



**TMJ and Orofacial Pain Society of America**

11230 Golden Express Drive Suite 301-406

Gold River, CA 95670

October 31, 2008

Pharmacy Foundation of California  
4030 Lennane Drive  
Sacramento, CA 95834

RE: Nomination of Dr. William Soller and Dr. Eleanor Vogt for the  
Jane Boggess Advancement of Pharmacy Practice Award

Attn: Shannon Presidio

Dear Colleagues:

I am President and CEO of the TMJ and Orofacial Pain Society of America. The TMJ Society is also a founding member of the California Chronic Care Coalition (CCCC), which is an alliance of non-profit patient advocacy organizations, consumer groups and provider organizations, united to improve the health of Californians with chronic conditions or diseases regardless of age. Our mission is to improve the health care system where all Californians can access comprehensive, affordable, quality health care with a focus on prevention and improved management of chronic conditions or diseases.

It is my pleasure to nominate R. William Soller, PhD and Dr. Eleanor M. Vogt, PhD, RPh of the Center for Self Care at the University of California San Francisco School of Pharmacy for the prestigious Jane Boggess Advancement of Pharmacy Practice Award. Dr. Bill Soller and Dr. Ellie Vogt lead the Center's efforts that are advancing pharmacy practice and are together the main driving force for the remarkable and important programs of the Center that I describe below. They have formed a special professional partnership formed by their respective areas of expertise, which is probably why the three main themes of the Center align so well (i.e., collaboration, scalability and interconnectivity). It is my hope that the nomination can be given to the Center, and/ or shared equally by each of these health professionals for their dedication, creativity, and vision.

Drs. Soller and Vogt are the visionaries for the Center's activities. They also actively define the practice models, and engage in the management, analytics, and development of partnerships that are essential for viable and sustainable programs. What follows is a brief description of the Center's programs that are advancing pharmacy practice.

The UCSF Center for Self Care is a collaboration of clinical and research faculty in the Department of Clinical Pharmacy. The Center seeks to align community pharmacist care services to the needs of those with chronic diseases with approaches that help people take a central role in their own health care. Since people with chronic diseases generally spend only a minority of their time in direct contact with health professionals, the vast majority of their time is spent on self care. Empowered patients and

consumers are most likely to achieve clinical goals of therapy and higher quality of life ratings. Hence, the development of novel approaches to reach out to effectively and efficiently support self care is vital for patient comfort, risk reduction, and lowering health care costs.

The Center's clinical and research activities focus on models of community pharmacy care for medication therapy and chronic disease management. Their programs, which are explained in an attachment to this letter of nomination, include: (a) the Raley's/CalPERS/Blue Shield Diabetes Self Management Program, for which the Center provides program design, field operations, and analytical support to Raley's pharmacists; (b) the Union 447 (Sacramento)/UCSF Pharmacist Consult Telepharmacy Clinic for chronic disease management, for which the Center provides clinical televideo-counseling clinical services, clinic management, and analytical support in conjunction with a telephone-interface nurse educator group (APS Healthcare) and a physician referral service; and (c) the UCSF/St. Anthony's Free Medical Clinic Diabetes Telepharmacy Service, for which the Center provides clinic services by televideo-counseling to indigent patients in San Francisco, with close collaboration with clinic physicians. Disease states covered by the Center's pharmacy practice programs include: asthma, COPD, CVD, diabetes, depression, hypertension, chronic pain, rheumatoid arthritis and osteoarthritis.

The significance of the Center's work is certainly in its forward looking approach to advancing the scope of community pharmacy practice regionally and nationally. The Center's unique approach to each of its programs is focused on three basic themes. The first is in the area of collaboration of stakeholders to create the critical mass of clinical services, upper management motivation, and operational efficiencies to scale their efforts to increasing larger geographical regions.

The second is scalability. For example, the Raley's/CalPERS/Blue Shield program covers a 30,000 square mile area (Hollister-Redding-Reno, encompassing Sacramento) using 48 community pharmacies as sites for long-term MTM and CDM care for diabetes, including waiver of co-pays, 5-visits per year, co-morbidity screening, documentation of all major clinical, quality of life, satisfaction, and work productivity outcomes. With an estimated 90,000 CalPERS members with diabetes, the vision is to scale this program statewide through a coalition of chain and independent pharmacies. This is truly a unique model that will have national implications. Another example of scalability is the Center's work in the Taft-Hartley Union Trust sector (e.g., Union Local 447/Pipefitters, Sacramento). Here, through tele-video counseling, the Center seeks to define the academic teaching-model of pharmacist care services for chronic diseases, to export this to other schools of pharmacy as a viable economic model for those institutions. As a teaching service, its impact is also in relation to graduating pharmacists trained in chronic disease management at the community level. The growth in this service has been remarkable, is unique, builds the capacity of the profession to meet the needs of the large number of chronically ill patients, and in its vision will have the potential to reach rural sites in California where care for people with chronic diseases can be limited.

The third is interconnectivity. On one level, the Center focuses on IT solutions to efficiently and effectively connect pharmacists with patients at remote sites and on electronic documentation. On another level, the Center places major emphasis on the interconnectivity of the patient's health team. For example, in the Union 447 chronic disease program, UCSF telepharmacists are the port of entry for patients getting pharmacist support for their self care of their chronic diseases. Within a week of the telepharmacist visit, nurse educators contact patients by telephone relating to programs that promote behavioral change for lifestyle-related risk factors (e.g., strategies to improve poor diet, limited exercise,

tobacco use etc.). UCSF telepharmacists do rounds on each patient monthly with the nurse educators, so that all members of the team can support the other's role with the patients.

Importantly, UCSF is a research institution. The Center places a sharp focus on documentation of outcomes, but also on looking at new approaches to demonstrating the benefits of pharmacist care services and in novel ways to express these benefits analytical. Thus the Center combines a strong clinical service focus, with a strong research perspective and capability, in order to demonstrate that expanded scopes of community pharmacy practice are not only viable, but needed by our healthcare system to contain cost and deliver benefits to patients.

Finally, as a disclaimer, I have no financial interest in the Center or UCSF. My focus is on helping patients with TMJ and chronic diseases. I believe that the Center's programs, through the leadership and activities of Drs. Soller and Vogt, are aligned with those of patient groups, and are making significant needed contributions to patient care through unique models of community pharmacy practice.

Sincerely,

*Elizabeth Helms*

Elizabeth Helms  
President & CEO  
TMJ & Orofacial Pain Society of America  
Member, California Chronic Care Coalition

Attachments: Jane Boggess Advancement of Pharmacy Practice Award  
Resumes of Dr. R. William Soller  
Resume of Dr. Eleanor M. Vogt  
Overview of Programs of the UCSF Center for Consumer Self Care  
Award Nomination Form