

Quality: One of the major shifts occurring in healthcare delivery is a shift from an emphasis on volume to an emphasis on quality of care as it relates to reimbursement. As Christians, we are instructed to do our work as unto Christ. If this is done, then quality becomes more important than quantity. What is

most important to us in our practice, quality or quantity? Are we willing to go out of the way to ensure that the highest quality of care is delivered to each patient?

Much more could be said and explored as it relates to the upheaval in healthcare we are experiencing.

As Christians we can find refuge in the unchangeable Christ even during times of unparalleled change. However, while this may be a refuge it also compels us to bring to bear the unchangeable in a way that results in revolutionary approaches to the health needs of our friends, families, colleagues, and patients. ❀

Transformation by Amy Holmes, PharmD



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University of Maryland at Baltimore in 1999. For the last 10 years, Amy has been employed by Novant Health Forsyth Medical Center in Winston Salem where she is the neonatal clinical pharmacy specialist and residency program director. She is active in organizations such as NCAP, ASHP, and PPAG.

Amy serves the community through volunteering with Crisis Control Ministry Pharmacy in Winston Salem, donating platelets, serving on the Board of Directors of the Upper Room Food Pantry in Lexington and is very active in her church. She lives in Lexington, NC with her daughter, Abby.

Change is hard. Even so, change is built into our design by our Creator. Nature exhibits change in the variation of seasons and the cycle of life. Perhaps the most classic example is the caterpillar that disappears into a chrysalis and emerges a butterfly.

David praised God for being “wonderfully and fearfully made.” Consider the changes that humans experience from infancy into adulthood. Arguably one of the most painful changes that we go through is puberty- a clear example of a necessary trial that ends with an ultimate

transition to our adult self. Indeed we are wonderfully and fearfully made.

It is not just our physical self that changes. Spiritually, the Bible speaks to the plans that God has for our transformation. “...who will transform our lowly body to be like his glorious body, by the power that enables him even to subject all things to himself.” Philippians 3:21 (NASB)

God shows us in His Word that through Him we will be changed to be separate from this world. Change is

a necessary part of spiritual growth. “Do not be conformed to this world, but be transformed by the renewal of your mind, that by testing you may discern what is the will of God, what is good and acceptable and perfect.” Romans 12:2 (ESV)

Nineteen years ago, during the summer following my first year in pharmacy school, Drs. Doug Hepler and Linda Strand first coined the phrase “pharmaceutical care”, ushering in a new era in the profession of pharmacy. It was a huge step away from the “lick, stick, count, and pour” perception of pharmacists. In the time since that paper was published, the integration of pharmacists into the medical team has become more widespread. Pharmacist- run clinics abound. Patients receive immunizations from their neighborhood pharmacist.

Credentialing, privileging, and recognition of pharmacists as providers is the hot topic now. This serves as evidence that the profession continues to grow and change.

For the last two years, my institution has been engaged in “transformation.” Our ultimate goal is to have nurses and pharmacists operating at the top of our licenses by delegating non-clinical duties to support staff as able. Taking on more clinical responsibility is new and exciting for some, but scary and intimidating for others. As we approach our “go live” date for computerized physician order entry, some of our staff members are preparing to assume a more clinical role than ever before in their career. This change has been planned, discussed, feared, and dreaded, but it cannot be avoided.

Considering change as part of the ultimate design may help improve our attitude toward it, but may not always make it easier. Pharmacy is definitely undergo change. It can be hard to keep up the pace. Not only are new drugs constantly coming to market, but the role of the pharmacist is changing as well. All of this change can be stressful and overwhelming. Asking for guidance and grace during times of big transition will help alleviate the burdens it can cause. ❀