

Quarterly Dose of Pharmacy

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KATELYN PARSONS
PHARM.D, BCACP
Clinical Associate Professor
of Ambulatory Care

The College of Pharmacy and Health Sciences is in the process of establishing a new collaboration with Baystate Mason Square Neighborhood Health Center. Dr. Katelyn Parsons will be starting an ambulatory care service directly in the health center for patients with complex diabetes management. Dr. Parsons will work closely with the physicians, physician assistants, nurse practitioners, and other members of the healthcare team to improve health outcomes for these patients. The service will assist patients by working through barriers to care, optimizing medication regimens, identifying and resolving medication-related problems, providing diabetes education, and ensuring preventive care needs are met. Dr. Parsons will also be taking Advanced Pharmacy Practice Experience (APPE) students in the clinic, where they will get a first hand experience providing comprehensive medication management services to patients with chronic conditions.

Along with the new service at Mason Square, Dr. Parsons also works one day per week at the WNE COPHS and BigY Foods Inc. Consultation and Wellness Center. This clinic was originally established in 2010 by Dr. Kam Capoccia, and Dr. Parsons joined the team in 2014. The clinic offers a free and accredited Diabetes Self-Management Education and Support (DSMES) program to patients in Springfield and the surrounding communities. Starting in 2021, Dr. Parsons and Dr. Capoccia have been evaluating the prevalence of diabetes distress, which is the presence of a negative emotional state due to living with diabetes and the challenges of self-management, in the clinic population. Based on levels of diabetes distress, patients receive tailored educational interventions with the hope of improving diabetes distress and possibly blood glucose management.



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MARISSA OSTROFF
PharmD
Clinical Associate Professor
of Ambulatory Care

Kidney Care & Transplant Services of New England offers many services to its patients at over 12 locations across Massachusetts, Connecticut, and New Hampshire. One of those services is the pharmacy clinic that is run by Clinical Pharmacy Specialist and Clinical Associate Professor of Pharmacy Practice Marissa Ostroff. This clinic serves as a resource for patients to assist with minimizing risk of drug-drug interactions or adverse reactions, finding cost effective alternatives for medications patients are prescribed, and assisting in hypertension and diabetes management. Dr. Ostroff engages in disease state management by participating in Collaborative Drug Therapy Management (CDTM) with the providers in clinic. CDTM consists of developing a collaborative practice agreement (CPA) between one or more providers and a pharmacist in which qualified pharmacists working within the context of a defined protocol are permitted to assume professional responsibility for performing patient assessments, counseling, and referrals; ordering laboratory tests; administering drugs; and initiating, monitoring, and adjusting drug regimens.



There are several healthcare benefits to having pharmacists involved in CDTM, including improved healthcare outcomes for patients, lower healthcare costs, improved access to care, and reduction in fragmentation of care. Approximately 48 states, including the District of Columbia, allow some form of collaborative practice, but the extent varies from state to state. Each individual CPA outlines what disease states a pharmacist may prescribe for, as well as the clinical practice guidelines that the pharmacist will use to assist in treatment decisions and the role of pharmacy trainees. Students on APPE rotation at WNE are able to work with Dr. Ostroff and engage in many of the components of her CPA. The CPA is renewed every two years by the pharmacist and providers. Dr. Ostroff's was renewed in 2021.

Dr. Ostroff's CPA includes several disease states with a primary focus on preventing progression of kidney disease and diabetes management. She has been working with updated ADA and KDIGO guidelines to ensure that her diabetic patients with CKD are on evidence based therapies, including agents such as SGLT2 inhibitors or GLP1 agonists. Dr. Ostroff engages in counseling on lifestyle modifications including diabetic/kidney diet and exercise. She has operated with a CPA since 2018 and sees approximately 400 patients each year for the different disease states included in her CPA. There are ten physicians on her CPA and she works with two physician assistants, three registered nurses, and several other medical and administrative assistants in clinic each day. Dr. Ostroff is a valued member of the healthcare team at Kidney Care and her work with her CPA is assisting in advancing the profession of pharmacy both locally and beyond.

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KIMBERLY A. PESATURO
PharmD, BCPS
Clinical Assistant Professor
of Acute Care

How students learn has been at the heart of Clinical Assistant Professor Kimberly Pesaturo's focus, research, and career since she first began in both pharmacy and teaching back in 2005-2007. That passion is equally strong in her clinical career and has fostered a love for pediatric pharmacy. Dr. Pesaturo's background includes specialty pharmacy residency training in pediatrics, and classroom and clinical teaching in pediatrics, neonatology, and pediatric emergency medicine. Most recently, she expanded into a niche practice within adult and pediatric emergency medicine.

In June 2021, Dr. Pesaturo began a focused clinical practice in the emergency department at UMass Memorial Healthcare University Campus after pairing with the existing transitions of care (TOC) team. This team focuses on streamlined care of the patient throughout the patient stay, ensuring comprehensive medication review and continuation from admission through discharge. In the emergency department, Dr. Pesaturo works with clinical pharmacists, pharmacy technicians, and a host of interdisciplinary practitioners to focus on the TOC process at the point of patient admission. Often, this involves patient interviews, medication counseling, outreach to other facilities, discussion with care teams, and comprehensive reviews of literature-supported clinical practices to ensure optimal medication outcomes.

Overlap exists between the classroom and clinical portions of pharmacy: both require focused time and effort to ensure success in outcomes. Dr. Pesaturo's career has allowed for opportunities that focus heavily in the teaching arena. For example, she was a 2011 graduate of a masters-level Certificate in College Teaching, a program she would later teach in. She also believes in following goals, being creative, and merging creativity with academia. It was in this spirit that Dr. Pesaturo delivered a TEDx talk on defeating imposter syndrome during Western New England University's inaugural 2020 TEDx Conference.

