

# NJSHP

NEW JERSEY SOCIETY OF  
HEALTH-SYSTEM  
PHARMACISTS

## February Newsletter

New Jersey Society Of  
Health-System Pharmacists

*Twenty Twenty One*

Virtual 2021  
Annual Meeting & Exhibition

April 8-9, 2021

### Pharmacy Technician Immunization Certification Program

Ken Bevenour RPh, MBA, Executive Director

NJSHP, in partnership with the Arizona Pharmacists Association, is pleased to announce a joint venture to provide an immunization program to pharmacy technicians in New Jersey.

### Public Policy Council Section

Julie Kalabalik-Hoganson, PharmD,  
Director of Public Policy

As Director of the Public Policy Council, it is with great pleasure to communicate with the NJSHP membership through our NJSHP newsletter. Since the last update in the December newsletter, the Council communicated with the Board of Pharmacy to express

### The Role of Cultural Competency in Pharmacy

Nahyeon Cho, PharmD Candidate 2021  
Christine Dimaculangan, PharmD, BCACP

The rationale to promote cultural competency in the pharmacy profession is evident. When someone devotes their life to serve people through the profession of pharmacy, they make a vow to uphold the welfare of humanity and relief of its sufferings as one's primary concern.

### Mission Statement

The mission of The New Jersey Society of Health-System Pharmacists is to advance health-system pharmacy practice and healthcare through education, professional development, and advocacy.

Former NJSHP President

Indu Lew

on NBC Dateline

Nancy Palamara

on NBC Nightly News

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## President's Perch | Responsibility

**By: Daniel T. Abazia, PharmD, BCPS, CPPS**

I didn't know Carmela Ferrito. But, I have come to learn of her strong sense of professional and civic responsibility. Carmela was born in Brooklyn, NY, and earned her BS in Pharmacy and MS in Pharmacy Administration from St. John's University. She served as Director of Pharmacy at Pascack Valley Hospital (now a member of the Hackensack Meridian health-system) in Westwood, NJ for 28 years. Not only did she actively serve the pharmacy profession in New Jersey, but she volunteered at her own hospital! Carmela was a proud resident of the Borough of Cresskill and a regular member of multiple town committees, including the Drug and Alcohol Municipal Alliance and the Senior Citizens Center Board of Trustees. She was a founding member and Trustee of the Cresskill Education Foundation and was actively involved at their fund-raising activities. And, for many years she volunteered at the John Harm's Theatre as an usher; and, served as a member of the Cresskill Women's Club.



Carmela paved the path for many women in her field (and probably a few men as well), a talented leader and mentor to many. To me, she is the definition of a leader. As American author, John C. Maxwell, has written, "a leader is one who knows the way, goes the way, and shows the way." Carmela provided direct instruction to staff and students, she modeled professional and servant leadership, she coached many, and she facilitated the training and development of countless pharmacy professionals, youth of all ages, and her fellow Cresskill, NJ neighbors. As a father to a two-year old daughter and nine-year old son, active member of a couple professional organizations, and Cub Scout den leader, I hope to emulate Carmela as a responsible member of my profession, community, and family.

Mrs. Carmela Joan Ferrito passed away January 31, 2021, she was 90 years old. She was a loving wife, mother, grandmother, aunt, friend, and pharmacist.

During these times where everything seems to be upside down (including the weather...), I ask that we all do our best to be like Carmela.



## NJSHP ANNOUNCES PHARMACY TECHNICIAN IMMUNIZATION CERTIFICATION PROGRAM IN COLLABORATION WITH THE ARIZONA PHARMACISTS ASSOCIATION

Ken Bevenour RPh, MBA, Executive Director of NJSHP

NJSHP, in partnership with the Arizona Pharmacists Association, is pleased to announce a joint venture to provide an immunization program to pharmacy technicians in New Jersey. The link below will provide access to register for an ACPE approved Pharmacy Technician Immunization program. The program is an on-demand, 5 hour didactic training program, followed by a hands on administration technique competency. The cost of the program is \$145 (\$125 for an NJSHP member). This is NOT applicable to Pharmacist immunization requirements.

This program will fulfill the ACPE requirement in DCA Administrative Order No. 2021-02, Immunization Administration by Pharmacy Technicians

Here is the link to the program: <https://www.lecturepanda.com/r/ImmunizationNJSHP>

The member discount code can be found on the NJSHP website - 'Members Only' section under 'Technician Information'.

## Special Thank You to Our PROMOTE Sponsors of the 2021 Annual Meeting

The logo for Abbvie, featuring the word "abbvie" in a lowercase, rounded, sans-serif font.

[www.abbvie.com](http://www.abbvie.com)

The logo for Bristol Myers Squibb, featuring a stylized purple and pink graphic of vertical bars of varying heights to the left of the text "Bristol Myers Squibb™" in a serif font.

[www.bms.com](http://www.bms.com)

The logo for Ipsen, featuring a stylized blue and white graphic of a DNA helix to the left of the text "IPSEN" in a bold, sans-serif font, with "Innovation for patient care" in a smaller font below it.

[www.ipsen.com/us](http://www.ipsen.com/us)

## PUBLIC POLICY COUNCIL SECTION

**Julie Kalabalik-Hoganson, PharmD**

As Director of the Public Policy Council, it is with great pleasure to communicate with the NJSHP membership through our NJSHP newsletter. Since the last update in the December newsletter, the Council communicated with the Board of Pharmacy to express our support of mandatory pharmacy technician certification in New Jersey. Our letter to the Board was read and acknowledged during the public portion of the Board meeting on January 27<sup>th</sup>. The Council is planning a virtual law and advocacy-related continuing education program for mid-March in response to the member interest survey and in alignment with the organization's strategic plan. The Council is planning to disseminate an electronic survey to assess the interest in and knowledge of provider status amongst all New Jersey pharmacists with active licenses. NJSHP joined ASHP in sending letters to CDC, Operation Warp Speed, and President Biden's COVID-19 leader urging the U.S. government to share anticipated lot release dates for the vaccine doses purchased through Operation Warp Speed with states and providers. The Council members continue to report to the NJSHP Board on changes in laws, rules, and regulations affecting public health, pharmacy practice, hospital and institutional pharmacy practice.

## Special Thank You to Our PROGRESS Sponsors of the 2021 Annual Meeting



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# The Role of Cultural Competency in Pharmacy

**Nahyeon Cho, PharmD Candidate 2021**

**Christine Dimaculangan, PharmD, BCACP**

**Ernest Mario School of Pharmacy**

**Rutgers University, the State University of New Jersey**

With health disparities becoming more prevalent in various communities, it is becoming increasingly difficult to deny the presence of illness, injury, disability, and mortality associated with one group compared to others within clinical practice. According to the 2020 United States (US) Census, in the upcoming decades, racial and ethnic diversity will continue to grow, as fewer than one-half of children in the US are to be non-Hispanic white.<sup>1</sup> It is projected that by 2050, the racial and ethnic minorities will comprise of almost half of the total population of US.<sup>2</sup> The anticipated increase in diversity stresses the importance of addressing different cultures within clinical practice.

In order to decrease the gap of health disparities within our society, we must acknowledge the significant influence of culture on healthcare and wellness. Culture is complex; it does not only factor in race, language, and ethnicity, but also interweaves beliefs, customs, values, economic class, religion, spirituality, sexual orientation, and gender identification.<sup>3</sup> The word, "culture," is best explained by Edward Talyer, "a complex whole which includes knowledge, belief, art, law, morals, custom, and any other capabilities and habits required by man as a member of society."<sup>4</sup>

Cultural competence establishes a common objective to bring together open-minded behaviors and attitudes for the purpose of effective outcomes in cross-cultural situations. Cultural competency training targets to enhance cultural understanding, patient satisfaction, and higher levels of health status, while making a conscious effort to reduce explicit and implicit ethnocentric biases.<sup>5</sup> In the field of pharmacy, cultural competence seeks to deliver effective communication with the patient about disease prevention, adherence, and health outcomes, as inconsistent medication adherences were associated among minorities and lower socioeconomic groups.<sup>6</sup>

## The Need for Cultural Competency

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Language barriers, medication nonadherence, and health literacy are some of the barriers associated with complex disease states. These complex disease states involve greater adherence education, monitoring devices, or bioassays. For example, for patients who are undergoing Human Immunodeficiency Virus (HIV) and Hepatitis C Virus (HCV) treatment, nonadherence is correlated with lower virological response. This may result in the reduced efficacy of these medications and increased decline in overall health. Therapy for these disease states is often expensive and may take some time to obtain. Barriers that may be associated with this are healthcare access, health literacy, and nonadherence. In these cases, there is an urgency for effective communication with patients by providing interpreter service, recruiting staff within the community, and providing trainings to increase cultural awareness.

Another unmet area of cultural competency is disease prevention. Vaccines have contributed to the elimination of infectious diseases that were once a critical concern. Although data has proven that vaccinations are effective in the significant risk reduction and/or the eradication of diseases, there are still many patients who question the safety and the efficacy of available vaccinations. Oppositions to vaccinations may include certain stances on individual rights, religious perspectives, and mistrust in vaccines. Access to vaccinations may also be a barrier to vaccine acceptance. There were significantly lower Hispanic and non-Hispanic Blacks who were immunized compared to Asians and non-Hispanic Whites for influenza vaccination coverage of adults aged 65 and older. There was also a significant quadratic trend by poverty status, as poor and marginally poor adults aged 65 and over were less likely to be vaccinated for the influenza.<sup>7</sup>

## The Pharmacists' Duty

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The rationale to promote cultural competency in the pharmacy profession is evident. When someone devotes their life to serve people through the profession of pharmacy, they make a vow to uphold the welfare of humanity and relief of its sufferings as one's primary concern. Pharmacists take an oath to accept lifelong obligation to improve professional

knowledge and competence. Pharmacists also take an oath to embrace and advocate changes that improve patient care, and account themselves and their colleagues to the highest principles of the profession's moral, ethical and legal conduct.<sup>8</sup> Ultimately, pharmacists bear the responsibility of holding and applying these principles to the relationship with patients and society.

In the APhA Code of Ethics, Principle III requires pharmacists to “communicate with patients in terms that are understandable” and “respects personal and cultural differences among patients.” Principle VIII obliges pharmacists to be “fair, equitable and just in the distribution of health resources.”<sup>9</sup> The failure to respect and honor differences between cultures are not consistent with the Code of Ethics.<sup>5</sup> Cultural competency is a crucial skill to addressing the medical needs of patients, especially in working with diverse patient populations. As society is rapidly changing, the exposure to different cultures is inevitably increasing. As pharmacists, we bear the duty to improve patient care by being alert and aware of the changing world, putting our best efforts forward to relieve preventable suffering and provide optimal patient care.

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