 2022 ISHP
Officers and Directors:**

President:	Elaine Nguyen
President-elect:	Katie Erickson
Past President:	Andrea Winterswyk
Secretary/Treasurer:	Nitza Bankova
Executive Director:	Caroline Merritt
Administrative Affairs:	Leanne Ertle
Education:	Anna Hoenke
Programs:	Leslie LaMontagne
Legal & Public:	Lindsey Hunt
Professional Affairs:	Jennifer Adams
Student Representatives:	Meridian – Matthew Shin Pocatello – Zach Larson
Technician Representative:	Jessica Whipkey
ISU College of Pharmacy Representative:	Vacant
Central Idaho Representative:	Vacant
Eastern Idaho Representative:	Vacant
Northern Idaho Representative:	Vacant
Newsletter Editor:	Kent Quickstad
Website Chair:	Rob Wills
ASHP Liaison:	Anne Policastri

EZ contact information:

All of these Officers and Directors can now be reached at one place!

ishpcontact@gmail.com

If you are interested in helping us out with one of the vacant positions, please contact ISHP President Elaine Nguyen, the ISHP Office or go to <https://ishp.wildapricot.org/Get-Involved!> for more information.

Thanks!



ISHP Meetings:

**Spring 2022– April 9 - 10
Boise**

**Fall 2022 – September 23 – 25
Sun Valley**



President's Message

(Continued from page 1)

While it may technically still be winter, the Education Committee (led by **Anna Hoenke** and **Leslie LaMontagne**) is already looking ahead to spring as they plan for our Spring Meeting (mark your calendars for April 9-10, 2022). ISHP continues to monitor the current state of the COVID-19 pandemic and has not yet finalized our delivery method for this meeting. Regardless of the format, I know the meeting will be filled with quality education and an opportunity to see some familiar and hopefully new names and faces.

As we look ahead to spring, I also want to be present in the now and acknowledge the fact that many of you may be facing daily struggles in both your personal and professional lives. For some, winter can seem especially long. I encourage you all to find at least one positive in every single day. For nearly two years, my good friend and previous co-resident and I have been sharing a daily positive. This has strengthened our friendship (another incredible positive) and has brought me joy in so many unexpected ways. I share this personal note to encourage you all to do the same, especially on your toughest days.

Today, I am especially grateful for the opportunity to be able to serve all of you - the members of ISHP. I hope to see you soon at our Spring Meeting!

Elaine

ISHP Treasurer's report

Nitza Bankova



The ISHP Board of Directors approved the 2022 ISHP Budget which can be found at:

<https://docs.google.com/spreadsheets/d/1En63GjEOqyNsMkboAqXTdyuYRiIdHqvM/edit?usp=sharing&oid=102519748717948982630&rtpof=true&sd=true>

ISHP planned for a zero-balance budget again this year, hoping the tides of the pandemic will turn and we will be able to generate more revenue than in the past few years. We are continuing to focus on increasing non-dues revenue including hopes to roll out a Corporate Membership option for our industry partners at the Fall 2022 meeting. Utilizing our ACPE accredited provider status, we have also recently expanded our CE partnership program by signing on to process CE for a local health organization which will generate additional revenue for ISHP. The ISHP Finance Committee will kick off their meetings for 2022 soon, anyone interested in joining is encouraged to reach out to ishpcontact@gmail.com.



Mission:

To optimize patient outcomes through the support and promotion of pharmacy professionals as essential members of the healthcare team.

Vision:

ISHP is the leader in the development of and advocacy for Idaho pharmacy professionals.

Spring Meeting 2022

Leslie LaMontagne and Anna Hoenke

Planning for the Spring Meeting is in full force, with the hope that we will hold our first in person meeting in 2 years! Save the date for **April 9th and 10th** where we will be **discussing new drug updates, COVID outpatient management, oncology emergencies** and more for the **pharmacist track**. For the **technician course** we are looking to hold an **immunization workshop** and for people to come out with a certification. Lastly there is going to be a **student track** held as well focusing on **how to utilize what is learned in school in the real world for clinical rotations**. Please stay tuned on our social media platforms as well as watching you email inboxes for up-to-date information on the location of the Spring Meeting.

Thanks,

Leslie & Anna

ASHP House of Delegates

Paul Driver and Heather Walser



The ASHP House of Delegates (HOD) meet virtually in November and voted on six policies. These policies were outlined in the ISHP November newsletter. Five of the policies passed and one did not reach the 85% threshold for passage. The policy that did not pass the was “COVID-19 Vaccination Requirements to Advance Patient Safety and Public Health”. The reason for this was unclear since an update from the same policy passed the HOD in June 2021. A difference noted was the removal of the Emergency Use Authorization (EUA) language. This policy may be again debated and discussed at the HOD in June 2022.

Upcoming ASHP delegate meetings include the Regional Delegate Conference (May 2022) and meeting of the full House next June. Tentatively this meeting is to occur in Phoenix during the ASHP Annual meeting. Many of us are hoping we can have a live meeting this year...but as we all know from the past two years, we will just have to wait and see.

If you have any questions for the Idaho State Delegates...please contact us thru ISHP.

Thank you,

Heather and Paul

For more information about the ASHP House of Delegates, please see their webpage at:

[ASHP's House of Delegates webpage](#)

Congratulations are in order to **Audra Sandoval** who was recently elected as our state delegate to the American Society of Health-System Pharmacist (ASHP) House of Delegates. Audra will join **Paul Driver** as the Idaho representatives. Audra replaces **Heather Walser** who has just completed her term. Appreciation as well to **Catherine Smith** who submitted her name for the open ASHP House of Delegates position.

White Bagging and How it Impacts Patient Care

Katie Erickson

ISHP President-Elect

White Bagging is becoming a common practice for obtaining medications for clinician administration required by insurance companies and their pharmacy benefit managers. Many within the pharmacy profession may not know what White Bagging is or how this impacts our patients.



Insurance companies typically bill services conducted in the hospital or clinic setting under the patient's medical benefit whereas medications obtained via an outpatient or specialty pharmacy are billed to the patient's pharmacy benefit. Traditionally, within a health-system, medications for clinician administration, such as infusions, are purchased in house and billed under the medical benefit.

Insurance companies have identified cost savings opportunities by having certain medications filled at a pharmacy of their choice, billed to the pharmacy benefit, and then sent to the infusion center or clinic. This process is called "White Bagging."

White Bagging poses many potential issues within the continuum of care that can negatively impact our patients:

1. Filling the medication outside of the health system presents an issue where the medication may not get to the patient in time for their treatment. This can be due to misdirected mail, delayed deliveries, or patient scheduling changes. Filling the medication within the health system prevents delays in care by allowing the health system pharmacy to be in close contact with the site of service.
2. If the dose or medication is changed, the medication cannot be returned. This leaves the patient responsible for the cost of the medication and the health system is left to determine how to dispose of the medication. If the medication is filled in house, it can be returned to stock and the patient is not charged.
3. Additionally, if the dose or medication is changed the patient will need to await another shipment of medication from the insurance company's pharmacy of choice resulting in delays in care. Health system pharmacies prepare infused medications the day of and take into consideration changes to patient's health status and labs.
4. Patient safety may be compromised by removing the drug utilization review from the originating electronic medical record. Many patient safety process are integrated within health system electronic medical records that include drug-disease interactions, drug-drug interactions, lab value triggers, as well as other best practice advisories.

White Bagging overall may lead to delays in care, increased costs due to waste, increased risk to patient safety, along with patient and clinician dissatisfaction.

ISHP is supporting legislation to prevent White Bagging requirements in Idaho. For more information on White Bagging and tools to take action please see ASHP's website:

<https://www.ashp.org/advocacy-and-issues/key-issues/white-bagging>

ISHP Member News:



Long time ISHP member, **Catherine Gundlach**, officially announced her retirement date as January 14th, 2022. A past ISHP Board Member and staple of the pharmacy community, Catherine will step down from her Medication Safety role at St. Luke's in order to move closer to family in the Midwest.

Catherine's career in Idaho Pharmacy has been well documented. She launched the PGY1 Residency at St. Luke's, helped develop programs like Medication Reconciliation and the role of a Med Safety Coordinator, before they were widely recognized. She also has been a key mentor for countless pharmacists across Idaho over the years. Following the lead of her mom, another pharmacist with a storied career Wyoming, Catherine has been an inspiring leader in pharmacy that will be recognized and remembered for many years to come.

In her remarks on retirement to the St. Luke's staff, Catherine noted: "I'll leave you with my favorite quote as I want you to know you've made me feel so supported and appreciated over the last 25 years."

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Maya Angelou

This January the Director of Pharmacy at the Boise VA, **Tim Santos**, will have spent 40 years as a pharmacist - 38 of those years serving veterans at the VA! As difficult as it is for many of us to believe, on April 1st (no fooling) Tim will step down from his position at the VA, handing the baton to the next generation of leaders.



If you know Tim though, he will not just stop working. He plans to continue on in his role as weekend pharmacist at St. Luke's Boise Inpatient pharmacy, having done this for well over 30 years as well. Please help us recognize Tim for all that he has done to advance pharmacy practice in Idaho and the national level.

Tim on the right, pictured with Kent Quickstad in Sun Valley in 2017. Two old guys with their morning coffee. Congratulations on your retirement Tim!

Lindsay Kaster Picked to Lead Boise VA

ISHP Past President, **Lindsay Kaster** has been named to replace Tim Santos as the new Director of the Boise VA Pharmacy Team. This is a tremendous recognition for Lindsay's leadership ability and her history of excellence, both at the VA and in Idaho Pharmacy.



Lindsay is a graduate of Idaho State University, College of Pharmacy. She then went on to complete a PGY1 at the Boise VA and a PGY2 in Oncology with St. Luke's Cancer Institute. Following her residencies, she went on to lead the Boise VA Oncology Program, eventually transitioning to the Director of Pharmacy for the inpatient department. During that time, she also undertook multiple leadership positions with ISHP, eventually taking the President position in 2017. Please help us congratulate Lindsay on this new role and for all she has done to lead Idaho Pharmacy in excellence.

Scott Milner takes over at Saint Alphonsus

Saint Alphonsus Regional Medical Center announced that in January former ISHP Board Member, Scott Milner, will be their next Regional Director of Pharmacy.

Scott has long been a presence in Idaho Pharmacy first starting at Portneuf Medical Center, then moving to Intermountain in Burley, and eventually landing as a System Director of Purchasing, Infusion, and other areas at St. Luke's Health System.

No stranger to tough challenges, Scott has been influential in the COVID vaccine campaign in Idaho, often seen flying between hospitals to deliver the latest supply. We look forward to continued advancements in the care of Idaho patients with Scott in his new role.



Pictured here on the right, Scott was helping to prepare hand sanitizer early on in the COVID Pandemic along with St. Luke's Chief Pharmacy Officer, Kelley Curtis, and USP797/Sterile Compounding Coordinator, Gregory Lewis

Katie Vuong

Selected as Senior Director of Clinical Pharmacy Services for St. Luke's

Katie has been the Clinical Director of Pharmacy Services at St. Luke's in the Treasure Valley for the past four years, including acting as the PGY1 Residency Program Director. Before that she was a clinical pharmacist in Boise since August 2011. Please join us in congratulating Katie as she moves in this larger roll.



ISHP Annual Needs Assessment

Have you completed your survey?



We are all bombarded with electronic surveys, but ISHP needs your help so we can continue to help you meet your educational needs.



The survey was e-mailed on February 14th with a requested response date of February 28th. Please check your e-mail and complete the survey. It should take about 10 minutes. For your time ISHP is giving away a \$25 Amazon gift card to one randomly selected respondent.

Thanks in advance for your help!

Technician's Corner

St. Luke's Technician Apprenticeship Program



Zack Moore started his career as a pharmacy technician in 2011 at St. Luke's Regional Medical Center and was quickly promoted to a supervisor role. In 2019, St. Luke's recognized the **shortage of qualified technicians** in the communities we serve. To address the shortage, St. Luke's started a **pharmacy technician apprenticeship program** to train aspiring health system pharmacy technicians. Zack was selected as the program coordinator because of his operational experience and passion for training. According to Zack, he always admired teachers and how many of his teachers ignited curiosity even with challenging topics. During his years as a technician, Zack found fulfillment in teaching and training and had begun working toward a Standard Occupation Specialist Teaching Credential through the Idaho Career and Technical Education Inspire Program in the spring of 2019. With Zack's Leadership, St. Luke's became a PTCB recognized technician training site in December 2019. The first St. Luke's Apprentice class began in January of 2020. Since that time the program has trained 64 technicians with a Pharmacy Technician Certification Exam pass rate 14% above national average. In the fall of 2021, Zack obtained his Standard Occupation Specialist Teaching Credential. Zack credits the Inspire program for helping him develop the skills needed to make the apprenticeship program a success. Zack is proud to participate in the development of our next generation of pharmacy technicians in Idaho and has appreciated seeing where the world of pharmacy takes them in their careers.

Current class of technicians in training – being introduced to aseptic product preparation: Sophie Scharfen, Jordan Leon, Daniel Carlson, Monica Jasper and David Munkres

For anyone seeking information on the program you may contact either Zack at moorez@slhs.org or ISHP Technician Representative Jessica Whipkey at whipkeyj@slhs.org



From the ISHP Office - Executive Director's Message

Caroline Merritt



Although **Pharmacy Day at the Capitol** looked different this year, ISHP and ISU students collaborated with the Idaho State Pharmacy Association to host a successful, virtual poster session on Monday, January 17th. Lawmakers had the opportunity to engage with students on their poster projects via Zoom. (See the Student's Corner on the next page for more information)

ISHP will keep an eye on pharmacy issues this legislative session, and look for opportunities for our members to get involved in advocacy efforts.

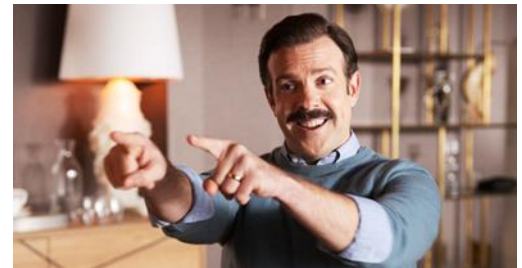
Each year, ISHP sends two Idaho pharmacists to **ASHP House of Delegate** meetings to represent Idaho and Idaho pharmacy practice. These Idaho delegates will place key votes for national healthcare policy initiatives as well as propose new initiatives to improve our practice across the state.

Audra Sandoval, Pharmacist with the Clinical Resource Hub, associated with the Boise VA, has been elected to serve as our newest delegate for 2022-2024. She will join current delegate Paul Driver at the upcoming virtual Regional Delegate Conference in April as well as the summer meeting in June in Phoenix.



The I-LEAD Fellows are now into their 2nd quarter and one of the seminars that Lindsay Crawford spearheaded was on the Leadership Style of Ted Lasso. Ted Lasso is the hit show on Apple+ which centers around an American Football coach who is hired to run a European Soccer team based in England. We soon learn that he was hired with the intention of him utterly failing and bringing down the entire football club, a revenge tactic of the owner against a former husband. What is a welcome surprise of this entire show is the character of Ted Lasso and how he shines hope for all that he comes into contact with. From his taped up “Believe” sign on the locker room wall to his little sayings like “be curious, not judgmental”, the entire first season becomes a case study in leading others.

The I-LEAD fellows were tasked with watching the first 3 episodes and discussing their thoughts on Ted’s actions and if they could glean any leadership traits that they could take away and use in their own places of work. Needless to say, the seminar was packed with great discussion with many saying they ended up watching the entire season!



For more information on Ted Lasso’s leadership lessons, please go to:

[Leadership Lessons from Ted Lasso \[na01.safelinks.protection.outlook.com\]](https://na01.safelinks.protection.outlook.com)

Student’s Corner

Zach Larson

On January 17, the annual Pharmacy Day at the Capitol took place, which provided pharmacy students the opportunity to virtually present student-created posters to Idaho legislators. Presentations highlighted the various services that pharmacy professionals contribute to society as well as current issues that impact the profession and patients alike.

An example of the of one of the posters was presented by **Weslee Haszier**, 2025 PharmD candidate. Weslee writes:

“I collaborated with Dr. Jennifer Adams and Madison Pike to research the evolution of pharmacy benefit managers (PBMs), the distribution of money in prescription insurance claims, and how legislative action benefits pharmacies and patient access to healthcare. The emphasis of our presentation demonstrated the repercussions of PBM rebates and retroactive direct and indirect remuneration (DIR) fees. The findings of our research indicated that legislative action against PBMs is most impactful at the state level rather than federally. We analyzed Arkansas Act 900, West Virginia House Bill 2263, and Oregon House Bill 2185, which require PBMs to set reimbursement rates to pharmacies above acquisition costs, lower prescription drug prices for covered patients by at least the full rebate amount issued, and assess fees to pharmacies no later than the time of claim adjudication, respectively. These examples illustrated to Idaho lawmakers how other states have enacted appropriate PBM regulation.



**Idaho State
University**

**College of
Pharmacy**

Delivering this presentation allowed me to advocate for Idaho pharmacies and patients to inspire imperative change. It is in my best interest as a first-year pharmacy student to continue taking part in opportunities like this in the future to advance the field of pharmacy."

Links to the posters presented at Pharmacy Day at the Capitol 2022 can be accessed below.

ISHP supports the strong work of the ISU students. These students are the pharmacists and pharmacy leaders of tomorrow.

ISU Student Posters

[Prescribing UTI Treatments](#)

[Prescribing Naloxone for Opioid Reversal](#)

[Rapid Covid Test](#)

[Rapid Strep Test](#)

[PBMs \(Pharmacy Benefits Manager\)](#)

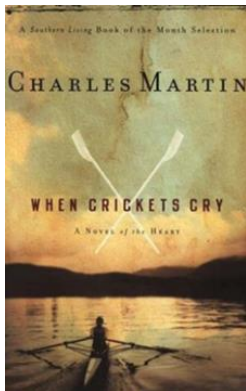
[Pharmacy in Ambulatory Care and Medication Therapy Management Services](#)

[Pharmacy in Emergency Medicine and Critical Care](#)

[Pharmacy Deserts](#)

[Pharmacy and Prescribing Psychology: A Pragmatic Approach to Removing Mental Healthcare Barriers in ID](#)

[Oral Chemotherapy Parity Laws in ID](#)



Have you ready any good books recently that you think your ISHP colleagues may enjoy? If so, please write up a brief review and sent it to Kent Quickstad, ISHP newsletter editor, at quickstad@msn.com We include these in future editions of the quarterly newsletter.

When Crickets Cry

Charles Martin

2006

A Novel of the Heart

Published back in 2006 and sitting on my book shelf for several years, I read one of the best “feel good” books that I have read in many years. *When Crickets Cry* is a story of two broken hearts set in a sleepy Southern town. It’s a story of a young girl with a congenital heart condition and a man with a broken heart from a personal tragedy. A freak accident brings these two lives together and they learn from one another and from those around them how to survive, mend the broken heart and to move forward in life.

The book is an emotional roller coaster with many twists and turns that were not predictable. I wish that I had read the book earlier and it had not spent those years sitting on my shelf with the forever growing pile of books to read.