

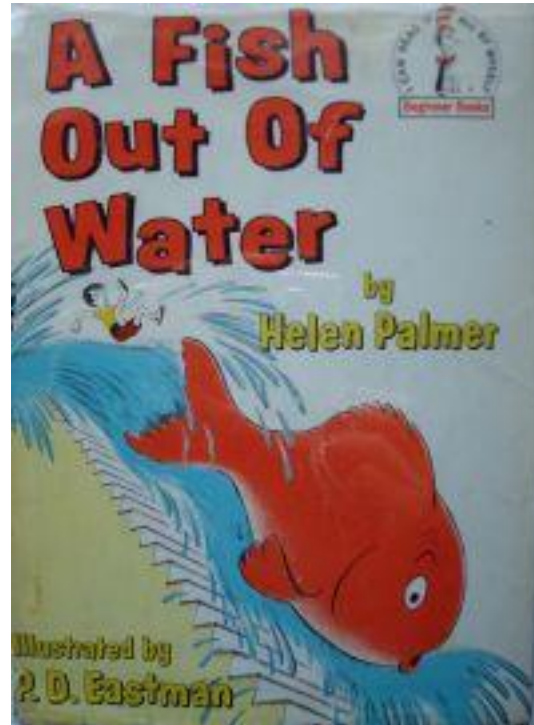
# Pharmacist Swabber: Personal Story of a Fish out of Water

Paul Milligan, Pharm D, BS Pharm.  
BJC HealthCare and  
Washington University, St. Louis  
System Medication Safety Pharmacist

# Personal and professional benefits of working as a care-extender

- The Bad
  - Less Pay
  - Longer Hours
  - More Work
  - Stress
- The Good
  - Good Will
  - Pride in yourself
  - Admiration of others- patients, family, colleagues
  - Connection- patients, family, colleagues
  - Memories- unending





# A Story...

# It Was A Life Changing Experience! My Facebook Feed:

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**Pre- Covid**



**Post- Covid**



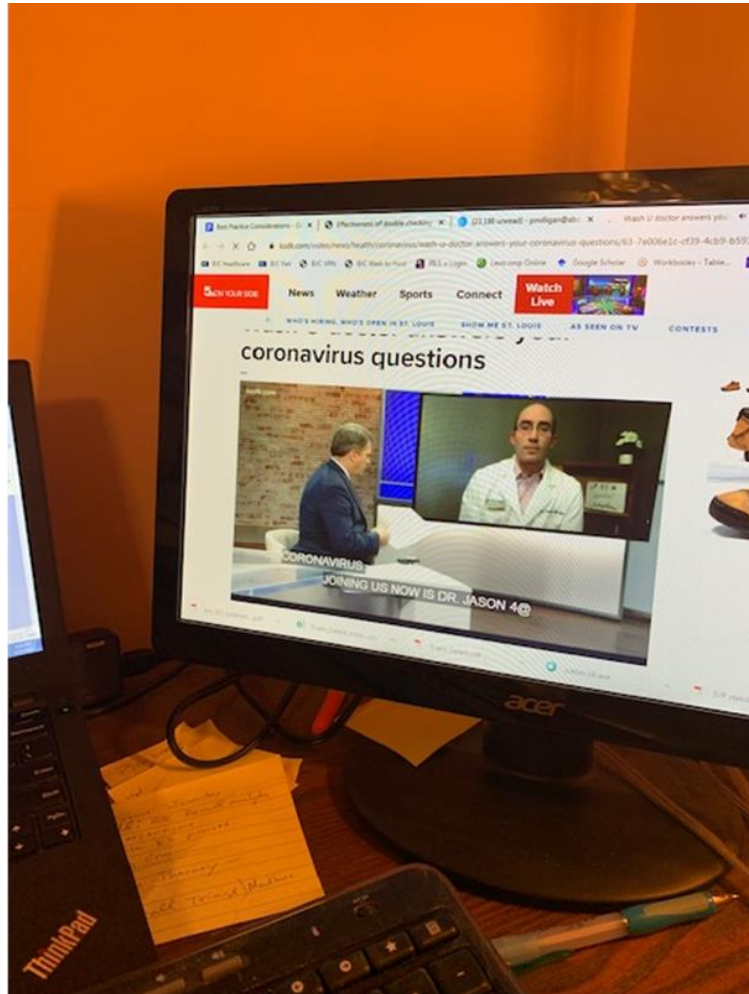
**Treasured Patient Story# 1**



# Fake It Till You Make It?



# From watching MDs answering Covid questions to Answering them myself



## Pandemic Places Pharmacist In Unexpected Role

As system medication safety pharmacist normally works behind the scenes, But when he was asked to answer COVID-19 test questions...

Within

[Home > BJC People > News Article](#)  
**Shared services pharmacist takes on role at COVID-19 testing site**  
Thursday, April 30, 2020  
**BJC** Like so many other BJC employees across the system, pharmacists are stepping up to fill new roles and answer new needs created by the COVID-19 pandemic.

"It's been all-hands-on-deck for pharmacy," says Paul Milligan, PharmD, BJC medication safety specialist. His fellow system pharmacists have pivoted from their regular duties to focus on COVID-19-related issues, including developing new procedures for delivering medications safely and dealing with shortages of drugs used to treat the respiratory symptoms of the disease.

But Milligan also has stepped into a very different role. He, like many other pharmacists, has undergone training to perform new roles. Milligan discovered that communication has been key to coping with the first pandemic. Experts said during a recent webinar hosted by the Center for Safe Medication Practices (ISMP) and ECRI, an organization that focuses on health care safety, quality and cost-effectiveness.

**Events > medication-safety-during-covid-19**  
**Event - Webinar | Medication Safety During COVID-19: What ...**

This webinar offers medication safety lessons learned from the COVID-19 global pandemic. ...  
**Paul Milligan, PharmD. System Medication Safety Pharmacist BJC ...**

are in St. Louis, Missouri, Paul Milligan is a pharmacist for patients. He is the health system's first drive-up pharmacist for patient care.



**Communication Is Key During Pandemic Management**  
JUNE 10, 2020

Paul Milligan, PharmD, BJC medication safety specialist, participated in a recent webinar hosted by the Center for Safe Medication Practices (ISMP) and ECRI, an organization that focuses on health care safety, quality and cost-effectiveness. The webinar was titled "Medication Safety During COVID-19: What We've Learned."



# Specimen Collection Sites

- First Mobile BJC Site Opened Wednesday, 3/18/20



# March 2020: Just In Time (Seriously!) Education

- The nursing schools loaned their intubation models and dummies for education of new staff





# Specimen Collection Sites

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- Dealing with **media** day three (Friday, March 20<sup>th</sup>)



## March 2020: Catastrophic Wind

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- One tent casualty (Friday, March 20<sup>th</sup>)-





# March 2020

- Improved tents (Sunday, March 22<sup>nd</sup>)
- Internet outages
- Trailer Power Outages
- Water Shortage
- PPE Shortage





## Late March 2020

- Average time from greeting to exit: 6 minutes, Later 4 mins.



# April 2020

- PPE crisis averted with IP
- From Swabber to Site Coordinator!
- Snow, Sleet, Hail, Rain- In one day!
- Business was booming





# April 2020

- Signage Improved
- Closure Threatened
- Business Booming
- Mixed Messages?
- “Still, We Persisted.”





# April 2020- Did I Mention Wind?





# May 2020

- 911 Accident
- Sewer Leak
- Unhappy Weather



# June 2020

- First hospital employee mass exposure- long hours
- Police chasing armed suspect nearby
- Street construction
- Heat and protocol change





# July 2020

- Close trailer and move to building
- Ambulance Patient and celebrities and VIPs
- Drug paraphernalia



# August- Moved Inside!

- All new set of procedure changes...Ugh!
- New leadership takeover announced
- Drunk driver in lot
- Wrong way drivers
- Flooded lot- 3x
- Personnel Issues





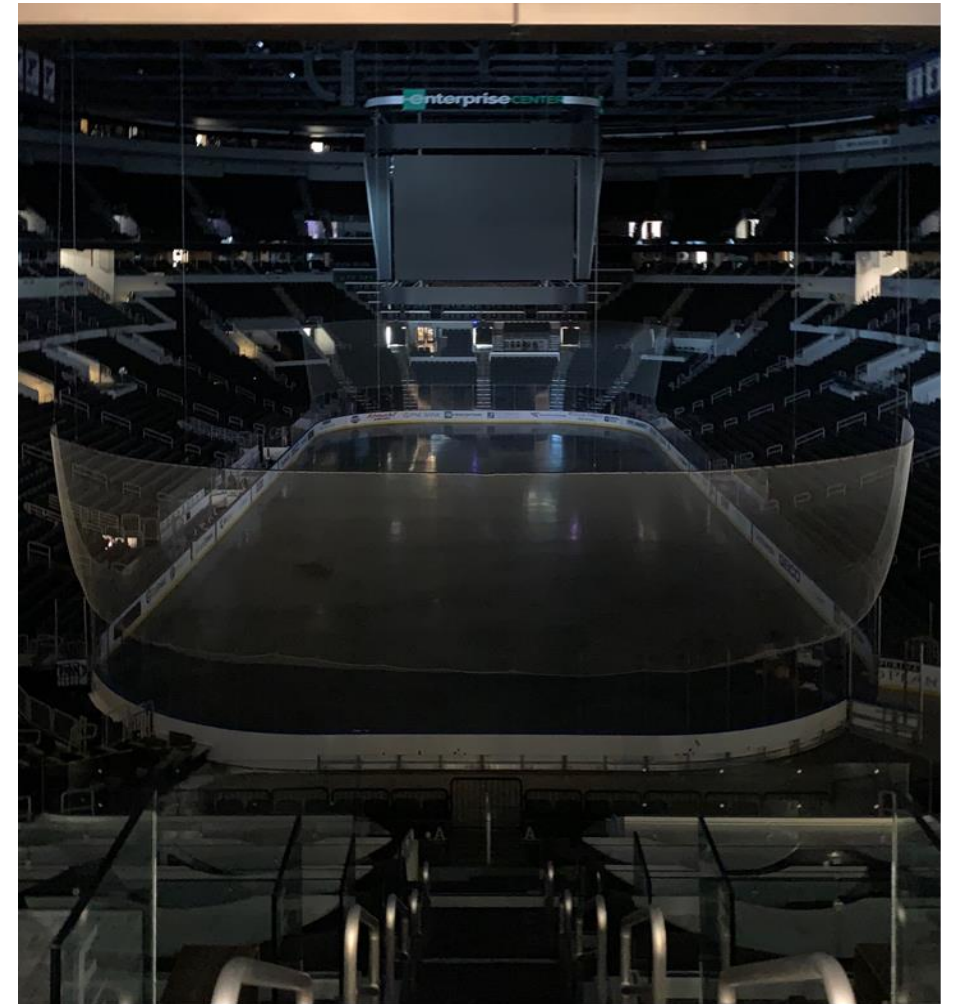
# September 11<sup>th</sup>- Last Day

## Parking lot drive-through Event

- But later...
  - The Flu



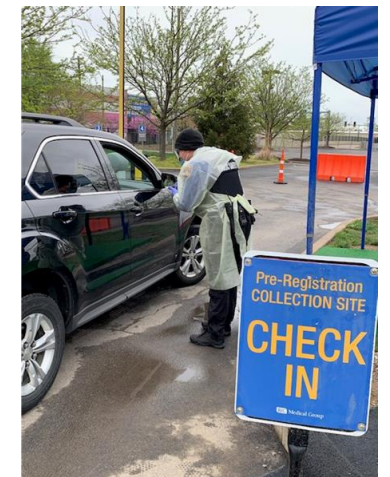
## Inside the closed STL Blues Hockey Arena



# MVP's



- Professional Colleagues-
  - Nurse Office Colleagues
  - Pharmacy and nursing students
  - Para-professionals- Radiation techs, Medical assistants. Children's Hospital staff.
  - and a Pre-Med ED paramedic
- Building and Design
- Security





# The best skill that pharmacists have- at least in the beginning- is compassion.

don't ever lose it-



# Questions and Contact Information

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