The Donations & Design Committee of the 2023 Medicare Class proudly presents: Volume 12, Issue 1 of *The Donut Hole*!

In this issue, we will introduce you to our 2023 Medicare Class and give you a sneak preview of our 1st summer Medicare event in 5 years. We will also be sharing Summary Statistics from our 2022 Medicare season, and some fun highlights of our 11th annual Roast n’ Toast. We will be congratulating the most recent Medicare student graduates and acknowledging all of the pharmacist preceptors who helped make our events this past fall possible.

The 2023 Medicare Class is very excited to continue the legacy of assisting beneficiaries and the community as a whole. We want to thank you for your continued interest and support of our Medicare program. We hope to see you soon!

Sincerely,
Donations & Designs Subcommittee
Medicare 2023

Abigayle Ramboyong, Catherine Chau, Evangeline Tang, Gillian Singsing, Grace Chen, Judy Pham, Vanessa Chu, and Jen Wong
<table>
<thead>
<tr>
<th>Page</th>
<th>Section Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>Introducing the 2023 Medicare Class</td>
</tr>
<tr>
<td>12</td>
<td>Medicare 2022 Statistics</td>
</tr>
<tr>
<td>13</td>
<td>Roast N' Toast</td>
</tr>
<tr>
<td>16</td>
<td>First Ever Dublin Medicare Event</td>
</tr>
<tr>
<td>19</td>
<td>Graduating Class of 2023</td>
</tr>
<tr>
<td>20</td>
<td>Preceptor Acknowledgment</td>
</tr>
<tr>
<td>21</td>
<td>Kyle Lee Remembrance</td>
</tr>
</tbody>
</table>
INTRODUCING THE
2023
MEDICARE CLASS
Abigail Ramboyong
What song would make the best theme music for your life?
It Is What It Is - Wez Atlas

Adesuwa Aigbuza
What song would make the best theme music for your life?
Still OMW - Blxst

Aida Trihiran
What is your favorite cheesy pick-up line?
My love is like diarrhea, I just can't hold it in!

Alisa Nguyen
What's the best piece of advice you've ever been given?
There's no point in worrying about things you can't change

Alyssa Hoang
What is your favorite cheesy pick-up line?
On a scale of 1-10, you're a 9 and I'm the 1 you need

Angeline Nguyen
What song would make the best theme music for your life?
This is Me Trying - Taylor Swift

Asma Ahmed
If you had to eat one meal everyday for the rest of your life, what would it be?
Chicken Biryani

Austin Vermillion
What's the best piece of advice you've ever been given?
Control what you can control
Ben Dang
What song would make the best theme music for your life?
This is Me Trying - Taylor Swift

Brandon Zelaya
What song would make the best theme music for your life?
Feel Good Inc. - Gorillaz

Brianna Ta
What's the best piece of advice you've ever been given?
Discomfort is a catalyst for growth; if it doesn't challenge you, it won't change you

Brie Tucker
What's the best piece of advice you've ever been given?
Don't ruin a good day by thinking about a bad yesterday. Let it go.

Carson Potter
What song would make the best theme music for your life?
Mr. Blue Sky - Electric Light Orchestra

Catherine Chau
What is your favorite cheesy pick-up line?
I was wondering if you were an artist, because you are so good at drawing me in

Celeste Medina
If you had to get a tattoo today, what would you get?
A bouquet of my family's birth month flowers

Christina Le
What is your favorite cheesy pick-up line?
You're such a QD!
Elijah Saucedo
If you had to get a tattoo today, what would you get?
Either a World of Warcraft character or a symbol for one of the in-game classes/factions

Evangeline Tang
If you had to get a tattoo today, what would you get?
The star Evangeline, & the little firefly Ray, from Princess & The Frog

Gillian Singsing
If you had to eat one meal everyday for the rest of your life, what would it be?
Hot Pot

Grace Chen
What’s the best piece of advice you’ve ever been given?
Our greatest glory is not in never falling, but in rising every time we fall

Harrison Dang
What song would make the best theme music for your life?
Good 4 U - Olivia Rodrigo

Hillary Truong
What’s the best piece of advice you’ve ever been given?
If you know you did your best, then that’s all that matters

Jamie Trocke
If you had to get a tattoo today, what would you get?
My Chinese last name

Jasmin Prasad
If you had to eat one meal everyday for the rest of your life, what would it be?
Fijian Steamed Coconut & Cassava
Jasmine Heinemann
If you had to get a tattoo today, what would you get?
Dragon with the body of a snake & ferns for wings

Jason He
What song would make the best theme music for your life?
Work Hard, Play Hard - Wiz Khalifa

Jeannie Chang
What song would make the best theme music for your life?
Jesus at the Center - Israel & New Breed

Jen Wong
What song would make the best theme music for your life?
Lost - Frank Ocean

Jenine Dong
What's the best piece of advice you've ever been given?
It's only awkward if you make it awkward

Jeremy Lin
What's the best piece of advice you've ever been given?
Never give up in the face of failure. Rather, learn from it & view it in a different perspective

Joanne Lee
If you had to get a tattoo today, what would you get?
Dog ears for my dog Kona

Juan Lopez
What song would make the best theme music for your life?
Melodia Sedienta - Genitallica
Judy Pham
What is your favorite cheesy pick-up line?
Your hand looks heavy - can I hold it for you?

Kary Kim
What’s the best piece of advice you’ve ever been given?
Enjoy life while you can, so you don’t regret it in the future

Kayla Tran
What’s the best piece of advice you’ve ever been given?
Never look back, darling. It distracts from the now.
- Edna Mode

Kelly Ayabe
If you had to get a tattoo today, what would you get?
A set of three plumeria flowers

Leanne Low
What is your favorite cheesy pick-up line?
I wish I was Adenine... so I could get paired with U

Moira Lucero
What is your favorite cheesy pick-up line?
Do you have an inhaler, because you take my breath away

Neboneet Koochou
What song would make the best theme music for your life?
The Ruler's Back - Jay-Z

Nhi Dinh
What is your favorite cheesy pick-up line?
Are you an arrhythmia? Because you just made my heart skip a beat
**Nick Ha**
If you had to eat one meal everyday for the rest of your life, what would it be?
El Mayita's El Pastor Super Burrito!

**Nicole Le**
What's the best piece of advice you've ever been given?
If there is a will, there is a way

**Ploy Laothontip**
What is your favorite cheesy pick-up line?
Do you like Star Wars? Cause Yoda only one for me

**Polina Phan**
If you had to eat one meal everyday for the rest of your life, what would it be?
Hot Pot

**Rose Moua**
If you had to get a tattoo today, what would you get?
A rose

**Suzie Bae**
If you had to eat one meal everyday for the rest of your life, what would it be?
Spicy rice cake

**Vanessa Chu**
What is your favorite cheesy pick-up line?
Did you fart? Because you blew me away

**Vanessa Ruiz**
What is your favorite cheesy pick-up line?
Are you a Cheeto? Because you are my HOT Cheeto
Vicky Phung
If you had to eat one meal everyday for the rest of your life, what would it be?
Sizzling Beef Pepper Rice

Vinson Phan
What song would make the best theme music for your life?
The Wii Music

Wisher Tabaco
If you had to get a tattoo today, what would you get?
My name in Korean/Hangul on my inner arm
PART D PLAN OPTIMIZATION AND MTM SERVICES
Total: 2,776
Provided Part D plan optimization services: 662
(Total out-of-pocket savings: $1,142,516
(avg. $1,726/patient; 272 new Part D enrollments)
MTM reviews: 453
Prescriber Communication Forms completed (Severe medication-related issues identified): 35
Acceptance rate of recommended resolution: 86%

VACCINES ADMINISTERED: 242
- 88 HD flu
- 74 SD flu
- 31 pneumo (PCV-20: 17, PPSV-23: 14)
- 20 Tdap
- 17 Shingles
- 12 Hep B

Total Introductory Pharmacy Practice Experience (IPPE) hours completed: 6,466
Interprofessional experience hours (NP, MSW, ELMSN and Dental students): 279
Pharmacist volunteers- 196 pharmacists (107 unique pharmacists): 1,385 hours

TOTAL PATIENTS SERVED: 935
TOTAL SCREENINGS/SERVICES PROVIDED: 2,776
Total OOP (out of pocket) savings from the 10 events
$1,142,516
935 PATIENTS SERVED

10 events
7 in-person, 3 virtual;
served 5 different cities throughout the Central Valley and Bay Area!

SCREENINGS
Bone Density
Falls Risk
Cholesterol
Blood Pressure
Diabetes
185
188
228
241
531

Pharmaceutical Program Assistance/Coupons: 18
Narcan boxes distributed: 19
Aloha!

Welcome to the tropical islands in the beautiful PHS 201/202, the host for our 11th annual Medicare Roast n’ Toast.

Medicare students were lured in with the promise of tiki-themed decorations, scrumptious food, celebratory drinks, and endless memories. No longer did students have to shiver in fear of walking straight into the room only to find an “Opportunity for Excellence” (Patel’s term for an ‘exam’) awaiting their arrival. Rather, the current and former Medicare students, staff, and faculty were met with the sight of palm trees filled with refreshments, pineapples adorning the tables, tropical birds viewing us from above, flamingos decorating our cups, and our Mai Tai mocktails complete with those oh so useless, but adorable, tiny umbrellas.

This year’s “Tiki” theme came with the wonderful pleasure of seeing Dr. Patel dressed in a three-piece multicolored floral setup, complete with a bucket hat, collared shirt, shorts (that were dangerously short), a tiki necklace that would have made the Brady Bunch shudder, and all of the enthusiasm needed to begin the party. Not alone in his struggles, Dr. Patel was supported by the students, staff, and faculty who also came dressed to impress.

Putting away the Medicare polos and iron pressed pants, the newest hot fashion for the night featured crab hats, floral leis, sunglasses, bucket hats, and most importantly, tacky tropical shirts (or as we like to call them - the Dr. Rogan look).

It was a merging of several years of Medicare classes, as previous and current Medicare students alike came to mingle and enjoy each other’s company. Recounting memories and forming new ones, it was a fun evening with 100 attendees spending time catching up with each other. The mingling only came to a short, but sudden halt as everyone locked eyes on the wonderful spread of food offered this year. The delicious food, from El Chilango Chido, featured a spread of chips with a literal vat of salsa, enough burritos to feed a horde of hungry pharmacy students, and special churro donuts with a cinnamon sugar dusting to die for.

Once everyone had their share of food, Dr. Ranson began the event’s festivities. This event came with the lovely surprise of landing on the birthday of the wonderful, and exceedingly kind, Linda Selvidge. As we all know, Linda is the heart of the Medicare team and one whose true value is immeasurable. Birthday wishes were shared with a personalized birthday corner just for her. After the threat of the birthday had passed, we congratulated the soon to be Medicare graduates on all that they had accomplished and their service to the community through the Medicare events.
The 3rd years, who were hours away from graduating, were able to overcome one of the toughest challenges faced by a Medicare class in the 16 years of the program: navigating the task of merging online and in-person Medicare event offerings, during the first year back on campus...in spite of an ongoing pandemic. They were faced with daunting challenges including coordination of these events, ensuring stringent safety measures were created and properly implemented, while always needing to be nimble enough to adjust and have back up plans in case a last minute shift was required (which it often was). The word ‘PIVOT’ (sans the movement of a couch) was designated as the word that best described their class. Despite the odds, they were able to overcome it all, hosting both virtual and carefully regulated in-person events. Determination, graciousness, and flexibility were just some of the many skills that the students demonstrated during their year in the Medicare class. The students were resilient working through these uncertain times to help patients get the Part D and MTM services they needed, even if that meant wearing double face masks with a face shield. At some point, forgetting to take off the film on the face shield and seeing the world through a ‘clouded lens’ was just a part of the experience (and added much enjoyment for Dr. Ranson).

It now came time for the inevitable time part of the evening, the roast! Fortunately for Dr. Patel, the Medicare students this year spared him from the usual heavy-handed roasting, though quick jabs were thrown here and there about his hair (or lack thereof) and his struggles (so many struggles) with technology to put it kindly. Dr. Ranson, however took this opportunity as carte blanche and held back no punches, roasting Dr. Patel, faculty, and students alike. Whether it be Dr. Rogan’s blank, confused stare in many of the photos, or the lack of muscles that many Medicare students possessed, she spared no expense in poking fun at those in many photos taken during our Medicare events.

Later during the night, special Medi awards and gifts were given to the 3rd years, who worked incredibly hard to help improve the Medicare Part D class. The evening’s most prestigious awards, Ms. Medicare (two-way tie) and Mr. Medicare went to Kathleen Gani, Diana Wong, and Tanner Weaver, respectively. While winding down for the night, the party came to a close, ending on games, chatter, and one last session at the photobooth. With both silly memories rekindled and fond ones created, everyone was able to share a few precious hours together one last time.
THERAPEUTIC DUPLICATION
Pair of students who are always together
Ashly Nham & Klara Kim

IDENTITY THEFT
Most likely to be mistaken for one another
Celine Shen & Hydee Nguyen

WHAT JUST HAPPENED
Most likely to accidentally sign up for things
Hydee Nguyen

VMRCYAL8R
Most likely to avoid VMRC patient packets at health fairs
Athena Hagan

THANK YOU FOR CONTACTING IT SUPPORT
Student Dr. Patel is most likely to reach out to for tech support
Lee Xiong

BEST COIFFED
Student with consistently the best hair
Noah Jacala

SECRET CHEER SQUAD
Most likely to quietly be the biggest supporter
Sam Chan

SASS MASTER
Student who most slyly sasses Dr. Patel back
Ashley Chow & Sean McNary

CAFETERIA CONNOISSEUR
Most likely to come back to campus for meals and breaks
Tiger Saelee

THE ROSE NYLUND AWARD
Most likely to believe the most unbelievable
Sam Seto

WORKHORSE
Student who constantly adds more work to their plate just to help out
Celine Shen

WHERE AM I?
Most likely to forget which Medicare table they are assigned to
Carissa Leung

THE GRU AWARD
Most likely to be the next Medicare (cult) leader
Angela San

BABY FACE
Most likely to be mistaken for a beneficiary’s great grand-child
Shanesia Mae Nallas

MS. MEDICARE
Best Female Representative
Kathleen Gani & Diana Wong

MR. MEDICARE
Best Male Representative
Tanner Weaver
This summer, our Medicare Program will be collaborating with CityServe Senior Services for our first ever summer Medicare Health Fair in the city of Dublin (at the Dublin Senior Center). CityServe is a non-profit organization that serves the local Tri Valley Community by implementing programs for crisis prevention, stabilization, and resource coordination. We spoke with Marjory Tilley, the Medication Safety Coordinator at CityServe to get better insight into their patient population, senior programs, and thoughts on our upcoming partnership.

**Us: What does your patient population look like, how many do you serve, and how many have Medicare (and/or Medi-Cal)?**

- Marjory: CityServe Senior Services coordinates, connects, provides wellness education, and advocates for older adults in the Tri-Valley. All of our clients in the Senior Services Division are eligible for Medicare and many have dual eligibility with Medi-Cal.
- Marjory: See the CityServe website, www.cityservecares.org to learn more about the outreach CityServe is doing in the Tri-Valley. [June Newsletter: Summer of Serving](#).

**Us: Can you tell us more about your role as Medication Safety Coordinator? How do you help older adults with their prescription medications?**

- Marjory: The Medication Safety Program aims to identify and reduce senior medication misuse/error and improve compliance by providing Tri-Valley older adults (60 or older) with tools necessary to ensure medications, including prescription and over-the-counter drugs, are being taken safely thereby assisting to reduce the risk of falls in older adults. The Medication Safety Program uses the [Partners in Care Foundation’s](#) evidence-based software tool, HomeMeds.
Us: What are the most common conditions/disease states that older adults you serve have?

- Marjory: Clients most often self-report during the Medication Safety Assessment process the disease states of hypertension, diabetes, insomnia, and depression/anxiety.

Us: What types of programs or senior services do you provide in the Tri-Valley area?

- Marjory: CityServe Senior Services provides programs for older adults that will foster independence, promote safety and well-being, preserve dignity, create community, and improve quality of life. Programs include Care Coordination, Family Caregiver Support, Counseling & Well-being, Caring Visitors, Fall Prevention, Medication Safety, VAST (Volunteers Assisting Senior with Transportation), Exercise, and Health Education/Finding Wellness.

Us: Do your staff go through special training to help care for the older adults your program serves?

- Marjory: CityServe Senior Services staff come to the agency with education and experience in working with the older population. Senior Services Health Educators and Care Coordinators staff have a college degree (or an advanced degree) or combination of job-related education such as experience in Kinesiology, Social Welfare, Gerontology, Counseling, Human Development, and Nutrition. CityServe staff has access to ongoing education offerings through Area Agency on Aging, Alameda County Social Services, Alameda County Behavioral Health Care Services, Partners in Care Foundation, Community Health Worker (CHW) programs, and the Alameda County Emergency Services Agency (ALCO EMS) Senior Injury Prevention Program.
First Ever Dublin Medicare Event

Us: Since this is our (UOP’s Medicare program) first in-person event in partnership with you, what are you hoping is achieved?

- Marjory: CityServe is pleased to partner with the UOP School of Pharmacy and the City of Dublin to bring this unique array of health and well-being services to the older adults in the Tri-Valley community. As the July 8, 2023 Medicare Health Fair is an open event for the entire community, we hope that more Tri-Valley older adults 60 or better will take advantage of the free one-on-one review of their medications (Medication Therapy Management) to screen for potential medication problems and to be sure that the medications are safe to take together. The personal one-on-one interaction with the UOP student pharmacists along with the thorough review of medications with the client will improve health outcomes by helping the adult to better understand their health conditions and the medicines used to manage them. The added personalized Part D review will benefit attendees in understanding their insurance options and help to see if they can lower their out-of-pocket medication costs. Bringing these services along with the participation of other local partners such as Legal Assistance for Seniors, Health Insurance Counseling and Advocacy Program (HICAP), and the Alzheimer’s Association No. CA and No. NV will provide older adults with added tools to navigate aging. It is hoped that this open, inclusive community collaboration may only grow and continue here in the Tri-Valley cities of Dublin, Livermore, Pleasanton, and Sunol.

Marjory Tilley
GRADUATING
CLASS OF 2023

Dr. Allison Park
Dr. Allyson Chan
Dr. An Tran
Dr. Angela San
Dr. Ashley Chow
Dr. Ashly Nham
Dr. Athena Hagan
Dr. Bill Zhang
Dr. Bora Kim
Dr. Brianna Nguyen
Dr. Carissa Leung
Dr. Celine Shen
Dr. Cherie Kim
Dr. Chou Hang
Dr. Christine Phan
Dr. Diana Wong
Dr. Djamila Belarbia
Dr. Dustin Dang
Dr. Elaine Kim
Dr. Hydee Nguyen
Dr. Jane Ham
Dr. Janice Vang
Dr. Jeffrey Chen
Dr. Jessica Vuong
Dr. Kathleen Gani
Dr. Katrina Hua
Dr. Ken Nguyen
Dr. Klara Kim
Dr. Lee Xiong
Dr. Lynnette Voong
Dr. Madeline Son
Dr. Mimie Truong
Dr. Noah Jacala
Dr. Reina Lee
Dr. Ryan Lin
Dr. Sam Chan
Dr. Samantha Seto
Dr. Sean McNary
Dr. Serena Young
Dr. Shanesia Mae Nallas
Dr. Starr Vang
Dr. Tanner Weaver
Dr. Thy Dang
Dr. Tiger Saelee
Dr. Valerie Huey
Dr. Victoria Te
Dr. Vivian Le
PRECEPTOR ACKNOWLEDGMENT

Thank you for those who helped us by precepting our Fall 2022 Medicare events

Emilia Abdollahian
Adam Aboubakare
Herbert Amaya
Elena Andrade
Saduf Ashfaq
Tala Ataya
Tristan Bains
Keirsten Bangi
Craig Barker
Hoang Bien
Hieu Buu
Brandon Chan
Kevin Chan
Lawrence Chang
Tammie Chau
Kalee Chau
Matt Cheung
Sharon Cheung
Irene Chia
Katie Choi
Roy Choi
Ashley Chow
Stephanie Chu
Amy Clark
Gina Copak
Teresa Dai-Zovi
George Do
Charles Doan
Zohal Fazel
Sharon Fung
Raquel Gan
Ashley Guanzon
Yesenia Gutierrez
Lucas Harjono
Dhillon Harwinder
Andrew Haydon
Jenny He
Xiong Hong-Hanh
Cindy Hsieh
Shravya Kalidindi
Adam Kaye
Rachel Khuc
Tobi Knepler-Foss
Caroline Ko
Shivilesh Kumar
An Chun Kwan
Howard Lam
Ida Lam
Victoria Lau
Shannondaoh Lau
Amy Lee
Jarita Lee
Ryan Lee
Irene Li
Sophia Liao
Aletha Loeb
Shu Lu
May Lui
Danny Luu
Allison Mac
Yvonne Mai
Jeremy Matsumoto
Laura Meyer
Cory Nelson
Vy-Han Ngo
Susan Nguyen
Susan Nguyen
Petrus Nguyen-Tu
Kate O'Dell
Shelly Palsingh
Neha Patel
Utsav Patel
Kathy Pham
Richard Pigao
Neel Prasad
Carly Ranson
Ed Rogan
Mark Ruiz
Niki Sacqueton
Matt Serna
Nareeta Sharma
Raneeta Sharma
Allen Shek
Irene Solorio
China Spencer
Annie Tam
Florence Tan
Caitlin Tipple
Emily Tong
Nguyen Tran
Tiffany Tran
Thuan Tran
Sarah Trinh
Tasha Trinh
Jennifer Truong
Alison Truong
Emmellin Tung
Cynthia Valle-Oseguera
Pam Wightien
Joseph Woelfel
Shirley Wong
Haybie Wong
Sarah Wong
Stephanie Wong
Alyssa Wu
Simon Yeung
Leona Zhu
Those who touch our lives stay in our hearts forever