



# Ambulatory Care Practitioner Spotlight

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Sarah Ray, PharmD, BCPS, FAPhA. Dr. Ray is an Associate Professor in the Department of Pharmacy Practice at Concordia University Wisconsin School of Pharmacy in Mequon, Wisconsin. During her practice time, she practices at Milwaukee Health Services, Inc., a federally qualified community health center on the near-north side of Milwaukee. In her clinic, the clinical pharmacist is a resource for the providers by providing in-services and answering questions about specific patient cases and also have their own panel of patients. The providers can refer patients to the pharmacists for education and management of several chronic diseases, including diabetes, hypertension, hyperlipidemia, COPD, asthma, tobacco abuse. Unique to many other clinic sites, Dr. Ray's clinic has two different collaborative practice agreements in place for the above-mentioned chronic diseases. One is for those providers that refer specific patients to the pharmacist and the other is considered an "opt-out" collaborative practice agreement. In the opt-out agreement, patients that have not reached their goals or may be eligible for a comprehensive medication review, can be identified directly by the pharmacy team and managed without referral from the physician. As with many ambulatory care pharmacists, Dr. Ray's team has struggled tracking interventions in their current EHR system to track clinical outcomes. However, Dr. Ray has fortunate to have several pharmacy students interested in helping to gather our clinical data and analyze it. Through the students great work, Dr. Ray and her clinic have been able to show we decrease A1c and tobacco use and increase statin and aspirin use! Dr. Ray feels that ambulatory care pharmacists can make a huge impact on patient care by both educating patients and arming them with the tools they need to stay healthy and/or manage their diseases. Additionally, Dr. Ray has seen that through collaboration with the patients providers, ambulatory pharmacists can be an integral part of the care team that makes a difference in patients' lives. Great work Dr. Ray! Thanks for making a difference for our patients!



To learn more about Dr. Ray and her current position, please email her directly at [sarah.ray@cuw.edu](mailto:sarah.ray@cuw.edu).