

AZZAH S. ZAIDI

PROFESSIONAL PROFILE

Strong interpersonal skills with a proven track record of establishing robust relationships with patients, medical professionals, pharmacy programs, healthcare organizations and pharmaceutical representatives/manufacturers. Respected leader, able to select, train, manage and retain diverse teams to deliver peak performance. Approachable management style enables achievement of results through developing and leveraging team potential. Excellent communication and strong presentation skills. Strategic problem-solver with track record of developing and implementing solutions that are aligned with organizational goals. Student-centric approach to delivering exceptional pharmacy education.

AREAS OF EXPERTISE

Leadership	Strategic planning	Team development
Communication	Program development	Relationship building

PROFESSIONAL EXPERIENCE

Chapman University School of Pharmacy, Irvine, CA

Assistant Director, Experiential Education, August 2014—present

- Manage daily operations of the experiential education program including student assignments, student preparation for IPPE rotations, experiential educator management and site management (assist with CQI for all areas)
- Lead and collaborate with faculty to design introductory experiential coursework and assume responsibility for delivery of the courses
- Lead and collaborate with others involved in experiential education to identify and develop IPPE sites, ensure continuity of student pharmacist IPPE learning outcomes, and provide service learning support
- Provide mentorship for experiential educators and students during the experiential program
- Represent School of Pharmacy and University with outside stakeholders in the community and health delivery system locally to promote the provision of health education and/or service learning opportunities for students
- Collaborate with the Assistant Dean of Experiential Education to develop and maintain experiential educator development programming
- Participate in accreditation and regulatory processes as appropriate

West Coast University School of Pharmacy (*granted ACPE pre-candidacy June 2014*), Los Angeles, CA
Director, Experiential Education & Assistant Professor, Pharmacy Practice, April 2014—August 2014

- Contribute to development of accreditation documents and activities for program (ACPE Self-Study Application, ACPE Site Visit preparation [including Experiential Education sessions, Preceptor Breakfast])
- Develop and manage curriculum for IPPE program (IPPE 1-Community, IPPE 2-Institutional, IPPE 3-Selective Elective)
- Develop and manage preceptor development and training programs
- Identify training sites and pharmacy practitioners to provide quality experiential opportunities and serve as preceptors for IPPE and APPE
- Operate Experiential Learning Management System (RX Preceptor) to ensure optimal functionality and utilization for students, preceptors and sites
- Involved with IPE curriculum development (programmatic and university)
- Serve as liaison on School standing committees
- Develop course materials for experiential program and pharmacy curriculum (including IPE courses)

Chair, Department of Pharmacy Practice & Assistant Professor, Pharmacy Practice, September 2012 – April 2014

- Contribute to development of accreditation documents and activities for program
- Develop and implement strategic plan for School of Pharmacy and Pharmacy Practice Department
- Creation and development of the following: faculty orientation program, faculty learning and development resources, faculty annual development planning guidelines, faculty workload analysis, faculty promotion, faculty recruitment, departmental policies and procedures
- Assist with development of curriculum and courses
- Serve as ex-officio member for program committees (Curriculum, Assessment and Library & Educational Resource committee)
- Actively involved with recruitment of faculty and staff candidates

Banner Desert & Cardon Children's Medical Center/Walgreens, Mesa, AZ

(*On-site outpatient practice purchased by Walgreens in February 2009*)

On-site/Outpatient Pharmacy Manager, November 2008 – May 2012

- Created and implemented innovative patient care transitions services [developed Bedside Prescription Delivery Program and ER Prescription Service] in collaboration with hospital leadership to achieve institutional benchmarks
- Assembled team committed to exceptional patient care [rank in top tier in district for patient satisfaction]
- Developed business plan to increase revenue for practice [from 2010 to 2011 increased total sales by 22.8% and increased gross profit by 43.5%]
- Maintained robust inventory control and met company inventory benchmarks
- Experience with third party payers and prescription drug plans

Banner Desert & Cardon Children's Medical Center, Mesa, AZ

Clinical Pharmacy Manager, March 2007 – November 2008

- Created educational programs for pharmacy team, nursing and medical staff
- Expanded clinical pharmacy team (5 to 6) to meet patient needs (6 clinicians = 3 adult and 3 pediatric)
- Increased presence and involvement of clinical pharmacists within various hospital departments, multidisciplinary teams and medical staff committees
- Developed policies and procedures for clinical pharmacy team

University of Arizona and Midwestern College of Pharmacy, Mesa, AZ

Clinical Instructor/Preceptor, July 2007 – January 2012

- Created and developed experiential experience for early and advanced pharmacy practice experiential programs in the area of outpatient hospital practice (Banner/Walgreens)
- Experiential rotation objectives included (but not limited to the following):
 - Engage with healthcare professionals to provide collaborative patient care
 - Discuss and demonstrate principles of disease management
 - Provide direct patient care activities (under preceptor supervision) including health assessment/screening and disease management consultation
 - Document patient interactions/interventions through patient notes and utilizing clinical documentation tools and software
 - Review and assess patient medication profiles
 - Develop medication regimens to provide continuity of care for discharge patients from hospital to bridge gap between hospitalization and at home medication use
 - Observe and provide the practical application of current evidence-based principles
 - Communicate effectively and provide written drug information to healthcare professionals and patients
 - Evaluate the clinical, operational and financial aspects of pharmaceutical care in outpatient setting

Walgreens Health Initiatives, Deerfield, IL

Residency and Student Programs Coordinator, March 2005 – March 2007

- Developed and expanded experiential education programs for Pharm.D. candidates and post-doctoral residents within managed care pharmacy
 - Residency class expanded from 2 to 3 residents
 - Advanced Elective rotation expanded from 7 to 14 students per academic year
 - Summer Internship program expanded from 3 to 6 interns
- Created training program for preceptors including workshops regarding proper evaluation and feedback tools
- Responsible for successful re-accreditation of residency program
- Organized and executed recruitment efforts for residency program, summer internship and clinical services department at ASHP's Midyear conference

University of Chicago Medical Center, Chicago, IL

Clinical/Staff Pharmacist, July 2004 – March 2005

University of Illinois at Chicago College of Pharmacy, Chicago, IL

Clinical Assistant Professor, July 2003 – January 2007

- Provided didactic lectures for P-1 and P-2 students on various pharmacy practice topics (see teaching experience for course descriptions)
- Served as faculty participant for student activities (see professional activities for details)

University of Illinois at Chicago Hospital, Chicago, IL
Clinical/Staff Pharmacist, *July 2003 – January 2007*

Walgreens, St. Louis, MO, Chicago, IL, Orange County, CA
Staff/Float Pharmacist, *January 2003 – August 2012*

LICENSURE

Registered Pharmacist #67080 (California), *May 2012 – Present*

Registered Pharmacist #S016291 (Arizona), *August 2007 – Present*

Registered Pharmacist #051-289482 (Illinois), *July 2003 – Present*

Registered Pharmacist #2003001221 (Missouri), *January 2003 – Present*

National Provider Identification (NPI) #1295066173

EDUCATION AND TRAINING

University of Illinois at Chicago College of Pharmacy, Chicago, IL
Resident Teaching Program, *July 2003 – June 2004*

University of Illinois at Chicago College of Pharmacy, Chicago, IL
Pharmacy Practice Residency, *July 2003 – June 2004*

St. Louis College of Pharmacy, St. Louis, MO
Doctor of Pharmacy, *May 2003*
Bachelor of Science in Pharmacy, *May 2002*

PROFESSIONAL TRAINING AND CERTIFICATION

American Council on Education Leadership Academy for Department Chairs, *January 2013-December 2013*

Compounding training sponsored by Walgreens, *July 2009*

Diabetes certification program sponsored by Walgreens and Joslin Diabetes Center, *July 2009*

Immunization certification program sponsored by APhA and Walgreens, *July 2009*

Leadership Coaching provided by Quantum Action Coaching and Consulting, *January 2008 – January 2009*

Leading from the Inside Out provided by Banner New Leader Experience Program, *August 2007 – October 2008*

AMCP Residency Learning System Workshop, *October 2006*

ASHP National Residency Preceptors Conference, *August 2006*

PROFESSIONAL ACTIVITIES AND AFFILIATIONS

California Health-System Pharmacists, December 2012

California Pharmacist Association, *December 2012*

Arizona Pharmacy Alliance, *July 2007-July 2012*

UIC P&T Competition Faculty Participant/Judge, *February 2006*

American College of Clinical Pharmacy, *September 2005*

American Pharmacist Association, *March 2005-March 2007, January 2013-present*

Academy of Managed Care Pharmacists, *March 2005-March 2007*

American Society of Health-System Pharmacists, *January 2002*

TEACHING EXPERIENCE

Estrella Mountain Community College

Pharmacy Technician Program, *Summer 2009*

University of Illinois at Chicago College of Pharmacy

PMPR 324 Contemporary Pharmacy Practice, *Spring 2004, 2005, 2006*

- Lecture for P-2 students regarding a systematic approach to dispensing and counseling

University of Illinois at Chicago College of Pharmacy

PMPR 324 Special Topics in Post-Graduate Training, *Fall 2003, Spring 2004*

- Participation included co-coordinating course lecture schedules and allowing P-2 and P-3 students to shadow pharmacy practice residents during call shifts

University of Illinois at Chicago College of Pharmacy

PMPR 370 Pharmacy Grand Rounds, *Spring 2004*

- Lecture for P-1 students on medical ethics and the role of the pharmacist

University of Illinois at Chicago College of Pharmacy

PHAR 406 Principle Drug Actions and Therapeutics VI, *Fall 2003*

- Co-preceptor for recitation sessions

University of Illinois at Chicago College of Pharmacy

PHAR 371 Ambulatory Care Clerkship (Morning Conference), *Fall 2003*

- Facilitated discussion through interactive activities to discuss pulmonary diseases

St. Louis College of Pharmacy

PP 2110 Introduction to Pharmaceutical Care: Non-Prescription Drugs and Drug Information, *Spring 2003*

- Served as weekly co-discussion section leader with a clinical faculty member. Responsibilities included facilitation of case discussions and assessment of written or verbal SOAP and drug information assignments.

St. Louis College of Pharmacy

Pharm.D. Introductory Practice Experiences, Fall 2002 – Spring 2003

- Served as co-preceptor with full-time faculty in working with first-professional year students to assist in orientation to clinical practice activities, chart review and drug information retrieval at an introductory level.

St. Louis College of Pharmacy

Pharm.D. Introductory Practice Experiences: On-campus reflection session discussions, Fall 2002 – Spring 2003

- Discussed issues related to course ability outcomes (social and professional responsibility; clinical problem-solving; ethical decision-making) with first-professional year IPE students in small group (20-25 students) setting.

PRESENTATIONS

Maricopa Integrated Health System, The Evolving Role of Pharmacists in Healthcare, February 2009

University of Illinois at Chicago-Internal Medicine Team, Bugs and Drugs, February 2004

University of Illinois at Chicago-Infection Disease Team, Vancomycin and Aminoglycosides, November 2003

University of Illinois College of Pharmacy Residency ACPE Seminar, Use of Antibiotics in Acute Exacerbations of Chronic Obstructive Pulmonary Disease, October 2003

University of Illinois at Chicago-Transplant Team, Induction Immunosuppression, September 2003

University of Illinois at Chicago-Critical Care Conference Presentation, Hypertensive Urgency, August 2003

University of Illinois at Chicago-Emergency Department Team, Pain Management, August 2003

PUBLICATIONS AND ABSTRACTS

Fox M, **Zaidi A**, Hernandez M. Spanish educational opportunities within US Doctor of Pharmacy programs. 2013 AACP Annual Meeting Research/Education Abstract Submission.

Jeddy AS, Gleason BL. Combined aspirin and warfarin therapy versus aspirin alone after myocardial infarction. Ann Pharmacother 2003;37(10):1502-05.

Jeddy AS, Maddux MS. Combination ACE inhibitor-angiotensin receptor antagonist therapy for treatment of hypertension. Micromedex 2003; Vol 117.

Jeddy AS. West Nile virus. On-line feature article prepared for Drug Digest-Express Scripts, Inc. www.drugdigest.org. (August, 2002).

RESEARCH EXPERIENCE

Jeddy AS, Paloucek FP. *Consistency in Faculty Recommendations to Students Applying to Pharmacy Practice Residencies*. University of Illinois at Chicago College of Pharmacy Residency Research Project.

References available upon request