

talk to peers who have similar experiences. Mancuso is actively involved with the Support Our Staff (SOS) program by providing peer support for second victims and structuring a second victim resilience and burnout page on the organization's intranet to help support staff.

On a state level, Mancuso is the co-lead of the PSW Medication Safety Collaborative, which is also a great way for interested individuals to join and connect with pharmacists within the field to learn more about medication safety issues.

On a national level, Mancuso is an active member and collaborator on the Vizient Pharmacy Quality, Safety and Compliance Committee.

Advice for Getting Involved in Pharmacy Businesses

Implementing medication safety advancement initiatives from scratch can be challenging, but persistence and collaboration are the keys to success. Mancuso suggests coming up with a written proposal to help organize your thoughts and set the intentions of the project. Collaboration with other pharmacists who have similar, established interventions is also a great way to start getting involved and learning about the processes.

For people interested in getting involved in the business side of pharmacy, connecting and shadowing are great opportunities

to learn about the pathway. For instance, PSW's Medication Safety Collaborative will be a window to learn about project initiation and management, providing an experience to preview pharmacy businesses in action.

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Spotlight

Writing Club

ROSALIND FRANKLIN UNIVERSITY OF MEDICINE AND SCIENCE STUDENT WRITING CLUB:

Business Member Spotlight: Jessica Moschea

by Clifton Eboweme, 2024 PharmD Candidate, Susan Smock, 2024 PharmD Candidate

Jessica Moschea, PharmD, is the director of pharmacy services at Aurora Medical Center-Bay Area in Marinette, Wisconsin. Her pharmacy education was completed at the University of Wisconsin-Madison, and she received her Doctor of Pharmacy degree in 2013. She stumbled upon the opportunity for a career in healthcare administration during her rotation at the Pharmacy Society of Wisconsin (PSW). Moschea's passion for projects that enhance pharmacist training and help patients led her into a conversation at a PSW executive board dinner that changed her life. This eventually led Moschea into her search for a healthcare administration residency. She went on to

complete both PGY1 and PGY2 residencies in healthcare administration at Aurora Health Care. In her current position, she gives back to the profession by serving as the Region D director on the PSW Board, as a member of the PSW Health System Advisory Committee, and on the Diversity, Equity, and Inclusion (DEI) Taskforce.

Day to Day Practice

At a smaller, non-24-hour hospital, pharmacists have unique opportunities to sharpen their skills. Teammates have the opportunity to gain expertise in all areas of hospital operations, enabling them to become versatile and knowledgeable in multiple roles. In her role as a director, Moschea offers extensive support to her

team, including opportunities for pharmacy technicians to conduct medication histories. The importance of creating a learning environment was instilled in Moschea during her residency years, and she makes it a priority to implement all system recommendations at her site. Moschea's belief in promoting ongoing learning and development for all teammates, including both technicians and pharmacists, is a testament to her commitment to fostering a culture of professional growth and excellence. This empowers pharmacy technicians to maximize their capabilities and expand their potential. Moschea firmly believes in promoting ongoing learning and development for all staff members, regardless of whether they are a technician



or a pharmacist.

As COVID-19 cases peaked, Moschea took it upon herself to explore avenues to assist other healthcare professionals and look for ways to alleviate stress and maintain a positive working environment. She prioritized taking care of her team so they could care for patients. Moschea actively listened to her team's suggestions to ensure pharmacy operations were not disrupted. The team implemented "flex shifts" as a unique solution to address the need for extra help during busy days or in specific areas of the pharmacy. With this approach, a technician or a pharmacist on a flex shift assumed the role and fulfilled responsibilities requiring additional assistance, preventing overburdening of colleagues and ensuring a smooth workflow.

Raising the Bar

Moschea is a leader at Advocate Health in DEI. She serves as co-chair of a market, interdisciplinary inclusion council and is the chair of the pharmacy DEI team. She is currently spearheading a project on DEI, aiming to create an inclusive environment for all teammates. She emphasizes the importance of seizing opportunities with her team and readily accepts the responsibility to set DEI goals for the

pharmacy enterprise as a way to bring about positive change. She demonstrates a commitment to creating a more inclusive and equitable workplace for all teammates, as well as promoting a culture of respect and understanding, which is essential for building a diverse and inclusive team. By recognizing the importance of addressing unconscious biases, she is paving the way for positive change in the hospital and beyond. Moschea's plans to incorporate DEI on a small and large scale are commendable, as the enterprise aims to raise awareness, promote education, and encourage difficult conversations about diversity, equity, and inclusion in the workplace. Incorporating videos, book clubs, and training on DEI can help to promote understanding and empathy among teammates, and provide valuable insights into the experiences of underrepresented groups. By encouraging teammates to engage in these activities, Moschea is advancing a culture of continuous learning and growth and helping build a foundation for greater DEI awareness and understanding.

Moving Forward

Moschea's approach to work and life serves as an inspiring example for everyone to follow. It is important to prioritize our

own well-being, maintain a healthy work-life balance, and not let our jobs define who we are. By taking a step back and focusing on self-care, we can be more effective in our roles and help others. Additionally, having a sense of self beyond our professional titles helps to provide a sense of resilience and flexibility, allowing us to navigate setbacks and challenges more effectively. Moschea's lessons are particularly relevant in the context of the pandemic, where many people struggled to find balance between their work and personal lives. By following her example, her colleagues can lead happier, more fulfilling lives and be more effective in helping others in the workplace.

Moschea's dedication to patient care and her innovative approach to pharmacy management make her an invaluable member of the Advocate Health team. Her commitment to excellence has helped ensure that patients receive the highest quality of care possible.

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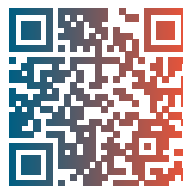


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