



Ambulatory Care Practitioner Spotlight

Brought to you by the
PSW Ambulatory Care Advisory Board

Cathy Lea, RPh, BCACP is a member of the PSW Ambulatory Care Advisory Board, and an ambulatory care pharmacist with Mayo Clinic Health System. She is joined by a great team of Ambulatory Care pharmacists that are embedded in the Family Medicine and Internal Medicine Ambulatory Care clinics. This unique practice is considered one of Mayo Clinic Health System's best practices since the pharmacists are embedded within the primary care site, allowing for strong relationships to develop, while using a broad collaborative practice agreement allowing pharmacists to start, stop or change medications for chronic conditions. This team is comprised of several pharmacists (Marisa Nichols, Brock Knez, Emily Weisenbeck, Katie Taylor, Kaitlin Yost, Ben Hierlmeier, and Ariel Ferdock) as well as students and residents! The main roles of the pharmacists in these



clinics are to provide comprehensive medication management, chronic disease state management, provider and staff education, and student and resident training. The team came together, with various backgrounds, all with a common desire to assist patient in the clinical setting by collaborating promptly with providers, care coordination nurses, social workers, psychotherapists, providers and other health care professionals. Patients that the team follows longitudinally have their pharmacist(s) added to the virtual care team. This affords the team the opportunity for patient status updates such as hospital admissions, and also reporting capability to track patient progress.

The team feels that there are two big disruptors for their practice currently, which are also exciting new tools for administering and monitoring medications (i.e. CGM's for diabetes and new delivery devices for a variety of medications) and the use of Pharmacogenomic test results to determine appropriate drug therapies. As practices are evolving to include these new tools they are also evaluating the use of technology as part of the care delivery model, to develop new ways to connect with patients outside of the traditional office visit. Another exciting pilot the Mayo Clinic Health System team is embarking on is one that will determine how best to utilize a pharmacy technician in the clinic setting to support multiple needs throughout the medication use process. This role also provides rooming support for pharmacist visits in the clinic setting. What a great team Mayo Clinic Health System has! Keep up the great work!

To learn more about Cathy Lea and her team at Mayo Clinic Health System – Wisconsin, please email her directly at lea.catherine@mayo.edu.

To be featured in an upcoming ambulatory care spotlight, please email Dr. Ashley Lorenzen at Ashley.lorenzen@va.gov

Pictured in the NWWI team, in order: Cathy Lea (PSW member), Marisa Nichols (soon to be member), Brock Knez, Emily Weisenbeck (member), Katie Taylor (member), Kaitlin Yost, Ben Hierlmeier (member). Not pictured is Ariel Ferdock from SWWI (Sparta) practice.