In preparation for the Winston J. Durant Lecture Award, I distributed a survey to obtain information about past and present activities of the Graduate Student/Residents of the University of Wisconsin Hospital and Clinics Residency Program since they have completed their program. I thought you be interested in the comments and quotations of the residents who responded to the survey.

I think the comments in the responses tell the story. Although not all of the 102 responders made comments, many did so. This compilation gives you a sense of what the program has meant to individuals who have matriculated from it during the past 32 years. I promised everyone that I would keep the information confidential. I believe I have been able to do so by making only minor changes to protect that confidentiality.

Many expressed common and consistent messages, however almost everyone came away from the program with slightly different unique impacts that they recalled which I am sharing with you today on occasion of the second Winston J. Durant Lecture Luncheon. As I mentioned only a few individuals chose not to comment. Of the many that did - some were very succinct and direct - some were well articulated and inclusive - some were provocative. But I believe all were thoughtful. I hope you enjoy and cherish these comments as much as I have while compiling them. I would like to encourage everyone to read them more than once to fully assimilate the meaningful impact on so many people who have survived the rigors of the program which Winston J. Durant set the standards and which continues to be the pinnacle of expectation of the program yet today. I want to thank everyone who took the time to share your beliefs, feelings and your recollections with us.

I have come to a couple of significant conclusions from this exercise and from interpreting and compiling these comments. The Wisconsin program has developed many and very positive characteristics and attributes which has resulted in the creation of many great leaders. However, the quality of fine penmanship was not one of them. It took me hours to decipher some of the writing.

The following is the responses received for my request to “Please comment on the impact your affiliation with the Wisconsin Residency has had on your career.”
“Everything.”

“Provided a foundation for networking and constant stimulus to never accept the status quo.”

“Opens many doors to career paths of varying types; residency prepared me to welcome change, not fear it; ability to network with other residents from Wisconsin program; proud of the Wisconsin legacy.”

“The Wisconsin Residency provided me with several vital tools: 1) Administrative: (budgets, appreciating the "connective" nature of health care); 2) Project management; 3) budget management; 4) Personal management. Most of all, it taught me how to think and how to learn.”

“Developed my work ethic and dedication to the profession. Preceptors inspired me reach 3 goals. Director of large university teach hospital, Full Professor and President of a national organization. Set foundation of my philosophy of managing the drug use process/pharmaceutical care in late 60's/early 70's. Strong leadership goals. Never, never give up. There are only opportunities never problems. Live each day like there is no tomorrow. Fire Up.”

“My affiliation has provided me with a background to work in diverse practice settings.”

“The Wisconsin Residency gave me the confidence to step into a directors position fresh out of the program. Also, I feel I had the necessary skills to deal with administrators and physician and to make changes in the pharmacy that benefited the patients and the hospital.”

‘Instant’ comradeship (Spelling) when you meet a fellow Wisconsin Graduate. A reputation that proceeds you by the mere fact of graduation.”

“The residency opened several doors which has allowed me to acquire the position I desired initially and provided me the tools and credibility for advancement.”

“Opened my eyes and thoughts to the possibilities of advanced practice - to the triad of health care (MD/RPh/RN) - to the potential of pharmaceutical care - and to the Wisconsin Model as a basis for superior pharmacy care.”

“Has allowed me to pursue non-traditional practices; provided me with both clinical and administrative knowledge and training.”

“Excellent training for any walk of life, even retail pharmacy. I’ve never regretted the time I put in even though I did not stay in the field.”

“Realizing how far ahead Wisconsin is to other institutions and the type of intelligent and visionary personnel that we had access to at University of Wisconsin Hospital and Clinics.

“The networking opportunities have been tremendous. I still quote practice methods and policies of UW when I make policy or practice changes here at my current position.”

“The reputation proceeds us both professional and, shall we say "socially"... Work hard, but also enjoy life. The affiliation has been a positive one! It has benefited me greatly. Yet, I believe the mentor-relationship that I have, provided the greatest impact on my own personal growth and development, as well as professional opportunity. Thanks!!!”

“It has influenced my whole philosophy on how to practice pharmacy; be a “TEAM PLAYER”, provide “pharmaceutical care” (Before the term was used), IE. Don't confine yourself to the four walls of the pharmacy.”

“The UW Residency program has shaped my professional career. The friends and network that I have gained are invaluable. It was the best decision that I have ever made!”

“Preparation for the positions I have held. Stimulated involvement in professional organizations. Network with other Residents. Keeps me “Fired Up” about pharmacy and moving forward.”

“Advanced knowledge and skill level approximately 10 years.”

“Great base of clinical and administrative knowledge.”

“The M.S. residency helped secure my present position. I did a rotation at my current place of employment. I shared my CV with the General Manager and completed several projects which both got his attention.”

“My current position in industry is a direct result of my successful professional career and my career as a pharmacy department director and leader in the profession. Would not have been possible without my residency training and degree.”

“#1 item is work ethic and stamina
#2 item is perseverance, just say yes
#3 item is knowledge of managerial/financial - budgeting
#4 item is goal setting, vision!”

“Assisted with securing all of the positions I have held.”

“Networking, Networking, Networking - its a little to early
to tell, but the Wisconsin Residency Support System has great potential for shaping my future development."

"I met a lot of people who I can call on now, but most importantly, you were my advisor and helped me to look at all angles."

"The network of residents, preceptors and acquaintances has been and invaluable for me."

"I would not have my current job had I not gone through the program."

"The residency opened a lot of doors professionally that otherwise wouldn’t have been open! Gave me confidence and skills to develop new practice areas that didn’t exist her or elsewhere at the time."

"The UW Residency provided me with a solid foundation to lead pharmacy services. Its strengths were the integration of practice and theory along with exposure to "cutting edge" pharmacy services."

"It gave me the base from which to pursue my entire career. It also taught me how to set high goals. The contacts I made during the Residency days come into play over and over, before "NETWORKING" became a word."

"Instrumental role in providing opportunity for my first position and continues to provide career opportunities via the "Wisconsin Network"."

"1) Provided me with a state of the art Education/Experience Background.
2) Established professional network.
3) A realization of my personal stamina and professional/ethical values.
4) A foundation for "principled" and disciplined personal and professional growth development."

"The association and training from this group have helped me tremendously."

"The Wisconsin Residency program provided the training and practice experience which shaped my entire pharmacy practice philosophy. I find that the program’s core values are still applicable in my work environment 18 years after leaving the program. They help me be an effective manager and provide competitive advantages in the job market."

"The Residency in hospital pharmacy provided me with a solid foundation to pursue a career in pharmacy management. It has served as spring board to my feeling confident to serve the profession as a pharmacist, educator, consultant, manager, facilitator, preceptor and colleague. There isn’t a month that goes by that I don’t reflect on my residency experiences and hope that some of the residents I have worked with feel as good about the residency we offered when I was at -- and now at ----. Participation in Residency education has not only helped me to be a better pharmacist but it has introduced me to many people I am proud to call colleague and friends."

"Hard to do in four lines, but it’s hard to imagine what I would be doing had I not gone through the program."

"- Instilled the philosophy of "work hard and play hard", thus allowing me to maximize growth and satisfaction in both my work and personal life. Balance!
- Also it has helped me to effectively implement change responsibly (IE..data driven change).
- Instilled that rare "vision" which has helped me gain trust and respect for myself and our department.
- Without DZ, I would have never gotten the job.
- Network! In just (a couple) of years out of the residency, I have “borrowed” countless ideas from colleagues around the country."

"Focus interest to apply director to career. Improve global understanding of issues affecting health care systems to make better decision. Network."

"Prepared me for life-long learning. Developed my professional network. Made me very marketable. Gave me leadership skills."

"Source of pride. Work experiences yet to be beaten."

"Residency at Wisconsin helped to open my eyes to the opportunities and possibilities that pharmacy has to offer. This was made possible by the vast experience of individuals at Wisconsin. I saw the light!"

"1) Tremendous breadth of experiences and knowledge base.
2) Ability to problem-solve; not just complain
3) Ability to see the big picture
4) Believe it or not, clinical knowledge that established my relationship with co-workers and physicians."

"This is confidential right?? The residency allowed me to walk in to a department and have instant respect from managers with many more years of experience. Within one year ( and some good timing) I was able to become the Associate Director with a responsibility for more than 100 FTEs and a $25 million dollar budget - WOW!!" [This level of accomplishment has been achieved by more than one UW Resident -- DZ Note]

"It has been an honor to work with and meet some of the most influencing people in pharmacy practice. Many of the ideas instilled in me while at UW I carry with me each day.
Wisconsin Residency Program has a number of influential and strong leaders in the profession of pharmacy with which I anticipated to learn a great deal from."

"WOW - I don't know how much value you can place on the relationship between career and being a UW Resident. I'm not even sure this is the right question - What about the impact on health care and others we have become associated with? Suffice it to say that I probably would not have attained the position of Director of Pharmacy at a large (600 bed) hospital within 5 years of receiving my B.S. degree if I wasn't a UW resident. This in turn allowed for gaining significant administrative experience early on and allowed for further advancement as a hospital administrator."

"This is not enough space to answer this question! Taught me to think, to formulate alternative approaches, squeeze in just one more project when there is no time left at all, to seek out other people for intellectual stimulations, how to have fun while working so hard."

"Helped prepare me for my role as integrated clinical/staff pharmacist."

"Long term friendships. Support when needed (personal and professional)."

"Without a doubt, accepting the position as a pharmacy resident at UW was the single best decision I have made in my career. The hospital pharmacy knowledge and experience was gained in 2 years - the professional principles, growth, and contacts will last a lifetime." DZ you can quote me on this! Mike Rubino

"Opened doors not previously available. Helped me handle multiple projects."

"Can hardly begin to describe - it has been great. I'm proud to be a cheese-head!

"The Wisconsin Residency has benefited me in many ways. Having been exposed to national leaders within the profession of Pharmacy as role models and mentors have had a positive impact on my career. The aura of success surrounding the Wisconsin Residency program and its resident serves as motivation to uphold the philosophy and teachings of the program and alumni. Having been exposed to progressive pharmacy services at U of W has enable me to have career choices. Along with excellent practice management skills, I believe the program has provided me with a cores set of attributes such as discipline, confidence, humility, patience (still working on this one), that will continue to benefit me throughout my career."

"Very positive impact."
"I would highly recommend the program to any student I work with/precept as well."

"Has been the single most influential experience that I am sure will provide the foundation on what my practice will hold in the future. Being away from UW, one realizes the great experience that we obtained and the role models we were exposed to."

"It allowed me to enter practice at the management level. My academics provided a decent foundation (I’m sure its improved since!) for clinical and managerial background. The practice environment at UW Hospital provided a solid foundation build better services at each of my practiced sites."

"I often feel sorry for those individuals that chose to not go into the Wisconsin program after they had been selected."

"The Residency toughened me by stressing me physically, intectually, and by endurance. Later, since I knew I had been in tough situations before - even military warefare stresses were not a problem. I could remain cool, calculated and above the fray then just as I did (learned to do) in some of those stressful situations back at the old hospital."
The residency gave me great organization, problem solving, and critical thinking skills."

"Made my career. Taught me to say "I can do that" when I hadn't the foggiest notion "How to do that". That has provided me with more opportunity than any other facet of my Wisconsin education."

"Constant reminder to stay "Fired Up" about pharmacy. Connections.
Broad experience - able to tackle most any "Opportunity".
Job Placement - I think I has facilitated my being able to "pick the jobs I want."

"Always have a sense of belonging to a strong organization with a history of discipline, learning and a strong sense of what the profession is and what it means to health care."

"Prepared me for leadership and progressive pharmacy practice, work ethics and pharmacy ethics."

"The reputation of the UW Residency has helped me to get all of my jobs and allowed me to make contact everywhere."

"For the first 15 years of my career, the residency prepared me in most every way to be a leader in the field and to lead with confidence. Since then, I have had to find other means of direction. But 15 years is a very long time frame in today's fast changing world. No question, the residency has made and shaped my career."

"Wisconsin Residency Program instilled in me a profound work and service ethic. Work hard, anticipate results and consequences of our actions or intended actions. Be organized, work smart and peer and subordinate respect comes from actions not words. Don't be afraid to experiment or get your hands dirty."

"It has opened the doors to many opportunities through completing the MS/Residency itself as well as through the ongoing networking with other former Residents."

"Significant; exposed me to alternative in health care delivery; enhanced my leadership, organizational and management skills. Increase my self-confidence. The Wisconsin Residency provided me integral building blocks for my career."

"Tremendous! Has provided me with a work ethic and attitude unequaled by other programs."

"UWHC provided me with a very solid base for my decision-making today. Many professionals I work with see UWHC as the "Gold Standard". I'm able to sell ideas to them easier by showing them how UW handles the situations. Many UW are still my mentors as well as resources. - Thanks!"

"I owe my whole success in Hospital Pharmacy and now managed care pharmacy to the UW program and the contacts throughout the country."

"* Excellent opportunity to network during residency and afterward
* Excellent "system" knowledge background
* Excellent knowledge base for both clinical and administrative skills
* Nice program "to be from"

"A huge impact."

"Opened doors from jobs that have increased my knowledge."

"Excellent professional growth - obtained position I wanted in the part of the US I wanted to live in."

"The residency expanded my professional horizons. It provided me with knowledge and experience that proudly effected my career. I also gained person and professional friends and contacts that I highly value. Entering the residency probably had the most dramatic effect on my career as any other decision."

"Best time of my life! The experience of the residency gave a tremendous amount of training as well as a fundamental confidence in my personal and professional potential."

"The impact on my career has been immeasurable. I'm extremely proud of my affiliation with the program, the people and the University. The lessons I learned were "life lessons" in addition to any pharmacy knowledge."

"Among hospital managers and administrators - there is a very positive association in their minds with the Wisconsin programs and competent, well trained pharmacists."

"I got my position I'm currently in right out of my residency. I found out about the job because my supervisor are part of the "Wisconsin Connection". I was able to get a job in a pharmacy which shared the same ideals and goals of pharmacy as those I was taught during my residency."

"I have met and work with numerous significant leaders of American Hospital Pharmacy. I doubt those contacts would have occurred without my affiliation with the Wisconsin Residency."

"It gave me a great amount of confidence in dealing with other health professionals as well as patients."

"Thus far influential. Still in the early stages. The
“Testimonials - Impact of Being a Wisconsin Resident

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