

UNIVERSITY OF WISCONSIN-MADISON SCHOOL OF PHARMACY STUDENT WRITING CLUB:

Business Member Spotlight: Taylor Mancuso

by Caroline Paley, 2024 PharmD Candidate, Charisse Yan, 2025 PharmD Candidate



As a medication safety pharmacist, Taylor Mancuso, PharmD, CPPS, is fortunate to practice in a dynamic and highly collaborative environment. While pursuing her PGY-1 residency at Ascension/Wheaton Franciscan St. Joseph Hospital, Mancuso found herself increasingly drawn to the problem solving nature of medication safety. Following this experience, Mancuso pursued a PGY-2 residency in medication safety at Froedtert Hospital. Now as a practicing pharmacist, Mancuso finds her interests and involvements have only expanded. Not only does she continue to enjoy and grow her practice in medication safety and smart pump analytics, but Mancuso has also become active in advocating for a just culture and working to increase the visibility of second victim support services. The fulfilling nature of the work further motivates Mancuso to push for growth in these areas, especially as burnout in the healthcare profession persists.

Day to Day Practice

Given her role and multiple involvements, Mancuso collaborates with various providers, nursing leadership, students, and healthcare professionals on a daily basis. Whether she is at her site or working remotely, these interactions often involve reporting on new data or incidents within the workflow. Mancuso interacts the most with her colleagues in the information technology department and her end users. Mancuso primarily works with nursing leadership and nursing as her end users. As these individuals use the workflow on a daily basis to care for patients, clear, frequent, and timely feedback is crucial in building sustainable and efficient drug workflows. Her main goal is to break down these complex systems and “make it easy for these users to do the right thing.” Beyond her daily responsibilities, Mancuso

is also a co-chair for the Froedtert Hospital Medication Safety Committee and co-lead of the Pharmacy Society of Wisconsin’s Medication Safety Collaborative.

Medication Safety

Mancuso would describe her practice as goal- and project-oriented. As the needs of end users, institutions, and patients evolve, so must the work focus. In this line of work, clear expectations must be set with special focus on increasing communication following events, preventing events, optimization of systems, and establishing areas of practice that are at the highest risk for errors. With equal emphasis placed on both prospective and retrospective analysis, Mancuso is confident her team can continue to meet expectations and be successful. Mancuso also cites that an institution that focuses on addressing errors within the system positively contributes to a just culture. What makes Mancuso’s practice unique is the collaboration needed to build efficient workflows. Mancuso attributes the department’s success to her outstanding colleagues. She describes her team as open-minded and committed. They consistently put forth a high level of involvement and collaboration. On top of the multiple trainings, Mancuso has recently become a Certified Professional in Patient Safety (CPPS). She also holds certifications in peer support, including mental health first aid. This training teaches participants how to address and de-escalate situations when an individual is in crisis. As more institutions recognize the importance of mental health and peer support in the context of second victim initiatives, Mancuso exemplifies the significant role pharmacists can play in expanding these programs and providing different avenues to improve outreach.

Bumps in the Road

The biggest challenge Mancuso faces when working on quality improvement

projects is prioritizing which project is most important at the moment. One consideration is how the project plays in the current healthcare structure, such as thinking about when and where to move the quality improvement forward, and who should be involved in the process. To face this challenge, Mancuso has suggested a few components. Leadership teams are essential for helping with the implementation and leading to successful projects. Communication is another key to success. It is necessary to communicate with the primary stakeholders when implementing the project to consider different perspectives.

When implementing a project, one concern Mancuso used to have was the fear of failure. She overcame this by setting realistic expectations and collaborating with both leadership and key stakeholders. Nevertheless, fears should not stop us from brainstorming new quality improvement projects. The main driving forces for Mancuso to practice advancement and quality improvement are current data and event prevention/review. Mancuso gathers quality improvement data, including a medication safety scorecard, to search for gaps within the system and opportunities to address the issues.

Future Plans

Growth and opportunities are available at organizational and national levels in the business aspect of pharmacy. Within her organization, one opportunity that Mancuso seizes is safety in medication administration through the use of technology, such as barcode administration and interoperability. One newer area for growth is second victim support. After traumatic events in patients, many healthcare providers are “second victims,” who experience both emotional and physical symptoms associated with the events, and it is incredibly valuable to

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

