



April 2019 Newsletter



Society of Air Force Pharmacy

Delivering Trusted Care in the Aftermath of Hurricane Michael

Bracing for Impact

Wednesday, 10 Oct 2018 forever changed the lives of everyone at Tyndall Air Force Base (TAFB) and the surrounding Gulf Coast Communities. Hurricane Michael made landfall as a Category 4 hurricane near Mexico Beach, Florida, engulfing Tyndall AFB and the surrounding Gulf Coast communities with storm surge and maximum sustained winds of 155 miles per hour. With the exception of a few first responders and essential personnel that stayed back, the entire base was safely evacuated with zero casualties. The base installation, however, sustained catastrophic damage. All base housing incurred severe damage, with more than 400 buildings completely destroyed, including the Mental Health Clinic, portions of the 325th Medical Group Clinic (Family Health, Pediatric, Women's Health) and the Medical Logistics warehouse. *Continued on next page*



Author: Maj Quan Tram,
Tyndall AFB



Left: Tyndall AFB Main Gate



Bottom: 325th Medical Group



In This Issue:

- ◇ **Delivering Trusted Care in the Aftermath of Hurricane Michael cover, pg 2-4**
- ◇ **Core Values: Service before Self, pg 5**
- ◇ **Recap: Pacific Air Forces Pharmacy Seminar 2019, pg 6-7**
- ◇ **The View from the Top of the Mountain...Home, pg 8-9**
- ◇ **SAFP Midyear 2019, pg 10-11**

Newsletter Team:

- Maj Jin Kim*
- Maj Adam Cooper*
- Capt Miranda Debelevich*
- Capt Kyle Smith*

Looking for CE? We can help!

THE NEWSLETTER TEAM HAS MOVED CE OPPORTUNITIES ONLINE!

Visit af-pharmacists.org or utilize the links below:

The Provider's Role in Nonprescription Medication Use for Cough, Cold and Flu

<http://elearning.pharmacist.com/products/5451/the-providers-role-in-nonprescription-medication-use-for-cough-cold-and-flu>

Specialty Medications

<http://elearning.pharmacist.com/products/5453/specialty-medications-home-study>

Deprescribing

<http://elearning.pharmacist.com/products/5612/keep-up-deprescribing>

Aftermath of Hurricane Michael, Con't

Top: Medical Logistics Warehouse

Bottom: Satellite Pharmacy

Recovery Phase

On 11 Oct 2018, TAFB 325th Fighter Wing Commander, Col Laidlaw, issued a mandatory 50 miles radius restriction order for all TAFB personnel. The order was made to allow the search and rescue team to assess the damages to the base without any interruptions. For the pharmacy, our top priority at that time was to ensure the safety and welfare of our staff. Since all electrical powers and cell phone towers were down, it was nearly impossible to locate the civilians and contractors that decided to hunker down rather than evacuate. Fortunately, we were able to make contact with them via phone, texts, and social media as temporary cell towers were placed and satellite phones were used.

Col Laidlaw lifted the restriction order a few weeks later to allow TAFB personnel to come back to their on or off base housing to gather and salvage any of their personal belongings. Words cannot describe the catastrophic destruction that was left by Hurricane Michael. In less than an hour, thousands of lives were changed and what was once a thriving historical base was shredded into pieces. Most buildings now had missing roofs, exposed insulation, water and mold damage.

The majority of all Bay County housing were either completely destroyed or significantly damaged. Five of the twenty pharmacy staff members returned back to work at Tyndall, while the other 15 staff members relocated elsewhere. Active duty members that could not return to their homes were granted PCS orders (humanitarian, EFMP), while GS employees had the option to return back to Tyndall, to either find jobs where they had relocated, or leave the Military Health System. Subsequently, two GS employees chose to resign their positions because of limited and unaffordable housing in the local area.

Trusted Care Begins With Me



Left: HM3 Almosara and Maj Tram at the Panama City NHC Pharmacy



Right: Panama City Naval Health Clinic Pharmacy



Since the pharmacy was not operational immediately in the aftermath of the hurricane, our Medical Group leadership collaborated with the Veteran Affairs and Navy partners to create a one of a kind tri-service pharmacy. I was tasked to establish and operate a pharmacy to serve all Department of Defense (DoD) beneficiaries in Bay County. The Panama City Naval Health Clinic Pharmacy was up and running on 5 November 2018. The pharmacy is small (the size of a 2 car garage) with only 1 window (for drop off and pick up). Additionally, we were working with a limited supplies of medications, equipment and we had only 3 staff members (myself and 2 other Navy techs). Prior to the storm, their average dispensing volumes were approximately 30 prescriptions per day. During my one month there, we were doing approximately 100 to 150 prescriptions daily. The support I received from the Navy, Air Force, and VA were superb and they always made sure that we had everything that we needed to serve our patients. The experience was humbling and I was grateful to have had the opportunity to proudly serve along with our Navy brothers and sisters. In the one month while I was there, we were able to serve over six thousands patients and dispensed over 2,200 prescriptions.

Rebuilding Phase

A month and a half after Hurricane Michael, we were able to return and prepare the pharmacy for patient care back at TAFB. We had to rebuild and troubleshoot 3 Pyxis machines and 15 Pharmacist workstations. Approximately \$2.5M worth of medications was returned and salvaged for prime vendor credits. However, our biggest hurdle was working with very limited staffing, and there was limited access to Defense Medical Logistics Standard Support (DMLSS). Pharmacy staff at that time was limited to myself, TSgt Iles and Ms. Fowler (pharmacy technician). Logistics Flight had only one member who was given the monumental task with ordering supplies for the entire Medical Group and simultaneously working with base contracting to get more personnel coming in to help TAFB. Furthermore, since we did not have enough manning, our Medical Group leadership had to stay in constant communication with Air Combat Command (ACC) and AF/HQ for manning assist requests.



Above: TAFB after tornado damage

We could not have been prepared nor functional if it was not for the support from Col Howard, Chief Awolusi, Mr. John Flynn (ACC/SG), Lt Col Rentes (my Squadron Commander), respective Group/Squadron/Flight commanders and supervisors. I cannot thank them enough for their support for staying in constant communication and lending personnel to support us in our time of need. TAFB Pharmacy was officially open for business on 3 Dec 2018. Our new pharmacy flight post-hurricane had 3 waves of manning assist members (3 Reserve pharmacists, 1 Reserve and 11 AD techs), 2 contractors, 2 civilian technicians, and 2 active duty (myself and A1C Dicks). Our satellite pharmacy took a big hit from the hurricane and was inoperable. Thus, we had to combine both pharmacies into 1 operation at the main clinic pharmacy.

I also want to thank the manning assist members that came and supported us in our rebuilding process. The living accommodations that these brave men and women had to endure was challenging. With the lack of on base lodging, they had to live and sleep in "Tent City". During the 2nd wave of manning assist, a tornado made landfall on base and left behind a wake of destruction. The path carved by the tornado was close in proximity to "Tent City", but luckily no one was hurt during its destruction.

Despite all of the chaos and madness, patient safety was always our top priority. We conducted daily team huddles to ensure all patient and staff safety concerns were addressed. We also celebrated the small things that we all take for granted, such as working CHCS, Q-matic or Fillmaster; functioning A/C and not having to deal with ceiling water leaks. The team's amazing positive attitude, dedication to serving patients, and their exemplary professionalism were the driving force that keep TAFB Pharmacy striving to get better each and every day.

Final Thoughts

I can still recall the evacuation briefing that took place on Monday, 8 Oct before the storm. It was only a Category 2 at that time.



By Tuesday, it was a Category 3 and on Wednesday it made landfall as a historic Category 4 hurricane. Coming back to the area and driving back to base was the most surreal moment of my life. The devastation and destruction of homes, buildings, and trees that this hurricane caused will forever leave a profound impact in each of our lives. The unity and support that the Airmen from all across the U.S. have made to aid in the recovery and rebuilding of TAFB have been monumental and inspiring. In the words of Col Laidlaw, "we are definitely better today than we were yesterday and tomorrow we will be better than

1st Wave Manning Assist to TAFB

Front: Maj Tram, A1C Dicks, A1C Teleb, A1C Bennet, Col McCready, SrA Ingellis

Back: Ms. Pierce, Ms. Fowler, SSgt Schmitz, Ms. Lindsey, A1C Thompkins, TSgt Iles

Aftermath of Hurricane Michael, Con't

2nd Wave Manning Assist to TAFB



Front: Mr. Bulger, AIC Dicks, AIC Teleb, Mission BBQ, Maj Johnson, AIC Bennet, Ms. Lindsey, Maj Tram

Back: SSgt Schmitz, Ms. Di Martino, Ms. Pierce, Ms. Fowler, SrA Ingellis, AIC Thompkins

3rd Wave Manning Assist to TAFB



Front: SrA Laase, AIC Dicks, Maj Silvieira, SrA Lezama, SSgt Nordby, AIC Teleb, Mission BBQ, Maj Tram, Ms. Lindsey

Back: SrA Ariola, SSgt Parra, SrA Bachmeier, Ms. Fowler, AIC Thompkins, Ms. DiMartino, SrA Neill

Core Values: Service Before Self

Author: Maj Ben Crandall, Vandenburg AFB

Ciao Air Force Pharmacy family! When I was first asked to write an article for this newsletter I immediately wondered, how in the world did this happen? I initially only joined SAFFP because my boss told me I needed to so that he could submit me for an award. Well, I didn't win the award, but I am still glad I joined! Choosing a topic to write about was challenging, but I felt most compelled to share how I believe striving to manifest the Air Force core value of Service Before Self in our pharmacies helps us and our operations thrive.



There are no shortage of mentoring sessions focusing on the boxes we should try to check in order to get promoted, but unfortunately these sessions rarely address how service in our day-to-day jobs can propel us towards excellence. There seems to be a preconceived notion that pharmacists should only do "pharmacist work" in their offices, and technicians should only do "technician work" on the line until they get promoted into a position where they no longer are required to do so. I think these perceptions are detrimental to us and our pharmacies because performing tasks like taking-in, filling, verifying, compounding, dispensing, etc. enables us to actually understand how our operations run which in turn helps us understand how to improve them. Serving on the line, especially on days when the drop-off queue is 40 patients deep and the pick-up line snakes out the door, stretches us in ways that office work cannot and makes us value-added members of our teams.

As beneficial as serving on the pharmacy line on difficult days may be, one's appreciation for the core value of Service Before Self isn't truly "woke" until one has the opportunity to perform additional duties like supply custodian, on-call inpatient technician, monthly expiration date checker, clinic inspector, etc. Doing these tasks rather than delegating them integrates us into our teams and develops our understanding of the totality of our operations. Being willing to do the work that needs doing regardless of rank, position, or whether it will help us get promoted is how we put selfless service into action.

Like you, I am unsure about what our future in Air Force Pharmacy holds. However, I am confident that we will find ways to thrive throughout the metamorphosis that our organization is undergoing as long as we intentionally choose to put service before ourselves.

Service Before Self

"All too often today, we seem to have a sense of entitlement. We get caught up in "what is owed to me" and forget about "when do I start paying it back?" We get so concerned about our potential rewards, we forget about the simple satisfaction of a job well done."

Lt Col (ret.) Jeffery Casey

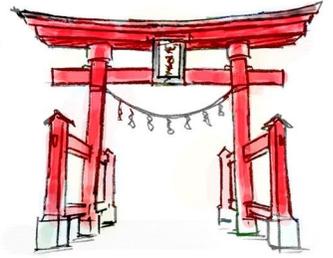


"Think of what you might have to offer -- time, effort or skill. If there is something you are passionate about, harness it, support someone in need and make a difference; keep the spirit of service before self, alive."

CMSgt James "Bill" E. Fitch III

Pacific Air Forces Pharmacy Seminar Recap

Most great advances start with an idea, and that is exactly how this year's first ever PACAF Pharmacy Seminar got started. An idea led to a question, which led to approval and finally an Air Force Pharmacy conference was born in an unexpected location, Narita, Japan. In a town 45 minutes outside Tokyo, 25 Total Force members got together to take advantage of 13 hours of accredited continuing education, sponsored by the Society of Air Force Pharmacy.



The weekend was more than traveling to the Land of the Rising Sun. It provided an opportunity to bring together pharmacists, technicians, and vendors from five countries and nine bases. This inaugural event also had the pleasure of welcoming Mr. David Bobb, Chief, Pharmacy Operations Branch, Defense Health Agency and Col Melissa Howard, Pharmacy Consultant to the Air Force Surgeon General.

From start to finish, this seminar was an amazing experience that was packed with great lectures and events. The smaller venue allowed for greater attendee interaction and questions. Educational topics ranged from team building, clinical guidelines, readiness, and strategic vectoring from our Air Force Pharmacy leaders. The weekend was capped by a networking dinner that can only be described as perfectly Japanese. As wonderful as the seminar was, it cannot be downplayed that having a seminar in such a unique location added to the experience. I'm sure that I speak for everyone in attendance, this Seminar will not be forgotten any time soon, as it was deemed a huge success. As we look to the future, please plan on adding the SAFP Pacific Pharmacy Seminar to your calendar.

Thank you to the Society of Air Force Pharmacy, all attendees, our industry partners, Air Force leadership and everyone that provided continuing education! We can't wait for next year as we look to take pharmacy education to places it has never gone.



Lt Col Matt Cowan
PACAF Pharmacy
Consultant



SMSgt Levi Robertson
PACAF Pharmacy
Functional Manager



The View from the Top of the Mountain...Home

Author: Maj Ben Beidel, Mountain Home AFB

In February 2018, the Commander of Air Combat Command (COMACC) authorized a restructuring focused on revitalizing squadron readiness. The 366th Fighter Wing, Mountain Home Air Force Base, became the test site for this restructuring, which deactivated all Groups in the Wing and pushed many of the group-level decisions and tasks to Sq/CCs. It also had an added benefit of preparing the medical squadrons for transition of authority over to the Defense Health Agency (DHA). In alignment with the COMACC restructuring, the Medical Group (MDG) was decommissioned, with the MDG/CC becoming the Fighter Wing Surgeon. The assets of the deactivated MDG were then separated into 2 squadrons (about a 35-65 split). One squadron focused on Active Duty patient care (Operational Medical Readiness Squadron); serving to proactively manage Airmen's medical downtime and restoration to full mission capability as soon as possible. The other squadron (Healthcare Operations Squadron) focused on dependent and beneficiary care and traditional healthcare support operations. This allows management of dependents' healthcare without the distractions of active duty administrative requirements. Pharmacy operates in the Healthcare Operations Squadron (HCOS), along with the rest of what was previously the Medical Support Squadron and most of the Medical Operations Squadron.

While the impact on pharmacy has been minimal, there are some notable and positive changes. Having a larger squadron with the beneficiary clinic in the same meetings, the pharmacy was able to develop closer relationships and improve communication. Another change arose from the physical separation of Active Duty clinic from the Beneficiary Services clinic, which required addition of a new clinic Authorized Drug List (ADL) and another clinic to inspect monthly. Additionally, the pharmacy and provider teams reviewed and updated the Express Scripts (ESI) MTF Restriction Program with changes in providers when the new patient empanelment was established. More information on this is available at <https://www.express-scripts.com/TRICARE/tools/rxMonitoring.shtml>

Looking forward six months, Mountain Home is one of four sites set to go-live next with MHS GENESIS (MHSG) on 7 September 2019. There have been a great deal of lessons learned from the first four sites, and a robust change management process is in place to manage problems as well as enhancements and upgrades. In the pharmacy realm, one of the coming upgrades (to be live by September) is the implementation of a Bi-Directional Interface, as opposed to the current one-way interface where MHSG passes information to the pharmacy workflow system. This new interface will allow the pharmacy workflow system (Innovations PharmASSIST) to pass information back to MHSG and "closes the loop" between the two systems. Additional information is pushed to the workflow vendor to include Provider Original Intent, eliminating blind verification of internal provider prescriptions and leveraging a more automated process similar to the eRx Capture developed by Maj Brian Welch and his team.

The transition to MHS GENESIS has its set of challenges, but proactive management and culture make the greatest difference. The mantra of "we can't stay here" drives the 366th to blaze the trail for MTFs that follow. The pharmacy has prepared for the transition by following three lines of effort to include:

1) Adopting the Uniform Formulary and TRICARE Prior Authorization Criteria.

The Mt Home Pharmacy worked with the local Pharmacy and Therapeutics (P&T) Function to smooth transition to the DHA/Tricare Uniform Formulary (UF). Even with transition to the UF, medications are still stocked (or not stocked) based upon historical utilization, emergent need, and supply chain limitations. The pharmacy utilized comments to guide prescribers to order stocked medications (read BCF) and the non-stocked UF medications are ordered on a per patient basis. New prescriptions are actively checked using the TRICARE Formulary Search Tool and prior authorization requirements are communicated to internal and external providers. Pharmacy worked (and continues to work) with logistics to “right-size” the shelf stock levels to minimize out-of-stocks and stock expiration. With P&T, non-emergent medications which have not been utilized in the previous six months were authorized to be removed from clinic stock. Issues with the Narcotic Order, Review, and Approval (NORA) system have been a struggle, but efforts to mitigate these have been established.

2) Preparing local technology/workflow for system upgrade

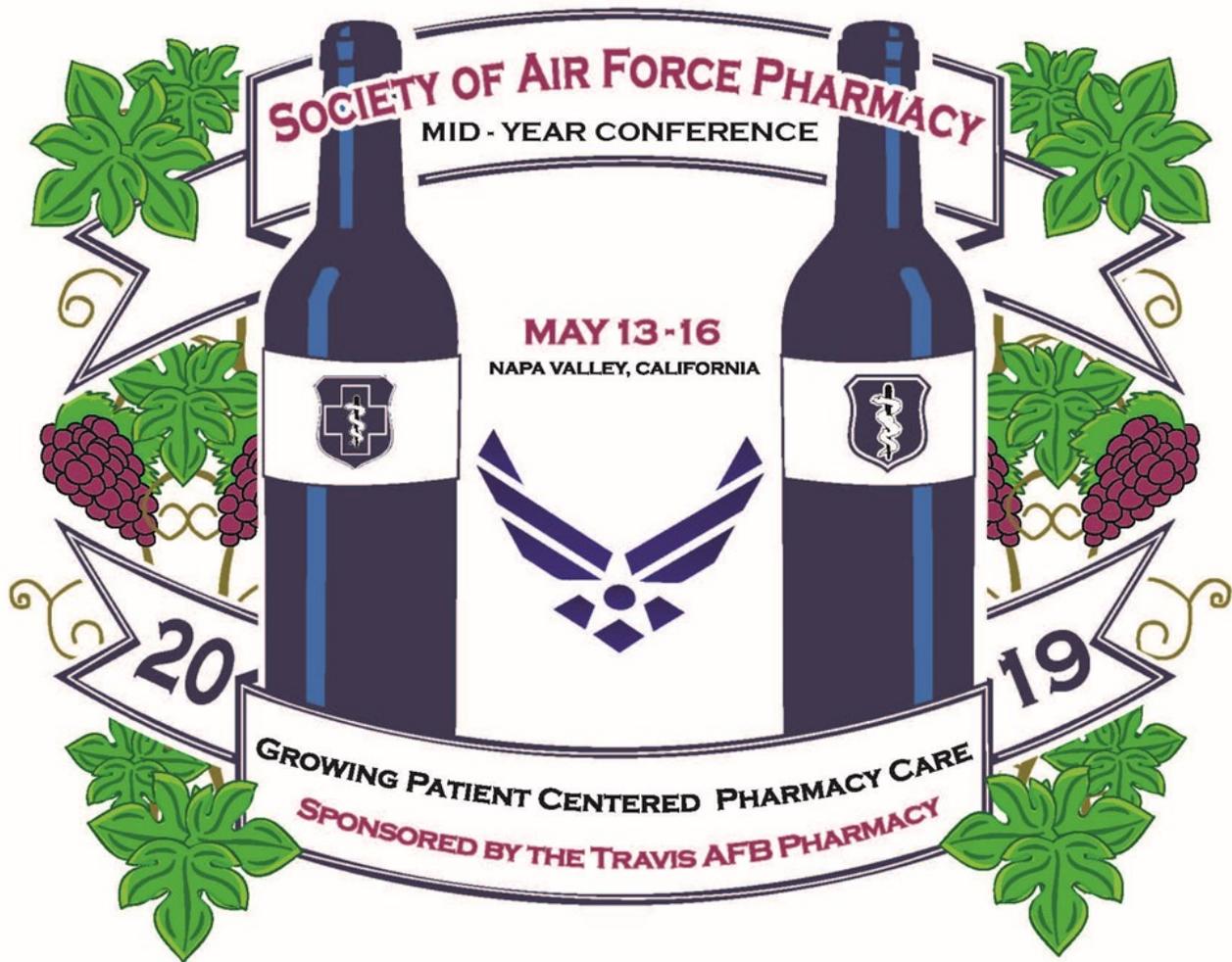
Using recommendations and lessons-learned from the MHSg IOC sites, the pharmacy purchased dual-monitor mounts and monitors for patient care windows and verification stations. These monitors, as well as the addition of a second USB barcode scanner (non-PharmASSIST), will enable more efficient order processing and scanning of ID cards for quick patient identification and recall in the new system. The pharmacy also reviewed ADLs, Pyxis reports (Medications without Removals), and order sets to improve internal productivity. The pharmacy also implemented a process to identify external providers who have the capability to e-prescribe, but were still sending hardcopy prescriptions and encouraged those providers to e-prescribe.

3) Proactive communication

The pharmacy began internal and external communication with medical staff and patients about go-live expectations to include physician requirements for prior authorizations, adjudication requirements, formulary changes, and the importance of working as a team.

Other concurrent pharmacy undertakings included completing the Pharmacy Data Standardization (PDS) mapping and installing the Pyxis ES system. While there was a significant lift involved with completing the mapping process, having the mapping done prior to providing a formulary for the Pyxis ES install enabled a smooth transition and eliminated the need for local drug file management. When doing PDS mapping, the pharmacy noted a quick execution coupled with copious amounts of communication reduced the pain of mapping. This will save a great deal of work on the back end. A great deal of effort has gone into the Pyxis ES deployment to make the transition much smoother for all sites involved. The benefit of Pyxis ES and MHS GENESIS gives pharmacy the ability to profile machines in the clinic and add more medications to the ADMs for in-clinic administration with required order entry, which allows for proactive drug reviews, stock management, and expense capturing.

The team at Mountain Home is proud to be paving the way for the Air Force Medical Service. The future may be challenging to get there, but “we can’t stay here.”



REGISTRATION OPEN
It's not too late to sign up!
Registration and Hotel info:
<http://af-pharmacists.org/safp-mid-year.html>

Agenda

Offering 22 Hours of ACPE -
 Approved CE for Pharmacists
 and
 Pharmacy Technicians
**Including 1 Hour of Live
 Pharmacy Law CE**

<i>Sunday, 12 May 2019</i>	
<i>UOD: Business Casual</i>	
1200-1700	<i>Registration Open Exhibition Hall</i>
1700-2100	<i>Ice Breaker Reception Resort Patio</i>

Monday, 13 May 2019

UOD: Blues

0700-0745	Breakfast, Exhibit Hall Open
0745-0800	Opening Ceremony
0800-0900	Global Pharmacy Update Col Melissa Howard/Chief Awolusi
0900-1000	DHA Col (Ret) David Bobb
1000-1030	Break, Exhibit Hall Open
1030-1130	MHS Genesis Maj Burke Wilson
1130-1230	Lunch Provided, Exhibit Hall Open
1230-1330	Use of Continuous Glucose Monitoring for Diabetics in a Military Clinic Maj Jacob Mock/Dr Bart Worthington
1330-1430	Pharmacy Law Update Col (Ret) David Bobb
1430-1500	Break, Exhibit Hall Open
1500-1600	Management Tools of the Opioid Crisis Dr Andrew Haydon
1800-2000	Leadership & Vendor Networking Reception <i>Patio Terrace</i> Casual Attire

Tuesday, 14 May 2019

UOD: Blues

0700-0800	Breakfast, Exhibit Hall Open	
0800-0900	CPI Wait Times Capt Joshua Dalzell/A1C Elizabeth Wenner	
0900-1000	Cannabis Col (Ret) Jeffrey Johnson	
1000-1030	Break, Exhibit Hall Open	
1030-1130	Trusted Care SIG Maj Rebekah Mooney	
1130-1230	Lunch Provided, Exhibit Hall Open	
1230-1600	Break Out Sessions	
1230-1330	What's New in HIV/ID Dr Nancy Nguyen	Tech Check Tech MSgt Naronksuk Rawaekklang
1330-1430	Fatty Liver Dr Nicole Kim	Enlisted Education & Training Records Ms Samantha Garcia
1430-1500	Break, Exhibit Hall Open	
1500-1600	Travel Medicine: Making Sense of All the Shots Dr Mark Wallberg	AFPC Functional Assignment Manager TBD
1700-2000	Winery Dinner <i>Tre Posti</i> Bus departs at 1630 and returns 2000	

Wednesday, 15 May 2019

UOD: Blues

0700-0730	Breakfast, Exhibit Hall Open
0730-0900	FUN RUN
0900-1000	Five Steps to Decrease Processing Time Lt Col Justin Lusk/Maj Jeffrey Barnes
1000-1030	Break, Exhibit Hall Open
1030-1130	Readiness SIG/Deployment Ops TSgt Luis Alvarado/Maj Christian Banasky/ Maj Danielle Pender
1130-1230	Lunch Provided, Exhibit Hall Open
1230-1330	CPOC Cost Savings Initiatives Lt Col Derek Underhill
1330-1430	Medication Safety Maj David Valentine
1430-1500	Break, Exhibit Hall Open
1500-1600	Updates in Cardiovascular Primary Prevention Maj Allison Stephens
1600-1630	Annual Awards Presentation and Recognitions Maj Emily Dietrich

Thursday, 16 May 2019

UOD: Blues

0700-0800	Breakfast, Exhibit Hall Open	
0800-0900	Pharmaceutical Challenges in Flight Medicine Capt Brad Driscoll	
0900-1000	Journal Club: Statistics 101 Dr Sachin Shah	
1000-1030	Break, Exhibit Hall Open	
1030-1130	TID Dosing of Mindfulness Dr Sachin Shah	
1130-1230	Lunch Provided, Exhibit Hall Open	
1230-1330	Self-Initiated Care Kit (S.I.C.K) Program Capt Matthew Jordan	
1330-1430	CVOT Diabetes Capt Joshua Radel	
1430-1500	Break, Exhibit Hall Open	
1600-1630	Closing Remarks	

Society of Air Force Pharmacy

2019 European Symposium

Welcome to the 2019 SAFP European Symposium (SAFP-EuroPS). Started in 2018 as the European Pharmacy Symposium the event has evolved into a subsidiary of the Society of Air Force Pharmacy conference series. We hope you are able to join us this year for another great weekend of education, networking, and fun.

What: 12 hours of live continuing education

When: Friday evening 31 May to noon Sunday 2 June, 2019

Where: Edelweiss Lodge, Garmisch, Germany
URL: <https://www.edelweisslodgeandresort.com/>

Who: Air Force, Army, and Navy active duty and civilian pharmacists and technicians.

For additional information contact the symposium leadership team:

Capt Chase Ballinger, US Air Force: chase.r.ballinger.mil@mail.mil

CPT Adam Szabat, US Army: adam.j.szabat.mil@mail.mil

Maj Sally To, US Air Force: sally.l.to.mil@mail.mil

For Registration and more information please visit: <http://af-pharmacists.org/usafe-safp-symposium.html>

