

Overall Patient Care

Susan Beresford



Committed to collaboration and community

As dispensary manager at Kinburn Pharmasave in Mahone Bay, N.S., **Susan Beresford** prides herself on leading by example. The model she exemplifies—one of accessible, informative and supportive service—has earned her this year's Commitment to Care & Service Award for Overall Patient Care.

Throughout her 30-year career, Beresford has embraced a collaborative approach to aiding patients. Most recently, when Nova Scotia implemented the Medication Review Program (MRP) in March 2008, Beresford's dispensary fully embraced it. (The program involves pharmacists working closely with physicians to optimize seniors' outcomes from their medication while minimizing risk.)

As of September 1st, Kinburn was the only pharmacy in the province to have four pharmacists working on an MRP, with eight clients billed and another eight in processing. To facilitate the program's implementation, Beresford developed and delivered a PowerPoint presentation on the initiative for physicians and also co-developed an in-store tracking form.

In working closely with the pharmacist, physicians have come to depend on the dispensary manager's knowledge and professionalism. "Susan competently takes on not only the role of dispensing medications but of a patient information resource, supporter and advocate," says Dr. David Abriel, palliative care physician, South Shore Health.

Beresford and her staff have also put into practice a resource pharmacist shift for the front store. As statistics show, the project has been useful for customers—only 10% of questions the resource pharmacist answered in the aisles were of a non-pharmacy nature.

As a health professional, Beresford believes her role extends outside of the pharmacy doors. "Our profession strengthens not just individuals, but our communities as well," she says. In line with this philosophy, the pharmacist works with various parties to promote health inside and outside of Kinburn.

When she isn't busy organizing eight in-store clinics a year, she's teaching at Dalhousie's College of Pharmacy or developing and delivering presentations. Beres-

ford has presented to support groups for schizophrenia, diabetes, anxiety and depression, Parkinson's, medication management, drug abuse and more. She also helped start a Healthy Lifestyle Expo, which included 24 exhibitors and 100 attendees in a town of only 900 residents.

When Beresford discusses her accomplishments, she speaks of we, our and us "because as much as I have been a spark for the development and presentation of programs and projects, I could not succeed as only one," she says. Beresford is particularly proud of the fact that over the past two years, her colleagues have followed her lead in visiting local schools and offering presentations at the Well Women's Clinic and Second Story Women's Centre.

It's clear that she has set a fine example for her colleagues—leadership that has made her pharmacy invaluable to the people of Mahone Bay. "The amount of effort put into patient care initiatives is very impressive," says one Commitment to Care & Service Awards judge. "The community is very fortunate to have Beresford in it."

— Brett Ruffell



2008 Commitment to Care & Service awards