The beginning of the school year brings the promise of a new open enrollment season and the Medicare class of 2014 eagerly awaits their opportunity to assist beneficiaries with their Part D plan and medications. However, there is still much to be done before open enrollment begins on October 15.

During the fall, the ball gets rolling immediately as the Medicare class will be the first ever go through APhA’s MTM certification training program. Much work needed to be done over our break (what break?) and ultimately we will have a day-long MTM training session the first weekend we get back. Read more about it on page 8.

Thankfully, not all of our preparation involve hitting the books. Beneficiary good bags must be assembled, we need to hit the pavement get the word about our fall events out to the community (for a complete list of events see page 13), and there seems like endless things to do from a logistics perspective to ensure that each event is run smooth and that we deliver the quality of services that have come to be expected of us.

Our work and determination is motivated by the high standards set by those who have contributed to the program’s success year in and year out. We feel honored to be part of a nationally recognized program (see page 3).

Equipped with our “Brilliant Blue” new polo’s, we are eager in our desire to continue making a difference. The brightness of the new blue polo’s encapsulate our fresh new enthusiasm and optimism for a memorable outreach season. We hope your enjoy this issue and we can’t wait to see you at our fall outreach events.

Awards & Achievements

Take pride!!! The hard work of previous Part Ders, coupled with the generous efforts of volunteer pharmacists and community partners has resulted in numerous awards and national recognition for our Part D program. This year’s awards include the 2014 Archstone Foundation Award for Excellence in Program Innovation given by the American Public Health Association, the 2014 AACP Award of Excellence in Experiential Education, and the 2014/2015 AACP Student Community Engaged Award. Read more about some of this special recognition on the next page.
The American Association of Colleges of Pharmacy (AACP) Awards Committee recognized our Medicare program and bestowed upon us the Award of Excellence in Experiential Education. The Awards Committee felt that our Part D faculty created a model for pharmacy faculty and students that incorporates teaching, service, and scholarship.

The faculty recently received a grant for our Medicare Outreach program from Kaiser Permanente. The grant was for $30,000 and will be used to provide services at the fall Medicare outreach events and help with future program expansion. This funding will enable us to broaden the scope of services we offer and reach new communities through our outreach efforts. In keeping with their motto to thrive, we hope the new expanse of our services will help the communities we serve to prosper.
Pacific’s Medicare Outreach Program Wins Prestigious Teva Pharmaceuticals/AACP Award

Teva Pharmaceuticals has sponsored the American Association of Colleges of Pharmacy (AACP) Student Community Engaged Service Awards since 2009. The program is intended to encourage pharmacy students and faculty to design and build programs of community-engaged service learning, delivering consumer education about medication use, expanding access to affordable medications and improving public health. An important corollary benefit of these programs is better educating pharmacy college/school faculty and students on the contemporary issues of consumerism and access to affordable health care and medication therapy.

Each year four programs across the nation are chosen to receive this award. In 2014, we are happy to report that the University of the Pacific’s Medicare program (“Mobile Medicare Clinics”) was one of the chosen recipients. The student team leader who helped compile the grant application was Keira Domer (Medicare Class of 2011). Keira accepted the award on behalf of our program at the 2014 Annual AACP meeting in Grapevine, Texas. As part of the award, our program received a total of $18,500 from AACP/Teva Pharmaceuticals to sustain and enhance our program. This award would not have been possible without all the Part Ders who have put their heart and soul into the program, the selfless volunteer pharmacists who enable us to do what we do, the governmental and community partners that do so much to support our program and of course the beneficiaries who have enabled us to play a small role in improving their lives.

You can read more about the award as featured in the Dean’s Letter by clicking here.
1. What led you to become a professor at UOP?

“At my residency] I was able to teach [classes] that were similar to Practicum I, III, and IV. So when I was looking for jobs, the job description for a position that was available at UOP was exactly what I had been doing and seemed like a good fit.”

2. What is your favorite part about being a member of the Medicare faculty?

“I think the faculty collaboration is something really special. Also, every year we get a class of students that are so dedicated. Spending so much time with each other and going to all of the events—it feels like a family.”

3. What has been your most rewarding/memorable experience at a Medicare outreach event?

“It’s kind of hard to pinpoint any one experience. I love the ending of every intervention when the beneficiary thanks the students for their time, and you can tell there was a bond formed between the students and the beneficiary within that amount of time… and that it was a special, special thing.”

4. What do you most look forward to this upcoming Medicare season?

“I’m excited that there’s a San Francisco event since that’s kind of in my backyard. I’m also excited about the smoking cessation clinic service being added to each of the Medicare events since I’ve been trying to get [it] off the ground for a few years. I think it will be powerful to provide the counseling right there at the event since it’s so hard to get people into our clinic.”

5. What led you to move out west after growing up back east? What differences have you noticed between the two coasts?

When I was first looking for a job after my residency, one of the motivating factors was living on the west coast. I lived on the East Coast for seven years so I was open to go somewhere warm. I love both coasts, but for different reasons. All of my family lives in Missouri and I get to see them at least twice a year. The Midwest is a great place to grow up, but I also like the ocean and I like California. I’m glad that I already lived a part of my life on the East Coast (went to pharmacy school at Northeastern University in Boston) so that I can now live out west for the rest of my life. Things on the East Coast are different. The people there have tough skin, probably because it’s freezing! You have to be kind of tough to be able to live in the cold weather. I used to park my car a mile away from my house. When I got there I would have to shovel and scrape ice off my window. It’s like 10 degrees and just miserable, but it made me a stronger person.”

6. Which country have you most enjoyed visiting?

“My favorite place has been Egypt because I have family there and the beaches there, which you wouldn’t really expect, are just paradise. The waves and the water are beautiful and the sand is so white. But really, the people are what make it so special. The way that they welcome you into their homes and just care for you, it’s like they’ve known you for years and years and you really get the feeling that they would do anything for you. It’s a really special feeling. It’s also really nice to go to places where you have people and family who actually live in that country because you totally get a different experience.”

7. What are your hobbies?

“I really enjoy the outdoors, like camping and hiking. I spend a lot of time doing that. But I also really love music. My boyfriend is a musician and he’s pretty much doing shows all the time and so I go to a lot of shows, which is great because part of the reason I moved to San Francisco was to be able to see more live music. On my birthday this year, he gave me an electric bass and now I get to do my own music. I’m really excited because I started taking lessons and I started a band called Sub Sub Par. [Check out her performing with her band on page 5] We are all very busy but we try to meet on Sundays for a few hours and make our own music. It’s not a typical band because I’m the one doing the melodic part, which isn’t really a bass part. We have drums, a piano player who is more of a rhythmic piano player, and a percussion player. So it’s a lot of sounds but we’re all really into it. We’re definitely getting better though! Maybe we will even perform at the Rho Chi Talent Show next year. It’s actually a really good idea. I’ll think about that.”

8. Where do you see yourself in 5 or 10 years?

“I think career-wise, the momentum that the Medicare program has had since I’ve joined has been just exponential. I really think it’s going to gain a lot of national recognition and it’s going to change a lot, especially with the expanded research opportunities that it allows us (faculty and students). It’s exciting! Personally, I’d like to have some babies within the next 5 or 10 years! Probably 2. And maybe be a rock star on the side.”

{More about Dr. Galal on Page 11}
While the Medicare students work to ensure beneficiaries have all of the facts about their Part D plans, we sometimes hear interesting rumors about our faculty. We decided to poll previous & the present Medicare classes to see whether they could correctly guess if the following rumors were fact or fiction. Here are the results.

The graph to the left shows how the Part Ders voted. Yellow bars indicate the percentage of Part Ders who voted that the rumor was FICTION, while the blue bars represent those who thought it was FACT.

The red stamps below each rumor indicate the truth.

Have ya’ heard?
Do you have a rumor you would like us to investigate? If so, be sure to send it in!

Dr. Patel has his hands full “hand”ling the Medicare class...

Click here or the icon above to see Dr. Galal rockin’ out!

Ask Dr. Woelfel for a live impression when you see him at one of our events!

Even though she does not own her own igloo; Dr. Norton and her husband frequently visit Alaska.
It was a great day for faculty-student research on July 9, 2014 when student researchers were able to present their work to fellow students, faculty and staff alike at the Northern California College of Clinical Pharmacy (NCCCP) Research Symposium. Moreover, it was an especially proud day for the Medicare family, as nearly half of the presentations at the Symposium were on research conducted by students from the 2013 Medicare class. Of those who attended, many seemed excited at the notion that the Medicare class was so heavily involved in research. This sentiment was best expressed by current Medicare student Tiffany Wong who stated, “I had no idea that Medicare students, who already impact the communities they serve directly through outreach, could also take the work they’ve done there and turn it into research projects!” We were all proud to see our past Medicare colleagues trailblazing their way through pharmacy. The research projects presented were:

Playing *Limbo* with Dual-Eligible Beneficiaries Out-of-Pocket Prescription Drug Costs: How low can you go?

Yvi Le, Kristin Dang, Anna Cho, Thi Vu

Cognitive Decline and Depression in a Group of Ambulatory Seniors: Prevalence and Associated Factors

Benjamin Fong, Melanie Jee, Tiffany Huang, and Katrina Ordanza

A Nationwide Analysis of Drugs of Clinical Concern under Medicare Part D Stand-Alone Prescription Drug Plans

Sandeep Dosanjh, Jennifer Pham, Emmellin Tung
Implications of Sensory Loss in an Ambulatory Medicare Beneficiary Population
Mari Koshkakaryan, Emily Kung, Brittney Kubota

Concordance with the New ACC/AHA Cholesterol Guideline in an Ambulatory Medicare Beneficiary Population
Katie So, Hieu Buu

Student Experiential Learning and Practice-based Cognitive Decline and Depression Screening in Ambulatory Seniors
Christopher Joe, Karen Nguyen, Amanda Li

Incorporation of Top 200 Drug Knowledge into a Medicare Part D Didactic and Experiential Learning Course
Amy Pham, Alexander Luong, Marian Awad

With this year’s symposium wrapped up, it is our hope that next year and in the years to come, many more Medicare students will be able to be involved in research and present their hard work for all to see.
The Medicare Class of 2014 will be the first ever at our School to become MTM certified through APhA (THANK YOU DEAN OPPENHEIMER). Students have had to complete self-study modules during their August break and will have a live training session when they return in the fall. Upon completion of program components each student will receive an APhA MTM Certificate! Here are some quick facts about this new initiative:

1. **Who will be training the students?**
   The Medicare faculty members, who are certified themselves, will provide the live in-person training.

2. **What does having the APhA MTM certificate mean?**
   By becoming certified, students will receive specialized formal training to perform MTM services, understand the different billable platforms that can be utilized, and better understand the compensation structure for the provision of MTM services among other things. Also, with the recent passing of SB 493, having this skill set may be increasingly desirable to employers and payers of health care services.

3. **What are the goals of the MTM certificate training program?**
   To teach skills that are essential to provide quality MTM services, improve patient health through improved medication use, motivate student pharmacists about the importance and impact of MTM services, and to convey benchmark practices for these services.

4. **How will students use the newly acquired knowledge about MTM during the fall Medicare outreach season?**
   Students will utilize their knowledge to improve some of the MTM tools that we use, improve the efficiency with which we deliver MTM services, and utilize some of the best practices that are currently being employed with regards to MTM services.

5. **What is the short/long term goal for the APhA MTM Training Program at Pacific?**
   Short term goal: Get the Medicare Class of 2014 to go through the program as a pilot group who can provide input and constructive feedback on the value of the program, its implementation, and the resultant impact on patient care.
   Long term goal: To get the entire student body certified as MTM providers by building the program into our required curriculum.

6. **Can you provide us with an overview of the APhA MTM training modules?**
   The self-study learning objectives are implemented in four modules. The first module is called *The Current Landscape for MTM Services* which focuses on explaining the key components of MTM. This includes the requirements for MTM under the Medicare Part D benefit and new opportunities for provision of MTM services as a result of the Affordable Care Act. In addition, this module discusses potential payers of MTM services. The second module, *Becoming an MTM Practitioner: A Plan for Success*, describes the components of current pharmacy operations and how new MTM services can be incorporated into the pharmacy. The provision of MTM services can improve the economic, clinical and humanistic outcomes of served patients. Finally, the third and fourth modules prepare practitioners for conducting an MTM encounter in practice. While, highlighting key attributes of different patient populations, these modules aim to identify challenges that may be faced during an actual patient encounter and highlight possible solutions.

7. **What is the pre-seminar exercise?**
   After the self-study modules, two pre-seminar case exercises must be completed. These are intended to provide participants with initial experience in conducting a medication therapy review and give a baseline understanding of the process.

8. **What are some of the learning objectives of the live in-person seminar?**
   The seminar itself aims to provide experience in all aspects of an MTM encounter. After completing the live seminar portion, participants will be able to complete a personal medication record (PMR), develop a medication-related action plan (MAP), perform patient assessments and to describe medication use concerns and adverse drug events.

9. **What is the post-seminar exercise?**
   Through application of the live seminar objectives, participants will now perform medication therapy review for three additional patient cases in which they can utilize their acquired skills.

10. **How do you get your MTM certificate?**
    A certificate of achievement will be awarded to participants who successfully complete all activity requirements: the self-study activity, pre-seminar exercises, self-study examination with a score of 70% or better, live training seminar and the post-seminar patient interviews.
Showcasing our New Outreach Sites

By Beckie Siu & Sophia Campos

This year, we are proud to bring our Medicare clinics to three new locations: Jewish Community Center of San Francisco (San Francisco), Harvest House (Stockton), and Allen Temple Baptist Church (Oakland).

Jewish Community Center of San Francisco (JCCSF)

Through the help of Ken Gardner at the Centers for Medicare & Medicaid Services (CMS), this is the first year that our Medicare clinic will be provided in the city of San Francisco. The JCCSF was established in 1877 and is the oldest Jewish community center on the west coast. The JCCSF thrives with activity and provides seniors a variety of services including a senior lunch program, educational programming, and a variety of activities. Interesting fact about the center is that ~30% of seniors who take advantage of the Center’s offerings are of Chinese descent.

Harvest House

This year, we are bringing our services to a brand new site in Stockton. The Wilson Way project is a new initiative where the city of Stockton and business partners have joined forces to try to revitalize an economically depressed and underserved part of the city. Harvest House is located in the heart of the Wilson Way project and we expect to serve many low-income (Medi-Cal) beneficiaries and seniors from racial/ethnic minority groups at this event.

Allen Temple Baptist Church

We will be bringing our Medicare outreach program to the city of Oakland; so brace yourself Oakland because,…..here we come! Our first ever event in Oakland (this was again facilitated by Ken Gardner from CMS) will take place at the Allen Temple Baptist Church. Allen Temple Baptist Church began in 1919 and has become well known throughout the community for the breadth of services it provides. Among some of the notable services they provide are an AIDS Ministry, a Global Ministry, Volunteer Income Tax Assistance (VITA), and Food4Life Congregate Meals. They also run non-profit programs to improve housing stock for low-income individuals as well as expand educational and economic opportunities for the younger members of low-income communities. The Church has approximately 5,000 members of which 95% are African American and ~50% of which are seniors.
Creative Caption Corner

We asked previous and present Medicare student to come up with creative caption for these pictures. Here are some of our favorite responses.

Day 376: They still don’t realize I’m just a pharmacy student. Mission success!" ~ Dr. Galal
- May Chen c/o 2014

I wonder if anyone is looking at my buck tooth from here.....I can never be too careful around these people, I shall put my BIG finger here just in case .... muahahahahahha
-Kelly Chen, Medicare Class of 2012

Gonna blend into the banner so I don’t have to work.
- Kevin Lau c/o 2009

Ok, no one’s looking... I’ll just nonchalantly scratch…
-Daniel Kim c/o 2013

These smiles are fake. Pray for us, for Patel knows no mercy.
- Hasna Manghi c/o 2014
CilantroQueenXOXO
23 / F / Straight / Single
San Francisco, California
K_kwok1@u.pacific.edu

Online Now

My self-summary
I am the Queen bee and a GODDESS

What I'm doing with my life
I do car commercials (in Japan). I'm also clubbing and partying it uppppp! YOLO.

I'm really good at
Mafia, shooting guns, predicting the weather

The first things people usually notice about me
My hair is so big, it's full of secrets

Favorite books, movies, shows, music, and food
Twilight, Sam Smith, Mean Girls, anything with cilantro, cheese fries

The most private thing I'm willing to admit
I've made out with a hot dog

I'm looking for
Buff guys with nice arms who can bear my children and support me in the luxurious life I deserve

You should message me if
Ur rich

Her Details

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<td>Drugs</td>
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<td>Dress</td>
<td>Pink on Wednesdays, only sizes 1, 3, and 5</td>
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Your Favorite Viewers

Chri$5$yG

Petredish

PatellaPacific
FUN FACTS ABOUT DR. GALAL:

1. Favorite restaurants in Stockton:
   Siamese Street and Papapavlov’s

2. Would you rather: be able to speak all languages fluently, or have the ability to speak to animals?
   Speak all languages fluently because animals might not have that much to say.

3. Stress-relieving activities:
   Music and nature. She loves Big Sur!

4. Most memorable outreach experience:
   Both Dr. Galal and a beneficiary accidently fell to the ground…together. 😊

Did you know?

- There is a word that rhymes with orange! Sporang is a botany term that means “spore case.”
- Before Google launched Gmail, “G-Mail was the name of a free email service offered by Garfield’s website.
- When fruit flies are infected with parasites they self-medicate with booze. They seek out food with higher alcohol content.
- In colonial America, lobster wasn’t exactly a delicacy. It was so cheap and plentiful it was often served to prisoners.
- In Super Mario Bros., the bushes are just clouds colored green.
### Schedule of Events

- **10/17** Franco Center  
  (Stockton) 1pm-6pm
- **10/18** University of the Pacific  
  (Stockton) 10am-6pm
- **10/23** LOEL Senior Center  
  (Lodi) 1pm-6pm
- **10/25** Harvest House  
  (Stockton) 10am-6pm
- **10/26** Seven Trees  
  (San Jose) 10am-6pm
- **10/28** Tracy Community Center  
  (Tracy) 1pm-6pm
- **11/1** Allen Temple  
  (Oakland) 10am-6pm
- **11/2** O’Connor Woods  
  (Stockton) 10am-6pm
- **11/9** Jewish Community Center  
  (San Francisco) 10am-6pm
- **11/11** Hutchins Street Square  
  (Lodi) 1pm-7pm
- **11/14** First Congregational Church  
  (Stockton) 1pm-6pm
- **11/20** Northeast Community Center  
  (Stockton) 1pm-6pm
- **11/22** Ed Roberts Campus  
  (Berkeley) 10am-6pm

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**October 2014**

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