

Back To The World! What Have We Learned?

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24th Annual NPPA Conference

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Welcome

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States Represented

AK 3	IL 3	MT 2	SC 2
AL 2	IN 4	NE 2	SD 1
AR 2	LA 1	NJ 4	TN 1
AZ 8	MD 1	NM 3	TX 12
CA 29	MI 3	NV 5	VA 1
CO 2	MN 6	OH 4	WA 5
FL 7	MO 3	OR 8	WI 2
GA 1	MS 2	PA 5	

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Goals

- Welcome back
- Summarize the pandemic
- Encourage reflection
- Remember those we have lost
- Reestablish friendships with our colleagues in the room

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Objectives

- Describe what has happened over the last 18 – 24 months
- Discuss our anxieties
- Put into context the pandemic's effects on Pharmacy Buyers

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Disclaimers

- One presenter's thoughts (mine).
- Every person has had a different experience.
- Trying to put into perspective a once a century global pandemic is challenging.

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Disclaimers (*continued*)

- I am not representing the California State Board of Pharmacy in any way.
- My comments are my own and in no way reflect any regulatory or legal advice.

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What Happened Since We Were Last Together?

- Everything was going along normally
- Word came of a virus
- A case report here and there
- First U.S. outbreak in a SNF in Washington State

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What Happened Since We Were Last Together? *(continued)*

- Nothing like it for several generations.
- Since the Spanish Flu pandemic of 1918 – 1920.
- The losses are immeasurable.

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The Losses Are Immeasurable

- People
- Personal
- Lifestyle
- Financial
- Etc.

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Losses *(continued)*

- The overall numbers amount to unimaginable loss.
- Hopefully, numbers we will not see again in our lifetimes.
- We are not past it yet, but the statistics to this point...

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Global Pandemic Statistics

- Worldwide Cases
 - 203,000,000
 - Worldwide Deaths
 - 4,300,000
- (CDC Data)

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U.S. Pandemic Statistics

- U.S. Total Cases
 - 36,500,000

- U.S. Deaths
 - 635,000

(CDC Data)

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Losses

- People
 - Loved ones
 - Strangers
 - Colleagues
 - Healthcare workers
 - First responders
 - Older generations
 - All walks of life

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Losses (*continued*)

■ Personal

- Relationships
- Friendships
- Grandparents and elderly especially impacted
 - Isolation
 - Loneliness

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Losses (*continued*)

- Weddings
- Vacations
- Kids going to school
- Graduations
- Funerals

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Losses (*continued*)

- Financial
 - Businesses
 - Restaurants
 - Hair salons
 - Amusement parks
 - The list is long
 - Jobs
 - Personal savings

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Suddenly a new vocabulary
and way of life began....

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New Terms & Lifestyle....

- Social Distancing
- Quarantining
- Mask Wearing
- Contact Tracing
- Teleworking
- Zooming

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And new questions began to
develop that we had not
asked before...

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New Questions...

- *Why does everyone keep pointing that thing at my forehead every time I go anywhere?*

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New Questions (*continued*)

- Can someone please explain again the difference between disinfectant, bactericidal, virucidal, dwell time, isopropyl alcohol percentage....

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Then there is one question I seriously *never* thought I would be asking in my lifetime...

23

“How early are you going to go to the store to get in line for a shot at toilet paper?”

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Lesson For The Day

N-Alkyl (C14, 60%; C16, 30%; C12, 5%; C18, 5%)
Dimethyl Benzyl Ammonium Chloride....0.184%

N-alkyl (C12, 68%; C14, 32%) Dimethyl Ethylbenzyl
Ammonium Chloride....0.184%

Other Ingredients: 99.632%

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What is that formula, you ask?

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Answer

**Clorox Disinfecting
Wipes**

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**The Plethora of
Pandemic-Related Feelings**

- Sadness
- Fear
- Loneliness
- Depression
- Stress
- Guilt
- Anxiety****

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Anxiety

- Now this is something I can speak to from personal experience.
- This has been a very difficult time for many who have not had anxiety previously.
- New feelings are being experienced by many.

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Anxiety – A Personal Note

- It is interesting for those of us with pre-pandemic anxiety disorders that the pandemic has allowed so many others to enter our mental health space.
- We have a message for them....

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*“We were here first...
but welcome anyway.”*

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Anxiety (*continued*)

- As in any tragedy, we try to find anything positive to hang on to.
- These moments make it virtually impossible to, but we try.
- It is especially difficult for those of us who already see the world in a “unique” way.

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The Glass Test



33

Which one are you?



1/2 FULL?

1/2 EMPTY?

34

How Do You Look At The Glass?

- The ultimate optimist:
 - It's half-full, *and* it is going to start raining
- For the optimist:
 - It's half-full and all is fine

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How Do you Look At The Glass?

- For the pessimist:
 - It's half-empty
- For the ultimate pessimist:
 - It's half-empty, *and* evaporating

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How Do People Like Me Look At The Glass?

- Not only is the glass half-empty and evaporating, but...
 - What little amount is still in the glass will most likely spill.
 - I'm sure I'm going to drop and break it.
 - It doesn't matter because I already checked and there is nothing to refill it with anyway.

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Pharmacy Buyer Impact

- Pharmacy Buyers have unique opportunities to help manage the newly discovered anxiety within the pharmacy

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Anxiety-Inducing Issues Within The Pharmacy....

- People who understand how those of us with anxiety disorders think will often recognize a triggering event that will get our anxiety disorder rolling...
- And they do their best to help minimize the issue in hopes of helping us.

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Example #1 – Controlled Substance Counts

- “I realize we are missing 50 Morphine tablets but just think, we could be missing 100.”

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Example #2 - Surveyors

- “The Joint Commission surveyors are in the pharmacy, but don’t worry there are only three of them. There could have been more.”

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Pandemic Triggering Events

- The pandemic has brought on an entirely new set of anxiety triggering events.
- These can lead to difficult interactions with those around us.

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Example #1

- “How come you constantly forget your mask? In the meantime, get your hands off my backup mask.”

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Example #2

- “I am trying my best sir, but it is difficult to estimate how far 6 feet is.”

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Example #3

- “Please stop asking...how should I know when to get in line to camp out for our chance at Clorox Wipes?”
- Better yet, how about you go get in line for once?”

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Anxiety Alleviating Moments

- Sometimes you are at the right place at the right time and lucky is often better than good.
- A Saturday morning trip to Costco, after giving up on being there at the right time.
- And.....

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Jackpot!!!!



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This Is A Great Day...



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Effect Of The Pandemic On Pharmacy Buyers?

- Pharmacy buyers carry an unimaginable amount of pressure under the best of circumstances.
- But when things start to get a little routine... we get a global pandemic to make things more interesting.

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What Did You Do?

- You carried on:
 - Went to work every day.
 - Cared for non-COVID patients who are often forgotten during the pandemic.
 - Found PPE and other supplies.
 - Dealt with normal drug shortages

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What Did You Do? (continued)

- Worked through staffing changes, remote teleworking, and zoom calls.
- Many dealt with vaccines and their extremely difficult storage requirements.
- Did whatever had to be done... as always.

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Take-Aways

- We are all in this together!
- Look around the room – this is a big part of your support group...
- Please reach out to each other this week and ask questions, chat, exchange phone numbers, make new friends, have fun!
- And remember you are not alone!

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Take-Aways (*continued*)

- One More Thing...

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Take-Aways (continued)

You Are All Heroes!

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From Me

Thank You For All You
Do Every Day, For...
Your Organizations,
Your Departments,
And Your Patients

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