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MSHP (MA Society of
Health-System Pharmacists)

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From MSHP President Nicole Clark:



As we have heard many times over the last few months, we are in unprecedented times. In our 75th year as an organization, MSHP and its members are stepping up to face the challenge. It has deeply impressed me how our leadership team has managed to stay both engaged and focused on pushing MSHP forward and supporting our members while they were (and still are) very busy coping with tremendous challenges at their own organizations.

We are very saddened to cancel this year's Annual Meeting as a live, in-person event, as this is always an excellent 2 days of celebrating our members, hearing from local and national experts, as well as networking with our colleagues and friends. While we cannot be physically together this year, the Programming, Annual Meeting and Honors and Awards Committees have been working diligently to provide alternative, virtual options to offer continuing education, celebrate our members and honor our 75th anniversary as an organization. Please stay tuned to your email for future events and celebrations of our members.

This year, as with many, we are extremely excited to award our MSHP awards to very deserving members; please make sure to reach out and congratulate these individuals and organization for their great work.

This edition of the MSHP newsletter might look a little different, as we wanted to create an issue to celebrate our healthcare heroes and an extraordinary pharmacy leader that we just recently lost. Thank you to all who have risen to the challenge of this pandemic and shown the impact pharmacy makes. From compounding hand sanitizer, to rapidly creating protocols, to sourcing much needed medications, assisting in opening field hospitals and coming together to ensure our hospitals received appropriate distribution of medication, our pharmacy teams across the state continue to go above and beyond. We would love to continue to celebrate our healthcare heroes across the state, so please share your stories with us by emailing info@mashp.org.

On March 23rd pharmacy lost a true healthcare hero in William Gouveia. As you will read in this newsletter, Bill was a Massachusetts pharmacy legend whose leadership and legacy goes far beyond the state. I had the pleasure of getting to know Bill over the years and he was someone I always found to be immensely proud of pharmacy and celebrating our successes and leaders.

As my year as president is ending, I couldn't be more proud of our members and leadership. While I will not be able to physically pass the gavel to Karl Gumpfer as he is installed (virtually) as president, I know that he will do a great job at leading this impressive organization.

Stay Well, Nicole

MSHP Annual Meeting is Going Virtual

We are disappointed to announce that, due to the COVID-19 pandemic, we have cancelled this year's in-person Annual Meeting for the Massachusetts Society of Health-System Pharmacists at MGM in Springfield, MA. However, we are working on details to offer the Annual Meeting programming virtually this fall – be sure to watch your inbox for announcements! We also are excited to get the Annual Meeting Planning Committees back together later this year to start planning for our 2021 meeting next spring.

We hope to "see" you at the virtual meeting this fall and again in person in Spring 2021!

If you have any questions, please call our office at 978-364-5060.

As always, we wish you and your families good health during this challenging time.

MSHP Board Election Results Announced

Congratulations to the following members who have been elected to MSHP's 2020-2021 Board of Directors:

President Elect - Russel Roberts, PharmD., FCCM, BCCCP

Secretary - Antonia DeQuevedo, PharmD, CACP, BCACP

Director - Erin Taylor, R.Ph., Pharm.D.

MSHP 2020 Honors & Awards Recipients Announced

MSHP is pleased to announce this year's award recipients! Congratulations!

Pharmacy Health-System of the Year Award

Boston Medical Center: Opioid Utilization Improvement Team

William A. Gouveia Outstanding Service Award

Erin Taylor, PharmD

Student of the Year Award

Jenny Nguyen, MCPHS University, Boston

Pharmacist of the Year Award

Natalija Farrell, PharmD, BCPS, DABAT

Technician of the Year Award

Erin Smith, CPhT

Preceptor of the Year Award

David Schnee, PharmD, BCACP

Tribute to Healthcare Heroes

Please read on for how some of our member institutions and teams are making a difference! This is only a sample of the great things our pharmacy staffs have done and are doing in these extraordinary times. Feel free to email info@mashp.org if you want to share your story/stories.

Beth Israel Deaconess Medical Center



BIDMC pharmacy technicians rise to the challenge and compound hand sanitizer for patient and staff use.

Boston Medical Center



Boston Medical Center pharmacy residents Morgan Mabey Eiting and Luke Jennings help PGY1 RPD Jason Mordini manage drug shortages to ensure they have all the medications they need to safely and compassionately care for COVID-19 patients.

Baystate Medical Center

Notes from Gary Kerr, MBA, PharmD, Chief Pharmacy Officer

In early to mid-March the Baystate Health Retail and Specialty Pharmacies began to feel the impact of the COVID-19 pandemic. Immediately, focus shifted to patients, caregivers and employees being kept as safe as possible, and to reduce anxiety to the best of our abilities. Critical drug shortages emerged quite quickly, especially with the WHO guidelines being issued on aerosol-generating procedures and the subsequent dramatically high demand for albuterol MDI's. Numerous innovative changes were made to the Pharmacy physical plants, work procedures and workflows; many remain in play today.

Like many peers that operate meds-to-beds programs at large academic centers, we examined programmatic improvement options and then agreed to retrench by pulling back most of the deployed Pharmacists and Technicians, into the Pharmacy proper. This reduced fear, preserved personal protective equipment and subsequently allowed for growth in curbside or to-lobby Rx delivery. This became a critical work improvement once BMC adopted the "No Visitor" policy, noting also that we operate a large employee self-insured plan. The retail pharmacy at the academic medical center does require entry in to the hospital proper. Additionally, with the elimination of in-

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person Pharmacist-Patient appointments in the Clinics and the widespread adoption of the telemedicine approach, we shifted as well. The Clinical Pharmacists/Pharmacy Residents began telephonic outreach best classified as “wellness checks” and “health reminders”; this has been exceptionally well-received by clinicians and patients/families alike, especially preserving medication adherence and other lifestyle modifications. Over-communicating our ability to deliver prescriptions to the home has led to large numbers of patients, many of whom are high risk, to not venture out to the public Pharmacy space to pick up their medications.

Additional innovations are underway in the areas of curbside Anticoagulation Clinic checks (see below), revamping the Telehealth documentation processes to ensure optimization of 340B prescription capture, creating give-away COVID kits that contain acetaminophen, saline and cough syrup (to prevent additional trips to stores), and working effectively with the local food pantry on home delivery tactics.

Note: special thanks to Kevin Miller, Danae Dupras and their teams for their never-ending passion for excellence and commitment to patients and the Pharmacy profession.

New curbside Coumadin Clinic keeps patients non-COVID-19 safe

Before the pandemic, patients on Coumadin came into Baystate Health's Anticoagulation Clinic in Springfield and the team there managed their medicine levels. This is important since the wrong amount of Coumadin can lead to a blood clot or a bleed which could be fatal. However, once the pandemic struck western MA, some patients stayed home, fearful of catching COVID-19 if they came into the clinic. Jared Ostroff, PharmD, Anticoagulation Coordinator, and his team (Nick Simonich, PharmD, Zuli Silva-Carvalho, RN, and Joanna Perl, PharmD) knew they needed a solution and quickly. “We were concerned about the safety and well-being of our patients if they didn’t have access to proper monitoring,” Ostroff says. “We knew that for patients to agree to curbside testing, the process had to be easy, accessible, and effective.” The team put a procedure into place to accommodate patients so they could drive up and get a point of care INR (the blood test to determine how much Coumadin to give) while still in their vehicle. The result is then recorded and dosing changes are communicated back later in the day with a phone call to the patients. “It is great to see teams innovating and removing barriers when traditional work has been completely disrupted,” says Aaron Michelucci, PharmD, senior director, Acute Care Pharmacy Services. “Allowing front line team members to think boldly and act quickly has definitely improved the care we provide to our patients.”



Nick Simonich, PharmD, and Zuli Silva-Carvalho, RN, work together to obtain the Point of Care INR, record it accurately, and counsel the patient who's still in their vehicle.

GRAND Code Rocky:

https://www.youtube.com/watch?v=ShoWh0V_i5I

Notes about COVID successes from Erin Taylor, PharmD

When we discharge a COVID patient from a Baystate Health location, we announce a Code Rocky and play the Rocky theme song on the overhead speakers (everyone also gets a text/page alert). Staff is invited to gather in the lobby entrance (masked and observing social distancing as much as possible of course) and we clap as the patient is wheeled out!

Recently we had one of our own employees discharged after battling COVID and called it a GRAND Code Rocky—it was quite the party!

Baystate's first Code Rocky: (featured on CNN)

https://www.youtube.com/watch?v=aU4Pm9_T6C8

UMass Memorial Healthcare

UMass Memorial DCU Center Field Hospital

UMass Memorial Healthcare System opened a 250 bed Field Hospital at the DCU Center in Worcester, MA. The UMass Memorial DCU Center Field Hospital provided care to COVID positive patients requiring low acuity care. The UMass Memorial Pharmacy Team was ready for the challenge and opened a satellite pharmacy in the DCU Center Field Hospital to provide direct patient care and support other caregivers responding to the COVID-19 Pandemic. The satellite operation included both pharmacists and pharmacy technicians on site. Of our over 150 patients served, there was a variation of 9 languages spoken. Our article entitled "Implementation of Field Hospital Pharmacy Services during the COVID-19 Pandemic" will be published in AJHP in July 2020. Pictured below right to left at DCU Center Satellite Pharmacy North is Neil Wallis, PharmD – DCU Center Field Hospital Pharmacy Site Supervisor, Emily Porter, PharmD PGY-1 Resident and Carmen Gust, PharmD PGY-1 Resident.



Curbside Delivery from UMass Memorial Prescription Centers to Your Car

To lessen foot traffic on the Memorial and University campuses during the COVID-19 crisis, the Prescription Center pharmacies launched a curbside prescription delivery program on March 25th. The pharmacy team collaborated with the parking department and valet services to secure parking that was safe and convenient for the patient and the pharmacy. Patients were informed about the service when

requesting refills either through the pharmacy or via patient portal. Upon arrival at the designated location, the patient called the pharmacy, who then delivered the prescriptions to the patient curbside. Approximately 500 patients per week utilized curbside delivery service.



Massachusetts General Hospital



Central Pharmacy Team



Pharmacy Residents



Yawkey Pharmacy Team



Supply Chain Team



Sterile Products Team

Boston Hope Medical Center

Boston Hope Medical Center is a 1000-bed field hospital that was set up in the Boston Convention and Exhibition Center by Partners Healthcare. Pharmacy personnel who set up and staffed the pharmacy included: (from left to right) Erasmo (Ray) Mitrano, MS, RPh, Claudio (Clyde) Pontoriero, and Stephanie Guerriero, PharmD.



Celebrating when patients recover from COVID-19 related hospitalizations

BIDMC: Ring the bell! When a patient is extubated, nurses, respiratory therapists, physicians, and pharmacists clap, cheer, and ring a bell.

MelroseWakefield Healthcare: Call a CODE HAPPY when a patient is discharged from a COVID-19 specific unit. The song plays throughout the building to give everyone a reason to smile.

Baystate: CODE ROCKY is called when a COVID-19 patient goes home. An announcement is made over the loudspeaker and staff line the hallways, clapping and cheering the patient on their way out. (see more detail in section on Baystate)

MSHP on Conference Call regarding COVID crisis

Members of MSHP were key participants on a conference call in early April with ASHP and the FDA to discuss challenges of managing drug shortages and supplies during the current COVID crisis. Much discussion centered around planning for the surge.

The following members were on the call:

Nicole Clark, MSHP President; Karl Gumper, MSHP President-Elect; Shannon Manzi, Boston Children's Hospital; David Twitchell, Boston Medical Center; and Christopher Fortier, Massachusetts General Hospital; Susan Barber, McKenna Management

In Memoriam: Tributes to Bill Gouveia

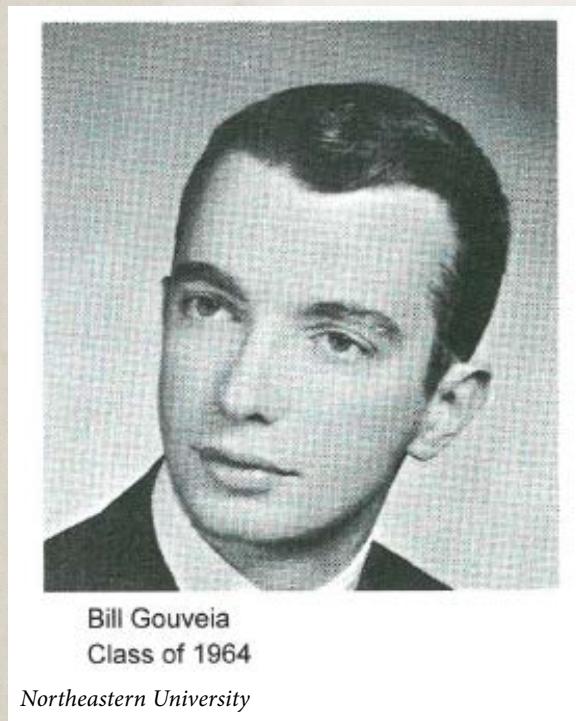
It is with great sadness that we share the passing of the longtime dedicated leader in pharmacy, Bill Gouveia. Many of us were very fortunate to know and be mentored by Bill. Bill held many leadership roles in pharmacy, including past president of MSHP. His legacy in pharmacy will forever live on.

[William Gouveia Obituary](#)

[Tribute in AJHP](#)

Please see below for memories of Bill.

[Bill Gouveia with past Webb Lecture Award recipients](#)



Ross Thompson, MS, FASHP, FMSHP, Director of Pharmacy, Tufts Medical Center



Ross Thompson, Bill and John Fanikos at MSHP Officer Installation

Having first met Bill during my residency, he was the first person I called some 10 years later when I knew I would be moving to Boston. After relocating to Boston, Bill was always quick to take my call or

meet with me over a cup of coffee. We worked closely together when we served as faculty for the Practice Management course at Northeastern. I enjoyed the experience, as it allowed me to gain insight into Bill's leadership values and practice philosophy. It was 12 years ago when Bill made the decision to retire from Tufts MC. It has been an honor to follow Bill as the 36th Director of Pharmacy at Tufts Medical Center dating back to our origin in 1796. Stepping into this new role and new organization, it was obvious Bill positioned our profession as being competent and capable – and – our department as being essential to the medical center's mission. On a few occasions when facing adversity at Tufts, I reminded myself of the importance of honoring Bill's legacy which motivated me to keep pushing. I certainly hope Bill was proud of what we continue to achieve on the foundation he so carefully constructed during his 36 years at the helm. Bill was generous, kind, thoughtful, and inspiring. I know every one of us is a better person / leader / practitioner as a result of his influence. Rest in peace.

John R. Reynolds, PharmD, Dean and Professor, School of Pharmacy, Bouvé College of Health Sciences, Northeastern University



Bill at Memorial Service for John W. Webb, with John Reynolds and Bill and Bonnie Webb

Bill Gouveia was a force for advancement of our profession and one of the most influential leaders we will ever know. He served in many capacities over the years: visionary, writer, teacher, preceptor, and

advocate, among others. Early in my career, I had the good fortune of taking Bill's course on the emerging use of computers in pharmacy. Then, as always, he was well ahead of his time, with an eye toward the future while honoring our profession's history and those who shaped it. I think of the many times I sat with him in meetings and conferences and heard his ideas about building programs and improving patient care. He described it, and then he did it. He had a keen ability to draw talented and progressive clinicians and educators to the area and he was instrumental in transforming practice by

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supporting their work. His efforts to establish the John W. Webb Lecture Award, now in its 36th year, was one of his proudest achievements. In his later years, following decades of service as director of pharmacy at Tufts Medical Center, he returned to Northeastern, his alma mater, and participated in many activities related to teaching, alumni relations and development. All of us in the school community were grateful to interact with and learn from him. On many occasions over the years, Lynne [Sylvia] and I enjoyed wonderful social time with Bill and Sharon and their many friends and colleagues. He enriched all of our lives through his friendship and love of life and the profession. The school of pharmacy at Northeastern University will always remember him and continue to honor him through the William A. Gouveia Scholarship.

Ed Decker, BS, PharmD



Award Winner Ed Decker with Bill

I've been given an impossible task: to share some thoughts about William A. Gouveia in 200 words or so. No can do! Roughly 40 years of collegial friendship cannot possibly be summarized in so few words. Bill was a gentleman, a family man par excellence, visionary, professional, mentor, and friend. Allow me to share just a couple of my fond memories while fighting the very real danger of choosing the wrong ones or shedding tears as I recount them. I don't recall when it started, but in early February of each year Bill recognized and thanked his residents and staff for their contributions to the Department at the annual 'Groundhog' event. This was an entertaining, fun-filled, themed evening at which Bill, between dinner (which he planned) and dessert, would walk around the room, visit each table and introduce to all present every pharmacist, resident, and their guest — often sharing an amusing anecdote

about each — without notes or a cue card! You could just tell he was really in his element and loved every minute of it. 1999 marked what may have been one of Bill's proudest professional recognitions: ASHP's Harvey A. K. Whitney Award — the highest honor in health-system pharmacy. This became one of my fondest memories because Bill invited me to sit with him and his family at the award ceremony. What an honor for me! And now let me share with you how Bill ruined my 5-year career plan. When I started at Tufts-New England Medical Center (as it was known way back in 1978), my career goal was to gain experience as an administrative/clinical pharmacist and, in 5 years or so, seek a Director of Pharmacy position. From our initial interview, Bill and I developed an amazing professional

synergy that neither of us originally recognized. For the next 30 years that synergy grew and strengthened. My 5-year plan to become a Director of Pharmacy never became a reality; it didn't have to. Thank you, Bill.

Kathleen Gura, PharmD, BCNSP, FASHP, FPPAG, Boston Children's Hospital

When I was President of MSHP, the Webb lecture used to have a special dinner with the residents and MSHP officers over at the Henderson House. Bill was the host and it was just a real special evening. With every encounter he always made me feel special and always knew the right thing to say. He really took care of his staff and former residents and made them all part of his family. A real class act.



Bill installing MSHP Officers Trisha LaPointe, Crystal Tom and Alana Arnold

Ronald A. Romard, MS, RPh, Brigham and Women's Hospital

So sad! Great man. Lots of positive pharmacy progress by him.

Andrew Seger, PharmD, Brigham and Women's Hospital



Bill congratulates MSHP President Andy Seger

From my time as a student in the early 1980's on clinical rotation at New England Medical Center (now Tufts) to my time as part of MSHP leadership in the 2010's, Bill's knowledge, leadership and support of pharmacy education has had a tremendous impact on me. I also saw his impact on others and trying to estimate the lives he influenced; I think is most likely in the thousands. Bill's legacy will continue into the future as part of those pharmacists and pharmacy technicians who had the good fortune to learn from him.

Bruce Weiner, MS, RPh, FASHP

I first met Bill in December of 1975. Having attended Northeastern University and graduating in 1974, I had heard of Bill but had never met him. In December of 1975, I had the opportunity to sit down with Bill at the ASHP Clinical Midyear Meeting in Washington, D.C., in the lobby of a hotel. I had been attending the University of Florida at the time and was looking for a job upon graduation in 1976. I remember Bill being intuitive, curious, and caring. At the same time, I realized that Bill was a "no nonsense" kind of guy. I found all of these first impressions to be true over the following 15 years that I worked with him at the New England Medical Center. I also found Bill to be a strategic thinker. I was fortunate to have



Bill, Fellow of MSHP

been offered a job working as a Clinical Pharmacist with the Cardiothoracic Surgery Department, a position that Bill developed with the assistance of the Chief of Surgery. I recall Bill advising me to join the team and to "do your clinical thing!" Later, with Mike Ordman, Bill told us to turn a patient room on Surgery Pratt 4 into a Satellite Pharmacy. Again, working with the Department

of Nursing, Bill had been able to negotiate space for a pharmacy to improve both pharmaceutical care and pharmacy availability to nursing. Bill was always supportive, a quality that I always appreciated, especially when I needed that kind of backing. Although not a clinically trained pharmacist, Bill understood the role and, more importantly, embraced the concept. Bill was a great team leader of that original staff, which included Jerry Janousek, Joe Sceppa, Russell Miller, Rick Scheife, Bob Smaglia, Luci Powers, Craig Matson, Art Gray, and Peg Danylchuk. Bill demonstrated professionalism and integrity, both locally as well as on a national level. I remember trying to keep pace with him at ASHP meetings as he journeyed from meeting to meeting, talking with pharmacists and students while keeping an eye out for other friends and colleagues across the room. I feel honored to have had the chance to work with Bill and will always remember him for not only his professional demeanor but also for his ability to maximize work/life balance.

Joseph M. Sceppa, RPh, MS, MBA

Early in his career, Bill Gouveia set expectations for the New England Medical Center Pharmacy by hiring leaders, explaining his goals, and them giving them the support to succeed.

He hired Rick Scheife from Michigan to be the first clinical pharmacist in Massachusetts. He hired Jerry Janousek, the director at Cardinal Cushing Medical



Bill making a presentation to Northeastern School of Pharmacy Dean LeRoy C. Keagle circa 1962



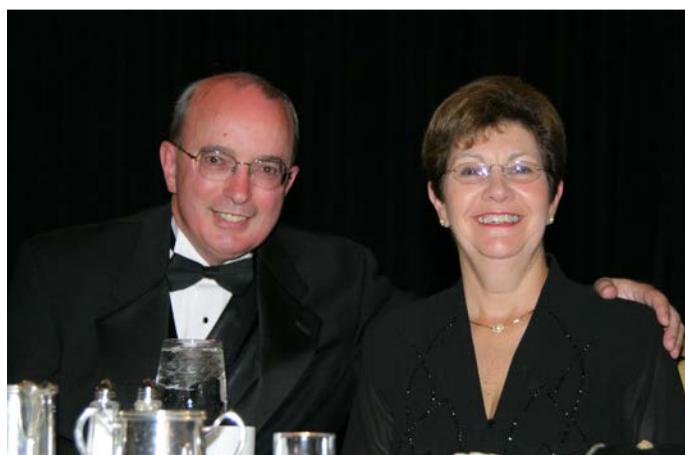
Bill with incoming MSHP President Roland Bercume

Center, who had implemented the first unit-dose/IV additive program in Massachusetts.

When nurses, residents, and attending staff wanted to expand the clinical/unit-dose/IV additive pilot program, he indicated that the three components represented advanced pharmacy practice and could not be separated. He convinced Nursing and Medicine that, to expand the program, they needed to combine forces and lobby hospital administration for an expansion.

Over a period of 40 years, Bill supported the American Society of Hospital Pharmacists by publishing 86 articles in AJHP and being a Contributing Editor, Field Editor, or member of the Editorial Board.

On a more personal note, Bill encouraged me and others to "reach for the stars" by teaching at a local college, continuing to pursue advanced degrees, and becoming



Bill and Sharon Gouveia

leaders in local (MSHP) and national (ASHP) pharmacy organizations.

So many former staff, pharmacy residents, nurses, and physicians are forever in his debt. I know that I am.

Alana Arnold, PharmD, BCPS AQ-ID, Boston Children's Hospital

I have always called Bill Gouveia my Lifelong Mentor.

I was very fortunate to have had the opportunity to complete the Pharmacy Practice Residency Program at Tufts under his leadership in 1993.



Bill with Alana Arnold

Mentorship and the Residency Program were very important to Bill and I was able to learn so much from him during the residency year.

One item that was so important to Bill was encouraging me and others to get involved

in our professional associations such as MSHP. I took his advice and during my residency year, I joined MSHP and became President several years later. After working at Tufts-Floating Hospital for Infants and Children for several years, Bill advised me to take a new opportunity at Boston Children's which led me to where I have now been for 22 years. Bill impacted so many important points in my professional life.

I will always hold dear everything that Bill taught me, the advice he gave me and the professional example he set for me and other young professionals.

Bill Gouveia was an amazing leader, mentor, and friend as well as a man of great integrity that the Pharmacy Community will never forget.

Rest in Peace, Bill

Marty Abramson, MS, RPh, Past President, MSHP

Bill was a friend, a colleague and a mentor. He always made himself available to discuss issues regarding pharmacy and the interactions with national and state organizations. Bill never hesitated to provide guidance

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regardless of questions asked or time involved. He never rushed anyone, always had a smile and a personal touch that made me, and others, feel like they were the most important person with whom he was working. His smile, his demeanor and his abilities will be missed and the profession of pharmacy has lost a legend.



Bill hosts Pharmacy Resident Roundtable with John W. Webb Lecture Award Recipients

Kris McGill, MS, RPh, Beth Israel Deaconess Hospital-Plymouth

When I think about Bill Gouveia – I think of New England Medical Center, the multiple articles he authored for ASHP, his involvement with MSHP, ASHP and with the Master's Degree program at Northeastern University.

I remember his influence in creating the John W. Webb lecture that is held annually at Northeastern.

Most of all, I remember his kindness, his willingness to listen and offer opinions/advice, the mentorship he provided to so many pharmacists over the years and his devotion to the practice of pharmacy.

Karen Smethers, BS, PharmD, BCOP, Mid-America Service Solutions (MSS) Pharmacy Network

Mr. William Gouveia was a mentor for many of the leaders of MSHP, including myself, making sure that we had the support to hold successful events, verifying our strategy and goals were on track, and facilitating network opportunities with other National Pharmacy Leaders. Bill worked continually to advance the pharmacy profession, making sure that pharmacists had

the opportunities locally at his health-system, as well as advocating nationally for pharmacy professionals to improve patient outcomes.

One of the things I recall about Bill was how his face glowed vibrantly with passion when he spoke about pharmacy practice and joy when he described his family. I consider myself fortunate to have known William Gouveia as a part of his pharmacy family, both through MSHP and in health-system pharmacy practice.



Bill presiding over John W. Webb Lecture

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