

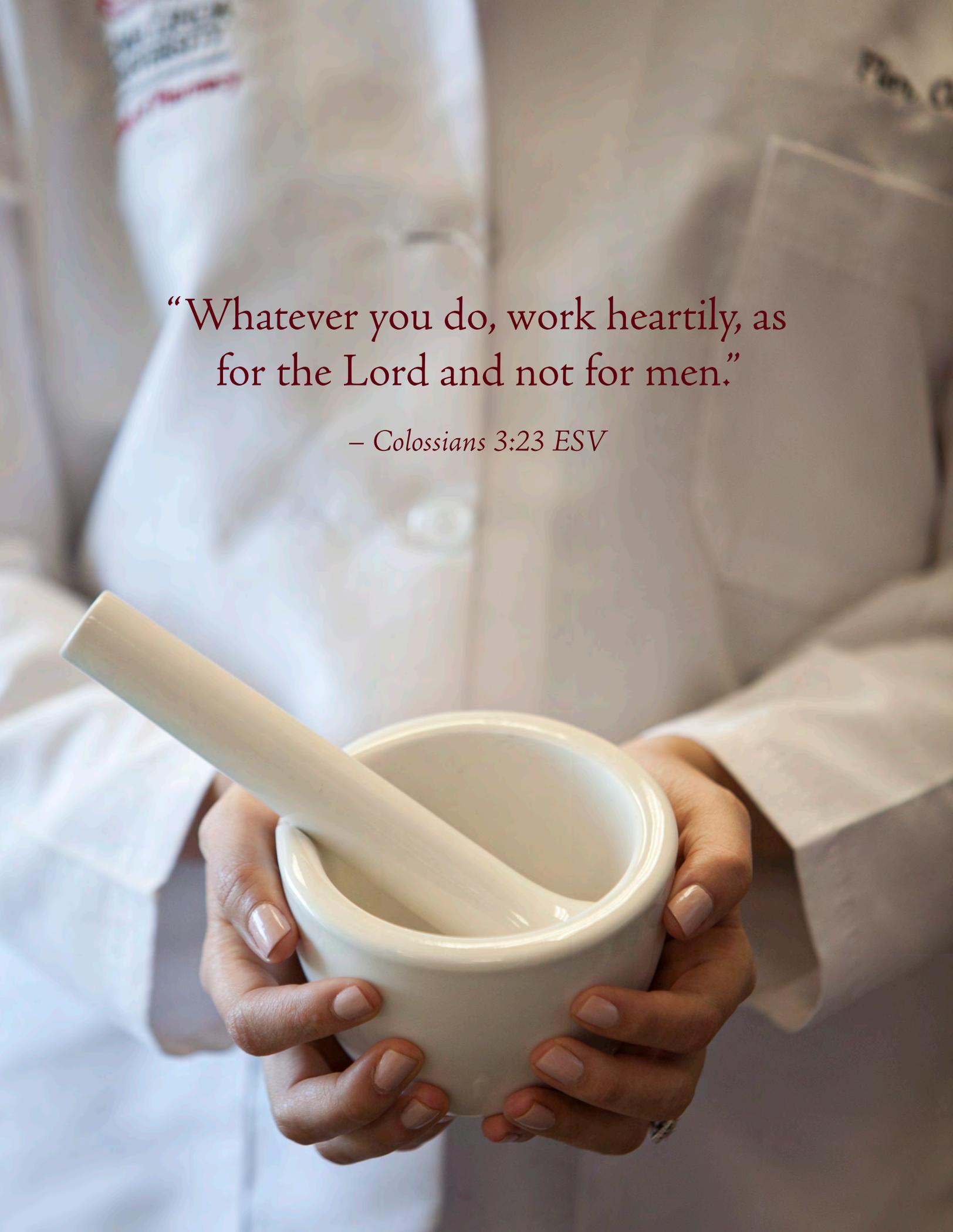


# NEWS CAPSULE



## Leadership

Dr. Gerard Rivera named  
Residency Coordinator for the  
Community Pharmacy Residency

A close-up photograph of a person wearing a white lab coat, holding a white ceramic mortar and pestle. The person's hands are visible, with light-colored nail polish. The background is slightly blurred, showing the white fabric of the lab coat. The text is overlaid on the upper part of the image.

“Whatever you do, work heartily, as  
for the Lord and not for men.”

– *Colossians 3:23 ESV*



## Alumni: Our Greatest Asset

—Billy Hughes PhD, Dean

As Dean, I’m often asked “what are you most proud of about your School?” That’s a tough question, as there is a risk of offending someone by having a response that addresses the ‘adjective’ in the first sentence. So what is the ‘most’? It has to be our alumni—all 438 of them, and the Class of 2014 will push that number well over 500! Why? Our alumni tell our story, and they tell it over and over, again and again, every day. It’s a story of their educational journey guided by committed faculty, a story of their clinical competency fostered by preceptors, a story of individual commitment to wholeness—the LLU advantage—and personal growth influenced by caring and attentive staff.

It is personally rewarding to learn of alumni who are fulfilling the important role as preceptors. What better way to once again tell our story to student pharmacists in IPPE and APPE clinical rotations. Currently there are 44 alumni precepting LLUSP students, twelve of whom have applied for, and received, adjunct academic appointments in the School. I thank these alumni for reinforcing the mission and values of LLUSP, and for sharing your clinical expertise with student pharmacists who will one day be your PharmD colleagues.

Although the School is well known for its commitment to institutional pharmacy practice, in part due to the amazing depth and breadth of our Medical Center clinical rotations, less appreciated is our commitment to providing community pharmacy experiences to student pharmacists. It is in these community pharmacy settings that the majority of our graduates will pursue their careers. Thanks to the efforts of Class of 2011 alumnus, Gerard Rivera, and his work with Pacific Pharmacy Group to procure funding, LLUSP will add a PGY1 Community Pharmacy resident next year, bringing the total number of residents and fellows to 16. We had only two residents in 2002!

The future only gets brighter as more alumni find it their personal mission to help us educate future generations of pharmacists by giving back and giving opportunities. Thank you, alumni!

### In this issue:

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# Innovative Leadership

## Announcing Community Pharmacy Residency with Help of Alumnus

### Loma Linda University School of Pharmacy announces new Community Pharmacy Residency

by Rathyna Gomer

The new residency program, which begins July 2014, is made possible through the gracious funding of \$70,000 from the Pacific Pharmacy Group. Dr. Billy Hughes, LLUSP Dean, explains that, "In the ACPE exit interview (October 2012) the visiting team suggested that more emphasis be placed on community pharmacy opportunities, including residencies." The new PGY1 Community Pharmacy Residency is only the fourth of its kind in the state of California, allowing Loma Linda University to become a leader and innovator in this area of healthcare.

Pacific Pharmacy Group (PPG), based in Southern California, is an independent pharmaceutical group that has served the community for over 165 years combined. This group places a strong emphasis in bringing pharmacists and additional healthcare providers together to better serve their communities.

Dr. Gerard Rivera, Class of 2011, will serve as the Residency Coordinator for the PGY1 Community Pharmacy Residency. Dr. Rivera was named Director of Pharmacy of PPG in November 2013 after serving as a Pharmacist in Charge at Newport Lido Pharmacy (one of PPG's independent pharmacies) for over a year. Dr. Rivera was recently named LLUSP Alumnus of the Year for 2014.

Dr. Naomi Florea, Chair of the Department of Experiential and Continuing Education, reaffirms Dr. Rivera's accolades. She says, "Dr. Rivera has strong leadership and interpersonal skills. In addition, he has proven to be astute at managing an independent pharmacy and creating significant growth in sales within the company."

Dr. Rivera is to be largely credited with the introduction of PPG to LLUSP and the formation of this residency altogether. He says,

# Alumni Feature

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*“The new Community Pharmacy Residency is only the fourth of its kind in the state of California.”*

“With the help of Dr. Naomi Florea, I connected my company, Pacific Pharmacy Group, with Loma Linda University Medical Center (LLUMC) and the Veterans Affairs Loma Linda Healthcare System. After discussing the benefits of this collaboration, PPG decided to fund the entire residency.”

Dr. Norm Hamada, Director of Clinical Pharmacy Services at LLUMC, will serve as the Program Director. He explains, “This will be a program that will benefit both the resident and the program coordinators. The resident will be in a better position to manage an outpatient operation upon completion of the program and, at the same time, will help develop new programs at rotation sites. This will be a unique opportunity for a resident

to experience many different outpatient practice settings as well as academic settings.”

The PGY1 Community Pharmacy Residency program is quite diverse. During the program, the resident will earn a teaching certificate and rotate through various LLU-based clinical sites and five independent PPG pharmacies. The rotations will focus on long-term care, compounding, travel vaccination/immunization, and durable medical equipment. The residency is geared towards helping LLUSP students and graduates grow as professionals, and supplement the learning opportunities gained at LLUSP.





# Philippines

Gaining valuable experience while fostering important relationships

In its young history, Loma Linda University School of Pharmacy has established a strong track record of developing, supporting, and initiating medical mission trips around the world. The latest of these trips was made to the Philippines.

by Elvin Hernandez, DrPH, MPH, MCHES

The LLUSP team consisted of two clinical faculty from the Department of Pharmacy Practice, and three students. Professor Dr. Javad Tafreshi, chair of the department, and Assistant Professor Dr. Phipson Wu served as clinical pharmacists, who supervised PY3 pharmacy students Joel Christian, Khanh Vuong, and Alyssa Zima.

The medical mission team targeted ten barangays, or small provincial population centers composed mainly of rural, agricultural laborers in Mataas na Kahoy, approximately 56

miles south of the capital city of Manila. The team experienced first-hand the culture, the daily living conditions, and the medical needs of the community. LLUSP students fostered important professional relationships with Philippine medical professionals and gained valuable field experience. LLUSP pharmacy services resulted in 422 patients examined and over 750 prescriptions dispensed during the mission experience. "It allowed me to live out LLU's motto, 'To make man whole' in a very tangible way," said PY3 student Alyssa Zima.

Faced with a large impoverished population with wide-ranging medical conditions, LLUSP students were able to reflect on the

# Missions Feature

disparity in the availability of basic medical resources between developed and developing countries. Most importantly, as a result of study here at Loma Linda University, choosing a life of service within the pharmacy profession has become a personal goal for PY3 student Joel Christian. "Attending Loma Linda University has allowed me to visualize the reason I wanted to become a pharmacist and has helped me reach out to others—one who keeps patients' needs at the very center of each visit and one that will in the future lead mission trips of my own."

*LLUSP students were able to reflect on the disparity in the availability of basic medical resources between developed and developing countries.*



## Deck the Halls with Fine Art Photographs

### A collection by Drs. Leggitt and Vodhanel in Shryock Hall

by James Ponder

Titled "The message is simply LOOK," the latest philanthropic contribution to Loma Linda University is a collection of 62 fine art photographs by V. Leroy Leggitt, PhD, DDS, MS, and Stephen Vodhanel, PhD, on display in Shryock Hall.

The photos, mostly natural landscapes but also a few abstracts and architectural studies, adorn the hallways and classrooms of the School of Pharmacy. The school sponsored the exhibition to provide students, faculty, and visitors a window into the visual delights of the world.

Dr. Leggitt, who teaches orthodontics in the LLU School of Dentistry and paleontology in the department of earth and biological sciences, has been seriously photographing for the last three years. Dr. Vodhanel, who works at the School of Pharmacy in educational support and at the LLUH office of educational effectiveness in distance education, is a journeyman photographer whose works are included in numerous private, corporate, and educational collections.

"I got my start as a photographer watching monster surf at the Wedge at Newport Beach," Vodhanel notes, recalling the legendary Orange County jetty where surfers go for enormous swells and breakers. "A month later there was a story in Sports Illustrated magazine with a photograph of some 25-foot waves

that very day I that stood at the Wedge and I decided I wanted to be a photographer."

Despite their close friendship and mutual love of the Western landscape and photography, the two men approach the medium in very different ways. Leggitt works solely with a digital camera, while Vodhanel uses digital as well as film cameras and works in the West Coast photographic tradition of Ansel Adams, Paul Caponigro, and Edward and Brett Weston.

W. William "Billy" Hughes, PhD, dean of the School of Pharmacy, says his personal appreciation for the gift rests on his love for the landscapes and objects depicted.

"Congratulations to Dr. Steve Vodhanel and Dr. Leroy Leggitt for their gifts, the majority of which photographically capture amazing perspectives in natural history," the dean says. "My academic journey has deep roots in the biological and earth sciences, and it is personally gratifying to be reminded of that journey as I walk through Shryock Hall. I trust that student pharmacists, staff, and faculty will pause and enjoy the photographed beauty of Creation."

Next time you visit the School of Pharmacy, feel free to walk around and view the exhibit spread throughout the building!



# School News

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## Pharmacy students featured on national TV show

by Melody George

Experience Loma Linda University Health's mission as inspiring stories come to life in the comfort of your own living room. LLUH's first national TV Show will soon reach 72 million American households. "Life on the Line" premieres on PBS's WORLD channel on April 4, 2014, and includes pharmacy students on an Amazon River mission trip in episode six.

Narrated by celebrity host and journalist Lisa Ling, "Life on the Line" features six unique half-hour episodes. "Heart to Heart" tells the story of a family whose newborn baby desperately needs a heart transplant to survive. The second episode, "Out of the Rubble," tells of an 8-year-old Haitian boy who is trapped under earthquake rubble for three days. In "End It Now," three child abuse victims learn to move

beyond the trauma and live their lives to the fullest. The fourth episode, "Baby Blue," shows how doctors from opposite sides of the globe work to save Egyptian babies born with congenital heart disease. "Armed for the Challenge" features an athlete who proves that disability doesn't mean inability. And in "Anchoring Hope," a medical boat from Loma Linda University provides much-needed healthcare for people living in the underserved Amazon jungle.

"Life on the Line" will air on Fridays with repeats throughout the week. During each viewing, two episodes will appear back to back. In addition to airing on the WORLD channel in April, the show will air on PBS stations throughout the country in July. For TV schedule and more information visit [www.lifeontheline.tv](http://www.lifeontheline.tv).

## Board of Trustees meeting prompts big changes

At the December, 2013, meeting of the LLU Board of Trustees, some exciting and important changes to the School of Pharmacy were approved. The Division of Experiential Education has become a full Department within the LLUSP. The Continuing Education program becomes part of the new Department of Experiential and Continuing Education, which will be headed by the first appointed chair, Dr. Naomi Florea.

The Board of Trustees also approved two other departmental name changes: the Department of Pharmacotherapy and Outcomes Science has been renamed the Department of Pharmacy Practice.

The Department of Pharmaceutical Sciences has been renamed to include the Administrative Sciences and will be known as the Department of Pharmaceutical and Administrative Sciences.



## CSHP Convention in Anaheim

The LLU School of Pharmacy was well-represented in a wide variety of activities at the annual CSHP Convention in Anaheim the first weekend of November, 2013.

Faculty members Drs. Jeany Jun and Tania Stewart, and Jim Pinder each delivered outstanding presentations:

Dr. Jun presented "Key Research Papers in the Area of Diabetes"; and shared a poster presentation on "Prevalence of Diseases and Common Medications used for Mobile Medical Clinics in Cambodia" with PY4 students Junia Song, Elizabeth Dymont, and Kristine Edinger.

Dr. Stewart presented a CE review of chemotherapy induced myelosuppression, highlighting the role of pharmacists in the preemptive management of myelosuppression, thereby improving patient clinical outcomes and quality of life. Mr. Pinder presented "Pharmacy Law: Updates 2013," which included relevant law and regulation updates at both the state and federal levels. Thanks to coordinators Drs. Cao, Stewart and Wu, the tables at the Loma Linda University breakfast reception were filled with current and former students.

The LLU Pharmacy Residency Program participated in the Residency and Fellowship Showcase. The LLU booth bustled with activity and connections were made with many interested students.

Drs. Cao, Stewart, and Wu also participated in the coordination of both the Clinical Skills Competition and Quiz Bowl at Seminar this year.

LLU Quiz Bowl Team members included Ling Kung, Lily Lu, Debra Hornyak, Lucinda Rosintha, Vinh Bui, Jayrom Acorda, Chuan Lin, Man Nguyen, Joseph Han, Sarah Faheem, Parisa Tourgoli and Gilbert Rodriguez. LLU made a valiant effort and represented the school with excellence.

Matthew Gutierrez and Kyung Park also represented LLU at the Clinical Skills Competition. They worked diligently as a team on their patient case, delivering a fine performance in both written and oral portions.

We thank each of the competitors and program representatives for showing just what a fine school we have!

LOMA LINDA UNIVERSITY HEALTH  
*presents its 1<sup>st</sup> national TV show*

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# LIFE ON THE LINE

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A DOCUMENTARY SERIES FOR TELEVISION



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to the banks of the Amazon,  
come inspiring stories from Loma Linda



Photo by Jamie Cary and Courtesy of OWN

Narrated by Lisa Ling

Premieres April 4



[www.lifeontheline.tv](http://www.lifeontheline.tv)

# Faculty News



## Grants

Congratulations to **Dr. Wei-Xing Shi** who has been awarded yet another LLU Grants for Research and School Partnerships (GRASP) grant. His project titled "Identification of Novel Genes Regulating T Cell Development" received funding for 2 years. **1**

## Publications

We congratulate our faculty, residents, and students for cultivating a solid reputation of publications and presentations:

**Drs. Elvin Hernandez 2**, Kezia Bechtoldt (PGY1 Resident 2013-2014) and Cham Nguyen (PGY2 Resident 2011-2012) on their manuscript "Implementing a comprehensive oral chemotherapy management clinic: A pilot outcome report." Accepted for publication on December 19, 2013 in the American Journal of Health-Systems Pharmacists.

**Dr. Jeany Jun 3** and **Jim Pinder 4** for the recent publication of their articles in the December 2013 issue of Christianity & Pharmacy. Dr. Jun's article: Mission Journey – CPFJ Presentation. Mr. Pinder's article: Pharmacy Law and Matthew 18:15.

Arthur K, Belliard JC, Hardin SB, **Knecht K 5**, Chen CS, Montgomery S. Reasons to Use and Disclose Use of Complementary Medicine Use –An Insight from Cancer Patients. Cancer and Clinical Oncology; Vol. 2, No. 2; 2013

**Weldon D.J. 6**, Shah F, Chittiboyina A.G., Sheri A., Chada R.R., Gut J., Rosenthal P.J., Shivakumar D., Sherman W., Desai P., Jung J-C., Aver M.A. Synthesis, biological evaluation, hydration site thermodynamics, and chemical reactivity analysis of  $\alpha$ -keto substituted peptidomimetics for the inhibition of Plasmodium falciparum. Bioorganic & Medicinal Chemistry Letters (2014).

**Zough F 7**, **Tafreshi J 8**, Pai RG. Dabigatran Use in Mechanical Heart Valve Patients. Future Cardiology 2014; 10(1):19-22.

**Dr. Jack Chen 9** presented "A Parkinson's Disease Update: The Disease, Drugs and Electrodes" at the 2013 ASCP Annual Meeting and Exhibition, November, 2013, in Seattle.

**Dr. Famoosh Zough's 10** abstract was accepted for the LLU Faculty Development Showcase (February, 2014). Presentations and posters for the conference are selected through a peer-review process. Her work is entitled, "Effectiveness of Creating Video Commercials as a Course Project on Students' Learning Outcome." Dr. Zough began the project last year by asking students to create video commercials on various OTC products as part of her course, Pharmacist Guided Self-Care I.

# Faculty News

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## School of Pharmacy Welcomes New Faculty Paul Gavaza, PhD

### Leadership in the promotion of excellence in pharmacy education

Dr. Paul Gavaza joined the Department of Pharmaceutical Sciences on January 1, 2014. Associate Professor Gavaza received his Master of Science and Doctor of Philosophy (PhD) degrees in Pharmacy (majoring in Pharmacy Administration/pharmacoeconomics) from The University of Texas at Austin in 2007 and 2010 respectively. Prior to joining Loma Linda University, Dr. Gavaza was Assistant Professor at Appalachian College of Pharmacy, Oakwood, Virginia where he coordinated pharmacy administration courses and taught in the Drug Information, Clinical Research and Biostatistics course. He also served as the IRB co-chair, Resident Research Committee chair, and member of the Institutional Effectiveness and Assessment Committee. Dr. Gavaza has



expertise in economic evaluation, research design, survey development, statistical analysis, and scientific writing. His primary research interests include social, economic and behavioral aspects of pharmacy practice and outcomes research. Dr. Gavaza has presented over 15 posters at national and international professional scientific meetings and has published over 30 papers in peer reviewed medical

and pharmacy journals. In addition, Dr. Gavaza has been invited to serve as a scientific reviewer for several pharmacy (e.g., AJPE, JAPHA, AJHP, CPTL, pharmacy practice) and medical (e.g., PlosOne, BMC Medical education, Journal of the American Geriatrics Society) journals and two national grant funding organizations (American Society for Health-System Pharmacists and Patient Centered Outcomes Research Institute). Dr. Gavaza has been recognized with several prestigious national awards including the Current Therapeutic Research Travel Award, the Fulbright Fellowship, and the United States Pharmacoepeia Fellowship (2009-2010). Dr. Gavaza is a member of Phi Kappa Phi, and Rho Chi Honor Societies, and International Society for Pharmacoeconomics and Outcomes

Research. He currently resides in Redlands with his wife, Kuda, and his three children. He enjoys spending time with his family, writing, and playing tennis and ping pong. He is a third generation Adventist. At LLU School of Pharmacy, Dr. Gavaza will be teaching Social Behavioral Pharmacy and Health Systems, Reimbursement and Pharmacoeconomics courses in Spring quarter.



# Experiential and Continuing Education

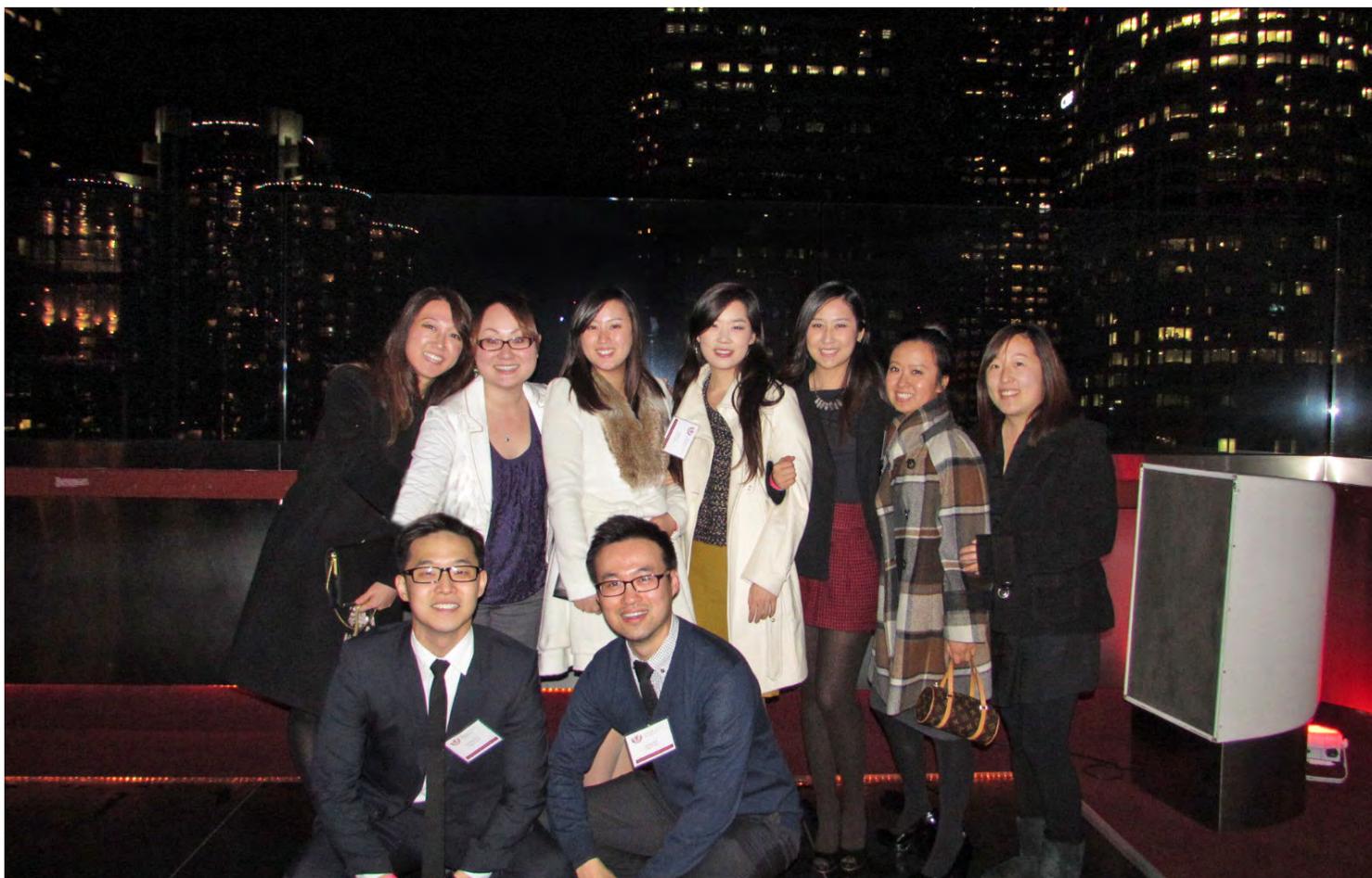
## Annual Alumni Networking Event A Success

Thursday, December 19, 2013, the Department of Experiential and Continuing Education, in collaboration with Alumni Affairs, hosted a professional networking reception and dinner at the prestigious Standard Hotel in downtown Los Angeles.

As a continuing set of strategies aimed at increasing the professional development and success of the pharmacy students, the Los Angeles networking reception allowed the current PY4 students to meet and interact with many alumni of the School of Pharmacy. For the students, networking with alumni offers potential job opportunities, career advice, as well as an opportunity to discuss new developments in the pharmacy profession.

Dr. Hughes and Shastin Rains presented Drs. Larry Rutebuka and Gerard Rivera with Lakers vs. Clippers tickets in appreciation for their continued support and dedication to the success of Loma Linda University School of Pharmacy.

Professional networking events are also scheduled this year in the months of March, April and May. Several alumni will be attending these events and offering their expertise to students for career development, and also providing interview sessions for current career positions.



# Experiential and Continuing Education

## CE Event Draws Pharmacists Across Four Counties

### Steven W. Chen, PharmD, CDM, FCSHP discusses the alignment of clinical pharmacy programs with healthcare reform priorities

by Stephen Vodhanel, PhD

A continuing education event for practicing pharmacists, hosted by Loma Linda University School of Pharmacy, October 30, 2013, at the Redlands Country Club, saw attendance of well over 100 people. Pharmacists coming from Los Angeles, Orange, Riverside, and San Bernardino counties earned 2.0 contact hours designated by the California Accreditation for Pharmaceutical Education (CAPE) for Continuing Education (CE) Credit.

The School of Pharmacy was very honored and extremely grateful to host Steven W. Chen, PharmD, CDM, FCSHP. Dr. Chen has been a leader in Los Angeles, statewide, and nationally in promoting clinical pharmacy services, especially for underserved populations, as a way to improve patient outcomes and save health care dollars.

Dr. Chen currently oversees services in 19 clinics in Southern California, including six sites that are part of a \$12 million grant from the Center for Medicare and Medicaid Innovation

that is studying clinical pharmacy services care and its impact on outcomes and costs.

On the national scene, Dr. Chen has been active in the Health Resources Administration's Patient Safety and Clinical Pharmacy Services Collaborative, previously serving as co-chair and developing a medication intervention and safety measurement tool that has been adopted by pharmacy teams in clinics nationwide.

Dr. Chen has also led the development of a resource guide to assist California pharmacists in initiating advanced medication management programs while serving as chair of the California Society of Health-system Pharmacists Medication Therapy Task Force.

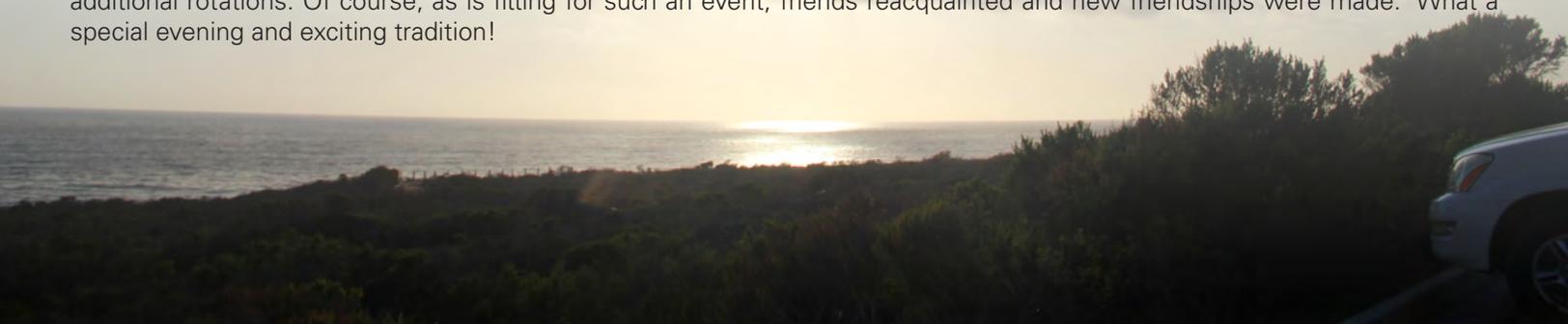
The Department of Experiential and Continuing Education thanks Dr. Chen for an outstanding presentation and continued efforts on behalf of Loma Linda University School of Pharmacy.



# Experiential and Continuing Education

## Networking Reception

Mastro's Ocean Club in Newport Beach was the perfect setting once again for a networking dinner hosted by the Department of Experiential and Continuing Education. The event, held on Thursday, March 27, 2014, brought together 160 attendees – 72 fourth year pharmacy students and 88 others from external sites, including alumni, faculty, pharmacists, and representatives from pharmacy agencies. Networking was truly the theme of the evening. There were 36 institutions represented with rotations and job opportunities made available to LLUSP students. Numerous Loma Linda University School of Pharmacy alumni became preceptors for our program and are now providing rotations for students. Additionally, a number of hospitals have come on board and are now providing an additional rotations. Of course, as is fitting for such an event, friends reacquainted and new friendships were made. What a special evening and exciting tradition!



# Student News

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## Ray Rajagukguk's pilgrimage from life in a hallway to becoming a pharmacy student at Loma Linda University

by James Ponder

For third-year LLU School of Pharmacy student Ray Rajagukguk, the line between poverty and success is the difference between renting a hallway and living in a very nice home.

For the first few years of his life, Ray and his family were so poor they couldn't afford a room, so they rented a hallway behind a Jakarta, Indonesia, restaurant. They had the place to themselves at night, but shared the space with restaurant staff during the day.

Although his parents had just finished college, his father had a hard time finding a suitable job. His mother stayed home with Ray and his older brother, Sany.

When Sany was 15 and Ray was 14, their father sent them to America.

"He wanted us to get an education and make it in life," Ray shares. "At first, we lived with my aunt and her family in Redlands. Eventually we lived on our own. My mom would go back and forth between Indonesia and here, checking on us."

Ray discovered he was at a big disadvantage when he arrived at Redlands High School.

"I didn't know English," he shares. "My counselor put me in French class, so I was having to learn two new languages at once, carrying two dictionaries."

Before coming to America, Ray had never applied himself academically. "I was always in the bottom three students in my class," he discloses.

Ray got the message. When his counselor put him in an English-as-a-second-language class, Ray opted to take the regular tenth-grade English course instead. By the time he graduated, the fact that he had taken several advanced placement classes elevated his GPA to 4.15—better than a straight "A" average.

The high grades served Ray well the very next year when an unexpected crisis arose at the end of his first year at Harding University in Searcy, Arkansas.

"I was in America on a tourist visa, which—if you overstay—you become an undocumented illegal," he says. "The school got a letter from the Immigration and Naturalization Service saying I was going to be deported. My student advisor wrote a letter to the U.S. embassy in Indonesia, but I had to leave."

Ray flew home without any assurance he would be allowed to return to the United States to finish his studies. When he

landed in Indonesia, he and his dad went to the American embassy right away.

"It was disappointing at first," he shares. "On the last interview, I practically begged the immigration officer to give me a second chance. I told the officer I was a good student and showed him my transcripts. When he saw my high school GPA, he approved my visa the same day. I was thankful to God that I had done my best!"

Ten years later, Ray completed a PhD degree in biochemistry at the University of Arkansas and moved to Pacific Union College to teach organic chemistry.

"I spent five years there," he says. "During that time, I started wondering what if I had pursued medicine instead of biochemistry? But there's not much chemistry in medicine; it's mostly biology. That's when I learned that pharmacy is a good marriage between chemistry and the health professions."

In 2010, he entered the doctor of pharmacy program at LLU. In addition to his studies, he loves sharing his personal story with high school students contemplating a career in the health sciences.

"The toughest part of the PharmD program is time management," he tells them. "Not only are you expected to do well in your classes, you are also expected to serve the community. You have to manage your time very well."

He ends his discourse to the students on an inspiring note.

"You can do it!" he insists. "I know you can. If I can make it, you can, too."



A day at the beach affords Loma Linda University School of Pharmacy student Ray Rajagukguk and girlfriend Angela Palmer a chance to relax and spend time together. Ray grew up in a rented hallway behind a restaurant in Jakarta, Indonesia. Today he is preparing for a career as a pharmacist. Ray loves to share his encouraging story with high school students.

# Student News

## They Deliver Packages...We Deliver Healthcare

### Flu shot clinic delivered to UPS San Bernardino facility

by Stephen Vodhanel, PhD

A neighborhood friendship between Dr. Rashid Mosavin, executive associate dean of the School of Pharmacy, and Mr. Rich Day, UPS management official, has extended itself into a professional relationship that has benefited the school greatly.

Since UPS does not sell a product, their entire business model is based on customer service. In several casual conversations between neighbors, Dr. Mosavin realized that Mr. Day is an expert with customer service from years of management experience with UPS, and has an important message that any pharmacy student needs to hear.

Asking Mr. Day if he would be willing to give a customer service lecture in a pharmacy management class here at LLUSP, an important community relationship between the School of Pharmacy and the UPS corporation has developed.

"Although the pharmacy profession has many technical skills required, all pharmacists must be proficient with patient care, or customer service if you will, in order to effectively serve their community. Patient care and service is critical to the pharmacy profession and must be in the curriculum. I have not met many people with the customer service expertise of Mr. Day - the students love him, and working with UPS has been great," said Dr. Mosavin.

Rich Day's lectures are well received by the students. "Mr. Day's lectures are centered on customer service. His main points are to be visible, express passionate commitment to serving the customer, don't fuss about the trifles, put enthusiasm into your work, and create happiness for others. He is a very nice guy and his lectures are realistic situations that happen; and things that we could do in the workplace to minimize stress and make every customer's experience great. This advice definitely extends to the pharmacy profession," said PY3 student Millina Hanna.

Recently, the School of Pharmacy held a flu shot clinic at the San Bernardino UPS facility. Twelve students, under the supervision of Dr. Mosavin and Dr. Jocelyn Yamzon, immunized 25 UPS employees. With the warm reception by the UPS employees (employees often are too busy to take the time for a flu shot), and community learning opportunities provided to the pharmacy students, a teaching and community service relationship has developed with UPS.

"UPS has also made several donations to our school, and they are interested in health fairs in the future. UPS has given the School of Pharmacy a great community learning opportunity for our students that extends from the classroom to community service. We are very thankful to Mr. Rich Day and UPS," said Dr. Mosavin.





## Script Your Future:

A Pledge to Adhere for Health and Life

To what degree is medication adherence important? Many patients struggle with taking their medication regularly. The task proves to be difficult without the guidance and reinforcement of a healthcare practitioner. However, medication adherence is an important practice that can create a longer and healthier life.

by Rithy Horn

Across the nation, several Pharmacy schools participate in an annual competition to educate the public on the importance of medication adherence. This year, Loma Linda University School of Pharmacy (LLUSP), in conjunction with the LLU School of Nursing, organized an event that focused on educating residents of Mission Commons in Redlands about the importance of medication adherence.

Pharmacy students aided the attendees with checking in, blood glucose testing, and blood pressure testing. Students were individually partnered with senior patients and assisted them throughout the entire health screening session and provided a final assessment. LLUSP students were able to discuss each patient's medication history and many were able to counsel the patient on their medication adherence. Residents from Mission Commons commented on how pleased they were with the personal attention they received and expressed their gratitude for the time LLUSP students spent with them. One gentleman participant even asked them to stay longer!

In a span of three hours, LLUSP students were able to see a total of 34 patients, who all made a pledge to adhere to take their medication according to prescription. LLUSP students are planning to follow up with each patient to record any changes in their medication adherence, with the hope of overall improvement since the event. This unforgettable experience allowed LLUSP students to work closely with patients and ultimately resulted in the development of newfound relationships.

"Everyone was so sweet. It's a great way to help others with their medications. I'd love to help out again!" --Grace Lee, PY1

"Interacting with the residents at Mission Commons was such a pleasure! They were so grateful for our services and appreciated our help in improving their medication adherence. I, too, enjoyed hearing about their experiences as they inspired me to also strive for a healthy and happy lifestyle." --Michelle Adia, PY3



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# Student News

## Student Leadership

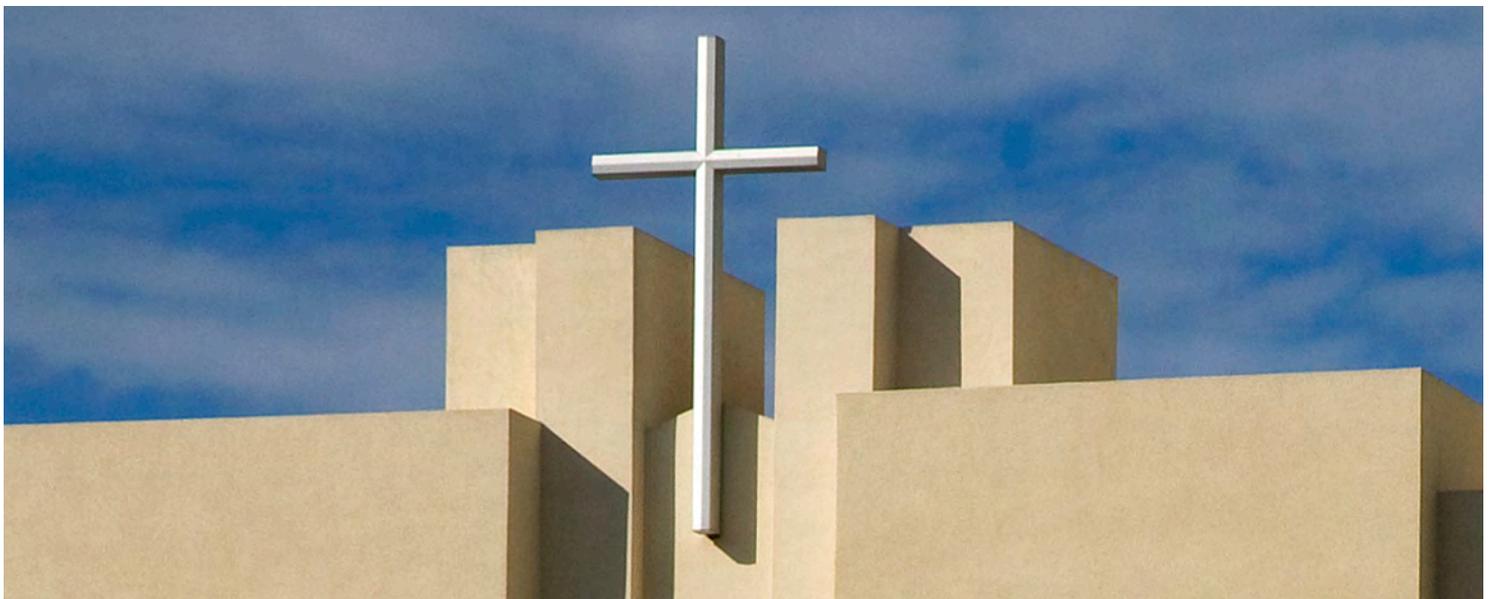
LLUSP students continue to have a high profile in campus leadership. Seven of twelve leadership positions in the LLU Student Association are filled by pharmacy students. We congratulate and appreciate our students who bring their leadership skills to the School, the University, and the community at large. Our LLUSA officers are:

Ray Rajagukguk (P3)—President ; Michelle Park (P3)—Executive VP  
BJ Malqued (P4)—Religious VP ; Hans Teuscher (P2)—Financial VP  
Andy Lu (P2)—Public Relations ; Nhi Ngo (P2)—Co-Social VP  
Nadine Siazon (P2)—Co-Social VP



## Pediatric Publication

Congratulations to Katelyn Horne, Debra Merritt, Gary Gevorkian, Junia Song and Bishoy Tannious (PY4 students) for their recent publication overseen by Mark and Monica Litzinger in collaboration with Walmart: Pediatric OCD Associated With Streptococcal Infections. U.S. Pharm. 2013; 38(11):35-38.





# Alumni Profile

## Ryan & Diana (Yeung) Huntsman

**Family:** As of this moment, it is just the two of us. Diana wants a puppy and a piglet in the near future, but Ryan would rather start with just a puppy.

**Education:** Ryan graduated from CSU San Bernardino with a Bachelor's degree in Chemistry & Biochemistry, and Diana received her Bachelor's degree in Nutrition Science from Cal Poly, San Luis Obispo. Before entering pharmacy school, Ryan completed his Master's degree in Biochemistry & Molecular Biology from UCR. Both of us received our Doctor of Pharmacy degrees from LLU in 2012.

**Professional information:**

Currently, we are both ambulatory care pharmacists at WeCare, a rapidly growing specialty pharmaceutical service company that works in conjunction with Inland Empire Health Plan (IEHP), an innovative and cutting-edge ambulatory care program.

**Reason you are a pharmacist:**

Diana was inspired by her step-father, who helped her foresee the expanding roles of pharmacists while she was in high school. Ryan saw the positive impact a pharmacist could make by medication counseling when he shadowed an independent pharmacy owner, who motivated him to pursue the opportunity to help his community with a license of his own.

**What do you like most about being a pharmacist?:**

The rewarding feeling when patients with diabetes tell us we have helped them understand and manage their disease better because we took the time to explain to them their lab results, how their medications work, how to properly take them, and titrate their medications to improve their clinical outcomes.

**What do you like least about being a pharmacist?:**

We feel that our pharmacists--whether retail, hospital, managed care, or other specialty--can work harder to be more united and have a stronger voice as a whole.

**Your best advice for aspiring pharmacists:**

The roles of pharmacists are ever-expanding and changing. Don't fear them - embrace them.

**Who are the mentors or role models in your life and pharmacy practice?**

Both of our fathers played an essential role throughout our lives and careers that shaped our character, instilled our morals, and helped to build a foundation sturdy enough to attain our lifetime accomplishments.

**Your best memory of LLUSP:**

All the yearly barbecues, study sessions and date nights that led to our engagement and eventual marriage in 2013 were some of our best memories. Graduation day was also pretty awesome.

**Your favorite faculty member at LLUSP:**

Every LLUSP alumni loves Dr. Florea, and we are no exceptions.

**Church/Hobby/Community interests:**

Outside of work, Ryan enjoys playing guitar and working on projects to improve our new home. Diana enjoys arts and crafts, and thinking of projects for Ryan to complete. Together, we are precepting LLUSP students because we enjoy engaging with them and challenging them through their learning experiences.

**Funniest memory from pharmacy school:**

The day our classmates performed a skit comparing different cultural ways of performing ACLS. It was an assignment given by Dr. Tafreshi in our ACLS class, and it was by far the most interesting and refreshing skit in the history of his class.

**Do you have any family members who also are in the pharmacy career field?**

No. In fact, both of us are the first in our family to become pharmacists.





# NEWS CAPSULE



LOMA LINDA UNIVERSITY  
School of Pharmacy

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