

Robin is passionate about patient safety and dedicated to her work. She relies on technology to assist her in helping Veterans, and wishes that VHA's technology tools could make helping people even easier.

Robin is a clinical pharmacist at a VA Medical Center. She began at the VA approximately 7 years ago beginning with a one-year general practice residency sponsored by the VHA Office of Academic Affiliations. Five years ago Robin joined the staff at her local VA Medical Center. *She is comfortable adapting to new forms of technology*, both at work and at home, but prefers training prior to the implementation of new systems, and will occasionally consult colleagues for assistance. She works directly with patients daily through personal interaction and occasionally by phone. She is passionate about ensuring the safety of the patients by catching any potential drug-drug interactions and communicating alternate recommendations to ordering providers. When distributing medications in person to Veteran patients, *she enjoys addressing any questions and encouraging the proper use of the medication.* Working with patient health records (e.g., orders, labs, medications), she sometimes finds it difficult to complete tasks due to the large amount of alerts received. *She is often frustrated that VHA's technology tools at times lack integration and don't seem to match her specific workflow.* She is proud of the hard work she does at the VA and her family supports her long hours and dedication.

Passionate Dedicated Proactive

### My Relationships: Patients



### Personal



### PACT Members/ Co-Workers



**"I think it is best to communicate with the patient directly and to proactively identify potential patient safety issues."**

### My Job

- Clinical Pharmacist
- 7 years with VHA
- Primarily outpatient

### My Devices

- Laptop (at work)
- Laptop (at home)
- Smart phone
- Tablet

### Barriers & Enablers to Patient Centered Care (PCC)

- Pressed for time
- Technology lacks integration and workflow to support full enablement of PCC
- Support from peers and training makes PCC approach easier
- Increased workload and documentation

### Communications

- Veteran: In person (majority), phone, secure messaging
- EHR: Clinical reminders, free text notes
- PACT: In Person (majority), phone, email, messaging
- Skype messaging with other providers medication orders

### Pain Points & Motivators

- Too many alerts
- Too many clicks
- Inconsistent terminology
- Tools not integrated and do not match clinical workflow
- Tools should make connections in data that can't easily be seen
- Tools should support clinical decision making

### My Components of Proactive Health and Well-being

