

# THE DONUT HOLE

**Volume 12**

**Issue 01**





# WELCOME



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 11<sup>th</sup> 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 Singing, Grace Chen, Judy Pham, Vanessa Chu, and Jen Wong



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# INTRODUCING THE 2023 MEDICARE CLASS







### Abigayle 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

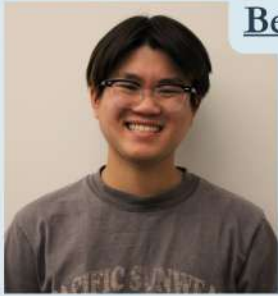


### Austin Vermillion

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?

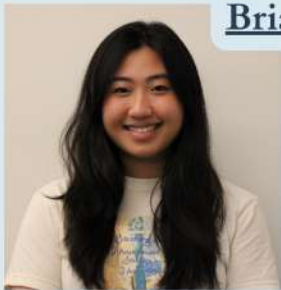
This is Me Trying - Taylor Swift



**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 Singing

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?

Melodía Sedienta - Genitallica





Judy Pham

What is your favorite cheesy pick-up line?

Your hand looks heavy -  
can I hold it for you?



Katy 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 Laohatongtip

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?

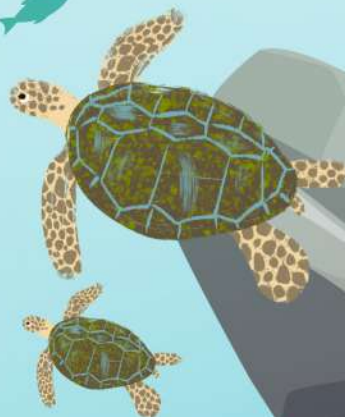
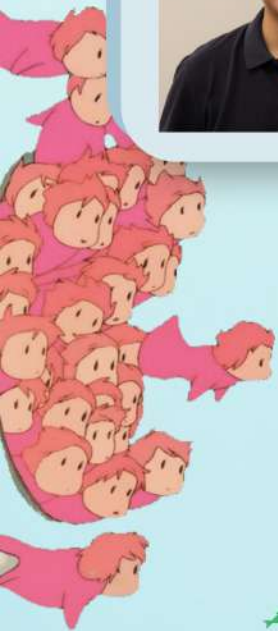
The Wii Music



### Wisner Tabaco

If you had to get a tattoo today, what would you get?

My name in Korean/Hangul on my inner arm





# MEDICARE 2022 STATISTICS

## 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%**

**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

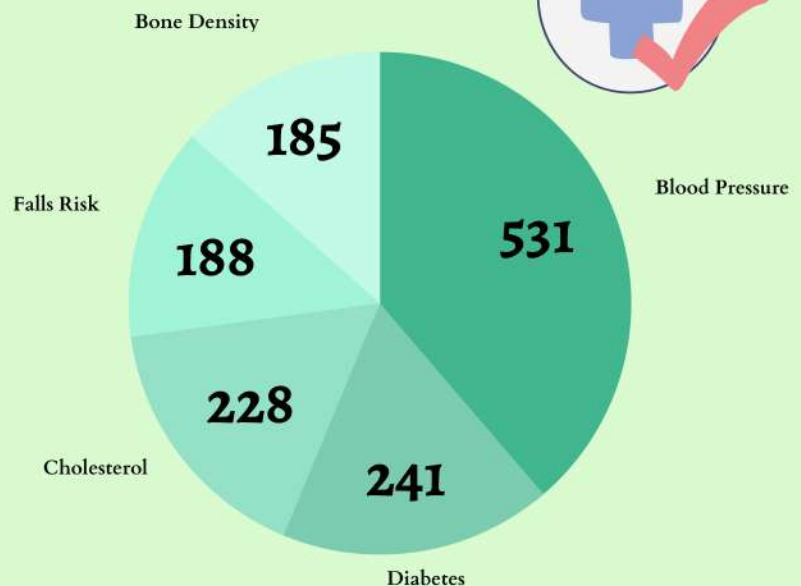
7 in-person, 3 virtual;  
 served 5 different cities throughout the Central  
 Valley and Bay Area!

## VACCINES ADMINISTERED: 242

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



## SCREENINGS



Narcan boxes distributed: **19**

Pharmaceutical Program Assistance/Coupons: **18**

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**



# ROAST N' TOAST



Aloha!

Welcome to the tropical islands in the beautiful PHS 201/202, the host for our 11<sup>th</sup> 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.





# MEDI-AWARDS + RECIPIENTS



## 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**

## THE REAL DR. CHAN

**Allyson Chan**

## “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**





# FIRST EVER DUBLIN MEDICARE EVENT



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](http://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.





# FIRST EVER DUBLIN MEDICARE EVENT



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



# KYLE LEE

Those who touch our lives  
stay in our hearts forever

