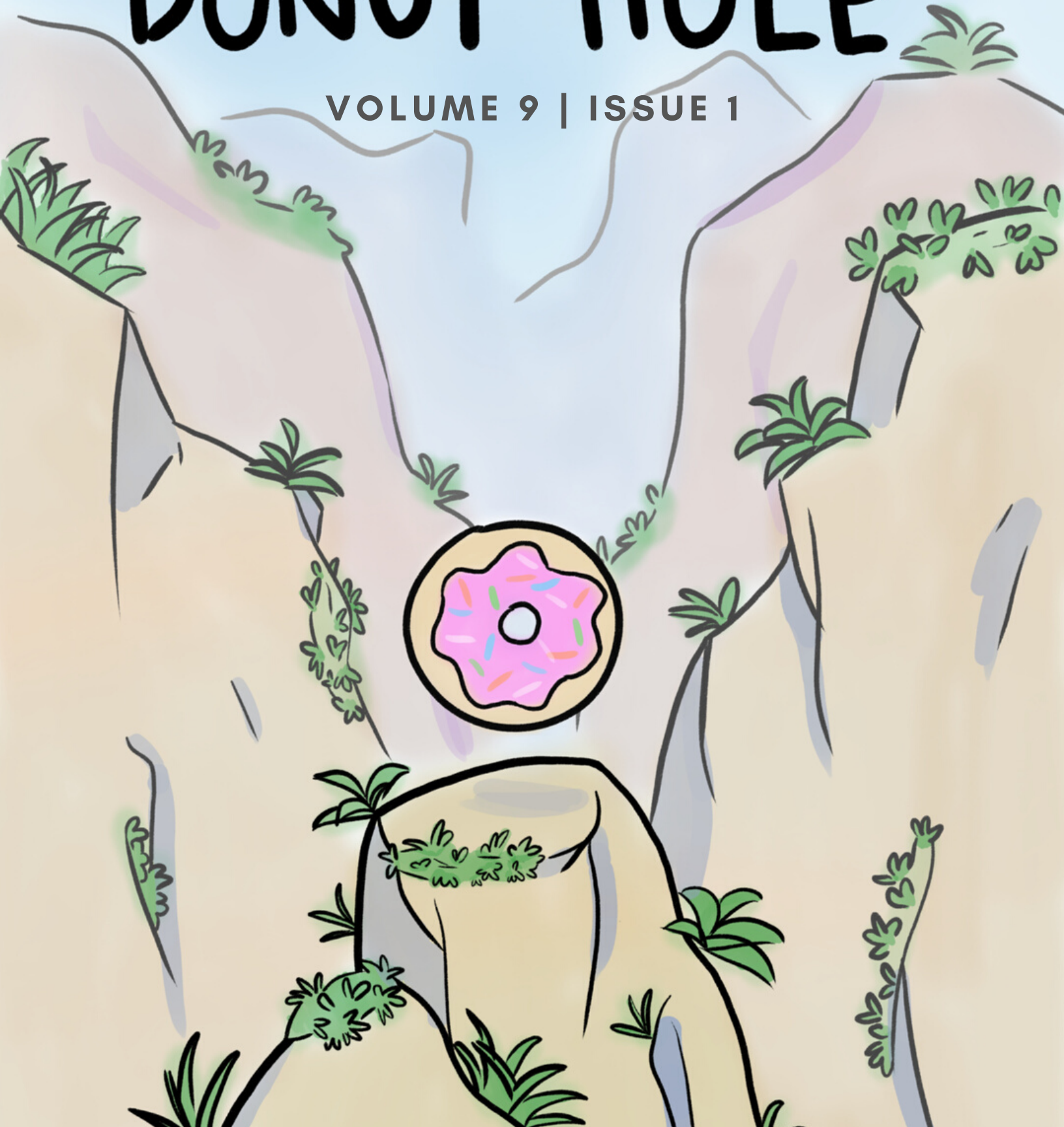


THE DONUT HOLE

VOLUME 9 | ISSUE 1





Welcome!

The Donations and Design Committee of the 2020 Medicare Class is pleased to present the first issue of the 9th volume of our class newsletter, *The Donut Hole*.

In this issue, we will be introducing our 2020 Medicare Class and celebrating the newest members of our Medicare Class to graduate with a new twist on our annual Roast n' Toast. We will also be revealing changes being made to safely provide outreach services in the fall, highlighting members of the Medicare family who are making a difference during the coronavirus pandemic, and much more!

The 2020 Medicare Class is excited to join the Medicare family and to continue the legacy of serving beneficiaries while making memories along the way. We hope this newsletter keeps you informed as to what the Medicare Class at Pacific is up to!

Sincerely,

Donations & Design Committee - Medicare 2020

*Carly Brent, Irene Chia, Jessica Choi,
Justine Do Huynh, Kenneth Ouyang, Michelle Tang,
Rachel Torres, Regina Tran, Tiffany Vu,
Stephanie Zeng*

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INTRODUCING THE 2020 MEDICARE CLASS

Alexis Hand

Fresno, CA



What is the weirdest thing you have eaten?

Spaghetti and ketchup

Element: Fire

Andy Ly

Garden Grove, CA



What kind of dessert would you be?

Pizookie because I'm hot AND cold

Element: Water

Brian Nguyen

Los Angeles, CA



What is your favorite boba drink?

Honey milk tea

Element: Air

Carly Brent

Sacramento, CA



What is your best go-to study snack?

A handful of Cheez-Its

Element: Water

Chris Lair

Stockton, CA



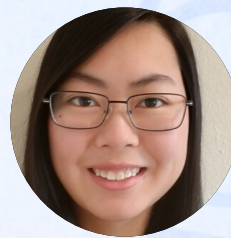
What is the weirdest thing you have eaten?

Mint and sea urchin ice cream

Element: Water

Diana Wong

San Jose, CA



If you were a flavor, what would you be?

Mint chocolate chip

Element: Water

Dylan Holt

Alameda, CA



If you could eat only one food for the rest of your life, what would it be?

Domino's pan fried pizza and cheesy sticks combo

Element: Air

Elena Andrada

Mountain View, CA



What is your favorite boba drink?

Brown sugar milk tea with honey boba

Element: Water

Emilia Abdollahian

Fresno, CA



What kind of dessert would you be?

Triple chocolate Pizookie

Element: Earth

Erika Wang

Stockton, CA



If you were a flavor, what would you be?

Sour Patch Kids Watermelon

Element: Earth

Harriet Do

Milpitas, CA



Milk before cereal or Cereal before milk?
Milk first

Element: Water

Helen Kim

Fullerton, CA



What is the weirdest thing you have eaten?
Raw octopus

Element: Earth

Irene Chia

Hacienda Heights, CA



If you could eat only one food for the rest of your life, what would it be?
Egg

Element: Fire

Jasmeen Sandhu

Roseville, CA



If you were a flavor, what would you be?
The last bite of a drumstick

Element: Water

Jay Song

Brea, CA



What is the weirdest thing you have eaten?
Live shrimp

Element: Earth

Jennifer Jung

Modesto, CA



What is the weirdest thing you have eaten?
Chicken testicle

Element: Water

Jessica Choi

Fullerton, CA



What is your best go-to study snack?
Animal Crackers

Element: Water

Jessica Wei

Walnut, CA



If you were a flavor, what would you be?
Mint chocolate chip

Element: Water

Jocelyn Cheung

Fullerton, CA



What kind of dessert would you be?
Mango Sago

Element: Water

Joel Katsumata

Walnut, CA



What is your best go-to study snack?
Gushers

Element: Water

Jonathan Tran

Sacramento, CA



What is your favorite boba drink?
Oolong milk tea with six ice cubes

Element: Fire

Justin Arnesto

San Mateo, CA



Milk before cereal or Cereal before milk?
Cereal First

Element: Water

Justin Lee

San Francisco, CA

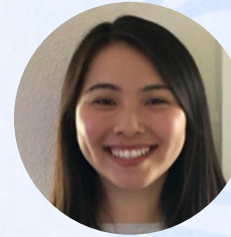


What is the weirdest thing you have eaten?
Whale

Element: Fire

Justine Do Huynh

Stockton, CA



What kind of dessert would you be?
Egg custard

Element: Water

Kiefer Sawa

Lawndale, CA



What is your favorite boba drink?
Basic milk tea

Element: Earth

Kelly Pham

Riverside, CA



What is your best go-to study snack?
Xtra Flamin' Hot Cheetos

Element: Earth

Ken Dela Cruz

Delano, CA



If you could eat only one food for the rest of your life, what would it be?
Soufflé pancakes

Element: Water

Kenneth Ouyang

San Francisco, CA



If you were a flavor, what would you be?
Tulip

Element: Fire

Kevin Leung

Diamond Bar, CA



What is the weirdest thing you have eaten?
Bird's nest

Element: Water

Kyle Vo

Fresno, CA



What is the weirdest thing you have eaten?
Bear meat

Element: Fire

Lillian Jiang

San Ramon, CA



What is your best go-to study snack?

Potato

Element: Water

Marika Gonzales

Stockton, CA



What is your favorite boba drink?

Anything with lychee

Element: Fire

Mai Her Thao

Oroville, CA



If you could eat only one food for the rest of your life, what would it be?

Korean spicy noodles with boiled eggs

Element: Earth

Mel Nicholas Borja

San Jose, CA



What kind of dessert would you be?

Apple Pie

Element: Earth

Michelle Chau

Newbury, CA



If you were a flavor, what would you be?

Snowflakes and Cashmere from Bath & Body Works

Element: Water

Michelle Tang

San Francisco, CA



What is the weirdest thing you have eaten?

Snails

Element: Fire

Parth Butani

Chatsworth, CA



Milk before cereal or Cereal before milk?

Milk first

Element: Air

Pauline Nguyen

San Jose, CA



If you could eat only one food for the rest of your life, what would it be?

Noodles!!!

Element: Water

Pavani Ravikrishnan

Fremont, CA



What is your favorite boba drink?

Earl grey milk tea with boba

Element: Fire

Pawan Kaur

Elk Grove, CA



If you were a flavor, what would you be?

Sriracha

Element: Earth

Purav Mehta

Sunnyvale, CA



If you were a flavor, what would you be?

Clementine

Element: Fire

Rachel Torres

Hercules, CA



If you could eat only one food for the rest of your life, what would it be?

Pumpnickel bread from The Cheesecake Factory with butter

Element: Water

Renee Stutz

San Jose, CA



What is the weirdest thing you have eaten?

Deer meat

Element: Water

Regina Tran

San Jose, CA



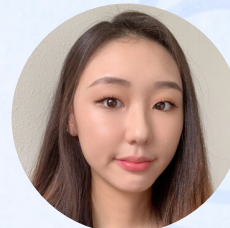
What kind of dessert would you be?

Tang yuan

Element: Air

Stella Shim

San Ramon, CA



What kind of dessert would you be?

Chocolate

Element: Water

Stacey Kim

La Crescenta, CA



If you were a flavor, what would you be?

Strawberry cheesecake

Element: Water

Tiffany Vu

San Jose, CA



If you were a flavor, what would you be?

Vanilla

Element: Earth

Stephanie Zeng

Modesto, CA



What is your favorite boba drink?

Green Milk Tea w/ white and black boba 0 sugar 0 ice

Element: Fire

Willie Yip

Orangevale, CA



What is your best go-to study snack?

An apple

Element: Water

Tuan Pham

San Francisco, CA



If you could eat only one food for the rest of your life, what would it be?

Pho

Element: Water

Woojin Lim

Danville, CA



What is the weirdest thing you have eaten?

Newspaper

Element: Fire

ROAST N' TOAST

Although the Medicare family was not able to come together this year to send off graduating 3rd year students, nothing could stop them from the annual tradition of roasting Dr. Patel. This year, students felt generous enough to share stories and tidbits of their time in the Medicare class.

MEMORABLE STORIES

"One time, Dr. Patel told me he despised coconut and coconut flavored things. Before class, I got boba and thought it would be a great peace offering to bring him his favorite boba drink, Thai milk tea. The most basic drink, I know, like how could I mess that up? Well the boba shop had Thai tea with hints of coconut flavor, and for the life of me, I could not remember if he told me he loved or hated coconut. I honestly thought he said he loved it, but my subconscious secretly wanted to torture Patel. Anyways, he basically spat out the drink and refused to finish it. I have never seen an adult throw a tantrum over coconut. AND he then proceeded to give me death glares throughout class. Moral of the story is, if you want to win the "Student most likely to give Patel the most stress", give him coconut :)"

- Sarah Trinh

"When Dr. Patel "CAME" to New York with us!" (see picture on bottom left)

- Reshma Patel
(The OTHER
"Dr. R. Patel")

"I remember in the very beginning when our Medicare classes had just begun, Amanda Byrd and I attended the Roast n' Toast that year. We were first years so we just stuck by each other that night and sat at a table alone together. Shortly after we sat down, Dr. Patel comes by and sits with us and tells us how he too would always be one of the students sitting alone at a table. Definitely a funny ice breaker, and the start of many jokes ahead that year."

- Kimberly Derreza



MORE STORIES

"Carly never let me live down that I never told her I lived in the same apartment complex as her. I realized it shortly after I joined Medicare and she seemed very offended when she found out. The funnier thing was that there was a point in time where we lived just down the hall from each other. So I will say, I'm sorry Carly, we'll forever be neighbor buddies."

- Kimberly Derreza

DR. PATEL'S BEST/WORST JOKES

"Anything related to Tiffany Tran or Sarah Trinh being annoying always makes me laugh."

- Petrus Nguyen-Tu

"Class hasn't even started yet, and the first thing he says to me is 'Look at that box, it's Sarah's feelings.' The box said 'FRAGILE.'"

- Sarah Trinh



HONORABLE MENTIONS

"Drs. Patel and Ranson are two of the most inspiring people I've ever met!"

- Ida

"I'm not going to roast anyone. I just want to say I'm very grateful to have been a part of Medicare. All the faculty members involved truly showed amazing dedication to the students and patients."

- Kimberly Derreza

"I miss meeting with Dr. Patel and the Best Research Group (The Opioid Group) and hanging out with Raya for hours!"

- Reshma Patel



WHICH ELEMENT FROM *AVATAR: THE LAST AIRBENDER* ARE YOU?

[CLICK HERE TO BE TAKEN TO AN ONLINE QUIZ TO FIND OUT!](#)

Questions below are adapted from the online quiz to give you a sneak peak:

If you were being attacked head-on by one person, which would you most likely do?

What sport are you best at?

What time of day are you at your best/the most awake?

Which part of your body would you say is the strongest?

What main trait would you want your significant other to have?

In a group project, which role would you want?

If you feel an argument coming on with someone, what would you do?

What would you do if you and a good friend hadn't been speaking for a month?

Which would you rather do on a day off?

Telehealth Outreach - A New Frontier



Author: Carly Brent

This year, Medicare outreach events in the fall are going to look considerably different than they have in the past. As the Medicare Class of 2020 prepares for the Medicare open enrollment season, we are faced with a new and unexpected challenge. Due to the current situation with COVID-19 and the recommendation from health officials, our class will be unable to host our conventional in-person outreach events. So, we were left with the question: How do we provide outreach services to our beneficiaries without meeting in person? Our answer: Telehealth. While the details of this decision have yet to be ironed out, we do have some areas of relative clarity at this time. The students and faculty may be housed at the UOP Stockton campus and the patients will remain at home or at one of our sites. The students and faculty will phone in to telehealth platform remotely and the patients will remain at home or at one of our partnered sites. Medicare beneficiaries that we have assisted in the past will be notified about our upcoming virtual events via email or a mailed flyer. A survey built into this notification will assess the level of comfort each beneficiary has for utilizing technology and the kind of electronic resources they have access to. During the virtual event itself, each beneficiary will have a set appointment time and will log on to the specified telehealth platform via computer or tablet for a virtual intervention (Part D and/or MTM) at their specified date and time. Beneficiaries may phone into their telehealth appointment from the comfort of their homes, or they can travel to one of the partnered sites if they need assistance with logging on, do not have access to the appropriate technology, or are not comfortable with utilizing a computer on their own.



From a logistical standpoint, for the past month the Medicare TAs from the Medicare Class of 2019 have been specifically assigned to finding different telehealth platforms for consideration. Each platform was weighed based on the pros and cons of that specific platform and those results were relayed to the newly formed Technology subcommittee. Their plan is to narrow the current list from 10 telehealth platforms to 2 to allow for both a primary and secondary platform. Once the particular platforms are chosen a few of our subcommittees will be working together to determine a stepwise process for appointments. This will include how the appointments will be maintained, which virtual room to join, how to get pharmacists for Part D/MTM approval, etc. In the fall the entire class will beta test this process for the first 6 weeks of class to optimize the process, so we are ready to hit the ground running when we go live during Medicare open enrollment season.

Telehealth Outreach Continued

While this new set up certainly comes with its own set of challenges, there are also many advantages to telehealth interventions. For instance, having this capability will allow the Mobile Medicare Clinics to serve individuals in a wider geographic area (and even patients in other states if necessary) without taxing the team with travel. In addition, this virtual environment will save patients time, gas, and ideally stress as this method could be more convenient, especially for older adults who may have difficulty leaving home. This will also allow for family members to be present if desired, no matter their distance from the beneficiary. The same also applies to pharmacists. Typically, we have a group of approximately 140 pharmacists that precept every year for our outreach events. With the utilization of telehealth services, this opens more opportunities for interested pharmacists to precept our events without the limitation of physical distance.



The opportunities our telehealth ventures have for our Mobile Medicare Clinics is both exciting and daunting. Therefore, if anyone reading this has experience with telehealth interventions or words of wisdom for the team as we move forward, we would love to hear from you! If you are interested in providing us with any feedback, please send an email to Dr. Patel at rpatel@pacific.edu. We look forward to this new chapter for the Mobile Medicare Clinics outreach program at UOP and all the new experiences it will bring!

NOTEWORTHY

GRANTS

Rajul A. Patel '01, '06, PharmD, PhD, professor of pharmacy practice, and **Rajkumar Sevak**, PhD, RPh, assistant professor of pharmacy practice, received a \$9,300 grant from the Pacific Technology in Education Committee for the proposal "Use of telehealth modalities in Medicare didactic and experiential education." This funding will aid the Medicare Part D Outreach Clinics in purchasing tablets that can be provided to partner sites during fall health fairs and enable effective delivery of Part D and MTM interventions using telehealth modalities to Medicare beneficiaries who might not otherwise have access to such devices.

Pacific.edu. Noteworthy News. *Tiger Times*. 2020 <https://orangecms.com/emailer/exports/email-editor-3252152462020.html>. July 13, 2020.

The COVID-19 pandemic has affected many people around the world, particularly the United States. As counties were issued a shelter-in-place order, many individuals began to work from home or sadly lost their jobs. Hospitals and essential businesses were overwhelmed with an influx of people. Despite all of this, there were many people who wanted to make a difference. We highlight the efforts of three members of the Medicare family.



MUZHDA REZAI



Muzhda Rezai is a current P2 student who will be doing her APPE rotation in Palo Alto. Usuf Hashim recently graduated from TjL School of Pharmacy. Dr. David Chayka just graduated from the TjL School of Pharmacy in 2017 and completed a PGY1 Residency at Sutter Medical Center in Sacramento, where he currently works as a critical care clinical pharmacist.

USOF HASHIM



DAVID CHAYKA



Alumnus Usuf Hashim ('20) and student Muzhda Rezai ('21) wanted to show support to heroes of the coronavirus pandemic who were not often given the praise that they deserved: grocery store workers. The two felt that grocery store employees should receive just as much support from the community since they continued to support their community many times without any Personal Protective Equipment (PPE). Additionally, many grocery workers were often mistreated during this pandemic due to misdirected stress and frustration from the public despite working hard every day.

To show their appreciation, Hashim and Rezai spent 10 days preparing care packages for these workers. The two spent numerous hours ordering from pharmacy wholesalers to find items to put into care packages which was no small feat considering the shortages plaguing the country and the price gouging occurring throughout the market. They filled care packages with important items including gloves, hand sanitizer, masks, lotion, lip balm and more. Once finished, both Hashim and Rezai delivered the bags to employees at the Food Maxx grocery store in Brentwood, CA. They even made a video (link to the left) that documents their process and offers their thanks to these unsung heroes. They hope to inspire others in every community to share their appreciation with unsung essential workers.

WHAT IMPACT DO YOU HOPE YOUR ACTIONS WILL BRING TO OTHERS?

"If you really want to bring change, then start with your own self, your home and family because you can't motivate others to change if you are unable to change yourself. To change the world, start with yourself and then move on to your profession. All in all, make the effort because what this world needs is some genuine effort." - Usuf Hashim, PharmD.

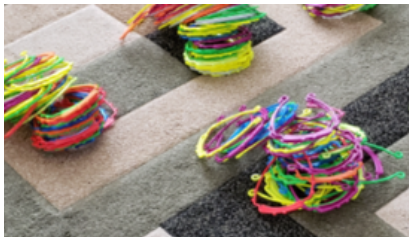
<https://youtu.be/iV9wjTi3uRA>



Dr. David Chayka ('17 PharmD) rose to the occasion during the coronavirus pandemic. He noticed there was a need in the community and was determined to find a way to contribute his knowledge and resources. Since he already owned a small business utilizing 3D printing, he decided to print 3D face shields for healthcare workers with PPE shortages in the area.

Word soon got out, and it was not long before the small requests became large and the need for expansion of the production capabilities grew. At the suggestion of a friend, Dr. Chayka created a GoFundMe page to allow those interested to donate to support his endeavors. Over the past 3 months, not a day went by where he was not producing PPE. The creation of these masks and shields are not without difficulties. After the printing process, the frames are then processed and assembled. He continues by burning off excess material, attaching a laser cut transparent binder cover to specifically match the frame, and finishes by cleaning the mask up.

"For perspective, one mask itself can take anywhere from 45 minutes to an hour and a half per frame" - David Chayka, PharmD.



When asked how others can help from their own homes, Dr. Chayka replied, "Don't stay idle, everyone can do their part. They just have to find a place, a need, use their abilities and accommodate."

According to his GoFundMe, Dr. Chayka produced more than 1,700 face shields through the financial support of over \$7,000 and distributed the face shields to homeless shelters, senior living facilities, and local hospitals. The process became so labor intensive that he "hired" a production staff which consisted of his wonderfully supportive family. His 11-year-old son, Matthew, was promoted to Department Manager and was tasked with printer maintenance, managing the operations, and restarting the printers. His wife and mother often stepped in as well to assist with the large orders to ensure timely distribution. As requests for 3D-printed PPE decreased, Dr. Chayka was able to expand his services to those in other medical professions, including dentistry.

Amidst the pandemic, these three individuals have risen to the occasion as unsung heroes. They saw a need, and acted on it with their skills, knowledge, and heart. We sincerely want to thank them for their efforts, and are proud to have these role models in our Medicare Family.



MEDICARE 2019 STATISTICS

MEDICARE PART D INTERVENTIONS

1,015 beneficiaries assisted with their Part D Plan
89.3% of cases with potential cost savings

OUTREACH

14 sites
10 cities
1,645 total attendees

VACCINATIONS

542 vaccinations administered

ESTIMATED TOTAL OUT-OF-POCKET SAVINGS FOR ASSISTED BENEFICIARIES

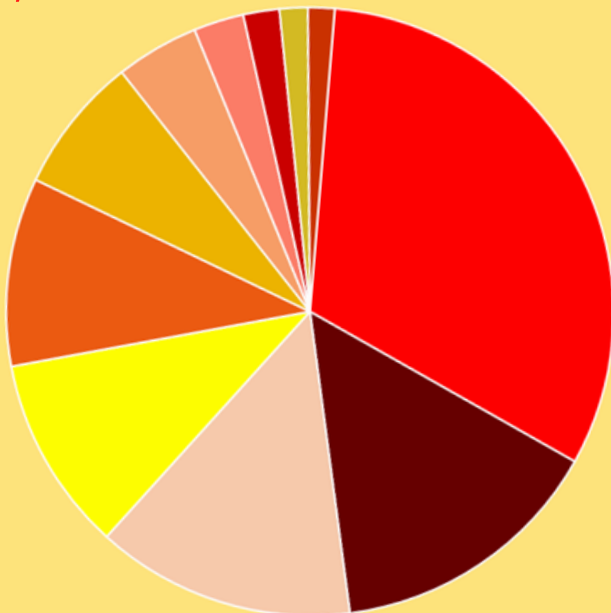
\$964,217

MEDICATION THERAPY MANAGEMENT (MTM) INTERVENTIONS

844 MTM services
2,131 medication-related issues identified
543 severe drug-drug interactions
74 severe medication-related issues requiring prescriber contact

TOTAL SCREENINGS

5,118 free health screenings



- Blood Pressure - 1,442
- Diabetes - 668
- Cholesterol - 624
- Bone Mineral Density - 470
- Falls Risk - 454
- Anemia - 330
- Memory Decline - 201
- Insomnia - 121
- Anxiety - 87
- Pharmacist Assistance - 68
- Depression - 64

THANK YOU TO ALL THE PHARMACISTS WHO PRECEPTED MEDICARE EVENTS IN 2019

Aaron Tran	Cynthia Liu	Katie Choi	Pamela Tien
Adam Kaye	Danny Luu	Katrina Ly	Paul Vo
Alan Kersey	David Chayka	Kelly Nesseth	Quan Nguyen
Alan Phan	Dilraj Sohal	Kevin Lau	Sam Abid
Albert Tasmin	Ed Rogan	Kim-Anh Vo	Samuel Agbonkpolo
Alex Oon	Edlen Wong	Kristen Ward	Sarah Chiu
Allen Shek	Eilbra Younan	Kristin Dang	Sean Chow
Allyssa Mae Nalula	Eileen Kim	Kristine Manlangit	Shannondoah Wong
Amanda Ye	Emily Tong	Kristine Markham	Shu Lu
Amir Khan	Emmellin Tung	Kymerli Buyer	Sofia Salcedo
An Chun Kwan	Esther Park	Lan Tran	Stefan Ta Duc
Andrew Haydon	Faye Araim	Lawrence Chang	Stephanie Chu
Ann Bui	Flora Siao	Leona Zhu	Summer Faria
Annie Ho	Florence Tan	Linda Norton	Susan Deng
Annie Tam	Greg Matsumura	Logan Brodnansky	Susan Nguyen
Ashley Chow	Gregory Dimont	Manda Tien	Tammie Chau
Ashley Fuchigami	Hanh Pham	Mark Walberg	Thao Nguyen
Benicia Alvarez	Hoang Bien	Matt Cheung	Thi Vu
Betty Thai	Hong Van Nguyen	Matt Serna	Thomas Johnson
Bianca Khishaveh	Howard Lam	May Chen	Tien Tran
Brandon Chan	Irene Andrada	Megan Shimada	Tina Tran
Caitlin Tipple	Irwin Chow	Michael Xu	Tobi Knepler-Foss
Caitlin Vo	Jagmeet Chauhan	Michelle Ito	Tram Nguyen
Carly Ranson	Janine Tennant	Monika Wan	Tricia Hoobyar
Carmen Lu	Jason Yudiono	Myo Kim	Utsav Patel
Cathy Thao Nguyen	Jenana Maker	Nancy Lee	Vickie Nguyen
Chris Chow	Jennifer Chen	Nancy Nguyen	Victor Loi
Chrissy Go	Jennifer Im	Nareeta Sharma	Vinay Panchal
Christie Le	Jessa May Culilap	Neel Prasad	Vincent Man
Christina Nyaung	Jill Lahav	Neha Tandon	Wilson Li
Christine Sun	Jonathan Nguyen	Nicole Kong	Winnie Ho
Claire Chang	Joseph Woelfel	Nicole Nguyen	Yifeng Li
Connie Chong	Julia Quan	Niki Saqueton	Yvonne Mai
	Kathryn Chow		

We would also like to recognize Mary Woelfel for dedicating her time.

**OUR HEALTH FAIRS WOULD NOT BE POSSIBLE WITHOUT YOUR HELP
AND EXPERTISE. THANK YOU FOR YOUR GUIDANCE!**