

## University of Tennessee PGY1 Community Pharmacy Residency Program



### MAC'S PHARMACY

PROFESSIONAL SERVICE. PERSONAL CARE.

Knoxville, Tennessee

**About the site:** Dr. Mac Wilhoit founded Mac's Pharmacy in 1989. Mac knew that everyone who visited his drugstore was spending money because they had to, not because they wanted to. Mac genuinely cared for the patients that walked through his doors, and they were glad to do their business with him because of how much he cared. Mac's has expanded to three community pharmacies and one long term care pharmacy. The pharmacies continue to focus on improving patient outcomes through collaboration with prescribers and patients alike.

**About the site coordinator/preceptor:** Dr. Jamie Price completed her BS in Chemistry from the University of Tennessee at Martin where she played division one women's soccer, her PharmD from UT College of Pharmacy, and her PGY1 also with UT. It is her goal to guide, inspire, and motivate the resident to grow as a clinical community pharmacist practitioner.

**Clinical learning experiences:** The resident's involvement in clinical activities is tailored to the resident's individual goals and the pharmacy's needs. The resident will have the opportunity to:

- Participate in the clinical practice and continued development of the Mac's Pharmacy DSME/T team (diabetes-self management education/training)
- Lead monthly diabetes classes in the surrounding community
- Perform clinical screenings such as HgbA1C, BG, BP, HR, lipid panel, etc.
- Perform MTM and CMR sessions through platforms such as Outcomes and Mirixa
- Participate in compounding tailored prescriptions to specific patient needs
- Facilitate patient participation in *MediSync* and *MediSync Plus* (patient adherence programs)
- Participate in educating and developing pharmacy students on rotation at Mac's Pharmacy
- Assist in proper medication preparation and dispensing through final verification as well as be exposed to business development and management skills to operate an independent community pharmacy
- Coordinate care and manage medications for patients undergoing transitions in care
- Participate in a Teaching Certificate program through UTCOP

**About the location:** Knoxville is situated in a beautiful part of East Tennessee. We're close to the mountains and lakes, which are beautiful year-round. Knoxville has a population of about 180,000; it's the third largest city in Tennessee. Knoxville has a revitalized downtown area with restaurants, shops, theaters, and music venues. We're a short drive to Pigeon Forge and Gatlinburg, and near I-75 and I-40 so it's easy to hop on the interstate to get to Atlanta, Nashville, Memphis, Asheville, etc.

**What makes this site unique:** At Mac's Pharmacy, your family-owned, independent pharmacy located in Knoxville, Maryville, and Powell, Tennessee, we partner with patients to improve their health. The staff at Mac's genuinely cares for patients and their families. The three practice sites each offer a diverse set of learning opportunities, from compounding, working with *MediSync* patients, to developing and managing clinical programs. Our program provides each resident the opportunity to grow as a clinician and an educator.



## University of Tennessee PGY1 Community Pharmacy Residency Program

The resident is responsible for conducting MTM sessions, blood pressure screenings, flu vaccine clinics, education classes within the community, in addition to precepting pharmacy students. We strive to be a different kind of pharmacy and we focus on improving patient outcomes.

**About the current resident:** Dr. Krishna Patel completed her undergraduate studies at the University of Missouri in Columbia, MO and graduated with her PharmD degree from the University of Tennessee Health Science Center in Memphis, TN. The community pharmacy is where Krishna thrives. Being able to speak to patients and encourage them as they progress through different disease states is very rewarding. She pursued a community residency because she wanted to sharpen her clinical pharmacy skills and be able to positively impact many patients. Her favorite clinical activities thus far are conducting CMRs, testing A1Cs, and administering immunizations.

**About the resident's research project:** Dr. Kristi Summers was the PGY1 resident at Mac's Pharmacy for the 2016-2017 year. Her research project is titled, "Consultant Pharmacists in Assisted Living Facilities to Improve Diabetic Outcomes: An Exploratory Study in a Long-term Care Community". This research project was conducted to identify prescriber acceptance rates of pharmacist recommendations regarding diabetic medication regimens. The main objective of Kristi's research was to identify barriers to acceptance of recommendations made by pharmacists and to see if her recommendations improved patients' control of diabetes in these facilities. Dr. Patel will continue this insightful research project to improve the approval rates of recommendations from prescribers and to improve health and living quality of long-term facility patients.

**About the resident's innovative service project:** Dr. Patel's innovative service project will focus on establishing an anticoagulation monitoring service at Mac's. With a collaborative practice agreement, we will be able to provide INR monitoring services and management of medications with convenience. This is a great way to reach out to our colleagues in the health care system and build long lasting relationships with them. Also this will help our patients tremendously to improve their health.

### Resident's contact information:

If you have any questions regarding a community residency at Mac's Pharmacy, please reach out to Dr. Krishna Patel.

Mac's Pharmacy phone number – (865) 524-3453

Email – kpatel37@uthsc.edu

