Welcome to the Winter 2010 issue of Excellence, the alumni magazine for graduates of the Leslie Dan Faculty of Pharmacy at the University of Toronto.

I am very pleased to have this opportunity to say hello to each of you as the new Dean of the Faculty. Since this marks the first time that I have appeared inside the pages of this magazine as Dean, I would like to briefly introduce myself. I have been a pharmacist for 33 years and have concentrated my professional practice in the area of critical care medicine. I received my Bachelor of Science in Pharmacy and Doctor of Pharmacy degrees from the University of Kentucky College of Pharmacy, where I also completed an American Society of Health-System Pharmacists Residency Program. In 1980 I joined the University of Minnesota College of Pharmacy where I held a variety of teaching and administrative roles primarily associated with developing and expanding clinical education, practice and research. I have worked closely with professional organizations, hospitals, clinics and individual practitioners in the advancement of the pharmacy profession. I have also led the development of several large interprofessional practice, teaching and research efforts.

Although I only joined the Faculty this summer, I have been quick to learn about the strong history and rich tradition of excellence at the Leslie Dan Faculty of Pharmacy. I have been fortunate to speak with many alumni about the Faculty at professional meetings, Faculty events, class reunions, and our annual golf tournament. These conversations have been instrumental in helping me understand the role the Faculty has played in the development of pharmacy in Ontario and how much this Faculty means to our alumni. It did not take very long to learn why the Leslie Dan Faculty of Pharmacy has a special place in the hearts of those who have passed through our hallways.

One theme that has emerged from these conversations is how interested alumni are in the life of the Faculty. This is not surprising since you spent many years in the Faculty, building the knowledge and learning the skills that you now put into practice every day serving your patients. Given our rich history together, it is only right that you should take an active interest in the Faculty’s growth and development.

As Dean, I promise to build on this relationship and bring alumni further into the life of the Faculty. You are a talented group of professionals who have a lot to offer this Faculty and its students. There are numerous opportunities for you to become even more involved with the Faculty today – you can mentor students as part of our experiential programs, provide support to student educational and extra-curricular programs, and share your expertise through participation in lectures and seminars. If you have an interest in becoming more involved in the Faculty, we have an opportunity for you and I ask that you do not hesitate to contact me through our alumni office at 416-946-3985 or miriam.stephan@utoronto.ca, or directly at henry.mann@utoronto.ca.

Over the five months I have been in Canada, I have seen how the role of the pharmacist in the health care system is undergoing a real and meaningful change. Pharmacists in various provinces have been given new roles and responsibilities that capitalize on their expertise, expand their scope of practice, and will ultimately improve the health care system. I can assure you that the Faculty is working very hard to support all of these changes that result in full utilization of your education.

We are in the process of implementing a new curriculum at the Faculty that will start in Fall 2011. This new curriculum addresses the current changes to the profession, and will provide an enhanced educational experience for our students that will prepare them to face the challenges as practitioners that lay ahead. Many of you helped in the design of this new curriculum and I would add my thanks for the work you did and the useful suggestions you made during the development process. Over the next year we will be refining the curriculum plans and working even closer with you to be sure that it meets the educational outcomes required for practice today and in the future.

At the same time, we are working hard to improve the student experience at the Faculty. As Canada’s premier pharmacy educator and innovator, we recognize that we are in a unique position to deliver an educational experience that challenges our students and expands their horizons. As a result, we have been investing in students and student activities to ensure that our graduates have been exposed to the full spectrum of opportunities available to them, and to make certain that they grow into caring and responsible pharmacists upon graduation from our program.

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One of the things that has impressed me most is how dynamic our Faculty is. As you can see throughout this issue of Relevance, our faculty members are very active. Dr. Zubin Austin is among the most prolific researchers in the field of pharmacy practice, and his current research projects are having a tremendous impact on pharmacy education in Canada. Dr. Olavo Fernandes is part of an important team organized by the World Health Organization that has been tasked with improving health care across the four corners of the globe. Dr. Shana Kelley and her team have recently made an incredible breakthrough in the diagnosis of prostate cancer that has put her front and centre in the national and international media.

Our alumni are also very active. In this issue, you will learn about alumnus Dick Hainsworth (5T7) who made a generous donation to the Faculty that will assist students in financial need. You will also read about alumni John P. Rovers (7T9), Yoko Ode (7T5), Sheila Kemp (8T2), and Alexander Vuong (0T9) who have all been in the news because of their recent accomplishments.

Our students continue to amaze and inspire the Faculty. The professional students are a lively and exciting group with seemingly boundless energy who are able to combine the rigorous demands of our educational programs with an active social agenda and the development of professional relationships. Our equally impressive graduate students are taking active roles in the pioneering research being conducted at our Faculty. This research helps to define health care in Canada and places the University of Toronto on the world stage for innovation.

I hope you will find this issue of Relevance to be as interesting, informative and entertaining as I do. I look forward to sharing more stories about the alumni, faculty, and students of the Leslie Dan Faculty of Pharmacy with you over the coming years.

Sincerely,

Henry J. Mann, PharmD
Dean and Professor

Did You Know?
The Leslie L. Dan Pharmacy Building is a much sought after location for movie, television and commercial shoots. Recent filming activity at the Faculty includes Resident Evil 4, a pilot for an ABC television series, news interviews with our instructors and researchers, documentaries, and commercials.
Dr. Dave Dubins recently joined the Faculty as an Instructor and Laboratory Co-ordinator for PHM224Y - Pharmaceutics. Dr. Dubins' first affiliation with the Faculty came in 1997 when he began pursuing his graduate education in Dr. Robert Macgregor’s laboratory. Upon graduating with his Ph.D., he worked at a small biotechnology company before entering into contract research as a PK Scientist. Post-graduation, Dr. Dubins continued to give seminars and teach Medicinal Chemistry at the Faculty. A few years ago, he designed a course for the Pharmaceutical Chemistry Specialist program. Dr. Dubins brings a great deal of outside knowledge and passion, as well as the occasional song, to the lab.

Dr. Katrina Mulherin recently joined the Faculty as Structured Practical Experience Program Coordinator. A recent graduate of the Faculty's Doctor of Pharmacy program, Dr. Mulherin brings a wealth of knowledge and experience to her role as SPEP Coordinator, where she will work collaboratively with Andrea Cameron and Annie Lee in the monitoring, guidance, assessment and final grading of students. She will also provide support to Teaching Associates throughout SPEP rotations. Dr. Mulherin has over 15 years of pharmacy practice experience in diverse settings and has a keen interest in Pharmacy education.

Kathy Moscou joined the Faculty this Fall as Lecturer/Program Manager for the Canadian Pharmacy Skills program for International Pharmacy Graduates. Kathy holds a B.Sc.Phm., MPH (International Health) from the University of Washington, and a Post-graduate Diploma in Public Health from the University of Western Cape. She comes to us from York University where she recently worked as a research officer at the Faculty of Health, office of the Dean.

Kathy has over 25 years experience working in pharmacy practice and has extensive experience in program administration, teaching, and curriculum development. She has authored the textbook Pharmacology for Pharmacy Technicians and is a licensed Pharmacist in Ontario and Washington. She brings to the position a balance of experiences that will help move an already successful program to a new level.

This past June, the Faculty celebrated two of its longest serving members – Laboratory Technician Andras Nagy and Associate Professor Barry Bowen. Over 80 faculty and staff members convened to celebrate the careers of these two men at a retirement luncheon held in their honour.

As part of the celebration, several of Andras and Barry’s colleagues spoke. Dean Emeritus Wayne Hindmarsh introduced both men, giving a historical overview of the more than 40 years each worked at the Faculty. Professor Jim Wells recounted Andras’ early days at the Faculty, noting how the series of events that provided Andras with the inquisitive nature and skillset that eventually brought him to the Faculty could never be duplicated. Professor Ray Reilly spoke about Barry’s influence and importance in the radiopharmaceuticals field in Canada. Associate Dean, Research Rob Macgregor noted Barry’s problem-solving skills and willingness to take work on for the good of the Faculty (even at the expense of his own fingers).

When Andras spoke, it was evident how much he enjoyed working at the Faculty and the pride he took in his job. When it was Barry’s turn to speak, he reminisced about many aspects of his career here, sharing a few stories about his adventures with students over the past four decades.

Members of both men's families were able to attend the event, seeing firsthand how much Andras and Barry were admired by their peers.

The next day, the graduate students at the Faculty hosted an informal gathering at a nearby watering hole to bid farewell to Barry and Andras and to thank them for all of the help they've given students in the Faculty over the years. Over 60 people attended this event, underscoring how much Barry and Andras meant to the Faculty and how much their efforts were appreciated by the students here.
Professor Shana Kelley recently published a groundbreaking research paper in *Nature Nanotechnology*. This paper details Dr. Kelley’s collaboration with researchers at the University of Toronto, Princess Margaret Hospital, and Queen’s University to produce a microchip sensitive enough to quickly determine the type and severity of a patient’s prostate cancer so that necessary treatment can begin immediately.

Using nanomaterials developed in partnership with U of T’s Canada Research Chair in Nanotechnology, Dr. Ted Sargent, the microchip can sense the signature biomarkers that indicate the presence of cancer at the cellular level, even at low levels. The result is the creation of a technology that is faster, more cost-effective and every bit as accurate as current methods at identifying prostate cancer. Moreover, it is a far less invasive process for identifying the presence of cancer biomolecules than the present biopsy method. Instead, patients will give a blood sample, put it on the chip, and put the chip into a small, handheld device the size of a BlackBerry that reads the results in as little as a half hour.

While this project is still at the developmental stage, Dr. Kelley and her team hope to bring this technology to market within five years. They also expect that this technology will have other applications, including diagnosing additional forms of cancer, identifying infectious diseases, and determining potential adverse drug reactions prior to the administration of medication regimens.

As a result of this exciting innovation, Dr. Kelley appeared as the featured guest on the October 4th episode of CBC’s *Mansbridge One on One*. Dr. Kelley also appeared on the national and local news on CBC and Global Television, as well as the Discovery Channel’s *Daily Planet* program, and CBC Radio’s *Here and Now* and *As It Happens* broadcasts. Stories about Dr. Kelley’s breakthrough technology appeared in national and international publications, including *The Globe and Mail*, *The National Post*, *The Toronto Star*, *The Financial Post*, *Scientific American*, and newspapers from Montreal, Edmonton, Calgary, Vancouver, India, France, Germany, Portugal, Pakistan, Malaysia, Greece, Italy, China, Russia and the United States.

Dr. Wayne Hindmarsh was the recipient of the Ontario Pharmacists’ Association’s 2009 Mortar and Pestle Award of Merit. This award recognizes the recipient’s commitment to advancing education and research in the field of pharmacy. In the press release announcing the presentation of this award, the OPA noted how, under Dr. Hindmarsh’s 11 years as Dean of the Faculty, he “helped steward the Faculty through significant transformation ... [including] the construction of the Leslie L. Dan Pharmacy Building, a state-of-the-art teaching and research facility. At the same time, [his] focus on students ensured that growth did not come at the expense of the student experience at the Faculty.”

Dr. Hindmarsh was also recognized by the Canadian Foundation for Pharmacy in November as the 2009 recipient of the Pillar of Pharmacy Award. This award is presented annually at a gala dinner to an individual who has demonstrated a life-long commitment to the pharmacy profession. Paul Lucas, President and CEO of GlaxoSmithKline and Honorary Chairman of the Pillar dinner, noted how Dr. Hindmarsh’s “efforts have resulted in tremendous advances in the education and research conducted at the Faculty, such that today, the Faculty offers one of the most innovative and leading-edge pharmacy education programs in the country. Dr. Hindmarsh has also been pivotal in promoting pharmacy practice in Canada as a key partner in supporting patients and their families to live more productive and comfortable lives.”

In September, Dean Henry Mann returned to the University of Minnesota School of Pharmacy as part of the Critical Care Update Symposia where he was presented with a plaque in recognition of his work founding the Center for Excellence in Critical Care, and for serving as its Director for more than a decade.

The Center for Excellence in Critical Care is an interdisciplinary program comprised of more than 40 faculty members from Medicine, Nursing, Pharmacy, and Public Health. The Center joins participants in a comprehensive and coordinated interdisciplinary effort to provide benefits of world-class clinical and translational research to critically ill patients.

Dr. Suzanne Cadarette was recently recognized by the Institute of Aging and the Canadian Institutes of Health Research. At the Annual Conference of the Canadian Association of Gerontology in Winnipeg this October, Dr. Cadarette received a Special Recognition Prize for being the highest ranking candidate in the field of aging in the recent CIHR Research Personnel Awards competitions.
Recent Events at the Faculty

Over the past few months, the Faculty has hosted a number of important events. Here’s a sample of some of the things that have been happening here.

In May, the Faculty hosted an Open House and Reception for alumni as part of the University of Toronto’s annual Spring Reunion weekend. Tours of the building and labs were hosted by faculty and staff members for over 100 alumni and friends of the Faculty.

As part of the Faculty’s Spring Reunion festivities, a Golden T Dinner is held for classes celebrating the 50th and 60th anniversaries of their graduation. This year, members of the 4T9 and 5T9 classes attended this dinner.

Each Spring, the Faculty celebrates student accomplishment at our annual Convocation Brunch and Awards Ceremony. Pictured here: students in the Bachelor of Science in Pharmacy program who graduated with Honours.

In June, the Faculty celebrated the accomplishments of Dean Wayne Hindmarsh at a tribute dinner held in his honour. The evening brought together members of the academic, industry, hospital, practice and Faculty communities to celebrate Dr. Hindmarsh. Pictured here (L to R, front): Dr. David Naylor, Dr. Zubin Austin, Della Croteau, Diane Niec, (back) Dr. Leslie Dan, Anna Dan, Ryan Hindmarsh, Lois Hindmarsh, Dr. Wayne Hindmarsh, Carla Hindmarsh.

Every Fall, the Faculty welcomes new students to the Bachelor of Science in Pharmacy program with an Induction Ceremony. As part of this ceremony, students recite the Faculty’s pledge of professionalism and are presented with their lab coats as part of a traditional white coat ceremony.
Each year, the Faculty offers 20 students the opportunity to spend the summer performing research tasks under faculty supervision as part of the Undergraduate Summer Research program. Here, students in the program pose in front of their research findings at the program’s annual poster competition.

The Phrosh Banquet is an annual tradition that brings together first year students for an evening of fun and dancing early in the school year. This year, the Phrosh Banquet was held around the corner from the Faculty at Beverly Halls.

Another tradition at the Faculty is the Undergraduate Pharmacy BBQ. Each year, the UPS waits for the coldest, windiest day and provides a barbeque lunch of burgers (beef and vegetarian) and hot dogs for students, faculty and staff. Here, Dean Mann and members of the UPS Executive cook up some hot food.

This spring, the Faculty hosted the first annual Frontiers of Pharmaceutical Sciences: Advanced Targets, Therapeutics, and Technologies symposium. This multidisciplinary conference drew 270 attendees from research hospitals, funding and research agencies, universities, and industry.

In November, faculty and staff members participated in the Toronto District School Board’s annual Take Your Grade 9 Kids to Work Day. Students participating in this program were treated to a hands on visit to the Patheon Pharmaceutics Teaching Laboratory courtesy of Dr. Dave Dubins, who showed them how to make ointments, placebo tablets, and slime.
The Lightstone & Hainsworth Bursary

At the age of 16, Dick Hainsworth (5T7) began working in a pharmacy in Hamilton, following in the footsteps of numerous family members and joining a profession that would last through his adult life. His father, Richard Hainsworth (2T6), worked as a manager for Eaton's drugs from 1929 to 1948 before purchasing a small pharmacy in Burlington, Ontario. In 1951, Dick was accepted into the Faculty of Pharmacy and began apprenticing for his father in 1952 before beginning his formal studies in 1953.

This Fall, Dick Hainsworth honoured his family, his classmate, and a family that was instrumental in his pharmacy education by establishing the Lightstone & Hainsworth Bursary at the Faculty.

"Young people should be successful and have a chance to go to Pharmacy school," notes Dick. This bursary will go a long way toward helping students focus on their studies without worrying so much about paying for their education. Beginning in 2010, the Lightstone & Hainsworth Bursary will provide financial support to at least two students each year who have achieved First Class Honours in the third year of the Bachelor’s program and who are in financial need.

Explaining his rationale for the award, Dick notes how he “wanted students participating in [the experiential component of the undergraduate program] not to feel the pressure of having to make money” at the expense of their scholastic pursuits. Remembering how he had to work during school to pay his way through the program, Dick recalls all too well how difficult it is to balance school work and making ends meet: “I came from very modest means, and had to make money while going to school.” While he ultimately succeeded, working while studying didn’t make it any easier.

“Although I’ve been successful,” notes Dick, “my success hasn’t been just because of me. A number of people helped me get where I am and enjoy the success that I have had over my career.”

“By working collaboratively with people, and respecting people, you’ll have much more success than if you try to do it on your own.”

This bursary is a way to both honour some of those people who helped him in his pursuit of a pharmacy career, and extend a helping hand to the next generation of pharmacists as they begin on their path to a professional career in pharmacy.

The Lightstone in the Lightstone & Hainsworth Bursary recognizes two people – Dick’s classmate Bill Lightstone (5T7) and his mother, Eva, both of whom were tremendous influences on Dick in his final years in the program. Lack of effort and focus caused Dick to fail second year, and he was allowed to repeat the course by Dean Hughes. While cramming for the finals the year he failed, Dick met Bill Lightstone and was introduced to his family. Eva Lightstone and the Lightstone family provided discipline and support, and Dick buckled down and began studying with Bill. The Lightstone family took him in for the end of the year and the following years.

“Bill’s mom straightened me up,” recalls Dick. “I failed second year and repeated it successfully, I think, because of the support and discipline of the Lightstones, particularly Mrs. Eva. Without her influence, I would not have become a pharmacist.”

The inclusion of the Hainsworth name in the bursary title refers to his father Richard and uncle, Eric Hainsworth (2T4). When he graduated, Dick worked with his father for several years. In 1963, he opened up his own pharmacy, Brant Arts Dispensary, with classmate Don Watson (5T7). Later in his career, his father joined him at his pharmacy where they worked together until his father’s death in 1991. Dick appreciated the number of sacrifices his family made to put him through school, and wished to honour them by creating a bursary at the Faculty that would lend a hand to students the same way he felt he had received help from his family.

Drawing from his academic and professional experiences, Dick’s advice to today’s students is to “try to learn from your mistakes, because we’re all going to make them. The key is to improve from these experiences, rather than keep repeating them.” While Dick struggled at times during the bachelor’s program, he learned from his mistakes and persevered, ultimately graduating and becoming a successful pharmacist. After celebrating over 50 years as a pharmacist, that’s advice worth dispensing.
Annual Appeal

Each Fall, the Leslie Dan Faculty of Pharmacy embarks on an annual fundraising appeal to alumni, industry, professional associations and friends. The theme of this year’s annual appeal is changing the world, one student at a time. We hope to achieve this lofty objective by raising funds to enhance the student experience at the Faculty. The funds raised through this appeal will assist our students by:

- Providing valuable funds for student awards. With the cost of a premium pharmacy education now in excess of $25,000 annually, increasing the size and number of scholarships and bursaries is a top priority for the Faculty. Working together, we must ensure the most talented students are never turned away because of need.
- Creating opportunities for student development outside the classroom. The Enhancing the Student Experience Fund provides students with the opportunity to participate in research programs, summer internships, attend international conferences and symposiums, and present at a variety of student congresses, seminars and conferences.
- Contributing to student-led social and professional initiatives that strengthen the bonds between classmates and allow students to become involved in professional activities long before graduation.

A gift of $1,827 (a figure symbolic of the year the University received its royal charter) to the Annual Fund provides donors with membership in the University’s exclusive Presidents’ Circle, which was established to thank and recognize our leadership annual gift donors through a series of special events and communications. Presidents’ Circle members have access to a unique series of lectures that profile faculty, staff, alumni and students of the University of Toronto. The special events, which include the Holiday Party and Garden Party, are a wonderful way for friends, old and new, to connect and celebrate the University. Corporations, foundations and other organizations may also join the Presidents’ Circle with a gift of $10,000, and enjoy the same membership rights as individuals joining the circle.

In addition to the Presidents’ Circle, the Leslie Dan Faculty of Pharmacy has created a new giving circle to commemorate the arrival of our new Dean that is unique to our supporters – The Dean’s Circle Leadership Giving Society. With an annual gift of $1,000 members of this group will receive a number of outstanding benefits including complimentary admission to the Dean’s Lecture Series, an opportunity to participate free of charge in one of the many Continuous Professional Development programs offered at the Faculty, as well as invitations to numerous Faculty social events including the Faculty’s Donor Recognition Reception.

Annual donations are the lifeblood of our Faculty and help us ensure our graduates are prepared to transform health care and improve the welfare of the people in the communities they serve. Together, we can change the world, one student at a time.

If you are interested in membership in either the Presidents’ Circle or the Dean's Circle, or would like to make a donation to the annual fundraising appeal, please contact:

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A Passion for Learning (and teaching, and researching)

Dr. Zubin Austin (8T8)'s passion for learning is life-long and contagious. It has guided him through a remarkable career as an academic, and has left a lasting impression on scores of his students. As a result, it's not surprising that students at the Faculty have named him Teacher of the Year on nine different occasions, and that he has received the President's Teaching Award (the highest teaching honour bestowed upon an instructor at the University of Toronto) and the Government of Ontario's Leadership in Faculty Teaching Award. Yet the affable holder of the Ontario College of Pharmacists Professorship in Pharmacy Practice is also one of the Faculty's most prolific researchers, publishers, and presenters. As part of Belference's Distinguished Alumni series, we sat down with Dr. Austin to discuss his current research.

Zubin's passage into academia and pharmacy practice research took him in a number of fascinating directions. Graduating from the Bachelor of Science in Pharmacy program at the University of Toronto in 1988, Zubin spent his first few years of professional life working at Mount Sinai Hospital in Toronto. Always a leader, he was selected to advance into a management role within the Hospital and was enrolled in an MBA program. Upon graduating with this degree, the health care landscape of Ontario had changed, and few management roles were available.

However, soon after he completed his degree, a Lecturer position instructing senior level pharmacy practice laboratory courses at the Faculty opened up. As a result, in 1994, Zubin rejoined the Faculty where he was once a student. Once back in academia, Zubin's interest in learning took further hold and he obtained a Master of Information Science (MISc) degree and a Master of Education (MEd) degree, both from the University of Toronto. Working at the Faculty throughout these degrees, former Dean Don Perrier suggested that Zubin “get serious” and pursue a Ph.D. degree, which he did. In 2001, Zubin graduated with a Ph.D. in Cognitive Science with a concentration in Social Psychology from the University of Toronto.

Since then, his research has focussed on applying the theories and principles of social psychology to pharmacy practice and health care systems. While this research has taken many forms, how people in the health care system relate to one another – with patients, within a profession, and between professions – has remained at the centre of all of his research efforts for the past nine years. Despite the size, technology, and complexity of the health care system in Canada, Zubin notes that “if something is wrong with the relationships [of health care professionals] and how they work together, the whole system falls apart.” Among the many expenses in the health care system, the greatest expense by far is the people cost.

As a result, “social psychology provides a useful lens to understand why things are they way they are and hopefully show how to make things better for the people in the system – the providers, regulators and educators.” Improving the health care system is his goal, and he thinks that competent and engaged health care practitioners are key to help the system work at its full potential.

Helping Zubin in his research pursuits are faculty members and a group of graduate students from a variety of backgrounds (Masters and Ph.D. students in Pharmaceutical Science, Master of Education, and MDs, with degrees in life science and sociology) that bring many different perspectives to the research projects. Undergraduate students also play a role in this research, through the Faculty's summer research program, and taking on research tasks throughout the school year. Together, these graduate students, undergraduate students, and faculty members work with Zubin to enhance our understanding of the relationships pharmacists have in their roles in the health care system.

Pharmacists see patients in a variety of settings and, as a result, encounter different issues than other health care providers. Much of the research that has been conducted in the area of health care system relationships has focussed on other health care providers – mostly physicians. As a result, the research conducted by Zubin and his team is providing the first critical examination of the relationships that pharmacists have, and the issues that result from these relationships. In many instances, however, their innovative work is being applied more broadly across all health care professions.

In the course of a given year, Zubin and his team participate in 4-5 projects, most of which last 12 to 18 months. One of their current projects involves identifying the learning needs of Internationally Educated Health Professionals across Canada (and encompassing all health professions), and designing a program to fill in the learning gaps about the Canadian health care system. In this Health Canada-funded project, Zubin is working with faculty members with expertise in instructional design and e-learning including Senior Lecturer Marie Rocchi (8T0) and Donald Wong looking at interpersonal skills in the culture and context of Canadian health care, and determining ways to change people's attitudes and behaviours to suit Canada's health system. This study is particularly relevant to internationally trained health care workers practicing in Canada because in some countries, obtaining a pharmacy degree makes you a pharmacy professional. In Canada, however, an individual requires both a degree and licensure to practice. As a result,
practitioners need both the technical skills and the proper interpersonal skills in the context of Canadian health care (i.e. communication skills, Canadian attitudes and behaviours).

The formation of Family Health Teams in Ontario has also provided Zubin and colleagues from McMaster University and the University of Ottawa (Lisa Dolovich and Barb Farrell) with an opportunity to study interpersonal relationships in a specific unit of the health care system. Established by the Ontario government to improve the efficiency and reduce the costs of health care delivery, Family Health Teams encapsulate how health care professionals work together. Preliminary research in this area has been highly productive in determining how Family Health Teams work and how the individuals who compose these teams relate to one another.

As part of the Canadian Pharmacists Association’s Moving Forward project, Zubin and his team began working on a research project investigating the state of Pharmacy Human Resources in Canada. Beginning with the premise that Canada is experiencing a pharmacist shortage, the investigation sought to examine the causes for this shortage and suggest ways to address this issue. Upon delving into this project, they found that the perceived shortage of pharmacists in the country was more an issue of licensed pharmacists not participating as fully in the profession as they could. That is, there are a lot of pharmacists who are licensed as pharmacists who do not work a full 40 hours a week in this capacity.

This revelation begged the question, “why are people choosing not to do more in the profession?” In looking for answers to this question, it was discovered that one reason that pharmacists are not participating fully in their profession is because of dissatisfaction they have with the workplace. Digging down further, they found that the pharmacists have trouble because practice is, in Zubin’s words, “rife with conflict.” Recent studies have backed up this assessment, revealing that interpersonal conflict is one of the major reasons pharmacists chose to leave the profession, and is one of the major predictors of dissatisfaction in the workplace. The specific causes of or triggers for interpersonal conflict in pharmacy practice, and the ways in which pharmacists respond to and manage it, have not been extensively studied or reported.

Since no large scale study had been conducted to determine the role of conflict in pharmacy practice, Zubin and his team had to undertake this activity to learn more about the conflicts within pharmacy practice so they could fully understand the role this issue played in keeping pharmacists from contributing fully to practice life, and the role this played in the perceived pharmacist shortage faced in the country.

This shortage of conflict management research in pharmacy settings led Zubin and his team to produce several publications on pharmacists’ experience of conflict in community practice based on their research findings. Setting out with the premise that the majority of conflict encountered in community practice involved health care professionals (physicians, nurses and other pharmacists), the study revealed that the principal sources of conflict came from patients and their caregivers, technical personnel...
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within pharmacies, insurance company agents, and staff in physician’s offices.

After coming to these conclusions and identifying the sources of conflict, Zubin and his research team have turned their attention to developing tools to provide pharmacists with the skills to cope with and manage conflict. They suggest that, rather than tackle the purported shortage of pharmacists by producing more pharmacists, addressing the issues that are driving pharmacists out of the field by equipping them with the skills to deal with conflict would produce the best result.

The next step in this research is the development of a conflict management training program for pharmacists. Recognizing the importance of conflict management within the pharmacy community, Health Canada has sponsored a follow-up research project for Zubin and the International Pharmacy Graduate program in the Faculty’s Office of Continuous Professional Development.

The development of a pan-Canadian training program for International Pharmacy Graduate program preceptors and mentors will focus on heightening self-awareness and providing participants with an enhanced self-awareness of their conflict style and strategies to minimize the impact of conflict in their practices. “By understanding yourself and your tendencies in conflict situations,” Zubin notes, “you can proactively attempt to recognize potential conflicts before they emerge, and adopt a position that will lead to a smooth resolution and positive outcome from any conflict situation that emerges.”

This work on conflict management has many applications beyond the International Pharmacy Graduate program. Developing and refining self-awareness tools and conflict management skills within this group will no doubt lead to expanded use in the pharmacy and health care professions.

“The solution lies in the hands of the pharmacists as you can’t change patients,” Zubin notes. “Instead, you have to meet patients, insurance companies, and others where they’re at to de-escalate conflict.”

For someone whose academic career has had several twists and turns, Zubin Austin knows the value of adapting to change, being open to new ideas, and meeting in the middle.

Funding for Dr. Austin’s research is provided by Health Canada, the Ontario College of Pharmacists, Citizenship & Immigration Canada, the Ministry of Health and Long-Term Care (Ontario), and the Ministry of Citizenship and Immigration (Ontario). He is also the inaugural holder of the Ontario College of Pharmacists’ Professorship in Pharmacy Practice Research, which supports his work and the research of his graduate students.

### Advancing the Pharmacy Profession Abroad

This Fall, Maria Bystrin, founding Director of Continuous Professional Development at the Faculty, visited Ahram Canadian University in Egypt to discuss the development of Continuous Professional Development offerings to suit the needs of Egyptian pharmacists.

Established in 2005 in collaboration with the Association of Universities and Colleges of Canada, Ahram Canadian University has developed partnerships with a number of prominent Canadian educational institutions including McMaster University, Carlton University, University of Alberta and École Polytechnique Montréal. Its mission is to be a modern educational institution where students participate in Canadian-based academic programs that focus on experiential education and promote lifelong learning.

Recognizing the need for pharmacists to acquire pharmacy practice skills, Ahram Canadian University is looking to draw from the expertise at the University of Toronto to enhance their undergraduate program, provide continuous professional development courses to further develop skill bases, and deliver Canadian Pharmacy Skills courses to international pharmacy graduates who wish to take portions of the Canadian Pharmacy Skills program.

“As leaders in pharmacy education,” notes Maria, “it is important that the
Leslie Dan Faculty of Pharmacy take a prominent role in promoting and shaping the advancement of pharmacy practice skills where the needs exist."

This month, the Leslie Dan Faculty of Pharmacy began offering the Orientation to the Canadian Health Care System online course, and in February, the program will expand to include live and video conferencing of the Canadian Pharmacy Skills program. Ahram Canadian University will become a satellite campus for the Canadian Pharmacy Skills program. As part of their education, students will be required to complete the final four weeks of their studies in Toronto followed by two weeks of Canadian practical experience.

“In the past, we have successfully run satellite campuses in Ontario,” says Maria. “We are delighted to make it easier for students both in Canada and abroad to access our innovative educational programs.”

“As education becomes more global in scope, it is important for institutions of higher education to build international alliances,” notes Dean Henry Mann. “The University of Toronto and the Leslie Dan Faculty of Pharmacy are proud to support important collaborations with academic institutions like the one with Ahram Canadian University. Affiliations like this bring value to students and professionals who recognize the importance of lifelong learning.”

The Office of Continuous Professional Development has developed a number of specialty courses that support the notion of lifelong learning. Programs in Oncology, Advanced Cardiology, Thrombosis Management and Primary Care are examples of how Continuous Professional Development is answering the needs of pharmacists at home. In the last year alone, over 115 health care professionals have been engaged in the design and teaching of Continuous Professional Development courses, including practitioners from leading teaching hospitals, community pharmacies, and educators from prominent Canadian universities.

“Many of our course developers are award-winning educators, leaders in practice, and researchers,” says Maria. “Some, such as Zubin Austin, Lalitha Raman-Wilms, Carlo De Angelis, and Kori Leblanc teach in the Faculty’s undergraduate, Doctor of Pharmacy and other programs. Others are leading practitioners from Sunnybrook Health Sciences Centre, McMaster Health Sciences, Credit Valley Hospital, St. Michael’s Hospital, Mount Sinai Hospital, Bruyere Academic Family Health Team, Toronto East General Hospital, and the University Health Network.”

The Office of Continuous Professional Development is also deeply involved in delivering educational programs at various medical conferences including Canadian Association of Continuing Health Education and American Medical Education in Europe. Where will Continuous Professional Development go next? Maria insists that the timing is right to develop management and leadership programs for community and hospital pharmacists, pharmacy technicians, and pharmacy educators that will foster career growth and impact the future of healthcare.

**Upcoming Continuous Professional Development Opportunities**

- **Oncology for Pharmacists**
- **Therapeutic Thursdays (lecture series)**
- **Primary Health Care – Are you really ready?**
- **Influenza: Providing Patient Care**

Visit [http://cpd.phm.utoronto.ca](http://cpd.phm.utoronto.ca) for more information on these courses.
Research in the Real World

Taking Science Outside the Faculty

This spring, Ph.D. student Monika Patel visited the Diabetes Education Community Network of East Toronto (DECNET) to speak about her research. This group meets regularly to lend support to one another in their daily struggles with Diabetes, discussing problems they encounter with family members, their medications, how they are feeling, new exercise routines and even sharing recipes.

Each month, DECNET tries to do something new. In the Spring, they wanted to learn about current diabetes research and its complications. As a result, they contacted Sam D’Alfonso in the Faculty’s Research Office, who got in touch with Assistant Professor Carolyn Cummins, who referred them to Monika, whose Ph.D. project is focused on diabetic nephropathy, which is kidney damage related to high circulating blood sugar levels (Diabetes).

Monika made arrangements to visit them, and discussed her research – the role of Liver X Receptors (LXR) in diabetic nephropathy. Starting with some basic physiology and what the kidney encounters in the progression to diabetic nephropathy, she tailored her message to the audience, who were very excited to learn that LXR agonists could potentially be used as drug targets for treating the onset or progression of diabetic nephropathy.

“It was a great experience,” notes Monika. “It was very uplifting to see that the excitement I have for my project was mirrored in this group. It also gave me the opportunity to learn how to present my work to a ‘non-science’ oriented crowd. As a graduate student, it is easy to get focused on one aspect of your research and start to lose the ability to see the big picture. This presentation allowed me to put my work into perspective and revisit the overall goal. Also, from this experience I was able to get input for my project from a different perspective. As a graduate student, our projects are continuously changing which forces us to be creative not only about our research goals but also about our research design and how we tackle problems that we may encounter. The knowledge we obtain from understanding these different perspectives equips us to make more informed decisions.”

Asked if she would recommend community outreach talks to other students, Monika responded enthusiastically, “Definitely. This was a great experience for me. I think we should have more opportunities to share our research with the public. It also gives the community a chance to see all of the exciting work taking place in our department.”

The High 5s

In June, Toronto played host to the High 5s International Steering Committee meeting. The High 5s Project was launched by the World Health Organization (WHO) in 2006 to address continuing major concerns about patient safety around the world. As part of the Canadian group working on the High 5s, Assistant Professor Olavo Fernandes (9T5) of the Leslie Dan Faculty of Pharmacy participated in this three-day launch meeting.

The Mission of the High 5s project is to facilitate implementation and evaluation of standardized patient safety solutions within a global learning community to achieve significant, measurable, and sustainable reductions in challenging patient safety problems. The High 5s name derives from the project’s intent to significantly reduce the frequency of 5 challenging patient safety problems in 5 countries over 5 years. Much of the patient safety problems are focused on medications. Canada is responsible for internationally leading the Medication Reconciliation intervention.

Medication Reconciliation is a process designed to prevent medication discrepancies and adverse drug events as patients transition from one health care setting to another (i.e. admission to hospital). In Canada, roughly 40% of patients admitted to or discharged from hospital care experience an unintentional medication discrepancy. Medication reconciliation is a formal and proactive process in which health care professionals partner with patients to ensure safe, accurate and complete medication information transfer at interfaces of care and has been shown to significantly reduce clinically significant discrepancies that can lead to patient harm.
Introducing Admissions Interviews

Beginning with the 2010 admissions cycle, the Leslie Dan Faculty of Pharmacy will include a personal interview process in its selection criteria for admission to the Bachelor of Science in Pharmacy program.

The admissions interviews will assess personal qualities such as oral communication, problem solving, and ethical reasoning skills that are key to success as a health professional. Following a detailed study of the literature related to admissions interviews in health professional schools, and a subsequent pilot interview process on Saturday, September 26, 2009, the Faculty has approved the implementation the Multiple Mini Interview (MMI) as part of the admissions process in 2010.

The MMI is similar in format to the objective structured clinical examination (OSCE). Applicants rotate through a circuit of 8-10 ‘stations’, each designed as a brief (6-10 minute) interview, with a trained interviewer who assesses one or more non-cognitive characteristics that are important for success in pharmacy. The MMI was developed at McMaster University’s Michael G. DeGroote School of Medicine where it has been used for more than 5 years.

The September pilot tested logistics and gathered feedback from candidates and interviewers. The test was successful – participants saw the MMI as a fair and effective method of measuring their non-academic attributes and interviewers were enthusiastic about its ability to efficiently assess attributes not captured in academic measures. The pilot test results will enable us to fine tune the MMI for admissions interviews that are scheduled for March 27, March 28, May 14 and May 15, 2010.

The interview portion of the admissions process will require a substantial time commitment from a large number of individuals, including alumni, members of the pharmacy community, senior level pharmacy students, and Faculty members.

Incorporating interviews into the admissions process allows pharmacy practitioners to become involved in the selection process for students who will progress through the curriculum and ultimately become their colleagues in the profession of pharmacy. As a result, the Faculty hopes many pharmacy alumni will become involved in this innovative process. Please contact adm.int@phm.utoronto.ca for more information about admissions interviews at the Faculty.
Pharmacy on the Links

On August 19th, alumni, industry members, faculty and students came together to participate in the 6th Annual Leslie Dan Faculty of Pharmacy Golf Classic. Held at the Angus Glen Golf Club in Markham, over 120 golfers were treated to a barbeque lunch and a beautiful afternoon of golf, followed by a reception, dinner and awards presentation. This popular event raised over $40,000 for the Enhancing the Student Experience Fund at the Faculty.

The Enhancing the Student Experience Fund provides students with learning and development opportunities beyond the classroom, supports a number of student-led initiatives designed to expand professional and social networks, and provides funds for scholarships and bursaries that are essential in easing the financial burden on students.

The success of this event was due to the financial support and generous prize donations provided by industry, alumni and friends of the Faculty. Thank you to everyone who attended this year’s event.

If you would like to participate in the 2010 Golf Classic, watch your email for details early in the new year. If you would like to sponsor the 2010 Golf Classic or contribute to the Enhancing the Student Experience Fund, please contact David White, Assistant Dean, Advancement, at 416-978-6749 or dm.white@utoronto.ca.
Alumni News

This summer, Yoko Ode (7T5) was inducted into the University of Toronto Sports Hall of Fame. Captain of the 1974-75 OWIAA women's fencing team champions, Yoko has enjoyed a long and successful career in the fencing community as both an athlete and a coach. Over this period, she has won numerous medals in national and international competitions. After a successful interuniversity career, Yoko became a Canadian A ranked fencer and began coaching the U of T fencing team upon graduation, and remained involved in this capacity for almost 30 years. The Sports Hall of Fame celebrates the University of Toronto's greatest athletes, teams and builders, and now includes another Pharmacy grad.

Dr. John P. Rovers (7T9) was recently appointed The John P. Ellis Distinguished Chair of Pharmacy Practice at the College of Pharmacy and Health Sciences, Drake University. A faculty member at Drake since 1991, Dr. Rovers is a Professor of Pharmacy Practice in the Department of Pharmaceutical, Biomedical and Administrative Services. A Fellow of the American Pharmacists Association, Dr. Rovers is currently on sabbatical pursuing a Master of International Public Health degree at the University of Queensland in Brisbane, Australia.

At the Ontario Pharmacist’s Association Annual Conference this Fall, Sheila Kemp (8T2) was named the Association’s Pharmacist of the Year and also received the Wyeth Consumer Healthcare Bowl of Hygeia. These honours are presented to a practitioner who has provided outstanding service to the profession and has an exceptional record of community service. The pharmacist and owner of Aikenhead’s Drug Store in Renfrew received these honours because of her commitment to learning and tireless community involvement. Her involvement in the community includes volunteering and fundraising efforts for the Renfrew Rotary Club, Bonnechere Manor Foundation, and Hospice Renfrew, among many others. To better serve her community, Sheila has pursued a variety of educational opportunities, becoming a certified geriatric pharmacist in 2007 and completing the University of Toronto and University of Waterloo’s jointly run Primary Health Care course in 2009.

Recent graduate Alexander Vuong (0T9) was also recognized during the OPA’s gala awards banquet in September. Alexander received the OPA’s 2009 Student of Distinction Award, which recognizes a pharmacy student who has shown outstanding leadership in service to the profession. In announcing this award, Dennis Darby, CEO of OPA, noted how “Alexander sets an outstanding example to pharmacy students across Ontario, not only in his dedication to the profession but also in his ability to promote pharmacy, and healthcare in general, to a broader audience.” Alex is currently practicing in North Bay.

With well over 10,000 graduates over 140 years of pharmacy education in Ontario, alumni from the Leslie Dan Faculty of Pharmacy have a long history of great accomplishments. And we know that our alumni continue to build on this tradition of excellence each and every day. To recognize alumni achievement, Reelence would like to start including more updates from alumni in future issues. So, if you or any of your classmates and fellow alumni have reached professional milestones, celebrated significant achievements, marked personal successes, held reunions, or simply wish to share news about your lives with people in your program, we want to hear about it.

Please contact Miriam Stephan at miriam.stephan@utoronto.ca with your updates by January 29th to ensure inclusion in the next issue of Reelence. Feel free to send photos with your stories too – after all, a picture’s worth a thousand words.
Reunion News

In September, the class of 5T4 met in Waterloo for their annual reunion. As part of their festivities, the class visited the University of Waterloo and met with students. This marks the 55th consecutive year that the class of 5T4 has held a class reunion.

As the inaugural class graduating from the University of Toronto’s pharmacy program (prior to 1954, the program was run by the Ontario College of Pharmacists), the Class of 5T4 has a special kinship with the vanguard class from the University of Waterloo’s School of Pharmacy. As a result, the Class wanted to meet with the students to share their experiences and learn more about the next generation of pharmacists.

After spending time with the pharmacy students in the afternoon, the Class of 5T4 was joined by the Alumni team for a fabulous dinner and reception at the Waterloo Inn.

In October, the class of 6T4 met in Toronto to celebrate the 45th anniversary of their graduation from the Pharmacy program. Their reunion included a tour of the Leslie L. Dan Pharmacy Building provided by Registrar Brenda Thrush and a reception in the Apotex Atrium and Jack Kay Lounge. Later that evening, the class hosted a reunion dinner at the InterContinental Hotel. Thank you to William McLean and Linda Robertson for organizing the 6T4 reunion in Toronto.

Also in October, the class of 8T4 convened in Toronto to celebrate their 25th anniversary. As part of their weekend activities, classmates met at the Leslie L. Dan Pharmacy Building where they were treated to tours led by Dr. Graham Nairn and Dr. Wayne Hindmarsh and a post-tour reception on the top of the Rexall/Pharma Plus Lecture Hall. The reunion also featured dinner at the Toronto Hilton and brunch at Mini and Nadeem’s. Thank you to Alan Macie and Mini Riar for organizing this fun-filled class reunion.

7T5 Class Reunion

Plans are underway to mark the Class of 7T5’s 35-year milestone in 2010. These plans include setting sail on a fabulous Mediterranean and Greek Isles cruise! As well, a volunteer is needed to help co-ordinate a Toronto event which could incorporate a Faculty tour and reception followed by dinner.

Please email Kathy Chute at bjcht@sympatico.ca to be added to a contact list and receive more information.

Thinking of planning a reunion? Let us help. The Faculty’s Office of Alumni Affairs helps classes from the 1940s to the 2000s plan and hold reunions.

To help plan your next reunion, please contact Miriam Stephan at 416-946-3985 or miriam.stephan@utoronto.ca. Miriam will help you get in touch with classmates and plan your event. If you haven’t seen the Faculty’s new home, we’d be happy to invite you to Toronto for a tour and reception at our state-of-the-art teaching and research facility. Or, if you’d like to get away from the city, we’d be happy to help with that too. Whatever your needs, we can help.

When you decide to have your reunion, don’t forget to let Excellence know. We’re always looking for events to promote and interesting stories to tell.
UPCOMING EVENTS

Leslie Dan
Faculty of Pharmacy
2010 Golf Classic

watch for details to be communicated early this winter

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