

# **Teresa Elaine Roane, PharmD, MBA, BCACP**

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## **PERSONAL**

### **WORK INFORMATION:**

2046 NE Waldo Rd. Suite 3100  
Gainesville, FL 32609  
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## **PROFESSIONAL APPOINTMENTS**

2020-Present	Director Online MTM Graduate Programs; Clinical Assistant Professor University of Florida College of Pharmacy Associate Director; Director of Clinical Research; Residency Program Director Center for Quality Medication Management (CQM) Gainesville, FL
2017-Present	Associate Director; Clinical Assistant Professor; Residency Program Director Center for Quality Medication Management (CQM) University of Florida College of Pharmacy Dept of Pharmacotherapy and Translational Research Gainesville, FL
2010-Present	Clinical Assistant Professor MTM Communication and Care Center (MTM Call Center; CQM) Dept of Pharmacotherapy and Translational Research University of Florida College of Pharmacy Gainesville, FL

## **LICENSES AND CERTIFICATIONS:**

2016	APhA Pharmacy-Based Immunization Delivery Certificate Training Program- Train the Trainer Program
2016	APhA Pharmacy-Based Immunization Delivery Certificate Training Program
2015	University of Florida Supervisory Challenge Leadership Training Program
2013	Motivational Interviewing Training (ComMit Training) Program
2011	Florida Certified Immunizer
2011	Board Certification in Ambulatory Care Pharmacy
2010	APhA Medication Therapy Management (MTM) Certificate Training Program- Train the Trainer Program
2010	APhA Medication Therapy Management (MTM) Certificate Training Program
2006	Florida Pharmacist License: PS41763

**EDUCATION:**

2016-2018 Western Governor's University; Salt Lake City, UT  
Degree: Master's in Business Administration: HealthCare Management (MBA)  
2002-2006 University of Florida College of Pharmacy; Gainesville, FL  
Degree: Doctor of Pharmacy (PharmD)  
2002 Santa Fe College; Gainesville, FL  
Degree: Associate of Arts (AA)

**WORK EXPERIENCE:**

**May 2020-Present**

Director Online MTM Graduate Programs; Clinical Assistant Professor  
University of Florida College of Pharmacy; Gainesville, FL  
Associate Director; Director of Clinical Research; Residency Program Director  
Clinical Practice Site: Center for Quality Medication Management (CQM)

**February 2017-Present**

University of Florida College of Pharmacy; Gainesville, FL  
Associate Director; Clinical Assistant Professor; Residency Program Director  
Clinical Practice Site: Center for Quality Medication Management (CQM)

**September 2016-April 2017**

University of Florida College of Pharmacy; Gainesville, FL  
Clinical Assistant Professor  
Clinical Practice Site: Alachua County Organization for Rural Needs (ACORN) Clinic

**March 2010-August 2016:**

University of Florida College of Pharmacy; Gainesville, FL  
Clinical Assistant Professor; Residency Program Director  
Clinical Practice Site: MTM Communication and Care Center

**July 2008-March 2010:**

University of Florida College of Pharmacy; Gainesville, FL  
Clinical Assistant Professor-Adjunct Faculty

**July 2005-March 2010:**

AvMed Health Plans; Gainesville, FL  
Clinical Pharmacist: Clinical Pharmacy Management/ Utilization Management  
Lead Pharmacist: Medication Therapy Management (MTM) program

**August 2006-present:**

Hometown Pharmacy; Alachua, FL/Newberry, FL  
Registered Pharmacist

**August 2002-2006:**

Hometown Pharmacy; Alachua, FL

Pharmacist Intern

**June 2000-December 2002:**

Eckerd's (acquired Gresham Drugs); Alachua, FL  
Assistant Manager/Pharmacist Intern/Certified Pharmacy Technician

**July 1988-June 2000:**

Gresham Drugs; Alachua, FL  
Assistant Manager/Certified Pharmacy Technician

**CONTRACTS/GRANTS:**

1. Improving Medication Adherence with Telehealthcare Medication Therapy Management to Change Health Outcomes in Adolescents and Young Adults with Asthma (MATCH)  
Grant: \$468,534/\$245,980/\$714,513.67 for 01/2019-01/2023
2. Diabetes Self-Management Education Via Telehealth Feasibility Study Grant  
\$65,455/\$6,545/\$72,000 for 01/01/2018-06/2018
3. Contract between State of Florida Agency for Health Care Administration and UF COP;  
\$64,225/\$16,056/\$80,282 for 06/01/17-11/30/17 (Medication Therapy Management Services)
4. Contract between State of Florida Agency for Health Care Administration and UF COP;  
\$72,896/\$34,779/\$107,675 for 06/01/16-05/31/17 (Medication Therapy Management Services)
5. Contract between State of Florida Agency for Health Care Administration and UF COP;  
\$72,896/\$34,779/\$107,675 for 06/01/15-05/31/16 (Medication Therapy Management Services)
6. Grant: Contract between State of Florida Department of Health and UF COP;  
\$174,509/\$17,451/\$191,960 for 01/01/15-06/30/15 (Research for Adherence Services)
7. Grant: Contract between State of Florida Department of Health and UF COP;  
\$84,203/\$8,420/\$92,623 for 10/01/14-06/30/15 (Research for Adherence Services)
8. Contract between State of Florida Agency for Health Care Administration and UF COP;  
\$72,896/\$34,779/\$107,675 for 06/01/14-05/31/15 (Medication Therapy Management Services)
9. Contract between Comprehensive Health Management, Inc. and The UF COP; "Medication Therapy Management Agreement" per "Third Amendment" effective 9/1/12 with no current end date: \$36,413/\$326,092/\$362,505 for August 2012 to June 2013 (Adherence Services).

10. Contract between Comprehensive Health Management, Inc. and The UF COP; "Medication Therapy Management Agreement"; 12/31/2011-no current end date: \$1,119,187/\$301,658/\$1,420,845 for 2012-2013 (Medication Therapy Management Services).
11. Contract between State of Florida Agency for Health Care Administration and UF COP; \$72,896/\$34,779/\$107,675 (yearly): 06/01/11-06/30/14 (Medication Therapy Management Services)

**RESEARCH:**

1. UF IRB#201602391 Impact of telephonic Medication Therapy Management (MTM) services on patient satisfaction
2. UF IRB#201501189 Evaluation of the effectiveness of a validated survey tool, the Pharmacist Drug Adherence Work-up (DRAW) tool, used to assess and improve medication adherence
3. UF IRB#201501187 Evaluating the time to complete a comprehensive medication review (CMR) before and after enhancing the role of the pharmacist's support staff
4. UF IRB#201501178 Improving gaps in medication therapy utilizing telephonic medication therapy management (MTM) services in conjunction with a case management program in a Managed Medicaid population
5. UF IRB#201500058 Impact of a telephonic outreach program on medication adherence in Medicare Advantage Prescription Drug plan beneficiaries.
6. UF IRB#516-201401076; Impact of a telephonic Medication Therapy Management (MTM) program on medication adherence in a managed Medicaid uncoordinated care population
7. UF IRB#516-201400853; Impact of a telephonic outreach program on medication adherence in Medicare Advantage Prescription Drug plan beneficiaries
8. UF IRB#516-201500036; Evaluation of various patient outreach models on the completion rate of comprehensive medication reviews (CMRs)
9. UF IRB#516-201401084; Reduction of 3 day hospital readmissions after patient-centric telephonic medication therapy management (MTM) services
10. UF IRB#516-201300823; Examining Florida Medicaid intervention data for a medication therapy management (MTM) program: An assessment of pharmacist recommendations to providers

11. UF IRB#516-2011; Examining Florida Medicaid intervention and patient satisfaction data for a medication therapy management (MTM) program: An assessment of patient and provider interventions

### **PUBLICATIONS:**

1. Wheat L, **Roane TE**, Connelly A, Zeigler M, Wallace J(s), Kim JH(p), Segal R. Utilizing a Pharmacist-Community Health Worker Collaboration to Address Medication Adherence Barriers (*Accepted for Publication*)
2. **Roane TE**. Medication Therapy Management: An Overview for Pharmacists and Other Healthcare Professionals. Western Schools. 2019.  
<https://www.westernschools.com/pharmacy/courses/medication-therapy-management%3A-an-overview-for-pharmacists-----y8059/>
3. **Roane TE**, McLin K. Chapter 3: Considerations for Establishing a MTM Service Practice Model. In: Whalen K, Hardin H, editors. Medication Therapy Management: A Comprehensive Approach, Second Edition. New York, NY: McGraw-Hill. 2018.  
<https://accesspharmacy.mhmedical.com/book.aspx?bookid=2319>
4. Park H, Adeyemi A(p), Wang W(s), **Roane TE**. Impact of a telephonic outreach program on medication adherence in Medicare advantage prescription drug (MAPD) plan beneficiaries. *J Am Pharm Assoc*. 2017; 57(1): 62-66
5. Miller DE(r), **Roane TE**, McLin K. Reduction of 30-day hospital readmissions after patient-centric telephonic medication therapy management services. *Hosp Pharm* 2016; 51(11):907-914
6. Miller DE(r), **Roane TE**, Salo JS, Hardin H. Evaluation of various patient outreach models on the completion rate of comprehensive medication reviews (CMRs). *J Manag Care Pharm* 2016; 22(7):796-800
7. **Roane TE**, McLin K, Hall A, Hardin H. Chapter 21: Medication Therapy Management. In: Navarro R. *Managed Care Pharmacy Practice* 3<sup>rd</sup> edition. (Accepted for publication)
8. **Roane TE**, Patel V(r), McLin K. Chapter 3: Practice Model. In: Angaran D, Whalen K, editors. *Medication Therapy Management: A Pharmacotherapy and Medication System Primer*. New York, NY: McGraw-Hill. 2015  
<http://accesspharmacy.mhmedical.com/content.aspx?bookid=1079&Sectionid=61423615>
9. **Roane TE**, Patel V(r), Hardin H, Knoblich M(s). Discrepancies Identified with the Use of Prescription Claims and Diagnostic Billing Data Following a Comprehensive Medication Review. *J Manag Care Pharm* 2014; 20(2):165-73

10. Hardin HC, Hall AM, **Roane, TE**, Mistry, R(r). An Advanced Pharmacy Practice Experience in a Student-Staffed Medication Therapy Management Call Center. *Am Jour of Pharm Educ* 2012; 76(6).

#### **PUBLISHED ABSTRACTS:**

1. Adeyemi A(p), **Roane TE**, Park H. The Impact of a telephonic outreach program on medication adherence in Medicare Advantage Prescription Drug plan beneficiaries *J Manag Care Pharm* 2015; 21(10a). **Gold medal winning abstract**
2. Miller D(r), **Roane TE**. Reduction of 30-Day Hospital Readmissions after Patient-Centric telephonic Medication Therapy Management (MTM) Services. *J Manag Care Pharm* 2015; 21(4a).
3. Hardin H, Hood E(r), Narkiewicz L(r), **Roane TE**. Student perceptions before and after a medication therapy management advanced pharmacy practice experience. *Am Jour of Pharm Educ* 2014; 78(5).
4. Patel VT(r), **Roane TE**, Laszczyk JD. Change in Patient-Reported Adherence with Participation in a Comprehensive Medication Review and Receiving a Personalized Medication List and Medication Action Plan. *J Manag Care Pharm* 2012; 18(2).

#### **POSTERS:**

1. Morales D(r), **Roane TE**, Salo J, Pestcoe A(r), Williams T(r), and Connelly A. Comparing productivity rates and quality of Medication Therapy Management (MTM) services between clinical staff pharmacists and clinical contract pharmacists at the Center for Quality Medication Management (CQM) at the University of Florida (UF). AMCP Managed Care & Specialty Pharmacy Annual Meeting 2019. San Diego, CA. Mar 27, 2019
2. Pestcoe A(r), **Roane TE**, Morales D(r), Williams T(r), Connelly A, Dove A, and Haynes K. Analyzing the success rates of resolving medication therapy problems (MTPs) utilizing telephonic and non-telephonic interventions at the Center for Quality Medication Management (CQM) in a Medicaid population. AMCP Managed Care & Specialty Pharmacy Annual Meeting 2019. San Diego, CA. Mar 27, 2019
3. Naboulsi M(r), **Roane TE**. Interpreting Motivational Interviewing Use during Telephonic Medication Reviews after Implementing Training Sessions. AMCP Managed Care & Specialty Pharmacy Annual Meeting 2018. Boston, MA. April 24, 2018.
4. Williams T(r), **Roane TE**. Examining Florida Medicaid Intervention Data for a Medication Therapy Management (MTM) Program: An Assessment of Pharmacist Recommendations to Providers. AMCP Managed Care & Specialty Pharmacy Annual Meeting 2018. Boston, MA. April 24, 2018.

5. Patel A(r), **Roane TE**. Impact of telephonic medication therapy management (MTM) services on patient satisfaction. AMCP Managed Care & Specialty Pharmacy Annual Meeting 2017. Denver, CO. March 29, 2017.
6. Lee S(r), **Roane TE**, McLin KD, and Nacin, CR. Improving gaps in medication therapy utilizing telephonic medication therapy management (MTM) services in conjunction with case management in a Managed Medicaid uncoordinated care population. AMCP Managed Care & Specialty Pharmacy Annual Meeting 2016. San Francisco, CA. Apr 20, 2016.
7. Lindamood C(r), **Roane TE**, Park H. Evaluation of the effectiveness of a survey, the Pharmacist Drug Adherence Work-up (DRAW) tool, used to assess and improve medication adherence in Medicare Advantage prescription drug (MA-PD) plan members. AMCP Managed Care & Specialty Pharmacy Annual Meeting 2016. San Francisco, CA. Apr 20, 2016.
8. Park H, Adeyemi A(p), **Roane TE**. Impact of a telephonic outreach program on medication adherence in Medicare Advantage Prescription Drug (MAPD) plan beneficiaries. ISPOR 18<sup>th</sup> Annual European Congress Meeting: Milan Italy. November 2015.
9. Adeyemi A(p), **Roane TE**, Park H. The Impact of a telephonic outreach program on medication adherence in Medicare Advantage Prescription Drug plan beneficiaries. AMCP Nexus Meeting: Orlando, FL. October 2015. *Gold medal winning abstract*
10. Miller D(r), **Roane TE**. Reduction of 30-Day Hospital Readmissions after Patient-Centric telephonic Medication Therapy Management (MTM) Services. AMCP Annual Meeting and Showcase: San Diego, CA. April 2015
11. Miller D, **Roane TE**. Evaluation of various patient outreach models on the completion rate of comprehensive medication reviews (CMRs). AMCP Annual Meeting and Showcase: San Diego, CA. April 2015
12. Green RW(r), Hardin HC, **Roane TE**, Miller D. Evaluation of the effectiveness of a clinical associate focused practice model on increasing pharmacist comprehensive medication review efficiency in a call center environment. AMCP Annual Meeting and Showcase: San Diego, CA. April 2015
13. Hardin H, Hood E(r), Narkiewicz L(r), **Roane TE**. Student perceptions before and after a medication therapy management advanced pharmacy practice experience. 115<sup>th</sup> Annual Meeting of the American Association of Colleges of Pharmacy: Grapevine, TX. July 2014.
14. Erhan A(r), **Roane TE**. Examining Florida Medicaid Intervention Data for a Medication Therapy Management (MTM) Program: An Assessment of Pharmacist Recommendations to Providers. AMCP Annual Meeting and Showcase: Tampa, FL. April 2014
15. Chacko S(s), **Roane TE**. Medication Therapy Management (MTM): Determining optimal documentation software and the utilization of electronic health records. ASHP Mid-Year Meeting: Orlando, FL. December 2013

16. Narkiewicz LA(r), **Roane TE**. Identifying changes in patient adherence as measured by the proportion of days covered following a telephonic medication therapy management service. AMCP Annual Meeting and Showcase: San Diego, CA. April 2013
17. Patel VT(r), **Roane TE**, Laszczyk JD(r). Discrepancies Identified with the Use of Prescription Claims and Diagnostic Billing Data Following a Comprehensive Medication Review. AMCP Annual Meeting and Showcase: San Francisco, CA. April 2012 (Presented)
18. Patel VT(r), **Roane TE**, Laszczyk JD(r). Change in Patient-Reported Adherence with Participation in a Comprehensive Medication Review and Receiving a Personalized Medication List and Medication Action Plan. AMCP Annual Meeting and Showcase: San Francisco, CA. April 2012

**SCIENTIFIC REVIEWER:**

2018-present	<i>Pharmacist Letter</i>
2016-present	<i>Hospital Pharmacy</i>
2016-present	<i>Currents in Pharmacy Teaching and Learning</i>
2015-present	<i>Journal of Pharmacy Practice</i>
2014-present	<i>Journal of the American Pharmacists Association</i>
2014-present	<i>Journal of Pharmacy Technology</i>
2012-present	<i>Journal of Managed Care Pharmacy</i>
2012-present	<i>Annals of Pharmacotherapy</i>

**PRESENTATIONS:**

1. Career Path Session Discussion with APPE Clerkship Students (All Campuses). University of Florida College of Pharmacy. Gainesville, FL. 05/29/2020 (Invited)
2. MTM and Geriatrics Rotation Block Orientation and Overview. Presented to APPE clerkship students from all three campuses. Center for Quality Medication Management. Gainesville, FL. 04/06/2020
3. Careers in Managed Care. Presented to UF Pre-Pharmacy Society student chapter members. University of Florida College of Pharmacy. Gainesville, FL. 03/11/2020 (Invited)
4. Careers in Managed Care. Presented to Gainesville AMCP student chapter members. University of Florida College of Pharmacy. Gainesville, FL 02/20/2020 (Invited)
5. Delivering Medication Therapy Management Services: APhA Certificate Training Program. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Gainesville, FL. 06/01/2019 (Invited)



6. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Gainesville, FL. 04/27/2019 (Invited)
7. Pharmacist Role in Managed Care and MTM. Presented to Lake Nona AMCP student chapter members. University of Florida College of Pharmacy. Orlando, FL. 04/01/2019 (Invited)
8. Communication with Indigent Patients. Presented to 2<sup>nd</sup> year student pharmacists as part of Patient Care 5 course. University of Florida College of Pharmacy. Gainesville, FL (Orlando, FL; Jacksonville, FL). 03/14/2019 (Invited)
9. Medication Therapy Management (MTM): Its Purpose in the MATCH Grant Study. Presented to Study Coordinators. ALA-ACRC Coordinator and Steering Committee Meeting. New Orleans, LA 02/07/2019 (Invited)
10. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Orlando, FL. 09/22/2018 (Invited)
11. Contracting Terms and Negotiations. Presented to 3<sup>rd</sup> year student pharmacists as part of Pharmacy Practice Management course. University of Florida College of Pharmacy. Gainesville, FL (Orlando, FL; Jacksonville, FL). 09/05/2018 (Invited)
12. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Gainesville, FL. 04/21/2018 (Invited)
13. Managing Drug Costs in Ambulatory Practices. Presented to conference attendees. IDN Summit and Reverse Expo. Orlando, FL. 04/16/2018 (Invited)
14. Community Pharmacy's Impact on Healthcare Quality. Presented to conference attendees. National Association of Chain Drug Stores (NACDS). Ft. Lauderdale, FL. 02/05/2018 (Invited)
15. Vaccines and Immunizations: Which Ones Are Important For Me? Presented to students enrolled in the Meds and Health Course. University of Florida College of Pharmacy. Gainesville, FL. 01/25/2018 (Invited)
16. Contracting Terms and Negotiations. Presented to 3<sup>rd</sup> year student pharmacists as part of Pharmacy Practice Management course. University of Florida College of Pharmacy. Gainesville, FL (Orlando, FL; Jacksonville, FL). 08/30/2017 (Invited)
17. Delivering Medication Therapy Management Services: APhA Certificate Training Program. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Tampa, FL. 05/06/2017 (Invited)

18. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Gainesville, FL. 02/18/2017 (Invited)
19. Delivering Medication Therapy Management Services: APhA Certificate Training Program. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Gainesville, FL. 02/04/2017 (Invited)
20. Vaccines and Immunizations: Which Ones Are Important For Me? Presented to students enrolled in the Meds and Health Course. University of Florida College of Pharmacy. Gainesville, FL. 10/25/2016 (Invited)
21. Delivering Medication Therapy Management Services: APhA Certificate Training Program. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Gainesville, FL. 08/27/2016 (Invited)
22. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to 1<sup>st</sup> year student pharmacists. University of Florida College of Pharmacy. Gainesville, FL. 05/03/2016 (Invited)
23. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to 3<sup>rd</sup> year student pharmacists. University of Florida College of Pharmacy. Gainesville, FL. 04/26/2016 (Invited)
24. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to pharmacists. University of Florida College of Pharmacy Dept. of Continuing Pharmacy Education. Gainesville, FL. 04/16/2016 (Invited)
25. Pharmacy-Based Immunization Delivery: APhA Certificate Training Program, 13th edition. Presented to 4<sup>th</sup> year student pharmacists. University of Florida College of Pharmacy. Orlando, FL. 03/11/2016 (Invited)
26. The Long Short Journey. Presented to student pharmacists. University of Florida AMCP Student Chapter Meeting. Gainesville, FL. 03/10/2016 (Invited)
27. MTM and Geriatric Rotation Student Activities Overview. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 02/29/2016
28. Delivering Medication Therapy Management Services: APhA Certificate Training Program. Presented to pharmacists. University of Florida Dept. of Continuing Pharmacy Education. Tampa, FL. 02/27/2016 (Invited)
29. Vaccines and Immunizations: Which Ones Are Important For Me? Presented to students enrolled in the Meds and Health Course. University of Florida College of Pharmacy. Gainesville, FL. 02/15/2016 (Invited)

30. Vaccinations in the Community: Available Resources. Presented to 1<sup>st</sup> year students pharmacists as part of Skills Lab. University of Florida College of Pharmacy. Gainesville, FL (Orlando, FL; Jacksonville, FL). 01/18/2016 (Invited)
31. Interpersonal Communication: Personal and Professional Development 2 Course; Team-Based Learning Session. University of Florida College of Pharmacy. Gainesville, FL (Orlando, FL; Jacksonville, FL). 01/14/2016 (Invited)
32. Immunizations and Vaccinations. Presented to 2<sup>nd</sup> year student pharmacists as part of Pharmacotherapy II. University of Florida College of Pharmacy. Gainesville, FL (Orlando, FL; Jacksonville, FL). 12/04/2015 (Invited)
33. Delivering Medication Therapy Management Services: APhA Certificate Training Program. Presented to pharmacists. Tampa, FL. 08/08/2015 (Invited)
34. University of Florida MTM Communication and Care Center Overview. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 06/29/15, 08/31/15, 02/29/2016
35. Medicare Overview. Presented to APPE clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 06/29/15
36. University of Florida MTM Communication and Care Center Overview Presentation for American Eldercare. Gainesville, FL. 04/30/2015 (Invited)
37. University of Florida MTM Communication and Care Center Overview Presentation for Prominence Health. Gainesville, FL. 02/25/2015 (Invited)
38. Operation Immunization. Presented to student pharmacists. ASHP-ASP Student Chapter Meeting. Gainesville, FL. 02/19/2015 (Invited)
39. Florida Pharmacist Administered Vaccines: Defining diseases and indications for vaccination. Available online as part of the UF COP Department of Continuing Education's Immunization Training Course. 02/05/2015
40. University of Florida MTM Communication and Care Center Overview and Practice Model. Presented to visitor from New Mexico. University of Florida MTM Communication and Care Center: Gainesville, FL. 02/05/15 (Invited)
41. Delivering Medication Therapy Management Services. Presented to Pharmacists. Tampa, FL. 01/31/15 (Invited)
42. Medicare Overview. Presented to APPE clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 01/12/15

43. University of Florida MTM Communication and Care Center Overview and Practice Model. Presented to APPE clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 01/12/15
44. University of Florida MTM Communication and Care Center Overview Presentation for AmeriGroup. Gainesville, FL. 12/02/2014 (Invited)
45. Hyperuricemia and Gout. Presented to UF MTM Master's program students. Gainesville, FL. 11/21/2014 (Invited)
46. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to attendees of the Florida Agency for Health Care Administration Quarterly Meeting. Tallahassee, FL. 11/18/14 (Invited)
47. University of Florida MTM Communication and Care Center Overview Presentation for University of Maryland, College of Pharmacy. Gainesville, FL. 11/05/2014 (Invited)
48. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to case managers and staff of Sunshine Health Plans. Jacksonville, FL. 10/22/14 (Invited)
49. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to case managers, medical directors, and staff of Sunshine Health Plans. Sunrise, FL. 10/21/14 (Invited)
50. MTM Elective: Practice Model. Presented to 3<sup>rd</sup> year student pharmacists as part of the MTM Elective course. University of Florida College of Pharmacy Gainesville, FL (St. Petersburg, FL; Orlando, FL; Jacksonville, FL) 10/19/14 (Invited)
51. University of Florida MTM Communication and Care Center Overview Presentation Live Kick-Off Meeting for Sunshine Health Plans. 09/29/2014 (Invited)
52. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to visitors from RxAnte. Gainesville, FL. 08/22/14 (Invited)
53. University of Florida MTM Communication and Care Center Overview Presentation for Sinfonia. Gainesville, FL 07/08/2014 (Invited)
54. Operation Immunization. Presented to pharmacy students. ASHP-ASP Student Chapter Meeting. Gainesville, FL. 04/14/14 (Invited)
55. Delivering Medication Therapy Management Services. Presented to Pharmacists. West Palm Beach, FL. 04/05/14 (Invited)
56. Immunizations and Vaccinations. Presented to 2<sup>nd</sup> year pharmacy students as part of Pharmacotherapy II. University of Florida College of Pharmacy. Gainesville, FL (St. Petersburg, FL; Orlando, FL; Jacksonville, FL). 03/28/14

57. Vaccine Administration: Hands-On Training. Presented to 4<sup>th</sup> year pharmacy students for Immunization Training as part of Pharmacotherapy VI. University of Florida College of Pharmacy. Gainesville, FL. 03/19/14, 03/20/14, 03/21/14
58. University of Florida MTM Communication and Care Center: A Patient Care Business Designed to Improve Adherence. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 01/16/14, 03/03/14, 05/06/14
59. University of Florida MTM Communication and Care Center Overview. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 01/12/14, 03/03/14, 08/03/14, 10/27/14
60. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to visiting faculty from University of New Mexico. Gainesville, FL. 12/16/13 (Invited)
61. Hyperuricemia and Gout. Presented to students enrolled in the UF MTM Master's program. Gainesville, FL. 11/21/13 (Invited)
62. Medication Therapy Management (MTM): An Overview. Presented to students as part of Pharmacotherapy IV course. Gainesville, FL 10/22/13
63. Medication Therapy Management (MTM): An Overview. Presented to AMCP attendees including pharmacists, physicians, nurses, residents, and students. AMCP Nexus 2013;
64. Connecting Health Care and Innovation Meeting: San Antonio, TX. 10/15/13 (Invited)
65. Medicare Overview. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 09/03/13; 10/28/13, 01/16/14, 03/03/14, 05/06/14, 08/03/14, 10/27/14
66. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to Dr. Frank Doerje; visiting pharmacist from Germany, faculty, and students. Gainesville, FL. 09/11/13 (Invited)
67. Delivering Medication Therapy Management Services. Presented to Pharmacists. Gainesville, FL. 08/17/13 (Invited)
68. University of Florida MTM Communication and Care Center: A Communication Business: Messages That Make a Difference. Presented to APhA President (Steve Simenson), faculty, staff, resident, and students. Gainesville, FL 04/18/13 (Invited)
69. Delivering Medication Therapy Management Services. Presented to Pharmacists. Tallahassee, FL. 02/23/13 (Invited)
70. Delivering Medication Therapy Management Services. Presented to Pharmacists. Apopka, FL. 10/27/12 (Invited)

71. Using Microsoft SharePoint. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 09/24/12; 10/22/12; 11/19/12; 07/01/13; 09/04/13.
72. Effective Communication. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 08/27/12; 11/19/12; 09/03/13; 10/28/13
73. Delivering Medication Therapy Management Services. Presented to Pharmacists. Gainesville, FL. 08/18/12 (Invited)
74. Communication and Care Center Overview and the MTM Process. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL. 07/23/12
75. Medication Therapy Management and Medicaid for the Aged and Disabled (MEDS-AD) Waiver Pilot Program. Presented to State Medicaid directors, pharmacists, sponsors, and others at the 26<sup>th</sup> Annual American Medicaid Pharmacy Administrators Association (AAMPA) Conference. Annapolis, MD. 07/17/12 (Invited)
76. University of Florida MTM Communication and Care Center: A Patient Care Business with an Education Mission. Presented to Ventegra's Pharmaceutical Care Consortium Members (faculty from various colleges/schools of pharmacy). Las Vegas, NV. 06/26/12 (Invited)
77. Delivering Medication Therapy Management Services. Presented to Pharmacists. Tampa, FL. 06/16/12 (Invited)
78. Immunizations: Hands-On Live Training. Presented to 4<sup>th</sup> year pharmacy students for Immunization Training as part of Pharmacotherapy VI. University of Florida College of Pharmacy. Gainesville, FL. 04/24/13; 04/25/13
79. Medication Therapy Management (MTM): Defining the Concept. Presented to faculty, pharmacists, and students at the NCFSHP Spring Forum. Gainesville, FL 02/28/12 (Invited)
80. Medication Therapy Management (MTM) Practice Model. Presented to clerkship students. University of Florida MTM Communication and Care Center: Gainesville, FL 02/27/12, 03/26/12, 04/30/12, 07/23/12
81. University of Florida MTM Communication and Care Center: A Patient Care Business with an Education Mission. Presented to Department Chair, faculty, staff, and student. Gainesville, FL 02/02/12
82. University of Florida MTM Communication and Care Center: A Patient Care Business with an Education Mission. Presented to Beth Martin and Mara Kieser faculty from University of Wisconsin, UF faculty, staff, and student. Gainesville, FL 01/19/12

83. University of Florida MTM Communication and Care Center: A Patient Care Business with an Education Mission. Presented to Tom Menighan (APhA Vice President and CEO), faculty, staff, and students. Gainesville, FL 10/26/11
84. Medication Therapy Management (MTM) and the UF MTM Call Center. Presented to students and faculty at the UF Pre-Pharmacy Society Meeting. Gainesville, FL 10/05/11 (Invited)
85. An Update from the UF MTM Call Center. Presented to board members, pharmacists, faculty, residents and students at the UF College of Pharmacy National Advisory Board meeting. Gainesville, FL 09/16/11 (Invited)
86. Medicaid for the Aged and Disabled (Meds-AD) Drug Therapy Management Program. Presented to pharmacists, faculty, staff, residents, and students. University of Florida MTM Call Center. Gainesville, FL 08/18/11
87. Medication Therapy Management. Presented to volunteers for the ELDER OPTIONS/SHINE program. ELDER OPTIONS at the Florida Farm Bureau Building. Gainesville, FL 07/12/11 (Invited)
88. Medicaid for the Aged and Disabled (Meds-AD) Drug Therapy Management Program. Presented to SHINE volunteer, faculty, staff, residents, and students. University of Florida: Gainesville, FL 06/20/11 (Invited)
89. Delivering Medication Therapy Management Services in the Community. Presented to Pharmacists. Panama City, FL. 05/21/11 (Invited)
90. Long Term Care (LTC) Training. Presented to clerkship students. University of Florida MTM Call Center. Gainesville, FL. 05/09/11; 06/07/11; 07/05/11
91. Delivering Medication Therapy Management Services in the Community. Presented to Pharmacists. Tampa, FL. 03/12/11 (Invited)
92. Immunization Update: 2011. Presented to 4<sup>th</sup> year pharmacy students for Immunization Training as part of Pharmacotherapy VI. University of Florida College of Pharmacy. Gainesville, FL. 03/09/11; 03/10/11; 03/16/11; 03/23/11; 04/24/12; 04/25/12
93. ICare: Fraud, Waste, and Abuse Prevention Awareness Training. Presented to clerkship students. University of Florida MTM Call Center. Gainesville, FL. 02/28/11
94. Medication Therapy Management (MTM): An Overview. Presented to University of Florida Academy of Managed Care Pharmacy Student Chapter attendees. University of Florida. Gainesville, FL. 02/17/11
95. Delivering Medication Therapy Management Services in the Community. Presented to Pharmacists. Gainesville, FL. 01/15/11 (Invited)

96. Clinical Service Areas and the Pharmacist. Presented to faculty, residents, and staff. University of Florida MTM Call Center. Gainesville, FL. 11/08/10
97. 2000 Calls and 1000 Stories Later. Presented to faculty, residents, and students. University of Florida College of Pharmacy. Gainesville, FL. 11/05/10
98. Medication Therapy Management (MTM). Presented to residents and 3<sup>rd</sup> year pharmacy students for Skills Lab. University of Florida College of Pharmacy. Gainesville, FL. 10/04/10; 08/28/11
99. MTM Practice Model. Presented to clerkship students. University of Florida MTM Call Center. Gainesville, FL. 09/27/10; 05/02/11; 05/31/11; 06/27/11; 07/25/11; 08/29/11; 09/26/11; 10/24/11; 11/21/11; 01/03/12
100. University of Florida MTM Call Center. Presented to faculty. University of Florida Fall Clerkship Faculty Workshop. Orlando, FL. 09/17/10
101. Medicare Part D and State Assistance Programs. Presented to clerkship students. University of Florida MTM Call Center. Gainesville, FL. 08/30/10; 09/27/10; 10/25/10, 11/22/10, 01/03/11, 02/28/11
102. HIPAA and the MTM Call Center. Presented to clerkship students. University of Florida MTM Call Center. Gainesville, FL. 06/01/10; 06/29/10; 05/21/11
103. The Role of a Pharmacist in Managed Care. Presented to faculty, students, and staff. University of Florida College of Pharmacy. Gainesville, FL. 01/29/10
104. MTM: A Chain Pharmacy Success Story. Presented to conference attendees. National Association of Chain Drug Stores Pharmacy and Technology Conference. Boston, MA. 08/15/07 (Invited)
105. Inflammatory Bowel Disease. Presented to faculty and staff. VAMC. Gainesville, FL. 07/20/06
106. Methamphetamine and Other Illicit Drugs. Presented to faculty, nurses and residents. The Village Retirement Community. Gainesville, FL. 05/16/06
107. Prostate Health. Presented to faculty, nurses, and residents. The Village Retirement Community. Gainesville, FL. 05/10/06
108. GERD. Presented to faculty and students. University of Florida College of Pharmacy. Gainesville, FL. 03/09/06
109. Alcohol Withdrawal Seizures. Presented to faculty and students. University of Florida Health Science Center. Gainesville, FL. 10/11/05



110. The Role of Calcium Channel Blockers in Uncomplicated Hypertension. Presented to faculty, students, and staff. University of Florida Clinic at Fanning Springs. Fanning Springs, FL. 04/14/05

**COMMITTEES AND PROFESSIONAL SERVICE WORK:**

2020 (January)	UF AMCP Student Chapter P&T Competition: Judge
2019-present	UF College of Pharmacy Clinical Metrics Task Force: Member
2019-present	AMCP FL Affiliate Student Affairs Committee: Chair (Elected)
2019-present	AMCP FL Affiliate Organization: Member
2019 (December)	UF Doctoral Degree Commencement Ceremony Marshall
2019 (August)	UF Doctoral Degree Commencement Ceremony Marshall
2019-present	AMCP Educational Affairs Committee: Member (Elected)
2019-present	Pharmacy Quality Alliance (PQA) Stakeholder Advisory Panel A: Member
2019	UF Pathways to Pharmacy Careers: CQM Booth Management
2017-present	Pharmacy Quality Alliance (PQA) Organization Key Contact
2017 (May)	UF College of Pharmacy Commencement Ceremony Marshall
2016 (December)	UF Doctoral Degree Commencement Ceremony Marshall
2016 (June)	UF College of Pharmacy Clinical Assistant Professor-Ambulatory Care/Internal Medicine Position Search Committee: Member
2016 (June)	UF College of Pharmacy Clinical Assistant Professor-Ambulatory Care/MTM Position Search Committee: Member
2016 (May)	UF College of Pharmacy Commencement Ceremony Marshall
2016 (April)	UF Doctoral Degree Commencement Ceremony Marshall
2016 (March)	UF College of Pharmacy Clinical Assistant Professor-Pediatrics Position Search Committee: Member
2016-2018	Alachua County Association of Pharmacist (ACAP): Board Member
2016-2018	Pharmacy Quality Alliance (PQA) Adult Immunization Task Force 2 Member
2016-present	UF College of Pharmacy Admissions Committee: Member
2016 (February)	UF AMCP Student Chapter P&T Competition: Judge
2015 (November)	UF MTM Center: Career Day Booth Management
2015	UF MTM Center CPPA Accreditation Committee: Member
2015-present	UF College of Pharmacy Career Coach: 2 students
2015-present	Academy of Managed Care Pharmacy (AMCP) MTM Advisory Group Member
2015-2016	Pharmacy Quality Alliance (PQA) Stakeholder SAP B Advisory Panel Member
2015 (April)	UF Doctoral Degree Commencement Ceremony Marshall
2014 (December)	UF Doctoral Degree Commencement Ceremony Marshall
2014 (August)	UF College of Pharmacy Commencement Ceremony Marshall
2014 (April)	UF Doctoral Degree Commencement Ceremony Marshall
2014-present	UF College of Pharmacy Residency Accreditation Committee: Member
2014-2016	UF College of Pharmacy Academic and Professional Standards Committee: Member
2014-2016	UF MTM Center Performance Evaluation Committee: Faculty Oversight
2014-2016	UF MTM Center Employee Morale Committee: Lead
2013-2016	UF MTM Center Quality Assurance Committee: Member

2013	UF College of Pharmacy Clinical Assistant Professor Position Search Committee: Member
2013	UF College of Pharmacy Clinical Assistant Professor Position Search Committee: Member
2012 (December)	UF Doctoral Degree Commencement Ceremony Marshall
2012-2013	Pharmacy Quality Alliance Medicare Workgroup
2012	UF College of Pharmacy MTM Director Position Search Committee: Member
2012	UF College of Pharmacy 25 <sup>th</sup> Annual Research Showcase Poster Judge
2011-2014	UF College of Pharmacy Financial Aid and Awards Committee: Member
2011-present	UF College of Pharmacy Faculty Advisor: PharmD students
2010-2016	UF MTM Center Program Committee: Lead

### **POSTDOCTORAL TRAINEES:**

#### Center for Quality Medication Management (CQM) PGY-1 Pharmacy Residents:

Casey Rowe: 2020-2021  
Tiffany Iwamura: 2019-2020  
Ailey Pestcoe: 2018-2019  
Desiree Sucar Morales: 2018-2019  
Mariyem Naboulsi: 2017-2018  
Trinity Williams: 2017-2018  
Aditi Patel: 2016-2017  
Amber Connelly: 2016-2017  
Sun Lee, PharmD: 2015-2016  
Christopher Lindamood, PharmD: 2015-2016  
Robert Green, PharmD: 2014-2015  
Daryl E. Miller, PharmD: 2014-2015  
Analisa Erhan, PharmD: 2013-2014  
Evan Hood, PharmD: 2013-2014  
Lauren Stanchak Narkiewicz, PharmD: 2012-2013  
Alex Miguel, PharmD: 2012-2013  
Vinita Patel, PharmD: 2011-2012  
Reena Mistry, PharmD: 2010-2011  
Jeffrey Laszczyk, PharmD: 2010-2011  
Sherry Yang, PharmD: 2010-2012 (Fellow)

#### Center for Quality Medication Management (CQM) PGY-2 Pharmacy Administration Residents:

Trinity Williams: 2018-2019

### **PROFESSIONAL ORGANIZATIONS:**

2019-present	AMCP FL Affiliate Organization Student Affairs Committee-Chair (Elected)
2019-present	Academy of Managed Care Pharmacy (AMCP) Educational Affairs Committee-Member (Elected)
2017-present	Pharmacy Quality Alliance (PQA)-Organization Key Contact
2016-2018	Alachua County Association of Pharmacists (ACAP)-Board of Directors
2014-present	Florida Pharmacy Association (FPA)-Member
2013-present	American Association of Colleges of Pharmacy (AACCP)-Member
2013-present	Pharmacy Quality Alliance (PQA)-Workgroup/Task Force Member
2012-present	Pharmacy Quality Alliance (PQA)-Member
2010-present	American College of Clinical Pharmacy (ACCP)-Member
2010-present	Academy of Managed Care Pharmacy (AMCP) Student Chapter-Diplomat
2005-present	Academy of Managed Care Pharmacy (AMCP)-Member
2002-2006	National Community Pharmacy Association (NCPA)-Member
2002-present	American Pharmacists Association (APhA)-Member
2000-present	Alachua County Association of Pharmacists (ACAP)-Member

### **PUBLIC AND COMMUNITY SERVICE:**

2017	ACAP Speed-Dating with a Pharmacist Event: Gainesville, FL
2016	Medicare Event/Brown Bag Medication Review: Atrium: Gainesville, FL
2015	Science Fair Judge; High Springs Community School: High Springs, FL
2015	Brown Bag Medication Review Event: Oak Hammock: Gainesville, FL
2013	Science Fair Judge; High Springs Community School: High Springs, FL
2013	Science Fair Judge; Santa Fe High School: Alachua, FL
2012	Science Fair Judge; High Springs Community School: High Springs, FL
2011	Science Fair Judge; Santa Fe High School: Alachua, FL
2006	Community Health Fair; Hometown Pharmacy: Alachua, FL
2005	Community Health Fair; Hometown Pharmacy: Alachua, FL
2005	Community Health Fair; Hometown Pharmacy: Newberry, FL

### **OTHER:**

2019-2020	UF College of Pharmacy Leadership Development Course
2019 (May)	CIPhER Summer Institute in Evidence-Based Teaching and Course Design
2016-present	APhA Pharmacy-Based Immunization Delivery Certificate Training Program Trainer
2015	UF Advanced Leadership Training Module Retreat
2015	UF Supervisory Challenge: Leadership Training Course
2013	Faculty Development Training Course
2011-2017	Faculty Facilitator for 1 <sup>st</sup> year students enrolled in Interdisciplinary Family Health (IFH) course
2011-2015	UF Immunization Program Trainer for 4 <sup>th</sup> year student pharmacists

2010-present

APhA Medication Therapy Management (MTM) Certificate Training  
Program Trainer

**AWARDS:**

2015

AMCP Published Poster Abstract Gold Medal Award Winner

2015

IPA Roman Maximo Corrons Inspiration and Motivation Award Nominee

2015

Jean Lamberti Mentorship Award Nominee

2012

Preceptor of the Year Award Nominee

1994

Employee of the Year Award (Assistant Store Manager/Certified Pharmacy  
Technician): Gresham Drugs