Greetings and hope 2014 is off to a great start for you! The Donations and Design Committee of the Medicare Class of 2013 is proud to present you our 3rd and last edition of The Donut Hole.

With another Medicare outreach season over, we take a moment to reflect on our time in the class, share our accomplishments, and give proper thanks to those who have helped us along the way.

In this issue you will find short exclusives on what made our Medicare events so distinctive this year. This includes a special on our Berkeley event at the Ed Roberts Campus, insight on our special student volunteers, and background on our Medicare class goes green program.

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Rounding out this issue of The Donut Hole, we reveal our winners for this year’s Medi Awards and share our favorite memories from the past Medicare season.

We thank our readers for all of your input and enthusiasm throughout the year. We hope that you continue to support our future Medicare Part D endeavors and stay tuned to the next volume of The Donut Hole!...the first from the Medicare Class of 2014!

-Donations and Design Committee

WRAPPED UP FOR THE WINTER

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Our 2013 Outreach Totals:

- Attendees: 1,294
- Part D Interventions: 676
- MTM Interventions: 659
- Low-Income Beneficiaries Assisted: 195
- Non-English Interventions: 150
- Enrolled in a New Part D Plan Onsite: 319
- Potential Out-of-Pocket Cost Savings: $660,315
- Drug Related Problems Identified: 745
- Vaccinations (flu, pneumococcal or Tdap): 677
- Health Care Screening Services provided: 3,223
A sincere thank you to all of the pharmacists who generously volunteered their time and effort at our 2013 Medicare Health Fairs! Preceptors are an integral part of our student outreach endeavors and learning experiences. We hope your encounters during this Medicare season were just as fulfilling as ours. This issue is dedicated to all of you!

Dr. Carly Auch
Dr. Andrew Haydon
Dr. Phuong Nguyen
Dr. Oby Stan-Ugbene

Dr. Jason Bandy
Dr. Michelle Ho
Dr. Regina Nguyen
Dr. Diane Suen

Dr. Veronica Bandy
Dr. Dina Hoang
Dr. Marlyn Nicolas
Dr. Florence Tan

Dr. Jennifer Banh
Dr. Jerline Hsin
Dr. Linda Norton
Dr. Neha Tandon

Dr. Craig Barker
Dr. Tracey Huey
Dr. Nikki Nunokawa
Dr. Michael Tennant

Dr. Camille Camargo
Dr. Mallory Ignacio
Dr. Kate O’Dell
Dr. Amal Thakarsey

Dr. Hana Camarillo
Dr. Michael Ignacio
Dr. Tami Ogino
Dr. Manda Tien

Dr. Sian Carr-Lopez
Dr. Alex Kang
Dr. Jodi Ott
Dr. Pamela Tien

Dr. Elizabeth Chang
Dr. William Kehoe
Dr. Vinay Panchal
Dr. Vivian Tran

Dr. Kevin Chang
Dr. Myo Kyoung Kim
Dr. Linda Panofsky
Dr. Mila Tremblay

Dr. Toby Chang
Dr. Tracy Joy King
Dr. Annie Patel
Dr. Lohit Tutupalli

Dr. Jennie Chen
Dr. Abigail Kurtz
Dr. Binita Patel
Dr. Bruce Uch

Dr. Jennifer Chen
Dr. Jennifer Lee
Dr. Rajul Patel
Dr. Jim Uchizono

Dr. Stephanie Chen
Dr. Nancy Lee
Dr. Uwang Patel
Dr. Lauren Ujihara

Dr. Kenny Cheng
Dr. Tong Lee
Dr. Tracy Pham
Dr. Cynthia Valle-Oseguera

Dr. Matt Cheung
Dr. Vivian Lee
Dr. Chau Phan
Dr. Vanessa Vaupel

Dr. Chris Chow
Dr. Daniel Lieu
Dr. Linda Phuong
Dr. Long Vo

Dr. Irwin Chow
Dr. Danielle Limas
Dr. Neel Prasad
Dr. Lamont Vuong

Dr. Teresa Dai-Zovi
Dr. Adara Louis
Dr. Carly Ranson
Dr. Joel Wagner

Dr. Nancy DeGuire
Dr. Alan Lu
Dr. Jennifer Rodriguez
Dr. Amanda Wight

Dr. Amy Diep
Dr. Yvonne Mai
Dr. Ed Rogan
Dr. Joseph Woelfel

Dr. Dipam Doshi
Dr. Jenna Maker
Dr. Ashley Rummel
Dr. Chris Won

Dr. Nancy Du
Dr. Michelle Malewski
Dr. Lindsay Russell
Dr. Edlen Wong

Dr. Lily Duong
Dr. Anil Mallya
Dr. Sonia Sahi
Dr. Robin Yu

Dr. Robert Duong
Dr. Nataliya McElroy
Dr. Matthew Serna

Dr. Jessica Fong
Dr. Shannon McNary
Dr. Chintan Shah

Dr. Patty Fong
Dr. Richard Mendoza
Dr. Allen Shek

Dr. Taryn Fong
Dr. Elbert Mock
Dr. Ming Shen

Dr. Bryan Fusco
Dr. Chris Moo
Dr. Tanya Shepard

Dr. Suzanne Galal
Dr. Dat Ngo
Dr. Flora Siao

Dr. Berit Gundersen
Dr. Khanh Ngo
Dr. Barrett Smith

A heartfelt thank you from all of us!
**SITES IN REVIEW**

Please enjoy the following site summaries from our bustling 2013 Medicare outreach season. With **1,294 attendees** and total **potential out-of-pocket cost savings >$660,000**, we are excited to give you a brief summary of each outreach event and share with you some of our warmest memories.

**Jene Wah (Stockton) SUMMARY BY JOANNA RAO**

The first Medicare outreach event of the 2013 season was held at the Jene Wah community center in Stockton. We served a predominantly Chinese patient population and in total had **77 patients** attend. Pharmacy students worked together to provide quality care and comprehensive services to those in attendance while also being able to accommodate the language needs (most commonly Cantonese and Mandarin) of attendees when necessary.

One student recalled that a patient of hers was so touched by the quality of service that she received that she asked for permission to take pictures with students so that she could remember her experience after she moved to Canada. With such warm beneficiaries and the genuine personal connections that were made this health fair set a great precedent for the thirteen events to follow.

<table>
<thead>
<tr>
<th># of Part D Interventions</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td># of MTM Interventions</td>
<td>13</td>
</tr>
<tr>
<td># of drug therapy problems identified during interventions</td>
<td>20</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>8</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$6,340</td>
</tr>
</tbody>
</table>

**Casa de Modesto (Modesto) SUMMARY BY BRITTNEY KUBOTA**

The Casa de Modesto Medicare event was a little different from others in that some of the Part D students and faculty arrived several hours before the actual health fair in order to administer flu shots to residents of the entire facility. Students split into two groups and were able to immunize a long line of residents in no time. Whether patients were bed-ridden, in wheelchairs, or fully ambulatory, students took turns administering vaccines to residents under direct supervision of faculty. It was quite exciting for everyone to provide a service for which they had been trained in a real world setting.

I clearly remember the first beneficiary with whom my partner and I worked. It was our first health fair of the season, our first time doing a Part D/MTM intervention, and we were nervous. However, our beneficiary was so friendly and his conversational style so engaging that we immediately felt comfortable and enjoyed all of the time that we spent with him. He told us story after story, and we were able to learn about his life experiences. The beneficiary had to leave because he forgot his medications at home, but when he came back later in the day he said he wanted us to help him again. It was a wonderful feeling to have made such an impression on our first patient.
One thing that made this specific Medicare event stand out from the others was that it took place during University of the Pacific’s homecoming weekend. Even with all the festivities of the weekend, we were honored to have a visit from both University President Pamela Eibeck and Dean Philip Oppenheimer. After explaining what we as Medicare students do, the President decided to get her cholesterol checked! We were also able to share our program and outreach events with the community through an article written by Joe Goldeen of the Stockton Record. Please refer to the following LINK if you would like to read the article.

<table>
<thead>
<tr>
<th>UOP Pharmacy School (Stockton) SUMMARY BY STEPHANIE HAM</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total # of Attendees</th>
<th>162</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Part D Interventions</td>
<td>115</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>112</td>
</tr>
<tr>
<td># of drug therapy problems identified during interventions</td>
<td>127</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>72</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$171,141</td>
</tr>
</tbody>
</table>

The San Jose site is historically known to be a busy, well-attended outreach event, and this year was definitely no different. With over 200 beneficiaries attending, of which the majority spoke Vietnamese, the Medicare students scrambled to find translators, or jokingly hoped that the language would naturally come to them. Whether it was a Medicare pharmacy student volunteer translating the intervention, or students attempting to try out a few words, we definitely brought smiles to this patient population. Eager patients hurriedly “accomplished” every possible screening offered and waited patiently for their Medicare appointments.

Seven Trees (San Jose) SUMMARY BY YVI LE

<table>
<thead>
<tr>
<th>Total # of Attendees</th>
<th>212</th>
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</thead>
<tbody>
<tr>
<td># of Part D Interventions</td>
<td>60</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>56</td>
</tr>
<tr>
<td># of drug therapy problems identified during interventions</td>
<td>72</td>
</tr>
<tr>
<td># of interventions conducted in a language other than English</td>
<td>54</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>29</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$49,633</td>
</tr>
</tbody>
</table>

It was very apparent that despite the potential language barriers, these patients wanted to be educated about what exactly was going on with their Medicare drug plan. I remember one intervention in which the patient was unaware that his plan premium and co-pays were going to rise in the upcoming year. He assumed that if his was the cheapest plan at the time he enrolled, it would still be considered the least expensive as the years went by. His eyes widened in shock when we showed him what he could be paying if he didn’t switch to a different plan. He repeatedly expressed words of thanks after we successfully enrolled him. Even if beneficiaries did not speak the same language as many of us, the emotions they expressed were universally that of gratitude.
By the second week of our outreach season, everyone was in full Medicare mode! The Hutchins Street Square event was held in an enormous brick room within a lovely community and senior center. As the afternoon sunlight streamed through the paned windows, the students prepared for what would be a constant flow of patients. Word had spread fast throughout this tight-knit community in Lodi, and our patients came with their families and friends. There was definitely something for everyone to check out whether it was drug therapy reviews, health education, health screenings and/or vaccinations.

Although the room was vast enough to host both the Medicare/MTM plan review teams and screening services, there was difficulty maintaining a strong Internet connection for the Medicare students (something I know previous Medicare classes can relate to :(). However, we were quite resourceful and were able to perform many interventions using our smartphones. This technique slowed the process down, but the beneficiaries were completely understanding and patient. They were just so grateful that we were taking the time seeking the best possible drug plan for them while also optimizing their drug therapy. We were able to switch plans or enroll newly qualified patients despite the technology mishaps, and the end result was the same—extremely satisfied beneficiaries.

In our first ever collaboration with the University of the Pacific’s McGeorge School of Law, the Medicare class along with 40+ students from our School of Pharmacy worked together to provide comprehensive health screenings/services as well as legal consultations dealing with Medicare related issues to event participants. Many of the attendees praised the students for coming out on the weekend to provide these services. One notable Medicare moment was when two pharmacy students along with Dr. Tanya Shepard (Medicare Class of 2007) assisted a beneficiary when the health fair was coming to an end. Despite the long consultation, the beneficiary was very grateful for the dedication of the students as well as this program as a whole. He was so delighted with this service that he took a bunch of Medicare flyers with him so that he could pass the word of our upcoming Medicare events to his friends!
Many beneficiaries were already eager and waiting when we first arrived at the event...this is because most were residents of the facility! One pair of Medicare students was able to assist 7 beneficiaries in the 8 hours we were at the event! This event was memorable to many of the students because throughout the day we were able to see just how happy and grateful the beneficiaries were. One of the beneficiaries I assisted had just celebrated her 90th birthday and although our intervention took over an hour and a half, she continually thanked us for helping her save money on her Part D plan. After a long day, the students and preceptors were able to enjoy a delicious meal together at Tandoori Nites (I wonder who picked that restaurant); a great treat with good company.

**O’Connor Woods (Stockton) SUMMARY by STEPHANIE HAM**

<table>
<thead>
<tr>
<th>Total # of Attendees</th>
<th>120</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Part D Interventions</td>
<td>61</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>55</td>
</tr>
<tr>
<td># of drug therapy problems identified during interventions</td>
<td>86</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>22</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$55,321</td>
</tr>
</tbody>
</table>

Situated in historic downtown Stockton, Medicare students held their next outreach event at Franco Center, a low-income senior housing facility, on 11/1/2013. As a steady number of beneficiaries arrived for interventions, other patients headed straight for their screenings and listened intently to the informative consults. The slower pace of this event compared to many others allowed for even more thoughtful attention as Part D students were able to personally accompany and escort their beneficiaries to screening stations when needed.

**LOEL SUMMARY by LAUREN KATO**

<table>
<thead>
<tr>
<th>Total # of Attendees</th>
<th>40</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Part D Interventions</td>
<td>12</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>12</td>
</tr>
<tr>
<td># of drug Therapy problems identified during interventions</td>
<td>21</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>6</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$315</td>
</tr>
</tbody>
</table>

On Thursday, October 31st, the Medicare team hosted its 8th outreach event of the season at the LOEL Senior Center in Lodi. **Fifty-one attendees** took advantage of services ranging from blood pressure and cholesterol screenings, BMD screenings, asthma testing to Medicare Part D consultations and medication reviews. Because the event landed on Halloween, some beneficiaries came dressed to impress (see picture below). The festive nature of the beneficiaries maintained a lighthearted environment, and in return we did our best to successfully aid those needing assistance.

**Franco by MEGAN SHIMADA**

Situated in historic downtown Stockton, Medicare students held their next outreach event at Franco Center, a low-income senior housing facility, on 11/1/2013. As a steady number of beneficiaries arrived for interventions, other patients headed straight for their screenings and listened intently to the informative consults. The slower pace of this event compared to many others allowed for even more thoughtful attention as Part D students were able to personally accompany and escort their beneficiaries to screening stations when needed.
Though it was a weekday and only our second time at the Northeast Community Center, the day was eventful as there was a solid turnout from start to finish. Many Spanish speaking beneficiaries were assisted by bilingual pharmacy, high school or undergraduate student volunteers during the day. This definitely helped the event flow more smoothly. Despite the business of the day, it was good to get a glance of some of the tables around me where beneficiaries and Medicare students were laughing and having a great time during the interventional sessions. In particular, I recall that one of our patients was feeling under the weather. He informed us that he had difficulty sleeping along with a history of depression. However, as soon as we struck up a conversation about his prior work at his grandfather’s restaurant on Fisherman’s Wharf, his eyes lit up! Our consultation became more exciting as we went back and forth from storytelling and filling out the BOS forms to providing the Part D and MTM interventions. I believe that these moments are the ones cherished not only by the beneficiaries, but also by our Medicare students.

### Northeast Community Center (Stockton) by Anna Cho

<table>
<thead>
<tr>
<th>Total # of Attendees</th>
<th>53</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Part D Interventions</td>
<td>31</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>36</td>
</tr>
<tr>
<td># of drug therapy problems identified during interventions</td>
<td>86</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>7</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$10,833</td>
</tr>
</tbody>
</table>

This event was one of the more highly attended events and everyone kept busy for most of the day. It took place in the Palo Alto, making it one of our furthest outreach sites of the season. However, we’re glad to have been able to reach out and hope to continue having future events at this venue! Most of the beneficiaries at Lytton Gardens were non-English speaking and as such the majority of interventions were conducted in another language; most commonly, Mandarin, Cantonese, Russian, Tagalog and Spanish.

One of the most memorable moments for me personally during this event was helping a gentleman who only spoke Mandarin. With the help of a translator, my partner and I were able to go over his medications and perform medication therapy management. Ultimately, we were able to switch his Part D plan to a more cost-effective alternative that would save him money in 2014. I was unable to directly communicate with him, but the gratitude that he showed when he was told of our efforts was something that words were not needed to express – and something that I’ll never forget. It is moments like these that make me proud to have the skills and knowledge to be able to help others in this way.

### Lytton Gardens (Palo Alto) Summary by Brittney Kubota

<table>
<thead>
<tr>
<th>Total # of Attendees</th>
<th>158</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Part D Interventions</td>
<td>98</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>100</td>
</tr>
<tr>
<td># of interventions conducted in a language other than English</td>
<td>75</td>
</tr>
<tr>
<td># of drug therapy problems identified during interventions</td>
<td>21</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>65</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$86,828</td>
</tr>
</tbody>
</table>
The event at the Tracy Community Center marked our first ever venture into Tracy for a Medicare health fair. Conveniently located adjacent to the Lolly Hansen Senior Center, beneficiaries that frequented the facility were able to take advantage of our services after their regular game of bingo.

For me, the most meaningful part of the event was being able to work at the registration table and meet beneficiaries from all walks of life. I had the pleasure of being the first to greet individuals who stopped by and explain all of the services and resources available to them. This position gave me the opportunity to chat with more patients than I would have if I were just sitting down and doing interventions. From hurried greetings, to appreciative goodbyes, it was a good feeling to know our efforts had an impact on the wellbeing of the Tracy community.

First Congregational Church (Stockton) by Megan Shimada

Medicare students enjoyed a beautiful lakeside view at the First Congregational Church event in Stockton on November 15th, 2013. It was another busy day of interventions and consultations thanks to great support from the church and its congregation who really helped spread the word of the outreach event throughout the community.

In preparation for this event, we were so impressed with the numbers the church had booked for appointments that Dr. Patel had to recruit additional class students so that we could open up an extra 8 Part D/MTM stations. This event was a smash hit as we had a total of **78 attendees** that came out to our first ever event at this venue.

A spotty internet connection did not discourage our students. As we rounded off our last few outreach events, resourcefully using cell phone networks became a much practiced skill (sensing a theme here), and thankfully so.
Our trip to the Ed Roberts Campus on 11/16/13 was a first time event for our Medicare Program. This event was special because we were able to assist many beneficiaries that qualified for Medicare in ways other than age (most commonly because of having a permanent disability). It wasn’t one of our busiest health fairs, but Medicare students Lauren Kato and Michael Cheung share a meaningful encounter. Their patient was a dual-eligible beneficiary whose Part D plan was no longer going to carry one of her medications on its formulary in the upcoming year. The annual cost of her plan was to increase by $200. Lauren commented, “to hear her admit to us that there was no way that she would be able to afford the cost was definitely a humbling experience. She told us that $200 was basically the cost of her rent, which created some anxiety for her.” After a few phone calls and confirmations, they were able to successfully switch her to a new Part D plan with annual costs equal to what she had been paying in 2013.

**BERKELEY CONNECTION**

Our outreach efforts this year took us to a very special site. D&D Committee member Tina Alidad outlines the significance of our outreach event at the Ed Roberts Campus.

This year’s Medicare class was fortunate enough to be able to provide services at the Ed Roberts Campus in Berkeley, CA. Unique from sites and facilities we have visited before, this campus was put together by organizations that shared a belief for independent living for individuals with disabilities. The campus prides itself as being “fully accessible”, and has the facilities to accommodate the special needs of individuals with disabilities, providing meeting rooms, a resource/ computer center, a fitness facility, a café, as well as a child development center onsite.

The campus is named after Ed Roberts (1939-1995) who was an international leader as well as an educator who fought for the rights of individuals with disabilities. During his life, Ed was the first student with a significant disability to pursue higher education at UC Berkeley. Another impressive fact about Ed Roberts is that he was the founder of UC’s Physically Disabled Students Program. This program became the model for Berkeley’s Center for Independent Living (a partner in our health fair) as well as up to 400 other independent living centers in our country. Ed was also the first California State Director of Rehabilitation who had a disability himself.

With the enormous impact that Ed had in bettering the lives of those with disabilities during his lifetime, the Berkeley Mayor’s office was motivated to memorialize Ed’s remarkable work. This was done by opening the campus for services and opportunities that could be used by people with disabilities locally as well as worldwide.

We were very grateful to have been able to visit the campus and provide our services to those who attended this event...we hope to be back! 

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**Ed Roberts Campus (BERKELEY) SUMMARY BY TINA ALIDAD**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of Attendees</td>
<td>80</td>
</tr>
<tr>
<td># of Part D Interventions</td>
<td>30</td>
</tr>
<tr>
<td># of MTM Interventions</td>
<td>30</td>
</tr>
<tr>
<td># of drug/therapy problems identified during interventions</td>
<td>25</td>
</tr>
<tr>
<td>Enrolled in a New Plan Onsite</td>
<td>10</td>
</tr>
<tr>
<td>Potential cost savings</td>
<td>$21,138</td>
</tr>
</tbody>
</table>
On top of organizing presentations to seniors and creating specially translated forms and documents for Medicare Outreach events, the Education and Translation Committee went above and beyond this year to spread the word and gain early interest for our pharmacy school, unique Medicare elective class and community outreach efforts from undergrad students—Interview by Megan Shimada.

In the fall 2013 Medicare season, you may have noticed some new faces at our events. Fresh faced undergraduate students sat alongside Medicare and MTM interventionists to observe, and in some cases, aid in translation. Education and Translation Committee member Kristin Dang gives us some background on the new and exciting outreach to undergraduate students and shares some fond memories from her time in the committee.

What was the goal in reaching out to undergrad campuses?
The committee reached out to undergrad campuses both to increase awareness about our outreach events and to recruit students interested in pharmacy school to get some actual exposure to what we do. We targeted colleges/universities in cities that we would be holding our health fairs and asked students to help promote the event by passing out flyers in their community. Presenting to these colleges and universities showed undergraduate pre-pharmacy students one of the many proactive ways our pharmacy school helps the community and the great learning opportunities the school offers.

How could undergrads participate in the Medicare events?
Volunteers who wished to attend the health fairs as helpers/observers were chosen at random. The number selected from each college depended on how many students from that college expressed interest and how many volunteers we could accommodate at each outreach site. Selected students were required to volunteer for a minimum of two hours and undergo HIPPA training. Volunteers who were proficient in a second language often acted as translators during interventions. (continued on pg. 11)
The bilingual undergraduate students often helped beneficiaries understand the interventional process and many times their assistance helped things run smoothly. Other volunteers shadowed Medicare students and learned about Part D and MTM. Their participation gave undergrad students the opportunity to understand their future position as potential pharmacy students and gain insight to the constantly growing role of pharmacists in patient care.

**How would you describe your experience throughout these events?**

Presenting to these colleges and universities was a great experience because it gave us the chance to show undergraduates how pharmacy students can utilize their knowledge and skills while helping the community. The material learned specific to Medicare Part D isn’t generally a part of a standard pharmacy school curriculum. Nevertheless, one in six patients will be Medicare beneficiaries (may increase to one in five as more baby boomers retire). It was a good opportunity to expose students to the importance of gaining a solid understanding of Medicare Part D. As volunteers, the experience showed them many of the personal connections that we were able to make as a result of our interventions and the immediate impact of our efforts and time. After each event came to an end, it was exciting to see volunteers enthusiastic and reassured about their interest in pharmacy.

Everyone on our committee truly enjoyed giving presentations because we loved the class and wanted to share the opportunity to get a small glimpse into what they can do in the future. Some of us were alumni of the schools we went to and we wanted to share our experiences with them because we were once in their shoes- curious about what pharmacy school was like and what opportunities we’d have.

One of my favorite memories was frequently seeing volunteers stay longer than their shift because they were happy to contribute and eager to learn.

### Medicare in the News!

*Throughout the 2013 outreach season, the Medicare class had the honor of being recognized by many distinguished news outlets. Reflecting on our accomplishments, it is perhaps most meaningful when we are recognized by those close to home.* Please read on to find out about our features within the University and visit the links to read full stories and watch videos.

During our second to last outreach event at the First Congregational Church in Stockton, students received a special guest visit from representatives of the University of the Pacific. Writers of the Thomas J. Long School of Pharmacy and Health Sciences’ online newsletter made a special appearance to grab insightful interviews and thoughtful accounts of our Medicare Program and it’s impact on the community.

With personal stories from students, pharmacists and beneficiaries alike, the article gives insight into some of the core purposes of our outreach: to cultivate excellence in professionals with a passion to serve, and to establish sincere connections with our communities that is built on respect and commitment towards patient care.

We are grateful to have had received this positive recognition for our outreach efforts. Please click on the following [LINK](#) to read the full story.
Mr. Gardner first started as an army officer who ran small hospitals. After that he went to work at UCSF to help launch their medical group. Not long after, he decided to take a break to start his own real estate company. During 2007-2008, the economy took a big hit and he thought he would return to his army roots. Coincidentally, the same government website that advertised for the VA also advertised for CMS. He applied, had a great interview, and has been working with CMS since 2009. He enjoys his work and sees himself with them for the foreseeable future.

He was first introduced to our Medicare Part D program at a conference back in 2011. Dr. Patel, who also attended the conference, informed Mr. Gardner of our program and the many ways it would help if we were able to forget a more direct partnership with CMS. Exceeding the ten events attended in 2012, Mr. Gardner and his staff came to 13 of our 14 events this year (the only one they missed was due to the government shutdown being in effect). So far, Mr. Gardner is unaware of any other program in the country that is similar to the Medicare program at our pharmacy school.

According to Mr. Gardner, CMS has been very impressed with the services our Medicare program provides to seniors and other beneficiaries in the community. He enjoys working with Pacific students and has found them to be a bright, fun group. When asked what our program can improve on, he replied, “It is hard to imagine the Medicare Program doing any better of a job but something that CMS can do better is to, perhaps, know more about the employer Medicare programs and make them more transparent so people who have them are able to compare their employer’s plans with the stand-alone Medicare drug plans”. Considering the growth of the partnership between CMS and our School of Pharmacy, Mr. Gardner and Dr. Patel have discussed (continued on pg. 13)
establishing new events and targeting new communities... such as the Jewish community center in San Francisco (already booked for 11/9/2014).

When asked how the Affordable Care Act, also known as “Obamacare”, will affect Medicare beneficiaries, Mr. Gardner explains that Obamacare is not for people with Medicare, however, Medicare will change due to several provisions under Obamacare. Discounts on Rx drugs, preventative services, and annual wellness benefits are new provisions that will directly benefit Medicare beneficiaries. Other technical issues such as the establishment of Accountable Care Organizations that work toward improving the quality of health care within Medicare while also lowering costs will also help beneficiaries. Obamacare varies by income, region, and age; for further information, please visit coveredca.com. The site also contains an affordability calculator that will evaluate the cost of plans in a certain region based on one’s family size and income subsidy.

In terms of advice for future pharmacy students, Mr. Gardner explains that, in terms of the health care environment in this country, “We are in a time of great change. Many more will have access to health insurance which will change how people work. There are many opportunities for pharmacists to be involved in the clinical team as we try to find ways to improve the quality of care while keeping costs low”. The presence of Mr. Gardner and all the CMS staff who participated in our Medicare outreach events proved invaluable and allowed us to most effectively and efficiently assist our patients. We are humbled by their support!

**MEDICARE STUDENTS HONORED AT ASCP**

*In October, four Medicare Part D students were notified by a panel of ASCP judges that their poster was one of the top 5 posters submitted for consideration at the ASCP Annual Meeting in Seattle, WA... and then the news got even better — Article by Megan Shimada.*

In October, four Medicare Part D students were notified by a panel of ASCP judges that their poster was one of the top 5 posters submitted for consideration at the ASCP Annual Meeting in Seattle, WA. Four students including Susan Deng, Kelly Chen, Aaron Tran and Lana Nguyen (all from the Medicare Class of 2012) were recognized for their research efforts.

The group examined the change in students’ confidence in providing Medication Therapy Management (MTM) and found that students’ confidence on a variety of measures progressively increased throughout their involvement in the Medicare Part D course.

In addition to the poster presentation in the exhibit hall, as finalists, they were summoned to make a ten minute oral presentation of their findings in an educational session. After a well received oral presentation, the team proudly took home one of two awards given on the night... that for “Audience Favorite”. The *Donut Hole* congratulates the students on their great achievement.

*(Pictured from left to right: Susan Deng, Kelly Chen, Dr. Allen Shek, Aaron Tran and Lana Nguyen)*
Medicare Students Present Research Nationally

The fall semester was extremely busy for student research presenters. From Seattle to Boston, the University of the Pacific was well represented by informative and eye-catching poster presentations. — Article by Megan Shimada.

In the month of November, six teams of Medicare students from the Thomas J. Long School of Pharmacy and Health Sciences had the opportunity to share their remarkable research endeavors with healthcare professionals across the country. From these groups, eleven exceptional poster/podium presentations were given during which their research findings were shared.

American Public Health Association’s 141st Annual Meeting and Exposition.

November 2nd marked the first of our students’ travels as three teams of presenters headed off to Boston, Massachusetts for the American Public Health Association’s 141st Annual Meeting and Exposition. More than 12,500 public health professionals from across the country (and around the world) came together to present the latest research and explore new strategies to address the world’s leading health challenges. As the largest public health gathering in the world, this meeting brought together some of the most influential health advocates, researchers, practitioners and specialists. Sharing her thoughts with The Donut Hole, presenter and Medicare Class of 2012 student Tien Tran shared her amazement. “The convention was really great. The Boston Convention center was beautiful and the expo was HUGE. There was easily around 20 rows of poster presentations each with around 10 posters on each side”. In this sea of poster presentations and research, the hard work and time put into the eye catching and informative posters of each UOP presenting team was noticeable to all. Students were excited to share their research and attendees were equally receptive. Tien admits “this conference made me realize how unique the Medicare program at our school was. We were really excited to present our research and the mutual sharing of knowledge was really inspiring because it made me realize how much other people also care about public health”. As future (continued on pg. 15)
pharmacists, these conferences prove to be excellent occasions for students to network and build a foundation for future collaboration with other members of the healthcare team.

2013 ASCP Annual Meeting and Exhibition

A valuable function of a health professional is the ability to recognize and address the changing needs of patients. As the population shifts, it becomes more important than ever to optimize care of older adults. Bringing this matter to the forefront, Seattle Washington hosted the 2013 ASCP Annual Meeting and Exhibition. Three teams of student presenters took the weekend from November 20-22 to expand their professional networks and talk with clinicians, business owners, managers, educators, and interdisciplinary team members with the common goal to share and prepare for these global changes. As expressed in the earlier article Medicare Students Honored at ASCP, we were proud to have one team of students win the ‘Audience Favorite’ award. Attendance at this national conference not only gave students a fresh perspective of the rewards and challenges of working in the field of geriatric pharmacy, but also provided them the opportunity to strengthen their bonds with fellow peers and mentors. Researcher and Medicare Class of 2012 student Susan Deng happily recalls “one of my favorite memories was being able to play mafia (a card game) with everyone, including Dr. Patel”. Balancing work and play, conference goers took full advantage of the opportunity to build their own personal and professional connections.

The accomplishments of UOP students at national meetings remind us that pharmacy research is crucial to improving patient care. We look forward to hearing about future research of Medicare students and congratulate the students on their achievements last year.

On the following pages, please enjoy the short summaries of each research poster and their accompanying pictures. Names of Medicare students are underlined.
MEDICATION ADHERENCE BEHAVIORS OF MEDICARE BENEFICIARIES
Presented at: APHA Annual Meeting and Exposition
From left to right: Students Lauren Epperson, Janine Lastimosa, Vittoria Ledesma, and Tien Tran sought to determine variables that impacted self-reported medication adherence behaviors in an ambulatory Medicare population. Demographic and health information, and responses to survey questions regarding medication behaviors were documented at 12 community health fairs held across Central/Northern California. Demographic, socioeconomic, and health-related factors were evaluated to see if reported adherence behaviors differed as a function of these variables. Conclusions from this study indicated that mechanisms to enhance medication adherence in this population included medication reminders, elimination of cost barriers, identification and resolution of side effects, and improved education about management of chronic conditions.

COLLABORATION BETWEEN A SCHOOL OF PHARMACY AND COUNTY PUBLIC HEALTH DEPARTMENTS TO IMPROVE VACCINATION RATES IN MEDICARE BENEFICIARIES
Presented at: APHA Annual Meeting and Exposition
From Left to Right: Students Athena Xides, Su Kang, Sila Ozdemir, and George David present findings from their study aimed at increasing vaccination rates of Medicare beneficiaries through collaboration between the University of the Pacific School of Pharmacy and the San Joaquin and Santa Clara County Departments of Public Health. Demographics, vaccination history, and self-reported chronic health conditions were recorded. Conclusions from this project revealed that collaboration between a pharmacy school and public health departments improved vaccination rates in seniors, including those from underserved and/or underrepresented groups.

MEDICARE BENEFICIARY FEEDBACK ON INFORMATION PROVIDED BY PHARMACISTS DURING CONSULTATIVE SERVICES
Presented at: APHA Annual Meeting and Exposition
From Left to Right: Students Lauren Epperson, Vittoria Ledesma, Tien Tran, and Janine Lastimosa present their poster which examined factors that impacted information provided during a pharmacist consultation in an ambulatory Medicare population. Beneficiaries from 12 targeted community health fairs across Central/Northern California were asked which critical elements of a consultation were typically discussed by their community pharmacist. The study found that socioeconomic and demographic factors influenced whether a comprehensive consultation was provided. Crucial elements of medication consultation were omitted between 29—52% of the time. Additionally, they found that certain health conditions may be more difficult to address in the community pharmacy setting.

MINIMIZING PART D COSTS FOR MEDICARE BENEFICIARIES: “NOT JUST A DROP IN THE BUCKET”
Presented at: APHA Annual Meeting and Exposition
Presenters Kenneth Wang, Shu Lu, Kim-Anh Vo (not pictured) and Tiffany Chu sought to identify the frequency and impact of cost-lowering strategies used to assist Medicare beneficiaries with their Part D drug costs. Trained student pharmacists assisted beneficiaries in minimizing out-of-pocket (OOP) costs during community outreach events. Individualized assistance included: Part D plan optimization, Low-Income Subsidy and/or Patient Assistance Program applications, and identification of cheaper therapeutic alternatives based on the beneficiaries prescription medications. They found that over 80% of the 412 beneficiaries that were enrolled in a Part D plans could reduce their OOP costs by switching to a different PDP in the upcoming year with an aggregate savings of $426,264. Among many constructive results, the research determined that targeted assistance to beneficiaries may lower their OOP costs and thereby help decrease cost-related medication adherence.
**EVALUATION OF EXERCISE HABITS AND SELF-REPORTED HEALTH IN AMBULATORY MEDICARE PATIENTS**

Presented at: ASCP Annual Meeting and Exhibition

From Left to Right: Benicia Ortiz, Jessica Liang, Kimberly Kwok and Yolly Yu (not pictured) examined exercise habits and its relationship to overall perceived health in ambulatory Medicare beneficiaries while also seeking to determine if differences in exercise habits existed as a function of various demographic characteristics. Beneficiary demographic characteristics, exercise habits, self-reported health, social history, and medication and disease state information were documented. Students found that increased exercise activity positively correlated with other indicators of health, including self-reported health status and should be routinely assessed as part of each beneficiary’s medical history.

**PAIN ASSESSMENT IN AN AMBULATORY MEDICARE POPULATION**

Presented at: ASCP Annual Meeting and Exhibition

From Left to Right: Researchers Kimberly Kwok, Benicia Ortiz, Yolly Yu and Jessica Liang studied the prevalence, degree and treatment of chronic pain in an ambulatory Medicare population. Pain prevalence and severity were measured via a visual analog scale and sociodemographic and MTM data were recorded using a standard questionnaire at each of the 12 Medicare outreach events in the Fall of 2012. Out of 576 beneficiaries, 237 reported having chronic pain. The group concluded that routine pain assessment should be used in the Medicare population as it can help identify those needing pain interventional strategies and can also maximize functionality and the quality-of-life of assisted patients.

**DEVELOPMENT OF STUDENT PHARMACISTS CONFIDENCE IN THE DELIVERY OF MTM SERVICES: FROM CLASSROOM TO THE COMMUNITY**

Presented at: ASCP Annual Meeting and Exhibition

SPECIAL: Recipient of ‘Audience Favorite’ Award

From Left to Right: Students Susan Deng, Lana Nguyen, Kelly Chen and Aaron Tran sought to examine the change in students’ confidence in providing medication therapy management (MTM) services as a result of both didactic and experiential education. Student’s confidence in providing MTM services were assessed at three time points: the first day of class, after the didactic portion of the course, and after completion of all scheduled outreach events. Results showed the impact and importance of both classroom and community based learning experiences on students’ confidence in providing MTM services.

**ASTHMA MONITORING IN THE ELDERLY—SLIPPING THROUGH THE CRACKS**

Presented at: ASCP Annual Meeting and Exhibition

From Left to Right: Elizna Van Zyl, Nichole Dinh, Tina Le, and Randal Mello (not pictured) sought to determine whether the Asthma Control Test (ACT) scores, peak flow measurements and Fractional Exhaled Nitric Oxide (FeNO) levels effectively measured asthma control in an ambulatory senior population. In total, 102 patients from 12 targeted health fairs across Central/Northern California were measured for peak flow (PEF and FEV1) and FeNO. The students found that a comprehensive asthma care plan that includes the ACT, peak flow, and potentially FeNO measurements can improve clinical, quality-of life, and economic outcomes in the elderly while also reducing utilization of unnecessary healthcare resources.
**Prescriber Adoption of Student Pharmacist MTM Recommendations**

Presented at: ASCP Annual Meeting and Exhibition  
From Left to Right: Susan Deng, Lana Nguyen, Kelly Chen (not pictured) and Aaron Tran (not pictured) analyzed prescriber adoption of student pharmacist drug-related recommendations during the provision of MTM services to patients in community outreach settings. Pharmacy students provided comprehensive MTM services through the use of drug information resources during outreach events targeting Medicare beneficiaries in the fall of 2012. With patient permission, a prescriber communication form detailing the problem(s) and specific recommendation(s) for resolution was completed and faxed to the patient’s prescriber. Subsequent prescriber follow-up was made through phone calls and the adoption of recommendations was recorded and classified. Student pharmacists provided MTM services to 583 patients and identified 71 drug-related issues in 57 (10%) unique patients. Identified issues included drug safety (n=30, 42%), therapeutic optimization (n=21, 30%), cost-minimization (n=12, 17%), and adherence (n=8, 11%). Prescriber contact was initiated in all such cases and acceptance rates ranged between 82%-90%.

**Medicare Prescription Drug Costs and Plan Satisfaction as a Function of Student Pharmacists Assistance**

Presented at: APHA Annual Meeting and Exposition  
From Left to Right: Researchers Tiffany Chu, Kim-Anh Vo, Shu Lu, and Kenneth Wang examined beneficiaries’ plan satisfaction and Medicare Part D (MPD) drug costs as a function of prior assistance from trained student pharmacists. At 12 outreach events held throughout Northern/Central California, trained student pharmacists, at each event, identified the MPD plan best meeting a beneficiary's needs based on their current medications and personal preferences. Findings revealed that beneficiaries receiving targeted assistance by pharmacy students are more likely to be satisfied with their MPD plan. Additionally, significant cost-savings can be achieved through interventional assistance for non-subsidy recipients.

**Report Card on the Cardiovascular Health of Medicare Beneficiaries**

Presented at: APHA Annual Meeting and Exposition  
Students Athena Xides (pictured), Su Kang, Sila Ozdemir, and George David measured "ABCS" outcomes and provided education to a Medicare population. "ABCS" of clinical prevention include appropriate Aspirin therapy, Blood pressure control, Cholesterol management, and Smoking cessation. This was done in conjunction with the Million Hearts national initiative to prevent 1 million heart attacks and strokes over the next 5 years. Student pharmacists, under supervision of pharmacists, provided medication therapy management (MTM) services, along with blood pressure, cholesterol and other healthcare screenings with corresponding education. Researchers found that student pharmacists can assist in identifying at-risk Medicare beneficiaries through "ABCS" health screenings and provide education to improve beneficiary outcomes.
QUESTION OF THE DAY

What is your LEAST favorite household chore?

Thanks to all the Part Ders who responded to the survey! Judging from the results, there are a lot of people who don’t like doing dishes, taking out the trash, cleaning the bathroom, and so much more—

Article by Brittney Kubota

2007 “Brushing my 3 year old’s teeth” – Nicholas D. Baker “Dusting....Never ending!” – Vahe A. Guerbidjian

2008 “Vacuuming... It's loud and I have tiny tiny arms to push that machine around.” – Pamela Tien “Pretty much any "chore" is my least favorite. Thankfully I married a rather domestic male partner.” – Heather Wong

2009 “Vacuuming” – Kim Diep “Dishes because it’s something that needs to be done daily.” – Jennifer Dang “Folding laundry and putting clothes back in their respective places.” – Lyna Dao

2010 “Folding laundry. I’ll wash it all day long but when it comes to putting it away, forget it” – Katie Highsmith “Cleaning bathrooms: I hate wet tissues” – Desiree Hsiou “Washing dishes hurts my back!” – Vinay Panchal

2011 “Anything that requires me to bend over- I’m lazy” – Sean Chu “I dislike all of them equally.” – Katie Nguyen “Cleaning the pool tile grout. It seems gross, but it's just algae, and it gives me an excuse to use the pool at home :)” – Anil Mallya

2012 “Taking out the garbage... Our apartment is so ghetto and it’s always disgusting outside” – Liz van Zyl “Buying groceries, taking them out of the bag, and putting them in the fridge one by one” – Yolly Liu “Dusting. It's a never-ending cycle of dust accumulating, my not wanting to dust, my finally getting around to dusting, my re-realization as to why I really don't like dusting.” – Amy Liu

2013 “Killing spiders” – Lauren Kato “Vacuuming is the worst chore ever. You have to make sure nothing is on the floor, it takes a lot of arm strength to vacuum, it kicks up my allergies, and it’s loud.” – Heidi Cho “I do not like sweeping. It is not only easy to miss a spot, but guiding the dirt into a neat pile takes effort. Then even when using a dust pan, there is always that extra dust that stops right at the edge and won't get picked up.” – Melanie Jee “I have 2 older brothers and we all shared one bathroom when we used to live with my parents. My least favorite chore is to clean the bathroom (imagine 3 boys sharing one bathroom, its a disaster).” – Thuan Tran
Before this past Medicare outreach season began, the 2013 Outreach and Logistics committee thought up the wonderfully sustainable idea to collect all the recyclable bottles used during class and the outreach events. At each health fair, the committee set up three collapsible recycling containers donated by CalRecycle. Students, preceptors, and patients alike could easily toss in their plastic water bottles and help contribute to our green initiative. Stefan Ta Duc, one of the committee members, states that the process was simple and straightforward: “At the end of each event, we collected the bottles, emptied the leftover water, and separated the bottles from the other trash.” Their efforts led to the impressive accumulation of over 67 pounds of plastics! The class decided that the money earned from these recyclables should be donated to a non-profit cause that would reflect their ongoing ties to the senior population.

Medicare beneficiaries, a majority of whom are senior citizens, were assisted by students in optimizing their drug plan and medication use. While providing these services, the students were able to connect with this patient population on an emotional level. This down-to-earth generation shared stories of joy, learning, and courage. Among these amazing men and women were veterans that nobly served our country. Therefore, it seemed fitting that the Medicare class wished to support Honor Flight, an organization that gives veterans the opportunity to visit the war memorials in Washington D.C.. The idea for this charity came from Carly Ranson (Medicare Class of 2011). Each Honor Flight transports about 100 veterans and volunteers, and costs nearly $30,000 even after subsidization by airlines, and thus must be supported by donations. This amazing charity serves those who cannot afford, or need extra care, to make such a once-in-a lifetime trip at absolutely no cost. Our Medicare Class feels honored to contribute to such a deserving charity in our own small way.
The long awaited Medi Awards were again a big hit! Delicious food and warm company marked our last day in the Medicare class together. As categories were called, students waited anxiously and laughed heartily as, one-by-one, classmates marched up to receive their awards. Article by Lauren Kato.

After wrapping up the last of our 14 health fairs of the season, the Medicare Part D team held a final potluck to celebrate the countless hours of preparation, commitment and service we were able to provide beneficiaries. On Tuesday, November 19, each class member brought a unique dish to the potluck, ranging from Siamese Street fried rice and homemade spring rolls, to cheesecake and freshly made baklava. We all lined up to add a bit of each dish to our plates, and as we returned to our seat, the Medi Awards began with Dr. Rajul Patel as our honorary host. Prior to the potluck, all 44 of us anonymously voted for the 15 available awards.

When it came time to present the awards, Dr. Patel read the award, gave a short description of the winning student without actually giving away their name, and after he built up anxiety within all of us he would finally announce the winner of each award. It was an experience of laughing, clapping and cheering as the names were individually announced.

Some awards were given to more than one person, and a healthy number of people received more than one award. Once all of the awards were bestowed, it was our turn to gift each of the professors who had dedicated an indefinite amount of time toward the class over the past year. We ended the potluck with a short slideshow (view HERE) put together by a few members of the Donations & Design team and it was great to look back on all of newly created memories. Pictures naturally followed, ranging from snapshots of the subcommittees, Medicare outreach partners, and of the friendships that were formed as a result of our unique Medicare class. It was a perfect way to reflect and rejoice on all of our accomplishments and overall concluded a wonderful end to Pacific’s 7th year of the Medicare Part D class.

Most Likely To...

...Be the next Medicare Part D faculty member

...Chat up a returning 3rd year student or pharmacist preceptor for a future date

...Wear their Medicare polo out to a bar/ out for the night (thinking it will help their chances)

NhuAnh Le

Nicholas Stearns

Stefan Ta Duc and Thuan Tran
<table>
<thead>
<tr>
<th>Activity</th>
<th>Image</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be munching on food while with a beneficiary</td>
<td>[Image of two people holding certificates]</td>
<td>Katrina Ordanza and Stephanie Zhao</td>
</tr>
<tr>
<td>Be hugged by a Medicare beneficiary</td>
<td>[Image of two people holding certificates]</td>
<td>Hieu Buu</td>
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<tr>
<td>Knock on a beneficiary’s door and ask them if they have time to switch their Part D plan</td>
<td>[Image of a person holding a certificate]</td>
<td>Nhie Pham</td>
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<tr>
<td>Take Dr. Patel’s sarcastic comments seriously</td>
<td>[Image of a person holding a certificate]</td>
<td>Anna Cho</td>
</tr>
<tr>
<td>Elbow their way to the front of the line at the registration table in their eagerness to help the next beneficiary</td>
<td>[Image of two people holding certificates]</td>
<td>Katrina Ordanza and Sandeep Dosanjh</td>
</tr>
<tr>
<td>Cause Dr. Patel the most grief at a Medicare event &amp;</td>
<td>[Image of a person holding two certificates]</td>
<td>Karen Nguyen</td>
</tr>
<tr>
<td>Be less technologically savvy than the Medicare beneficiary they are assisting</td>
<td>[Image of a person holding two certificates]</td>
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<tr>
<td>Ask a beneficiary for money after successfully switching their current plan to a lower cost one</td>
<td>[Image of two people holding certificates]</td>
<td>Thanh Ly, Nicholas Stearns and Thuan Tran</td>
</tr>
<tr>
<td>Be Mr. and Mrs. Medicare (Best Male and Female Representative of the Class)</td>
<td>[Image of two people holding certificates]</td>
<td>Albert Tasmin and NhuAnh Le</td>
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THIRD YEAR ACKNOWLEDGEMENTS

From Sacramento to San Diego and everywhere in between, third years came from far and wide to lend their skills and expertise during our Medicare outreach season.

A massive total of 30 third years (see names below) traveled from across the state to offer their time, knowledge, and mentorship to make last year’s Medicare season the great success it was. The support provided by, and the enthusiasm and dedication of, the third years did not go unnoticed and reminded us that we are all one big family. The Medicare Class of 2013 offers an emphatic THANK YOU for all that you have done for us and the Medicare beneficiaries during this past outreach season.

<table>
<thead>
<tr>
<th>Marise Awad</th>
<th>Kim Greene</th>
<th>Jessica Liang</th>
<th>David Odabashyan</th>
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<tbody>
<tr>
<td>Radha Changela</td>
<td>Natalie Hajian</td>
<td>Amy Liu</td>
<td>Benicia Ortiz</td>
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<tr>
<td>Tiffany Chu</td>
<td>Caroline Hogg</td>
<td>Yu-Hsiu (Yolly) Liu</td>
<td>Tien Tran</td>
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<td>Carmen Chung</td>
<td>Anne Huynh</td>
<td>Johanna Lopez</td>
<td>Liz Van Zyl</td>
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<tr>
<td>Susan Deng</td>
<td>Urvish Italia</td>
<td>Shu Lu</td>
<td>Kim-Anh Vo</td>
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<td>Zohal Fazel</td>
<td>Daniel Kim</td>
<td>Shelley Matsumura</td>
<td>Kenneth Wang</td>
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<tr>
<td>Chrissy Go</td>
<td>Kimberly Kwok</td>
<td>Lana Nguyen</td>
<td>Athena Xides</td>
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<td></td>
<td>Janine Lastimosa</td>
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<td>Eilbra Younan</td>
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MEDICARE MEMORIES

At the start of the year, the Medicare Class of 2013 shared our excitement for the year and anxiously anticipated the start of the Part D experience. Now, in reflection, we look back and reveal our fondest memories from our experience with the class. Please enjoy our favorite Medicare Memories.

<table>
<thead>
<tr>
<th>Shirin Alavi</th>
<th>Tina Alidad</th>
<th>Marian Awad</th>
<th>Hieu Buu</th>
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</thead>
<tbody>
<tr>
<td>I was assisting a beneficiary who drove an hour to come to an event. She was very sweet and patient as we were trying to work through our phones since we had no internet connection. The fact that she was in need of saving money and her happiness to be able to get the help she needed made my day.</td>
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<tr>
<td>Any interaction that Karen and Dr. Patel had. Especially his adoption of &quot;OOC.&quot;</td>
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<tr>
<td>I loved working alongside my sister (Marise– Medicare Class of 2012) at all the outreach events!</td>
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<tr>
<td>My favorite Medicare memory was at the Palo Alto health fair. I loved that it was constantly busy the whole day. What was even better is that we discovered that one of our beneficiaries was being charged inappropriately for her medical services, and ultimately ended up saving her a lot of money.</td>
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<tr>
<td>Michael Cheung</td>
<td>Anna Cho</td>
<td>Heidi Cho</td>
<td>Kristin Dang</td>
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<td>My favorite memory was during my first event when one of the patients talked about getting a pilot’s license in the 1940s and flying to places in the US and Canada.</td>
<td>Picking up the components of the beneficiary goodie bags (700 eyeglass repair kits, 650 hand sanitizers, 700 cotton swabs cases, and over 500 Chapsticks) at Dollar Tree. The expression on the faces of those handing me cases of these items was priceless!</td>
<td>My favorite Medicare memory was when I first saved a beneficiary money by switching her to a new plan. It was definitely a sense of relief and happiness that the beneficiary entrusted me and was grateful for my efforts on her behalf.</td>
<td>The joy and frustration with helping patients in San Jose because I could only half respond in Vietnamese and seeing their happy/confused faces as I worked through the forms and interventions.</td>
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<thead>
<tr>
<th>Sandeep Dosanjh</th>
<th>Marc Edmundson</th>
<th>Benjanmin Fong</th>
<th>Caroline Ha</th>
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</thead>
<tbody>
<tr>
<td>My favorite Medicare memory was giving Dr. Patel his flu shot at the Casa de Modesto event and having him say I did really well!</td>
<td>The UOP event where we actually had working internet.</td>
<td>One of my favorite Medicare memories was the Berkeley event. It was the first time the Medicare class did an event in Berkeley, the first event geared towards a non-geriatric Medicare patient population, and also my first time riding the BART - bonding and making great memories along the way.</td>
<td>The &quot;Question of the Days&quot; were very entertaining and inspiring! They are my favorite moments in the Medicare class because it gave us the opportunity to learn more about each other. Everyone has inspired me a lot!</td>
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<thead>
<tr>
<th>Stephanie Ham</th>
<th>I-Hsuan (Ally) Hsu</th>
<th>Tiffany Huang</th>
<th>Melanie Jee</th>
</tr>
</thead>
<tbody>
<tr>
<td>My favorite Medicare memory was seeing all the beneficiaries smiles when we were able to save them money!</td>
<td>I especially treasure every smile that was given and the appreciation that we received from those that we served.</td>
<td>My favorite memory would be when a patient came back from the screening room to thank me and give me a hug before leaving the event.</td>
<td>Going down the “assembly line” at Dr. Patel's workshop.</td>
</tr>
<tr>
<td>CHRISTOPHER JOE</td>
<td>LAUREN KATO</td>
<td>MARI KOSHKAKARYAN</td>
<td>BRITTNEY KUBOTA</td>
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<td>After patients tell me they will return the following year, they sometimes tell me that they will be telling their family, friends, and co-workers as well. This really showed me that I had not only helped one individual, but also influenced others as well.</td>
<td>At the UOP event—allowing the beneficiary to take up most of her appointment time reminiscing about the places she’s traveled and gaining the opportunity to exchange stories about travelling abroad.</td>
<td>At my first Medicare health fair, my very first patient gave me a hug and thanked me upon leaving. It was then that I realized that something we did which seemed small, could make a big difference to on the lives of others. Her appreciation for what we did was unforgettable and the gratification that I felt was incomparable.</td>
<td>One of my favorite memories was during my last outreach event - I hadn't been able to use my (limited) Japanese language skills at ALL, but finally, I was referred to a patient who spoke Japanese! She didn't need a Medicare intervention but was still very cute and nice to talk to. That definitely was the highlight of my day.</td>
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<th>EMILY KUNG</th>
<th>MELANIE LARKIN</th>
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<td>One of my favorite memories was when we each shared our answers to the &quot;Question of the Day&quot; during the Medicare class.</td>
<td>My favorite Medicare Memory was at Lytton Gardens in Palo Alto. One of the beneficiaries I was assisting was previously an art teacher. As a sign of her appreciation for our work, she presented my partner and I with one of her original watercolors as a gift. Her gesture of gratitude made my day :)</td>
<td>All of the bonding that occurred over the past two semesters whether it be through studying for weekly quizzes, preparing for the health fairs, or participating in outreach events during the Medicare season! It was so much fun working with everyone!</td>
<td>A favorite memory I have was working at the health fair in Palo Alto. Nearly all of the patients I assisted only spoke Mandarin. Upon hearing that OTC items counted as medications, one of my Mandarin-speaking patients excitedly went to fetch her home supply and quickly returned for an evaluation. Seeing a nearly 80 year old woman so eager to participate in our services really made me smile.</td>
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**Dr. Sian Carr-Lopez**

Dr. Gundersen immunized a women with a vision impairment while her child sat on her lap. She was so appreciative that we had information in Braille. It was a very powerful moment for me....makes me realize the impact that we can have, one person at a time.
During the Palo Alto Medicare Event, Joanna Rao and I helped a Chinese couple who was so thankful for our services that they wanted to take a photograph together with us. The husband was so excited that he even ran back to his apartment to grab his camera!

My favorite Medicare memory was at the event at the Casa de Modesto. A beneficiary that I assisted was telling me stories of her adventures as a pilot back in the days.

I had an intervention with a couple, and the wife was suffering from Alzheimer’s disease. Witnessing the love and patience of the husband for his wife was so sweet, I nearly broke into tears watching them interact with one another. It was a touching moment to see love conquer all, especially such a tragic disease.

One of my favorite Medicare memories was at Hutchins Street. There was no internet connection, but as a class, we made it work. Each Medicare intervention might have taken a little longer than expected, but I was very happy at the turnout and grateful at how patient the beneficiaries were. They appreciated our hard work and it was well worth it.

Katrina and I helped one particular couple in Tracy: the wife had Alzheimer’s disease and her husband was by her side “til death do [them] part.” While we were helping them, she couldn't comprehend much of the survey so she would gently ask her husband to help. It was so sweet watching him patiently guide her to the right answer, never raising his voice. It was truly precious to witness, it made my heart melt ;)

I received written feedback from a beneficiary who remembered my partner and I, stating that we did a wonderful job helping her, how we were so patient, and that she was very thankful and greatly appreciative of what the Medicare Class had to offer the community. When reading the feedback, it just made me realize, this is why we do what we do as healthcare providers!

After a long day at our last health fair, we all ran up the ramp to take a group photo at the beautiful Ed Roberts campus. Then we all found our way either by walking or cramming into a car to a Thai restaurant, where we had a wonderful meal amongst friends, and wished Dr. Patel a “Happy Birthday!!!”

At the Lytton Gardens event, a sweet Chinese couple that we helped was really grateful for our assistance, and asked for my cell phone number and email address so they could keep in touch. After the health fair was over, a group of us managed to get a table at a busy Caribbean restaurant to try new foods together.

My favorite Medicare memory was not a singular moment but rather the entire experience of teaching, working with, and precepting the Medicare Class of 2013. It was a motivated group of students who made many personal sacrifices and who selflessly gave to ensure that our outreach season was as successful as could be. The collective teamwork of the entire group, how they served Medicare beneficiaries and were always willing to lend a helping hand when needed reaffirmed how privileged I feel to be a part of this program.
I am not quite sure where to begin describing the impact of the Medicare Outreach events on my learning experience, but if I try to summarize it in one word, I must say that the impact was IMMENSE!

Receiving an autograph from a grateful beneficiary and his wife after a two hour long intervention at the McGeorge Law School event. The husband was a famous racecar driver in the Sprint Car Hall of Fame. I was so honored to meet them!

With the help of a preceptor, my partner and I were able to help a 90 year old patient better remember when to take her medications by combining four of her six medications to be taken early in the morning instead of throughout the day. It feels really nice to make a difference in a patient's life.

When I saved one beneficiary over $2,000 for the upcoming year. The look on her face was priceless.

My favorite Medicare memory was when a beneficiary told us how he met his wife. He and his wife were so sweet, and they gave us smiles, thanks, and hugs. Seeing their reactions after telling them how much they would save was also priceless!

Our Medicare class and Dr. Patel went to eat after our last event in Berkeley. At the restaurant we found out that we had forgotten and left behind one of the screening committees at the site as they apparently still had a patient.

Mopping the floor at the San Jose event (see picture on page 18). It taught me to be humble. In all seriousness, I thought getting to be on the radio was really cool and a great experience!

My one favorite Medicare memory was getting to travel with other members of the Education and Translation committee to the many different Universities to recruit pre-pharmacy student volunteers for our Medicare outreach events.

We were giving immunizations and a lady came in with a young child in Berkeley. Mom was blind. We did all the screening and then offered her information in Braille on the flu vaccine she had consented to receive. She became very still and when I handed her the materials she began to read. She became very excited and rather overwhelmed with emotion and stated “This is freaking empowering! I have been blind my entire life and this is the first time someone has ever given me materials related to vaccines or medicines in Braille.” In this humbling moment I realized we had made a huge difference in this woman’s life. For the rest of my life I think I will remember the expression on her face — it was fierce, it was excited, it was empowered.
One of my favorite memories of Medicare was putting Hieu into a Medicare Banner bag to scare Dr. Patel. We almost succeeded but he insisted on picking up the bag and opening it on a table instead of the floor. The man is difficult to work with, can't even scare him (haha).

My favorite Medicare memory has to be when my partner and I invested 3+ hours with one beneficiary listening to her wild stories of how she had super powers to hear through walls and feel earthquake vibrations before they happened.

We tried to play a prank on Dr. Patel by having Hieu hide in a duffel bag and pop out when he opened the bag.

My favorite Medicare moment was when I took what I learned from class and applied it at work. A patient at the pharmacy I work at was paying a ridiculous amount of cash out of pocket every month for a medication. I had noticed that she was turning 65 in 2013 and it was during open enrollment. I directed her to one of our Medicare events and she ended up saving thousands of dollars.

My favorite Medicare memory was working with the same two patients I translated for at the Palo Alto event the year before. I was overjoyed to see that the patients I had previously worked with remembered my efforts and the time that I spent with them. It made me realize that all of our efforts as Part D students never go unappreciated or unnoticed. This has driven me to work even harder to make my own mark in pharmacy.

SMILES AND SNAPSHOTS
**HAPPY CORNER**

Good news is better when shared. Please consider sending us your latest to uopmedicare@gmail.com

The new Medicare Class of 2014 has been chosen! We look forward to the next season of Medicare!

CONGRATULATIONS to Benicia Ortiz, Urvish Italia (both from the Medicare Class of 2012), and Jennifer Rodriguez (Medicare Class of 2011) on their recent engagements!

We can’t wait to hear about your happy news, send us pictures, stories or announcements. Email us today!

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**MORE THANKS**

We want to take this time to personally thank all the pharmacy staff who so graciously helped us have a wonderful Medicare season. Their behind the scenes effort was critical to the success of our outreach efforts. THANK YOU!

- Kim Calder
- Eileen DeMaggio
- Robin Dionne
- Kim Eayrs
- Jen Flora
- Shane Grimes
- Sarah Higgins
- Dua Moua
- Marilyn Nilsen
- Gabe Norton
- Kim Whitesides

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**DID YOU KNOW...**

A man injected himself with snake venom for several years in an effort to build up immunity. He lived to be 100 years old, survived more than 170 snakebites and donated his blood to snakebite victims [source]

Bill Haast 1910—2011

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**QUOTE OF THE DAY...**

Beginning today, treat everyone you meet as if they were going to be dead by midnight. Extend to them all the care, kindness, and understanding you can muster, and do it with no thought of any reward. Your life will never be the same again.

- Og Mandino

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**THANK YOU FOR YOUR SUPPORT!**

A heartfelt thank you from the Donations and Design Committee of 2013 for all of the words of guidance and encouragement you have given us over the past year. We hope you enjoyed this year’s volume of *The Donut Hole*!