Principal Investigator:
Name: Salisa C. Westrick, PhD       Department: Pharmacy Care Systems
Campus Address: 020 James E. Foy Hall  Auburn University, AL 36849
Campus Phone: 334-844-8314   Email: westrsc@auburn.edu

Proposal Title: Medicare Part D Plan Selection Assistance for Seniors in Alabama

Proposal Abstract: The implementation of Medicare Part D offered seniors better access to prescription drug insurance. Under Medicare Part D, multiple private insurance providers are allowed to offer a wide range of plans with varying prices (premiums, copayments) and benefit features (medication coverage, coverage gaps). The typical Part D beneficiary faces a choice of ~ 40 Part D plans. Because plan benefits can change from year to year, beneficiaries are encouraged to reevaluate Part D plans annually. The online Medicare Plan Finder through www.medicare.gov is the primary mean for Medicare beneficiaries to obtain the plan information and compare Part D plans. Because the Plan Finder posts a great reliance on computer technology and the Internet, low computer literacy and inaccessibility to computer/internet may prevent beneficiaries from choosing appropriate plans that best fit their needs. Because the Plan Finder is perceived to be complicated by most Part D beneficiaries, targeted assistance to help them choose appropriate plans is needed. The goal of this proposed project is for the Harrison School of Pharmacy (HSOP) to partner with Alabama’s State Health Insurance & Assistance Program (SHIP) to assist Medicare beneficiaries in Part D plan selection. Pharmacy students will be trained and serve as nationally certified SHIP counselors. This project (07/2013 – 02/2014) will: 1) develop an on-line training module for pharmacy students to become SHIP counselors (goal = at least 50 students will become SHIP counselors), 2) offer 17 assistance workshops for Medicare beneficiaries in 8 counties in Alabama in 2013 (goal = at least 1,020 Part D beneficiaries will be assisted), and 3) develop and disseminate materials and demonstration videos to increase consumers’ knowledge of Part D plans. Through this HSOP-SHIP partnership, the project will be sustained over time.

PROJECT NEED

I. Medicare and Medicare Prescription Drug Coverage (Part D)
Medicare is the federal health insurance program for people 65 and older and for some younger adults with permanent disabilities and medical conditions. Medicare currently provides health insurance coverage for nearly 50 million Americans and, of those, over 881,000 reside in Alabama. While Medicare prescription drug coverage (Part D) is optional, many Medicare beneficiaries enroll in either stand-alone prescription drug plans (PDPs) or integrated managed care plans that have prescription drug coverage (MA-PDs). In Alabama, stand-alone PDPs and MA-PDs enroll over 308,000 and 167,000 beneficiaries, respectively.

II. Selecting a Medicare Part D plan: Various factors should be considered
The Medicare Plan Finder through www.medicare.gov is the primary mean for Medicare beneficiaries to obtain information regarding available PDPs and MA-PDs in their region. The number of plans varies from one region to another. In Auburn, for example, 33 PDPs and 4 MA-PDs are available for beneficiaries to select from. When comparing plans, various factors should be considered including monthly premiums, overall estimated costs (premiums and out-of-pocket cost for medications), quality ratings, network pharmacies, and coverage gaps. Since each plan has its own formulary and pricing structure, the online Plan Finder is useful as it calculates the estimated cost for each plan based on the beneficiaries’ medications and pharmacy. Further, since plan coverage may change from year to year, beneficiaries should reevaluate Part D options on an annual basis to select the plan that best meets their need. While the Plan Finder can be a useful tool, it posts a great reliance on computer technology and the Internet which leads to practical questions regarding beneficiaries’ health literacy, computer literacy
and computer/internet accessibility.\textsuperscript{5} Since the Plan Finder relies on health and computer literacy, the Plan Finder is found to be too complex for many beneficiaries.

\textbf{III. Part D plans are too complicated for beneficiaries to understand}

A systematic review of literature consistently found that beneficiaries' knowledge of the Part D program and benefit structure (copayment, coverage gap, deductible) is generally poor.\textsuperscript{6} Even though Medicare Part D has been implemented for over 6 years, knowledge deficits and difficulties in selecting plans still persist.\textsuperscript{6} That is, beneficiaries do not choose plans that meet their medication and financial needs. For example, only 5.2 percent of beneficiaries chose the cheapest plan and beneficiaries spent $368 more annually than they would have spent had they purchased the least inexpensive plan.\textsuperscript{7} Another study found that, instead of using the overall costs, beneficiaries placed a great emphasis on plan premiums when determining the most economic plan.\textsuperscript{6} Other studies reported that older beneficiaries and beneficiaries with poorer numerical processing skills tended to make poorer plan selection decisions.\textsuperscript{9, 10} Further, because the plan selection process is too complicated, beneficiaries are unlikely to re-evaluate plans annually and change plans, even when it would be in their financial interest to do so.\textsuperscript{11}

\textbf{IV. Limited assistance is available to help Part D beneficiaries choose the right plan}

Because most beneficiaries perceive the selection process to be complicated and the online Plan Finder to be difficult to use, targeted assistance to help them choose appropriate plans is needed. Currently, State Health Insurance and Assistance Program (SHIP) is the key public organization that offers free and unbiased assistance to Medicare beneficiaries. SHIP, funded by the Centers for Medicare and Medicaid Services (CMS), offers assistance throughout the year and answers questions about Medicare, Medigap, Medicaid, and long-term care insurance. During the open enrollment period, SHIP coordinators (who are full-time employees) cannot meet the increased demand of Part D beneficiaries. Therefore, during this period, SHIP relies on volunteer counselors to help assist Part D beneficiaries.

\textbf{V. Summary}

The goal of this outreach project is for the Harrison School of Pharmacy (HSOP) to partner with Alabama’s SHIP to assist Medicare beneficiaries in Part D plan selection. Pharmacy students will be trained and serve as nationally certified SHIP counselors. The stakeholders who will benefit from this project include SHIP director and coordinators, HSOP students, and Medicare Part D beneficiaries. Specific objectives are to: 1) develop an on-line training module for pharmacy students to become nationally certified SHIP counselors, 2) offer 17 free and unbiased assistance workshops for Medicare beneficiaries in community settings in 8 counties in Alabama, and 3) develop and disseminate materials and demonstration videos to increase consumers’ knowledge of Part D plans.

\textbf{PROJECT METHODS}

\textbf{Objective 1 – Develop an online training module for pharmacy students to become SHIP counselors}

\textbf{Description:} Pharmacists in community pharmacies (eg, grocery store pharmacies, chain pharmacies) often help their patients in Part D plan selection. Therefore, pharmacists must understand Medicare and know how to use the Medicare Plan Finder. In PYPC 5210 (Pharmacy Practice Development, Management, and Evaluation I), second-year students learn about Medicare and use the Plan Finder through didactic and case-based strategies. Through this proposed project, experiential learning will be incorporated; students will be trained and participate in Medicare assistance workshops. The project team and Alabama’s SHIP will develop an online training module with an assessment in which students must complete and pass before they can become nationally certified SHIP counselors.

\textbf{Targeted Participants:} 2\textsuperscript{nd}, 3\textsuperscript{rd} and 4\textsuperscript{th} year pharmacy students on Auburn and Mobile campuses (~140 pharmacy students per class). On behalf of HSOP students, the student council president has provided a letter of support of this project.
Implementation: The PI and her research assistant (RA) will partner with Alabama’s SHIP director and coordinators to design an online training module. It is anticipated that the training will take ~ 2 hours. The training module and its assessment will be available online through the HSOP Intranet. The training module must be completed and documented prior to the completion of the assessment. Once students have passed the assessment, they will be able to serve as SHIP counselors in Medicare assistance workshops (see Objective 2). To ensure the level of participation among students, students will receive bonus credits in PYPC 5210 for completing and passing the training module.

Objective 2 – Offer one-on-one assistance workshops for Medicare beneficiaries

Description: A total of 17 (4-hour) workshops in 8 counties will be offered to Part D beneficiaries and their families. For each workshop, one SHIP coordinator in the respective county, at least 5 SHIP student counselors, a project pharmacist, and the project RA will provide one-on-one assistance to Part D enrollees. These workshops will be in community settings such as public libraries, schools, and community centers where Internet is available.

Targeted Participants: Workshop participants include Part D beneficiaries and their families in 8 counties in Alabama. Table 1 shows the number of Part D beneficiaries who can benefit from the workshops.

<table>
<thead>
<tr>
<th>City, County (# of assistance workshops)</th>
<th># of beneficiaries in MA-PDs</th>
<th># of beneficiaries in PDPs</th>
<th>Total Part D beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auburn/Opelika, Lee (4)</td>
<td>1502</td>
<td>6669</td>
<td>8171</td>
</tr>
<tr>
<td>Montgomery, Montgomery (3)</td>
<td>8818</td>
<td>9561</td>
<td>18379</td>
</tr>
<tr>
<td>Alexander city, Tallapoosa (2)</td>
<td>775</td>
<td>4988</td>
<td>5763</td>
</tr>
<tr>
<td>Valley, Chambers (2)</td>
<td>1008</td>
<td>4259</td>
<td>5267</td>
</tr>
<tr>
<td>Phenix City, Russell (2)</td>
<td>1583</td>
<td>3922</td>
<td>5505</td>
</tr>
<tr>
<td>Mobile, Mobile (2)</td>
<td>26881</td>
<td>18536</td>
<td>45417</td>
</tr>
<tr>
<td>Tuskegee, Macon (1)</td>
<td>780</td>
<td>1371</td>
<td>2151</td>
</tr>
<tr>
<td>Eufaula, Barbour (1)</td>
<td>661</td>
<td>2776</td>
<td>3437</td>
</tr>
<tr>
<td><strong>Targeted Part D Beneficiaries (Total)</strong></td>
<td><strong>94,090</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Implementation:

Recruitment. Advertisements through posters and flyers will be available in the cities/towns in which the workshops will be offered. Examples of locations in which posters/flyers will be posted include local libraries, grocery stores, and pharmacies. Advertisements via other means such as local newspapers and radios will also be explored.

Workshops. The project team and the SHIP director and coordinators will determine the workshop locations and time/dates. The PI and her RA will make the arrangements with community settings where the workshops will take place. Part D beneficiaries should either bring a list of their medications or bring their current medications (in vials) to the workshops. Having information about the current medications will help estimate the overall cost and allow SHIP counselors (pharmacy students) to compare costs among plans. The Plan Finder will be used to determine the plan that best fits their needs and SHIP counselors will explain the results to the workshop participants. A printer will be available to print out the plan results for the workshop participants. Additionally, should they decide to enroll in a plan, SHIP counselors will be able to sign them up at the workshop. Further, as an added benefit, given students’ knowledge of medication therapy, SHIP counselors (under the supervision of a project pharmacist) may recommend options to further lower their medication costs (e.g., therapeutic interchange – recommending a different medication to replace a more expensive option). These options will be written and given to the workshop participants for further discussion with their physicians/pharmacists. Workshop participants will complete an evaluation form before they leave. This evaluation will assess participants’ satisfaction with the workshop and determine where/how (advertisement) they heard about
the workshop. This will help the project team determine where to advertise and how to improve the workshop in the future.

Objective 3 – Develop and disseminate materials and demonstration videos

Description: The project team will develop and disseminate materials and demonstration videos to: a) increase beneficiaries’ awareness of the need to re-evaluate Part D plans on annual basis and b) teach beneficiaries how to use the online Plan Finder and interpret the results. Materials will be developed in the forms of newspapers articles, press releases, flyers, and web-based articles. Further, because a demonstration video (produced by CMS) is outdated, the project team will record a series of demonstration videos to show beneficiaries how to use the Plan Finder and how to interpret the results.

Implementation: Materials and demonstration videos will be available on the HSOP website. The number of visitors will be tracked. Visitors’ satisfaction and perceived usefulness of information will be assessed through an online survey. This survey will be launched before the visitors leave the website. Table 2 identifies all major project activities and timeline.

<table>
<thead>
<tr>
<th>Table 2. Major activities and timeline (July 2013 – February 2014)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit an IRB protocol</td>
</tr>
<tr>
<td>2. Develop an online training module for pharmacy students</td>
</tr>
<tr>
<td>3. Train pharmacy students to become SHIP counselors</td>
</tr>
<tr>
<td>4. Develop materials/online-demonstration videos</td>
</tr>
<tr>
<td>5. Deliver 17 workshops during the open enrollment period</td>
</tr>
<tr>
<td>6. Disseminate materials and demonstration videos</td>
</tr>
<tr>
<td>7. Analyze and summarize data</td>
</tr>
<tr>
<td>8. Submit a final report</td>
</tr>
</tbody>
</table>

PROJECT MISSION

This project serves the outreach mission of Auburn University and HSOP. The targeted participants are 94,000 Part D beneficiaries who reside in 8 counties in Alabama (three are underserved Black Belt counties). There is a strong need for this Medicare assistance program due to beneficiaries’ low computer/health literacy and/or lack of access to computers/Internet. Through the partnership between Alabama’s SHIP and HSOP, Part D beneficiaries will receive assistance that will help them identify plans that best fit their needs and further reduce their economic hardships. In addition, this project serves the education mission. Through this outreach project, pharmacy students will have the opportunity to positively affect seniors’ care and help them make informed decisions. The funding requested from the Auburn University’s Outreach Office will help start the project. Because this assistance program is well aligned with content taught in PYPC 5210, students will be recruited annually to become SHIP counselors and this will sustain the HSOP-SHIP partnership to continuously benefit seniors in Alabama.

PROJECT SCHOLARSHIP

Several studies described the importance of preparing pharmacy students to participate in Medicare Part D education and enrollment through didactic and problem-based learning in classroom. However, only one study extended students’ learning experience to an experiential program. Specifically, Patel and colleagues (2009) reported that, through statewide outreach events, students from 6 pharmacy schools in California reduced out-of-pocket costs among Part D beneficiaries. Our proposed project further extends the California outreach program in two ways. First, by partnering with Alabama’s SHIP, our program will be offered by nationally certified student counselors which will increase the program’s credibility and sustainability. Second, our program is designed to have a project pharmacist who can answer participants’
questions related to medications and will oversee and approve students’ therapeutic interchange recommendations which potentially will further reduce their out-of-pocket costs.

Dr. Westrick (PI) has expertise in program evaluation, advancing pharmacist role in public health, and innovation adoption in pharmacies; and hence this application is aligned with her expertise. In her previous research, she has developed a sustainability model that will help build the foundation to sustain this Medicare assistance program. The results from this project will be used to extend Dr. Westrick’s existing research program. Specifically, a better understanding of beneficiaries’ needs will help her design a future intervention/program that can assist seniors even when they have low computer/health literacy. In regard to the scholarship of teaching, this Medicare assistance program will be well integrated with Dr. Westrick’s course (PYPC 5210), and by incorporating the experiential learning into traditional classroom teaching, pharmacy students will gain life-long learning experiences.

PROJECT EVALUATION

IRB approval will be obtained prior to launching the program. Process and outcome indicators used to determine the project success are described in Table 3. Results will be disseminated through presentations and publications. Also, results of this project will serve as preliminary results in future research to design an online intervention to assist seniors in Part D plan selection. This topic (health/computer literacy) is important and timely and warrants immediate attention.

Table 3: Process and outcome indicators of the project success

| Objective 1: Student Training | 1. An online training module with an assessment will be developed by the end of August 2013.  
2. By the end of October 2013, at least 50 pharmacy students will be certified as SHIP counselors. |
|-------------------------------|--------------------------------------------------------------------------------------------------|
| Objective 2: Assistance workshops for Part D beneficiaries and their families (referred to as workshop participants) | 1. At least 2 weeks prior to each workshop, advertisements (posters and flyers) will be distributed within the respective county.  
2. Each 4-hr workshop will serve at least 60 workshop participants (>1,020 participants for 17 workshops)  
3. Each workshop will have at least 5 student SHIP counselors  
4. More than 80% of workshop participants will rate the workshop as being satisfactory or very satisfactory.  
5. The overall assistance program will result in potential annual cost savings, which are calculated from the cost of the newly selected plan minus the cost of staying in the current plan among those who had Part D plans in 2012.  
6. More than 80% of student counselors will be confident or very confident in their skills and knowledge related to Medicare Part D by the end of the project. |
| Objective 3: Materials/Video demonstration | 1. More than 80% of the website visitors will find the materials and video demonstrations to be useful or very useful.  
2. There will be at least 2,000 web visits by the end of 2014. |

ADDITIONAL FUNDING

A total of $1500 will be provided by HSOP (see the HSOP Dean’s letter). This $1500 is to incentivize pharmacy students to serve as SHIP counselors. The incentive will be administered through HSOP’s student travel fund (for students to go to conferences) and will be shared among student counselors who participate in the workshops. Further, the project receives an in-kind support from State’s SHIP by having SHIP coordinators in each county participate in all assistance workshops.

BUDGET (Total=$21490; $19990 is requested from the Outreach Office, $1500 is funded by HSOP)

Personnel ($16,179)
1) PI (7.5% effort, Jul 2013 – Feb 2014) will oversee the implementation of the project including obtaining IRB approval, the development of the training module and materials/demonstration videos, recruiting students, coordinating workshops, and the evaluation of the project.
2) Research Assistant (RA) (50% effort, Aug – Dec 2013 (4 months)) will assist the PI in all aspects of the project and will participate in all assistance workshops.
3) A pharmacist (20% effort, Aug – Dec 2013 (4 months)) will participate in all workshops. He/she will answer medication/-clinical-related questions and offer/approve suggestions to lower out-of-pocket costs.
Submission deadline is 5:00 p.m. on Friday, November 9th, 2012.

2012-13 AU Competitive Outreach Scholarship Grant Application

Westrick, Medicare Part D Plan Selection Assistance Program

Equipment ($500) Camtasia (recording software) and a high quality microphone will be used to develop a training module (Obj #1) and demonstration videos (Obj #3). One wireless printer will be used in the workshops to print out plan results for workshop participants.

Travel costs (55.5 cent/mile, $1561) The research assistant (RA), a project pharmacist, and student SHIP counselors will travel to all 17 workshop locations. For all other counties except Lee and Mobile, two vehicles are needed. No reimbursements will be given for travel within Lee county and only one vehicle is needed for the RA and pharmacist to travel to Mobile. This is because Auburn students in Mobile campus will participate in the workshops in Mobile. The following are the reimbursement rates per vehicle for each workshop: Montgomery county (Montgomery city, $61), Lee County (Auburn and Opelika, $0), Macon (Tuskegee, $25), Tallapoosa (Alexander city, $45), Chambers (Valley, $34), Russell (Phenix City, $39), Barbour (Eufaula, $89), Mobile county (Mobile, $248).

Materials and supplies ($1,750). This category includes printing costs for posters and flyers for workshop advertisements and copying costs for information sheets and evaluation forms.

Incentives for student counselors to participate in assistance workshops ($1500). HSOP will fund this amount. This money will be administered through students’ travel fund that supports attendance at professional meetings (see Dr. Evans’ letter)

QUALIFICATIONS OF FACULTY AND PERSONNEL

Salisa Westrick, PhD (PI) is an Associate Professor of Pharmacy Care Systems. She has been highly involved in several research studies, funded by the Centers for Disease Control and Prevention, the Agency of Healthcare Research and Quality, and American Association of Colleges of Pharmacy that focus on adoption and sustainability of pharmacy-based patient care services. Regarding her teaching responsibilities, topics that she teaches include the U.S. health care system including Medicare (in PYPC 5210), program evaluation methods (in PYPC 7870), and research methods in health sciences (in PYPC 7820). Further, as a faculty advisor to one student organization, she has extensive experience working with pharmacy students in outreach activities. In 2011, she worked with HSOP’s student council and coordinated a school-wide medication adherence initiative by offering multiple health fairs and health education presentations. Therefore, Dr. Westrick’s specialized knowledge in Medicare, her research expertise, her experience working with pharmacy students, and her commitment to optimize patient care in Alabama make her well qualified to lead this outreach project.

Research Assistant (RA) is a PhD student from the Pharmacy Care Systems Department who has had independent research experience.

Project Pharmacist, PharmD is a pharmacy resident at Auburn University Pharmaceutical Care Center.

SUPPORTING DOCUMENTS

A. Letters of support from:
   - Dr. Richard Hansen, Professor & Department Head of Pharmacy Care Systems
   - Dr. R. Lee Evans, Professor & Dean of Harrison School of Pharmacy
   - Dr. Braxton Lloyd, Assistant Dean of Health Services & Director of Pharmacy Residency Program
   - Boopathy Sivaraman, PharmD Candidate & Student Council President, Harrison School of Pharmacy

B. A letter of support from target constituency - the Commissioner of the Alabama Department of Senior Services (Representing State Health Insurance & Assistance Program (SHIP))

C. Dr. Salisa Westrick’s CV

D. References
Auburn University  
Office of Vice President for University Outreach  
2011 Competitive Outreach Scholarship Grant (COSG) Budget Request Form  

<table>
<thead>
<tr>
<th>Proposal Title: Medicare Part D Plan Selection Assistance for Seniors in Alabama</th>
<th>YEAR</th>
<th>07/13-02/14</th>
</tr>
</thead>
</table>

### A. SENIOR PERSONNEL: PI/PD, Co-PI’S, Faculty and Other Senior Associates

<table>
<thead>
<tr>
<th>First Name</th>
<th>M</th>
<th>Last Name</th>
<th>Title</th>
<th>Outreach Months</th>
<th>Cost Share Months</th>
<th>Outreach Funds</th>
<th>Cost Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salisa</td>
<td>C</td>
<td>Westrick</td>
<td>Associate Professor</td>
<td>0.6</td>
<td>0.0</td>
<td>$5,193</td>
<td>$0</td>
</tr>
</tbody>
</table>

TOTAL SENIOR PERSONNEL (1-6) $5,193 $0

### B. OTHER PERSONNEL (SHOW NUMBERS IN BRACKETS)

1. **POST DOCTORAL ASSOCIATES**
   - 0.0
   - 0.0
   - $0
   - $0

2. **OTHER PROFESSIONALS (TECHNICIAN, PROGRAMMER, ETC.)**
   - 0.0
   - 0.0
   - $0
   - $0

3. **GRADUATE STUDENTS**
   - RA, 50% effort, Aug - Dec 2013
   - $6,000
   - $0

4. **UNDERGRADUATE STUDENTS**
   - $0
   - $0

5. **OTHER**
   - Pharmacist, 20% effort, Aug - Dec 2013
   - $2,667
   - $0

TOTAL SALARIES AND WAGES (A+B) $13,860 $0

### C. FRINGE BENEFITS @ 27.9% for full time employees; 12.0% part time employees; 2.1% for graduate assistants

- $2,319 $0

TOTAL SALARIES, WAGES AND FRINGE BENEFITS (A+B+C) $16,179 $0

### D. PERMANENT EQUIPMENT

<table>
<thead>
<tr>
<th>COSG</th>
<th>Cost Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camtasia software</td>
<td>$100</td>
</tr>
<tr>
<td>Recording software</td>
<td></td>
</tr>
<tr>
<td>Microphone for recording</td>
<td>$300</td>
</tr>
<tr>
<td>Wireless printer for workshops</td>
<td>$100</td>
</tr>
</tbody>
</table>

TOTAL EQUIPMENT $500 $0

### E. TRAVEL

17 Assistance Workshops

1. **DOMESTIC (INCL. CANADA, MEXICO AND U.S. POSSESSIONS)**
   - $1,561
   - $0

2. **FOREIGN**
   - $0
   - $0

TOTAL TRAVEL $1,561 $0

### F. PARTICIPANT SUPPORT COSTS

1. **STIPENDS**
   - $0
   - $0

2. **TRAVEL**
   - $0
   - $0

3. **SUBSISTENCE**
   - $0
   - $0

4. **OTHER**
   - Incentive for students to participate in workshops
   - $1,500

TOTAL NUMBER OF PARTICIPANTS $0 $1,500

### G. OTHER DIRECT COSTS

1. **MATERIALS AND SUPPLIES**
   - For posters, flyers, copying cost
   - $1,750
   - $0

2. **PUBLICATION COSTS/DOCUMENTATION/DISSEMINATION**
   - $0
   - $0

3. **CONSULTANT SERVICES**
   - $0
   - $0

4. **COMPUTER SERVICES**
   - $0
   - $0

5. **OTHER**
   - $0
   - $0

TOTAL OTHER DIRECT COSTS $1,750 $0

### H. TOTAL DIRECT COSTS (A THROUGH G)

- $19,990
- $1,500

### I. TOTAL FUNDS APPROVED
November 5, 2012

RE: Auburn University Competitive Outreach Scholarship Grant Application

Dear Review Panel:

It is with great pleasure I write this letter in strong support of Dr. Salisa Westrick’s application to conduct outreach work to help Alabama Medicare beneficiaries select appropriate and cost-effective Medicare Part D (prescription drug) plans. Medicare beneficiaries have many different choices available to them for prescription drug coverage. The number of plans that exist, coupled with the complexity of the prescription drug benefit, leads to confusion among beneficiaries. Ultimately, this causes unnecessary stress and many Medicare beneficiaries select a plan that does not match their needs. Inappropriate plan selection leads to problems with access to needed therapy and higher costs of care. Dr. Westrick has recognized that pharmacists are a principal resource used in plan selection. Further, she has identified the critical importance of training pharmacy students to become experts and facilitators of prescription drug plan selection. Her proposal addresses the needs of Alabama Medicare beneficiaries for appropriate drug plan selection. She will train pharmacy students and subsequently conduct workshops and offer other training materials to assist in prescription drug plan selection.

Dr. Westrick is well qualified to implement this program. She has the full support of the Harrison School of Pharmacy to certify pharmacy students in selection of Medicare Part D plans and conduct this outreach work. She is prepared to offer this certification through an extension of existing course content and has a clear plan, and school support, for conducting this work. Further, she has established collaborations with, and has full support of, the State Health Insurance Counseling and Assistance Program to conduct this work. In my opinion, this outreach activity represents an ideal integration of the academic and outreach missions of the State of Alabama. Her proposed outreach activity will have significant public health impact.

As Head of the Department of Pharmacy Care Systems, and Dr. Westrick’s immediate supervisor, I can assure you that Dr. Westrick will have necessary infrastructure to conduct this work. Her efforts in this area are well aligned with the Department’s goal of improving medication use processes and patient outcomes.

In conclusion, I have no doubt that Dr. Westrick and her team will excel in their outreach endeavors and I believe their application is closely aligned with your program. I strongly support this application. Should you have any questions, please do not hesitate to contact me at rah0019@auburn.edu or 334-844-8302.

Sincerely,

Richard Hansen, PhD
Sandra Kent Gilliland & David Louie Gilliland Professor
Department Head -- Pharmacy Care Systems
022 Foy Hall
Auburn, AL 36849-5506
Phone: 334-844-8302
Email: rah0019@auburn.edu
November 9, 2012

2012-2013 COSG Committee
 c/o Dr. Chippewa Thomas, Director of Faculty Engagement
Office of the Vice President for University Outreach
Auburn University

Re: Dr. Salisa C. Westrick’s application

To the COSG Committee:

On behalf of the Harrison School of Pharmacy School (HSOP), I am writing this letter to convey our support of Dr. Salisa Westrick’s proposal. This proposal’s goal is well aligned with our School’s Educational and Outreach Missions, which include preparing graduates who will embrace the responsibilities of a professional pharmacist as well as being dedicated citizens and leaders in Alabama. Moreover, this proposal provides the HSOP an excellent opportunity to engage in outreach activities that will directly benefit the citizens of Alabama.

As specifically described in Dr. Westrick’s proposal, HSOP students will have opportunities to apply what they have learned in the classroom to assist seniors in Alabama with Medicare Part D plan selection. Alabama seniors will directly benefit in that they will be better able to select Medicare Part D plans that are most advantageous to them, both in terms of cost and scope of pharmaceuticals provided.

The HSOP will offer its Student Council $1500 as an incentive to participate in this project. This money will be administered through students’ travel fund that supports attendance at professional meetings. This fund will be shared only among students who volunteer in this project. I am confident that this project will receive great buy-in from the student body. I do want to emphasize that these funds will not be directly paid to our students, but will be used only to defray travel costs for those students who decide to further their professional development via meeting attendance.

In conclusion, this project is consistent with the Outreach and Educational Missions of our School and I am very excited that our students may have opportunities to reach out to seniors in several communities in Alabama. If any further information is needed, please do not hesitate to contact me at 334-844-8348 or via email at evansrl@auburn.edu.

Sincerely,

R. Lee Evans, Pharm.D.
Professor and Dean

Cc: Laurie Newton, HSOP accountant
November 8, 2012

2012-2013 COSG Committee
c/o Dr. Chippewa Thomas, Director of Faculty Engagement
Office of the Vice President for University Outreach
Auburn University

Re: Dr. Salisa C. Westrick’s application

To the COSG Committee:

As the Director of Pharmacy Practice Residency Program at Auburn University, I am writing this letter to support Dr. Salisa Westrick’s proposal to assist Medicare Part D beneficiaries. This proposal’s goal is well aligned with our goal of the Residency Program, which is to prepare clinical pharmacists who will be ready to provide quality patient care services for patients. By participating in this project, a pharmacy resident will have an excellent opportunity to engage in outreach activities that will directly benefit the citizens of Alabama.

As specifically described in Dr. Westrick’s proposal, a pharmacy resident from our residency program will serve as a supervising pharmacist in all of her Part D assistance workshops in various counties. The resident will have opportunities to assist seniors in Alabama with Medicare Part D plan selection and offer recommendations for lower cost options. I have reviewed Dr. Westrick’s application and, as the Director of the Residency Program, I support the application and approve the pharmacy resident’s time and involvement in the project. Dr. Westrick and her team will have the full support from our Residency Program.

In conclusion, I am very excited that our pharmacy resident may have opportunities to reach out to seniors in several communities in Alabama. If any further information is needed, please do not hesitate to contact me at 334-740-1913 or via email at lloydkb@auburn.edu.

Sincerely,

[Signature]

Kimberly Braxton Lloyd, PharmD
Assistant Dean of Health Services
Director of Pharmacy Services, Pharmacy Practice Residency Program
Associate Professor, Pharmacy Practice
November 5, 2012

2012-2013 COSG Committee
c/o Dr. Chippewa Thomas, Director of Faculty Engagement
Office of the Vice President for University Outreach
Auburn University

Re: Dr. Salisa C. Westrick’s application

Dear the COSG Committee:

On behalf of Harrison School of Pharmacy School’s Student Council, I am writing this letter to support Dr. Salisa Westrick’s proposal. When she shared the concept of this proposal with me, I am very excited and looking forward to the opportunity to work with the State Health Insurance Assistance Programs to assist Part D beneficiaries to make informed decisions about their health care. As a future pharmacist, I can’t begin to describe how valuable this experience is in terms of developing our skills, which will be very useful for us once we graduate and the importance of helping seniors make the right decision about their own health care plans.

As the Student Council president, I can attest that our pharmacy students here on Auburn campus as well as Mobile campus will be very interested in volunteering in the Part D assistance workshops. In the past, we have done various health fairs, which we had traveled to different locations, and distance locations didn’t deter us, students, from participating in health fairs. Our students will see the value in this proposed outreach project as it is beneficial to the citizens of Alabama as well as beneficial to our own learning and development.

In conclusion, I am very excited and looking forward to participating in this project. I forward my strongest support of this application and hope that it will be funded by Auburn University’s Outreach Office. If any further information is needed, please do not hesitate to contact me.

Sincerely,

Boopathi Sivaraman
Student Council President
Auburn University
Harrison School of Pharmacy
2316 Walker Building
Auburn, Alabama 36849
bzs0021@auburn.edu
2012-2013 COSG Committee  
c/o Dr. Chippewa Thomas, Director of Faculty Engagement  
Office of the Vice President for University Outreach  
Auburn University

Dear Outreach Scholarship Committee:

The Alabama Department of Senior Services (ADSS) submits this official Letter of Support on behalf of Alabama’s State Health Insurance & Assistance Program (SHIP). SHIP is a national program funded by the Centers for Medicare & Medicaid Services (CMS) and administered locally by ADSS and the 13 Area Agencies on Aging.

Your proposal is well aligned with the mission of the SHIP program, which is to educate, counsel, and empower seniors to make informed decisions about their health benefits. SHIP provides free, person-centered unbiased counseling and assistance to Medicare beneficiaries and their families. Alabama SHIP has a large network of local volunteers and certified Medicare counselors that provide assistance to over 38,000 beneficiaries each year. During the Annual Election Period (AEP) from October 15–December 7, SHIP services are in large demand and there is a need to enlist and train more Medicare counselors to help assist SHIP clients during these months.

This proposed project will make it possible for the SHIP counselors to expand their services to many clients needing help in the state. Therefore, we value the potential collaboration with Dr. Westrick and the Harrison School of Pharmacy to help SHIP meet this large demand in services during the AEP months.

Through this new partnership, Dr. Westrick will develop a training module for her pharmacy students which will allow them to serve as SHIP counselors. The local SHIP Coordinators in the respective counties (outlined in the proposal) are eager to participate in conducting workshops in community settings with the pharmacy students. Additionally, together with Dr. Westrick, SHIP will assist in the development and dissemination of materials and tools to increase awareness of the need for beneficiaries to re-evaluate their Part D plans annually and how to use the Part D Plan Finder to compare plans.

In conclusion, we welcome this new partnership with Dr. Westrick and the Harrison School of Pharmacy and thank you for your serious consideration of this proposal that will greatly benefit Medicare beneficiaries in Alabama. If you require additional information, please contact Robyn James, State SHIP Director 334-353-9273.

Sincerely,

Neal G. Morrison  
Commissioner
CURRICULUM VITAE

SALISA C. WESTRICK, BS PHARM, MS, PHD

ASSOCIATE PROFESSOR
DEPARTMENT OF PHARMACY CARE SYSTEMS

020 James E. Foy Hall
AUBURN UNIVERSITY, AL 36849
WESTRSC@AUBURN.EDU
334-844-5152
I. EDUCATION

1997  B.S. Pharmacy, Graduated with first-class honor, Chulalongkorn University, Thailand

2000  M.S., Training and Development, Department of Industrial Technology, Illinois State University, Normal, IL
   Degree Emphasis: Quality Management and Production & Operations Management
   M.S. Project: Utilization of Quality Tools Within Selected Industries in Thailand

2004  Ph.D., Social and Administrative Sciences in Pharmacy, University of Wisconsin-Madison, Madison, WI.
   Degree Emphasis: Organizational Analysis and Innovation Adoption
   Dissertation: Adoption of Immunization Delivery Services in Community Pharmacies

II. POSITION HELD

   Educational Institutions

1997 – 1998  Lab Instructor/Lecturer, Faculty of Pharmaceutical Sciences, Srinakharinwirot University, Nakorn Nayok, Thailand
1998 – 2000  Graduate Teaching Assistant, Department of Industrial Technology, Illinois State University
2000 – 2001  Wisconsin Distinguished Graduate Fellow, University of Wisconsin-Madison
2001 – 2003  Graduate Teaching Assistant, School of Pharmacy, University of Wisconsin-Madison
2002 – 2003  Graduate Research Assistant, Department of Sociology, University of Wisconsin-Madison
2003 – 2004  Graduate Research Assistant, School of Pharmacy, University of Wisconsin-Madison
2004 – 2010  Assistant Professor, Pharmacy Care Systems, Harrison School of Pharmacy Auburn University
2009 – 2010  Interim Department Head, Pharmacy Care Systems, Harrison School of Pharmacy Auburn University
2005 – Present  Graduate Program Coordinator, Pharmacy Care Systems, Harrison School of Pharmacy Auburn University
2010 – Present  Associate Professor, Pharmacy Care Systems, Harrison School of Pharmacy Auburn University

   Professional Organizations

1997  Pharmacist, Drug Care Community Pharmacy, Bangkok, Thailand
1997-1998  Pharmacist, Lotus Super Center, Bangkok, Thailand
1997-1998  Pharmacist, Ikeda Hospital, Bangkok, Thailand
III. HONORS AND AWARDS

1997  Graduated with First-Class Honor, Chulalongkorn University, Thailand
1999  Received a Lela Winegarner Fellowship, Illinois State University
2000  Member of Epsilon Phi Tau Honor Society, Illinois State University
2000 – 2001  Received a Wisconsin Distinguished Graduate Fellowship, University of Wisconsin-Madison
2001  Received a scholarship sponsored by Wisconsin Alumni Association and Thai Students Association, University of Wisconsin-Madison.
2003 – 2004  Mentored a student in the Undergraduate Research Scholars Program, University of Wisconsin-Madison
2004  Received a dissertation grant from the Agency for Healthcare Research and Quality
2005 – 2006  Received an American Association of Colleges of Pharmacy New Investigator Grant.
2007  Third place for Humanities Oral Presentation at the 2007 Graduate Research, Auburn University.
        Breland ML, Westrick SC. Community pharmacy readiness to provide in-house and outsourced immunization delivery services.
2008  Selected as an American Association of Colleges of Pharmacy/Wal-Mart Scholarship Mentor
2008  Second place for Humanities Oral Presentation at the 2008 Graduate Research Forum, Auburn University.
        Breland ML, Westrick SC. Pharmacy-based immunization services in Washington.
2008  Named a Top Reviewer for Research in Social and Administrative Pharmacy
2009  First place for Humanities Oral Presentation at the 2009 Graduate Research Forum Presentation, Auburn University
        Breland ML, Westrick SC. Sustainability of pharmacy-based innovations: the exploration of in-house immunization services.
2009  Finalist for the American Pharmacists Association-Basic, Clinical, and Economic, Social and Administrative Sciences section Postgraduate Best Paper Podium Award

IV. PROFESSIONAL MEMBERSHIPS

2003 – Present American Pharmacists Association
2004 – Present American Association of Colleges of Pharmacy
V. TEACHING EXPERIENCES

Teaching Responsibilities

Teaching responsibilities include the training and supervision of graduate teaching assistants.

**PYPC 5140: Pharmacy Care Systems II (Spring 2005)** - 3 credit hour required professional course, average enrollment 120 students. Served as instructor for this course with Professor Bill Felkey who was the Course coordinator. The course focused on operations management, human resource management, informatics, and marketing.

**PYPC 5240: Pharmacy Care Systems III (Fall 2005)** - 2 credit hour required professional course, average enrollment 120 students. Served as course coordinator and instructor. This course focused on pharmacoeconomic and the health care system.

**PYDI: Pharmacy Practice Experiences I-IV (2004 - Present)** - 1 credit hour required professional course, average enrollment 15 students per team. Served as faculty mentor. Worked in collaboration with a clinical faculty member and discussed patient cases with students in the team.

**PYPC 5210: Pharmacy Practice Management, Development, and Evaluation I (2006 - Present)** - 3 credit hour required professional course, average enrollment 140-150 second-year pharmacy students. Served as course coordinator and instructor. This course focused on the health care system, operations management and human resource management.

**PYPC 5310: Pharmacy Practice Management, Development, and Evaluation II (2006 - Present)** - 3 credit hour required professional course, average enrollment 140-150 second year pharmacy students. Served as instructor for a topic in change management. This course focused on marketing, finance and accounting and informatics.

**PYPC 7820: Research Methods in Health Sciences I (2012 - Present)** - 2 credit hour required graduate course. Served as coordinator and instructor. The course is designed to provide a comprehensive introduction to the primary research methods used in clinical and health services research.

**PYPC 7830: Research Methods in Health Sciences II (2007 - Present)** - 3 credit hour required graduate course, average enrollment 5-7 students. Served as instructor for this course for topics in survey methods and research in complex organizations.

**PYPC 7870: Social, Behavioral and Administrative Aspects of Pharmacy Practice (2009 - Present)** - 3 credit hour required graduate course, average enrollment 5-7 students. Served as course coordinator and instructor. This course provided an overview of research in social, behavioral and administrative pharmacy.

**PYPC 7900: Special Problems-Organizational Theories as applied to Pharmacy and Healthcare Organizations (2006 - Present)** - 3 credit hour graduate course. Offered on case-by-case basis. This course focused on innovation adoption and organizational theories.
**Graduate Student Supervision**

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>Title</th>
<th>Position/Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004–2009</td>
<td>Level 1 Graduate Faculty was awarded</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2009–Present</td>
<td>Level 2 Graduate Faculty (can supervise doctoral students) was awarded</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Completed**

<table>
<thead>
<tr>
<th>Year</th>
<th>Name</th>
<th>Title</th>
<th>Position/Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Thomas Wesley Wilkerson. M.S.</td>
<td></td>
<td>Current Position: Pharmacy Informatics Coordinator, St. Francis Hospital, Inc, Columbus, GA. Co-Advisor.</td>
</tr>
<tr>
<td>2009</td>
<td>Linda Byrd. Ph.D.</td>
<td></td>
<td>Current Position: Faculty member, Nursing School, Auburn University. Committee Member.</td>
</tr>
<tr>
<td>2011</td>
<td>Michelle Brelan. Ph.D.</td>
<td></td>
<td>Current Position: Faculty member, School of Pharmacy, University of Connecticut Co-Advisor.</td>
</tr>
<tr>
<td>2011</td>
<td>Ranjani Varadarajan. Ph.D.</td>
<td></td>
<td>Committee Member</td>
</tr>
<tr>
<td>2011</td>
<td>Qian Ding. Ph.D.</td>
<td></td>
<td>Committee Member</td>
</tr>
<tr>
<td>2012</td>
<td>Saranrat Wittayanukorn. M.S.</td>
<td></td>
<td>Current Position: Doctoral student, Pharmacy Care Systems Advisor</td>
</tr>
<tr>
<td>2012</td>
<td>Ben Teeter, M.S.</td>
<td></td>
<td>Advisor</td>
</tr>
</tbody>
</table>

**Continuing Education Programs/Publications**

2. **Westrick SC.** Providing successful and sustainable immunization delivery services in community pharmacies. The 2008 Harrison School of Pharmacy Fall Continuing Education Program, Auburn AL, November 2008.


**Invited Lectures**

1. Introduction to operations management. Course: Pharmacy Management. Faculty of Pharmaceutical Sciences, Srinakharinwirot University. July 2000. (One-hour lecture; 80 students and faculty members)

2. Introduction to operations management. Course: Pharmacy Management. Faculty of Pharmaceutical Sciences, Chulalongkorn University, July 2000. (One-hour lecture; 180 pharmacy students)


4. Teaching and conducting research in the U.S. Faculty of Pharmaceutical Sciences, Srinakharinwirot University, Nakhon-Nayok, Thailand, September 2006. (Two-hour lecture; invited by Srinakharinwirot University; faculty members attended the lecture)

5. Westrick SC. Survey nonresponse. Faculty of Pharmaceutical Sciences, Chulalongkorn University, Bangkok, Thailand, September 2006. (Half-day lecture; invited by Chulalongkorn University, Pharmacy Administration Department; Thai graduate students attended the workshop).

6. Innovative pharmacy services. Faculty of Pharmaceutical Sciences, Prince of Songkla University, Thailand, September 2006. (4-day workshop; invited by Prince of Songkla University; Thai graduate students and pharmacists attended the workshop).

7. Adoption and sustainability of pharmacy-based innovations; invited by Chulalongkorn University; Thai graduate students and pharmacists attended the workshop, December 2010.

8. Using instructional technology to enhance teaching and learning (with Fox BI). At Southern Pharmacy Administration Conference; Memphis TN, Summer 2010.

VI. RESEARCH EXPERIENCES

Research Interests

Effect of organizational and social factors on innovation adoption and sustainability
Pharmacy role in public health and innovative services
Program evaluation in organizations

Research Projects

Chamnanmoh is Westrick’s maiden name

Impact of State Laws and Regulations on Pharmacists’ Communication (2002). This study was part of a larger FDA-supported project. Svarstad B (PI), Chamnanmoh S (research assistant).

This study examined the impact of State laws and regulation on pharmacists’ communication.


This study focused on the implementation of new clinical information technologies (CITs) in hospitals/health systems. This was examined as hospitals brought their operations into compliance with Federal regulatory initiatives on electronic data interchange and patient privacy, as included in the Health Insurance Portability and Accountability Act (HIPAA).


This study developed and tested an integrated model that drew on Rational-Choice and Institutional theories for understanding innovation adoption. Self-report data from Washington State community pharmacy’s key informants were gathered. Statistical analysis was used to examine the impact of pharmacists’ perceptions towards immunization services and the influence of key social factors on adoption decision.


This study focused on the interconnections of state laws, state-level public health and emergency preparedness infrastructures, and current pharmacy-based activities related to vaccine administration.


This study examined the current problems and recommended ways to improve the pharmacy operations.
**Sustainability and Abandonment of Immunization Delivery Services (2006-2008).** Supported by the American Association of Colleges of Pharmacy. Westrick SC (PI)

This study’s purposes were to: a) identify how and to what extent community pharmacies modified their immunization delivery services and b) examine the impact of capacity-building factors and external resource factors on sustainability and abandonment of immunization delivery services.

**Pro-active Pharmacy-based Vaccination Study: A Multi-State Intervention (2006-2008).** Supported by the Centers for Disease Control and Prevention, Mount JK (PI), Westrick SC (Subcontract-PI)

The goal of this study was to design, implement, and evaluate a Proactive Pharmacy-based Vaccination Service (PPVS). PPVS focused on administration of pneumococcal vaccine to patients with indications for pneumococcal vaccination.

**Law and Payment Structures of Pharmacist Provision to Immunizations (2010).** Supported by Harrison School of Pharmacy. Westrick SC (PI).

This project recognizes that there is no existing data source that compares state laws and payment structures across 50 states.

**Salt intake among hypertensive patients (2012)**

**VII. PUBLICATIONS/PRESENTATIONS**

**Articles in Refereed Journals**


**Book Chapter**


**Professional Periodicals**


**Peer Reviewed Contributed Papers/Abstracts from Scientific Presentations**

**Peer-Reviewed Papers Presented at National Professional Meetings**


**Peer-Reviewed Papers Presented at Regional and Local Professional Meetings**


5. Teeter BS, **Westrick SC**. Adoption and Implementation of the Health Watch Screening Program in Community Pharmacies. Southern Pharmacy Administration Conference, Austin TX, June 2012.

6. Wittayanukorn S, **Westrick SC**. Evaluation of Medication Therapy Management (MTM) Services for Patients with Cardiovascular Disease. Southern Pharmacy Administration Conference, Austin TX, June 2012.

**Other Publications/Reports**


Book Chapter Review


Consultants

2004 – 2007 Consultant for ‘Form and Effects of Pharmacy-Based Immunization Laws’ project (R06-CCR 523387), Dr. Jeanine Mount (PI), University of Wisconsin-Madison.

2008 Course consultant for ‘Managing People’ course, 3rd edition. This course is offered by the Certified Medical Representatives Institute, Inc, Roanoke VA. 2008.

Journal Advisory Board

2007 – Present Research in Social and Administrative Pharmacy
2010 – Present Journal of the American Pharmacists Association

Journal Editorial Team

2010 – Present Innovations in Pharmacy

Journal Referee

2008 – Present Annals of Pharmacotherapy, 3 manuscript reviews
2008 – Present Journal of the American Pharmacists Association, 5 manuscript reviews
2006 – Present Research in Social and Administrative Pharmacy, 6 manuscript reviews
2009 – Present Vaccine, 2 manuscript reviews
2010 – Present American Journal of Pharmaceutical Education, 1 manuscript review
2011 – Present Medical Education, 1 manuscript

Grant Referee

Spring 2006 Auburn University Competitive Grant Program, Reviewer
Spring 2007 Auburn University Competitive Grant Program, Chair of a subcommittee
Spring 2007 American Association of Colleges of Pharmacy, New Investigator Grant Program
VIII. EXTRAMURAL FUNDING

The amount was shown in direct costs.

1. **Title:** Adoption of Immunization Delivery Services in Community Pharmacies  
   **Source:** Sonderegger Research Center, University of Wisconsin-Madison  
   **Amount:** $3,000  
   **Investigator:** Chamnanmoh S (PI)  
   **Date:** 2003 – 2004  
   **Role:** (100%). Project conception, grant proposal preparation and submission, project administration, data collection and analysis, and preparation of final report and manuscripts.

2. **Title:** Adoption of Immunization Delivery Services in Community Pharmacies  
   **Source:** Agency for Healthcare Research and Quality, 1 R36 HS014512-01  
   **Amount:** $29,141  
   **Investigator:** Chamnanmoh S (PI)  
   **Date:** 2004  
   **Role:** (100%). Same as 1 (see above)

3. **Title:** Study of Alabama Mental Health Pharmacy Services  
   **Source:** Alabama Department of Mental Health and Mental Retardation  
   **Amount:** $179,411  
   **Investigators:** Barker K, Flynn B, Westrick SC (Co-investigator), Jerry Davis  
   **Date:** June 01, 2005 – May 31, 2006  
   **Role:** (10%). My responsibilities included conducting a systematic literature review, analyzing and synthesizing the literature, and recommending strategies for the Alabama Department of Mental Health and Mental Retardation to adopt in order to improve pharmacist satisfaction and performance.

4. **Title:** Sustainability and Abandonment of Immunization Delivery Services  
   **Source:** American Association of Colleges of Pharmacy  
   **Amount:** $9,987  
   **Investigator:** Westrick SC (PI)  
   **Date:** January 2006 – August 2007  
   **Role:** (15%). Project conception, grant proposal preparation and submission, project administration, data collection and analysis, supervision of a research assistant and preparation of final report and manuscripts.
5. **Title:** Pro-active Pharmacy-based Vaccination Study: A Multi-State Intervention  
**Source:** Centers for Disease Control and Prevention, 1 U01 IP000060-01  
**Amount:** Project $118,988 year 1, $253,678 year 2  
(Subcontract $17,460 year 1, $30,678 year 2)  
**Investigators:** Mount JK, Westrick SC (Subcontract-PI), Hayney M, Foster S.  
**Date:** 2006-2008  
**Role:** (15% year 1; 20% year 2). Project conception, grant proposal preparation, project administration in Alabama, writing survey questions, supervising a research assistant, participant recruitment, and data analysis. This grant supported one graduate research assistant.

6. **Title:** Law and Payment Structures of Pharmacist Provision to Immunizations  
**Source:** Harrison School of Pharmacy (Internal Grant)  
**Amount:** $6,000  
**Investigator:** Westrick SC (PI)  
**Date:** 2010  
**Role:** (100%). Project conception, grant proposal preparation and submission, project administration, data collection and analysis, and preparation of final report and manuscripts.

**Proposals Submitted, Not Funded**

1. **Title:** Enhancing Student Learning through the Use of Active Learning Activities in a School of Pharmacy  
**Submitted to:** The Biggio Center for the Enhancement of Teaching and Learning  
**Amount:** $3,000  
**Date:** 2008  
**Investigators:** Westrick SC (PI), McDonough S  
**Candidate:** Project conception, proposal preparation, and proposal submission.

2. **Title:** Attending a 2009 American Association of Colleges of Pharmacy (AACP) meeting to enhance teaching and learning at Auburn  
**Submitted to:** The Biggio Center for the Enhancement of Teaching and Learning  
**Amount:** $2,920  
**Date:** 2009  
**Investigators:** Westrick SC (PI), Breland ML, Ding Q  
**Candidate:** Project conception, proposal preparation, and proposal submission.

3. **Title:** The effects of workload, work conditions and electronic prescribing on patient safety in community pharmacies  
**Submitted to:** Agency for Healthcare Research and Quality (R01)  
**Amount:** $992,532  
**Investigators:** Flynn E, Fox B, Westrick SC (Co-Investigator), Schell K, Shannon D, Davis J, Hudmon K  
**Date:** October 2009- September 2011
Candidate: (20%). Project conception, proposal preparation, and proposal submission.

4. **Title:** Building sustainability of Pharmacy Based Vaccination Services
   Submitted to: Agency for Healthcare Research and Quality (R03)
   Amount: $68,443
   Investigators: Westrick SC (PI), Hogue M
   Date: October 2009 - September 2011
   Role: (15% year 1, 10% year 2). Developed study design for proposal, prepared and submitted the proposal.

5. **Title:** Evaluation of a Team-based Influenza Prevention (TIP) Program on Immunization Rates Among Healthcare Personnel
   Source: American Society of Health-System Pharmacists Foundation
   Amount: $14,000 (Project).
   Investigator: Braxton Lloyd (PI), Westrick (Senior Investigator).
   Date: 2010-2011
   Role: (100%). Project conception, grant proposal preparation and submission, project administration, data collection and analysis, and preparation of final report and manuscripts.

6. **Title:** Advancing Hypertension Management in Community Pharmacies: the TEAM 2 Project
   Source: National Heart, Lung and Blood Institute
   Amount: $2,206,979 (Project). $177,489 (Subcontract)
   Investigator: Mount JK (PI), Svarstad (Co-PI), Westrick (Subcontract-PI).
   Date: 2011-2016
   Role: (100%). Project conception, grant proposal preparation and submission, project administration, data collection and analysis, and preparation of final report and manuscripts.

IX. PROFESSIONAL SERVICE

American Association of Colleges of Pharmacy

2006 - 2007  Member of AACP-SAS section Program Planning Committee
2006 - 2007  Abstract Review Committee, Member
2007        New Investigator Grant Program, Reviewer
2007 - 2008  Abstract Review Committee, Chair
2008 - 2009  AACP Social & Administrative Sciences Strategic Planning Task Force, Member
2009 - 2010  AACP Social & Administrative Sciences Section, Graduate Program Committee, Member
2010 - 2012  AACP Social & Administrative Sciences Section, Graduate Program Committee, Chair
2004 - Present Member
American Pharmacists Association

2005 - 2006   Abstract Review Committee, Reviewer
2009         Abstract Review Committee, Reviewer
2003 - present   Member

X. SERVICE ACTIVITIES

Auburn University

2006         Competitive Research Grant Committee, Member
2007         Competitive Research Grant Committee, Chair-subcommittee
2007         Graduate Research Forum, Judge
2005 - 2008   Senator for Pharmacy Care Systems Department
2004 - 2009   Graduate Faculty, Level 1
2008 - Present International Student & Scholar Services subcommittee, Member
2008 - Present International Education Advisory Council, Member
2008 - Present International Student Life Subcommittee, Member
2008 - Present Graduate Faculty, Level 2 (can direct doctoral students)
2010 - Present Graduate Council, Member

Harrison School of Pharmacy (HSOP)

HSOP Committees

2005-2007   Rx advisory-Member
2006-2007   Professional Education Subcommittee I-Member
2005-2008   Honor Board-Alternate Member
2006-2008   Professional Education Subcommittee IV-Member
2004-2008   Honors, Awards, and Scholarships Committee-Member
2006-2007   Faculty Delegate for HSOP, American Association of Colleges of Pharmacy
2007-2008   Faculty Delegate for HSOP, American Association of Colleges of Pharmacy
2009         Coordinated and invited Dr. William Doucette (University of Iowa) to conduct a professional seminar on innovative services in Iowa
2007-2009   Professional Education Subcommittee I-Chair
2007-2009   Professional Education Steering Committee-Member
2008-Present Graduate Programs Committee-Member
2009-2010   Office of Teaching and Learning-Advisory board member
2009-2010   Strategic Planning Committee-Member
2010 - 2011   Professional Education Steering Committee-Member
2011 - Present Professional Education Steering Committee-Chair

Search Committee-Member

2006         Pharmacy Care System Faculty Position Search Committee
2007         Pharmacal Sciences Faculty Positions Search Committee
2007 - 2008   Pharmacy Practice Faculty Positions Search Committee
2008  Pharmacy Care System Faculty Position Search Committee
2008 - Present  Pharmacy Care Systems Department Head Search Committee
2009 - Present  Pharmacy Practice Associate Department Head Search Committee
2010  Pharmacal Sciences Department Head-Chair
2011  Pharmacy Care Systems Faculty Position Search Committee

*Student Organization Advisor*

2005 - 2006  Co-advisor for Committee of 19-HSOP Chapter
2006 - Present  Advisor for Students National Pharmaceutical Association (SNPhA)

*Department of Pharmacy Care Systems*

2005 - 2011  Graduate Program Officer (GPO) for Pharmacy Care Systems
REFERENCES