

## **Donna S. West**

Division of Pharmaceutical Evaluation and Policy, College of Pharmacy  
University of Arkansas for Medical Sciences  
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### **EDUCATION**

Doctor of Philosophy in Pharmacy Administration, December 1999  
University of Mississippi, Oxford, Mississippi  
Dissertation Title: A Conceptualization of the Trust Formation Process and an Investigation of the Trustworthiness of Community Pharmacists  
Using a Practical Reasoning Framework (co-directed by Dewey D. Garner and Noel E. Wilkin)

Master of Science in Pharmacy Administration, 1997  
University of Mississippi, Oxford, Mississippi  
Thesis Title: Information Technologies in Community Pharmacy Practice (directed by Sheryl Szeinbach)

Bachelor of Science in Pharmacy, *Summa Cum Laude*, 1995  
University of Mississippi, Oxford, Mississippi

### **PHARMACY LICENSURE**

Arkansas  
Mississippi

### **RESEARCH INTERESTS**

Using health behavior theories to study the provision, use, and evaluation of pharmaceuticals and pharmacy services

### **ACADEMIC POSITIONS**

**Associate Professor with Tenure**, July 1, 2006-present  
Division of Pharmaceutical Evaluation and Policy  
Department of Pharmacy Practice, College of Pharmacy  
University of Arkansas for Medical Sciences

**Assistant Professor**, January 2000-June 30, 2006  
Division of Pharmaceutical Evaluation and Policy  
Department of Pharmacy Practice, College of Pharmacy  
University of Arkansas for Medical Sciences

**Graduate Faculty**, September 2001-present  
Department of Pharmaceutical Sciences, College of Pharmacy  
University of Arkansas for Medical Sciences

**Adjunct Assistant Professor**, May 2002-present  
Department of Health Policy and Management, College of Public Health  
University of Arkansas for Medical Sciences

## **PROFESSIONAL EMPLOYMENT**

**Relief Staff Pharmacist**, 2000-2005  
Chenal Pharmacy, Little Rock, Arkansas  
East End Pharmacy, Little Rock, Arkansas

**Consultant**, 1998-2002  
American College of Apothecaries; Memphis, Tennessee  
Responsibilities include: Consulting on pharmacy reimbursement issues, assisting in research projects, and writing for the ACA newsletters.

**Relief Staff Pharmacist**, 1995-1999  
Medicine Shoppe, Olive Branch, Mississippi  
Super D Drugstore, Olive Branch, Mississippi

**Research Assistant**, August 1995-December 1999  
Department of Pharmacy Administration; University of Mississippi  
Research Institute of Pharmaceutical Sciences; University of Mississippi

### **Internships**

**Health Care Management Intern**, May 1997-August 1997  
Novartis Pharmaceuticals Corporation; East Hanover, New Jersey

**Pharmacoeconomic Intern**, May 1996-August 1996  
G.D. Searle and Company; Skokie, Illinois

**Pharmacy Intern**, May 1994-August 1994  
Schering-Plough HealthCare Products; Memphis, Tennessee

## **TEACHING RESPONSIBILITY AND CONTINUING EDUCATION**

### **PROFESSIONAL STUDENT INSTRUCTION**

**PhPr 5743A- Pharmacy Administration II (Pharmacy Management)**,  
Instructor of Record, 80% effort  
3 semester hours, required selective, College of Pharmacy, UAMS  
Spring 2000, 2001, 2002, 2003, 2004, 2005, 2006  
Enrollment is approximately 65 students per semester  
The course is designed to teach pharmacy students the requisite skills needed to perform the general managerial functions in a community pharmacy setting.

**PhPr 5723-Pharmacy Administration I (US Health Care Systems/Outcomes)**

Course Coordinator, 40% effort

3 semester hours, required course, College of Pharmacy, UAMS

Fall 2006

Enrollment is approximately 85 students per semester

The course is designed to teach pharmacy students about the US health care system, resource allocation, technology evaluation, and outcome evaluation.

**PhPr 5742- Independent Study**

Instructor of Record, 100% effort

2 semester hours, elective, College of Pharmacy, UAMS

Spring 2004

Enrollment=1

The purpose of the independent study was to investigate the effectiveness of medication assistance programs.

**PhPr 5232- Pharmaceutical Marketing Elective Seminar**

Instructor of Record, 100% effort

2 semester hours, elective, College of Pharmacy, UAMS

Fall 2001, 2002, 2003

Enrollment=12 each semester

This elective course is designed to teach pharmacy students the basics of pharmaceutical marketing and the environment in which it operates.

**PhPr 4613-NT- Drug Literature/Biostatistics**

Coordinator of Biostatistics, 50% effort

3 semester hours, Nontraditional Pharm D required course, College of Pharmacy, UAMS  
2001-2004

Total enrollment is approximately 150

The purpose of the biostatistics portion of the course is to serve as an overview of introductory statistical methods, including descriptive and inferential statistical techniques.

**PhPr 5742- Independent Study**

Instructor of Record, 100% effort

2 semester hours, elective, College of Pharmacy, UAMS

Fall 2000

Enrollment=3

The purpose of the independent study was to investigate the public policy proposals pertaining to prescription drug coverage for the elderly.

**PhPr 5643- Pharmacy Practice I (Communications)**

Instructional Faculty, 25% effort

2 semester hours, required course, College of Pharmacy, UAMS

Fall 2000, 2001, 2002, 2003, 2004

Enrollment was approximately 80 students each semester

The purpose of the course is to teach pharmacy students communication skills, especially skills used in patient counseling.

**Professional Communications 490**

Course Coordinator, 80% effort

3 semester hours, required course, Department of Pharmacy Administration, University of Mississippi

Fall 1998

Enrollment was approximately 75 students each semester

**GRADUATE DIDACTIC INSTRUCTION**

**PHSC 5323-Foundations of Pharmaceutical Evaluation and Policy Research**

**Methods**

Instructional Faculty, 20% effort

3 semester hour required course, Graduate School, UAMS

Fall 2005

Enrollment=3

The purpose of this course is to provide graduate students with the introductory skills to become a researcher in pharmaceutical evaluation and policy.

**Social Behavioral Theory in Pharmacy**

Instructor of Record, 100% effort

3 semester hour required course, Graduate School, UAMS

Spring 2006

Enrollment=4

The purpose of this course is to provide an overview of theoretical perspectives in understanding behavior in the medication use process at the individual, interpersonal, and community level

**PHSC5313- Pharmaceutical Policy in the Healthcare System**

Instructor of Record, 33% effort

3 semester hour elective course offered to pharmacy, public health, and graduate students, UAMS

Spring 2004, 2005, 2006

Enrollment was approximately 5 students each semester

This course provides an overview of pharmaceutical policies and their effect on the health care system.

**POST-GRADUATE COMMITTEES**

2004 Sharla Smith (Master of Public Health Student)

Preceptorship Faculty Advisor

Integration Project Advisory Committee-Chair

Pharmacists' Perceptions of Pharmaceutical Benefit Design Decisions in a State Employee Health Plan.

- 2002 Melissa Carozza (Master of Science Student in Clinical Nutrition)  
Thesis Committee  
Development of a Comprehensive Review Course for the Diabetes Educator Certification.
- 2002 Melissa Thomas (Pharmacy Practice Resident at University Hospital)  
Residency Research Committee  
A Patient Preference and Appointment Adherence Survey in the UAMS Anticoagulation Clinic.

## **PROFESSIONAL CONTINUING EDUCATION PROGRAMS**

West D. Strategies to Improve Medication Adherence. UAMS College of Pharmacy. Helena, AR. August 1, 2004.

Spadaro D, Hong S, West D. Patient Willingness to Pay for OTC Consultation. Learn at Noon. UAMS College of Pharmacy. Little Rock, AR. July 6, 2004.

West D. and Hutchison L. The New Medicare Prescription Drug Benefit: Complexities of Coverage. Rural Hospital Program, UAMS. Little Rock, AR. August 31, 2004.

West DS. Managing Efficiencies in Pharmacy Cash Flow. September 2001. Mylan Institute of Pharmacy: Continuing Education Series, Volume VI.

West DS. Patient Compliance: A Critical Component in Patient Care, June 2001, American College of Apothecaries Research and Education Resource Center, Memphis, TN.

West DS and Strum MW. Patient Compliance: Improved Patient Care and Decreased Costs. March 2001, American College of Apothecaries Research and Education Resource Center, Memphis, TN.

West DS. On-line Pharmacies: Implications for the Future. *Drug Topics*. 2000; 144(9): 83-92.

West DS and Strum MW. The Impact of Communicating with Other Health Care Professionals. December 1999, American College of Apothecaries Research and Education Resource Center, Memphis, TN.

West DS and Herbert DA. Pharmaceutical Care: the Impact on Patient Health. October 1999, American College of Apothecaries Research and Education Resource Center, Memphis, TN.

## **GUEST LECTURES**

**ASP 5352-Communicating with an Older Adult**

Guest Lecturer, College of Pharmacy, UAMS  
Fall 2001, 2002, Spring 2004  
Presented lecture titled, "Listening and Empathy."

**PhPr 5692- Contemporary Issues in Pharmacy Practice**

Guest Lecturer, College of Pharmacy, UAMS  
Fall 2001, 2002  
Presented lectures titled, "Feasibility Plan," "Strategic Management," "Marketing and Promotion," "Billing of Cognitive Services," and "Reimbursement for Prescription and Pharmacist Services."

**PhPr 5723- Pharmacy Administration I**

Guest Lecturer, College of Pharmacy, UAMS  
Fall 2000, 2002  
Presented lectures titled, "Drug Approval Process," "Drug Utilization Review," and "Research and Development: The Cost and Benefits."

**SCHOLARLY ACTIVITIES**

**BOOK CHAPTERS/AUDIO-VISUALS**

1. **West DS.** "Survey Research Methods," *PSAP-VI Science and Practice of Pharmacotherapy*. American College of Clinical Pharmacy, in progress for publication in 2007.
2. **West DS.** "Chapter 21: Purchasing and Inventory Management," *Pharmacy Management, 1<sup>st</sup> Edition* (Zgarrick and Desselle-editors), McGraw-Hill, 2004, p373-387.
3. **West DS.** "Section 17: Purchasing and Inventory Control," *Effective Pharmacy Management CD-ROM, 9<sup>th</sup> Edition* (Richard Jackson-editor), National Community Pharmacists Association, 2003.
4. **West DS,** Herbert DA, and Knowlton CH. "Chapter 4: Practice of Community Pharmacy," *Remington: The Science and Practice of Pharmacy, 20<sup>th</sup> Edition* (Alfonso Grennaro-editor), Lippincott, Williams, and Wilkins, 2000, 28-32.

**PEER-REVIEWED PUBLICATIONS**

5. Hutchison LC, Jones SK, **West DS,** Wei JY. Assessment of Medication Management in the Cognitively Impaired Elderly. *American Journal of Geriatric Pharmacotherapy*, 2006; 4(2): 142-153.
6. Sanders BH, Lubsch L, **West DS.** Prevalence and Treatment of Metabolic Syndrome in Adolescents with Type 2 Diabetes. *The Annals of Pharmacotherapy*, 2006; 40.

7. **West DS**, Johnson JT, Hong S. A 15-Month Evaluation of the Effects on the Cost and Utilization of Proton Pump Inhibitors from Adding OTC Omeprazole to Drug Benefit Coverage in a State Employee Health Plan. *Journal of Managed Care Pharmacy*, 2006; 12(1): 25-32.
8. Hong SH, Sanders BH, **West DS**. Inappropriate Use of Inhaled Short Acting Beta-Agonists and its Association with Patient Health Status. *Current Medical Research and Opinion*, 2006; 22(1): 33-40.
9. Kirtley JC, Vanderbush RE, **West DS**. Using an Audience Response System and Computer-Delivered Pharmacist Review to Educate Pharmacists on Correct Ophthalmic and Otic-Drop Administration Techniques. *Journal of the American Pharmacists Association*, 2006; 46(20): 213-216.
10. Johnson JT and **West DS**. Use of an Evidence-Based Medicine Approach to Reduce Costs for Proton Pump Inhibitors in a State Employee Health Plan. *Drug Benefit Trends*, 2005; 17(9): 393-401.
11. Vanderbush RE, Kirtley JC, **West DS**. Evaluating Internet-Based Multimedia Vignettes for Training Ophthalmic and Otic Techniques. *American Journal of Pharmaceutical Education*, 2005; 69(4): article 64.
12. Hong SH, Spadaro D, **West DS**, Tak SH. Patient Valuation of Pharmacist Services for Self Care with OTC Medications. *Journal of Clinical Pharmacy & Therapeutics*, 2005; 30: 193-199.
13. Strum MW, Hopkins R, **West DS**, Harris BN. Evaluating the Impact of a Medication Assistance Program in a Diabetes Cohort. *American Journal of Health-System Pharmacy*, 2005; 62(10): 1048-1066.
14. Harris BN, **West DS**, Johnson JT, Hong SH, Stowe CD. Effects of a Drug Benefit Change for OTC Omeprazole on the Costs and Utilization of Proton Pump Inhibitors in a State Employee Health Plan. *Journal of Managed Care Pharmacy*, 2004; 10(5): 449-455. \*Nominated for Best Paper in JMCP 2004
15. Hastings JK, **West DS**, Hong SH. Changes in Pharmacy Student Motivation as Student Progress through the Curriculum. *American Journal of Pharmaceutical Education*, 2005; 69(2): Article 38.
16. **West DS**, Wilkin NE, Bentley JP. The Role of Information Relevance and Reliability in Direct-to-Consumer Advertising. *Journal of Pharmaceutical Marketing and Management*, 2004; 16(4): 81-95.
17. **West DS**, Adams B, O'Sullivan P, Hall-Barrow J, and Hine J. Developing a Diabetes Review Course for Rural Health Professionals Using Videoconferencing. *The Diabetes Educator*, 2004; 30(2): 210-221.

18. **West DS**, Paul D, and Lobb W. A Descriptive Study of Political Activism in First Year Pharmacy Students. *Journal of Pharmacy Teaching*, 2003; 11(1): 23-40.
19. **West DS**, Blevins MA, Brech D, Stotts F, Gardner S. A Multidisciplinary Approach in a Community Pharmacy Can Improve Outcomes for Diabetes Patients. *The Diabetes Educator*, 2003; 29(6): 962-968.
20. Hastings JK and **West DS**. Comparison of Outcomes between Two Laboratory Techniques in a Communications Course. *American Journal of Pharmaceutical Education*, 2003; 67(4): article 101.
21. **West DS**, Wilkin NE, Bentley JP. Understanding the Role of Experience and Argument Types in the Formation of Trustworthiness Beliefs toward Pharmacists. *American Journal of Health-System Pharmacy*, 2003; 60: 1136-41.
22. **West DS**. Promoting Civility from a New Faculty Member Perspective. *Journal of Pharmacy Teaching*, 2002; 9(3): 91-104.
23. **West DS**, Wilkin NE, Bentley JP, Gilbert F, and Garner DD. Understanding How Patients Form Beliefs About Pharmacists' Trustworthiness Using a Model of Belief Processing. *Journal of the American Pharmaceutical Association*, 2002; 42(4): 594-601.
24. **West DS** and Szeinbach SL. Prescription Technologies: Keeping the Pace. *Journal of the American Pharmaceutical Association*, 2002; 42(1) 21-25.
25. Hastings JK, **West DS**, Perrot LJ, and Deloney L. Pharmacy Student Motivation: Does it change as a student progresses through a professional curriculum? *American Journal of Pharmaceutical Education*, 2001; 65: 254-258.
26. Corey R, Szeinbach SL and **West DS**. The Pharmaceutical Industry's Use of Information Technologies to Promote Clinical Practice Guidelines in Clinical Research. *New Medicine*, 1998; 2: 181-185.
27. **West DS**, Szeinbach SL, and Harpe S. Information Technology and System Integration in Long-Term Care. *The Consultant Pharmacist*, 1997; 12(9): 976-986.
28. **West DS** and Szeinbach SL. Information Technology and Pharmaceutical Care. *Journal of the American Pharmaceutical Association*, 1997; NS37(5): 497-501.
29. **West DS** and Szeinbach SL. Information Technologies and Health Care Integration. *Medical Interface*, 1996; 9(11): 102-106, 127.

## **OTHER PROFESSIONAL PUBLICATIONS**

30. **West DS**, Golden WE. Medicare Part D and medication management in the elderly. *J Ark Med Soc.* 2006;102:320-1.
31. **West DS**. UAMS College of Pharmacy 2005 Salary Survey Results. *Arkansas Pharmacist*, 2005 (Summer): 24-27.
32. Golden WE, Potts SG, **West DS**. Anxiety Management in Arkansas: Benzodiazepine prescribing varies dramatically by region. *Arkansas Medical Society Journal*, 2005; 102: 58-59.
33. **West DS** and Harris B. Salary Survey Results 2004, *Arkansas Pharmacist*, 2004 (Fall): 26-29.
34. Wolfe JJ and **West DS**. Patient Safety: Medication Error Considerations. *Arkansas State Board of Nursing Update*, 2004; 8(3): 23.
35. LeFever S and **West D**. Can You Solve a Financial Whodunit? Use the NCPA-Pfizer Digest to find your clues. *America's Pharmacist*, 2004 (April): 19-25.
36. **West DS** and Golden WE. A Unique Partnership: The Arkansas College of Pharmacy and the Arkansas Peer Review Organization. *Journal of Managed Care Pharmacy*, 2002; 8(1): 12-14.
37. **West DS**. Providing Diabetes Education in a Community Pharmacy. *Arkansas Pharmacist*, 2002 (Spring): 21-23.
38. **West DS**. Protect Your Profits: Know Your Cost of Dispensing. *America's Pharmacist*, 2002 (May): 14-17.
39. Wells C, **West DS**, and Golden WE. Asthma Treatment in Arkansas: Improved use of anti-inflammatory drugs benefits patients. *Arkansas Medical Society Journal*, 2002; 99(3): 84-85.
40. Wolfe J and **West DS**. Patient Safety: Medication Errors Can Be Prevented. *Arkansas Medical Society Journal*, 2001; 98(5): 148-149.
41. **West DS**, Golden WE, Sanchez N. Enhancing Patient Safety: Preoperative Antibiotics Prophylaxis. *Arkansas Medical Society Journal*, 2001; 97(12): 418-419.
42. **West DS**. Salary Survey Results 2002. *Arkansas Pharmacist*, 2002 (Summer): 19-22.
43. **West DS**. Starting Salaries for Graduates Continue to Increase: Salary Survey Results 2001. *Arkansas Pharmacist*, 2001 (Fall): 19-22.

44. **West DS**, Hastings J, Earley A. An Economic Justification of the Use of Dispensing Technologies in Independent Community Pharmacies. *America's Pharmacist*, 2001; 123(10): 17-25.
45. **West DS**. Book Review: Health Care Management by Shortell SM and Kaluzny AD. *Journal of Pharmacy Teaching*, 2001; 8(4): 86-88.
46. Halberg DL and **West DS**. University of Arkansas for Medical Sciences College of Pharmacy Salary Survey Results- 2000. *Arkansas Pharmacist*, 2000 (Fall): 32-33.
47. Szeinbach SL and **West DS**. Information Technology and Organizational Performance. *U.S. Pharmacist*, 1997; 22(11): HS22-HS35.
48. **West DS** and Szeinbach SL. Pharmacy Computers: The Vendors' Perspective. *ComputerTalk*, 1997; 17(6): 22-25.
49. **West DS**. How Can Professional Associations and the Pharmaceutical Industry Foster Professionalism in Pharmacy Students. *Mississippi Pharmacist*, 1996; Spring: 22-23.

#### **NATIONAL PRESENTATIONS AND PUBLISHED ABSTRACTS**

1. Vanderbush RE, **WestDS**, Hutchison LC, Johnson J. Use of an Audience Response System in Continuing Education. American Association of Colleges of Pharmacy Annual Meeting, San Diego, CA. July 2006. (*AJPE* 2006; 70(3):Article 65, p33)
2. Hong SH and **West DS**. Inappropriate Use of Asthma Inhalers and its Association with Health Status." Podium presentation at the American Pharmacists Association Annual Meeting and Exposition, San Francisco, CA. March 20, 2006.
3. **West DS**. Revisiting Public Health: Impact on Pharmacy Curriculum. Invited presentation at the American Association of Colleges of Pharmacy Annual Meeting, Cincinnati, OH. July 10, 2005.
4. Harris BN, Learned R, **West DS**. A Survey-based Analysis of Pharmacists' Perceptions of Medication Adherence Interventions. Poster presentation at the American Pharmacists Association 2005 Annual Meeting and Exposition, Orlando, FL. April 4, 2005. (*JAPhA* 2005; 45(2): 263)

5. Harris BN, **West DS**, Lubsch L. Incidence and Treatment of Metabolic Syndrome in Adolescents Enrolled in a Type 2 Diabetes Clinic. Podium presentation at the American College of Clinical Pharmacy Annual Meeting, Dallas, TX. October 26, 2004. (*Pharmacotherapy 2004; 24(10): 1433 abstract 81*)
6. Strum MW, **West DS**, Harris BN. Evaluating a Pharmacy-Managed Medication Assistance Program in a University Hospital Setting. Poster presentation at the American College of Clinical Pharmacy Annual Meeting, Dallas, TX. October 26, 2004. (*Pharmacotherapy 2004; 24(10): 1462 abstract 281*)
7. **West DS**. 2004 NCPA-Pfizer Digest: Executive Summary and Management Tool. Invited presentation at the National Community Pharmacists Association Annual Meeting, Boston, MA. October 12, 2004.
8. **West DS**, Bentley JP, and Wilkin NE. The Role of Information Relevance and Reliability in Direct-to-Consumer Advertising. Poster presentation at the American Pharmacists Association Annual Meeting, Seattle, WA. March 28, 2004. (*JAPhA 2004; 44(2): 296*)
9. Hastings JK, **West DS**, Kirtley JC. Using Advanced Practice Community Clerkship Students to Provide Continuing Education for Rural Pharmacists. Poster presentation at the American Pharmacists Association Annual Meeting, Seattle, WA: March 2004. (*JAPhA 2004; 44(2): 250*) \*Won Presentation Merit Award
10. Hastings JK, **West DS**, Hong SH. Changes in Pharmacy Student Motivation as Students Progress through the Curriculum. Poster presentation at the American Association of Colleges of Pharmacy Annual Meeting, Salt Lake City, Utah. July 13, 2004. (*AJPE 2004; 68(2): article 54*)
11. West DS. Educational Research in the Social and Administrative Sciences. Invited Presentation at the American Association of Colleges of Pharmacy Annual Meeting, Salt Lake City, Utah. July 13, 2004.
12. **West DS**. How Do I Change my Patient's Health Behavior? Invited presentation at the American Society for Health-System Pharmacists Mid-Year Meeting, New Orleans, LA. December 10, 2003.
13. Hutchison LC, Jones S, **West DS**. Assessment of Medication Management in the Elderly. Poster presentation at the AACP-ESCP International Congress on Clinical Pharmacy, Paris France. April 2004.
14. **West DS**. 2003 NCPA-Pfizer Digest: Executive Summary and Management Tool. Invited presentation at the National Community Pharmacists Association Annual Meeting, Seattle, WA. October 21, 2003.

15. Gaither C, Shireman T, **West D**. Celebrating 50 years of SAdS Successes: 1953-2003. Invited presentation at the American Association of Colleges of Pharmacy Annual Meeting, Minneapolis, MN. July 20, 2003.
16. **West DS** and Murry T. Where is the Entrepreneurial Spirit in Pharmacy?, Roundtable Discussion Facilitator, American Association of Colleges of Pharmacy Annual Meeting, Minneapolis, MN. July 21, 2003.
17. Maples HD, **West DS**, Hubbard C, and Stowe CD. Student Use of Personal Digital Assistants on Senior Pediatric Clinical Clerkships. American College of Clinical Pharmacy-2003 Practice and Research Forum, Palm Springs, CA. April 2003. (*Pharmacotherapy* 2003; 23(3): 417 abstract 172)
18. Hastings JK and **West DS**. Evaluating Pharmacists as Promoters of Breast Cancer Awareness. Poster presentation at the American Pharmaceutical Association Annual Meeting. Philadelphia, PA. March 2002. (*JAPhA* 2002; 42(2): 288)
19. **West DS**, Wilkin NE, and Bentley JP. Understanding the Role of Experience and Argument Construction in Belief Processing. Poster presentation at the Society for Judgment and Decision Making 2002 Annual Meeting, Kansas City, MO. November 24, 2002.
20. Hopkins D, Dajani N, **West D**, and Hong SH. Is Prepregnancy Body Mass Index Predictive of Insulin Requirement during Gestational Diabetes Mellitus? Poster presentation at the American College of Clinical Pharmacy Annual Meeting, Albuquerque, NM. October 21, 2002. (*Pharmacotherapy* 2002; 22(10): 1373 abstract 311)
21. **West DS** and Bonnarens J. 2002 NCPA-Pharmacia Digest. Invited Presentation at the National Community Pharmacists Association Annual Meeting, Nashville, TN. October 2002.
22. Hastings JK and **West DS**. Investigating the Relationship between Communication Laboratory Techniques and Pharmacy Students Perceived Self-Efficacy and Communication Apprehension. Poster presentation at the American Association of Colleges of Pharmacy Annual Meeting, Kansas City, MO. July 2002. (*AJPE* 2002; 66 Winter Supplement: 105S)
23. **West DS**, Golden WE, Hopkins R, Wells C, and Sanchez N. Generic Prescribing Index: A Tool to Promote Cost-Effective Prescribing. Poster presentation at the International Society for Pharmacoeconomics and Outcomes Research, Alexandria, VA. May 20, 2002. (*Value in Health*, 2002; 5(3): 53)
24. Perrot LJ, Deloney LA, Hastings JK, and **West DS**. Student Motivation in Health Professions Program. Presented at the National AHEC Organization Workshop. Little Rock, AR. April 2002 (rescheduled from September 2001).

25. Hastings JK, **West DS**, Halberg DL. The Effects of Self-directed Videotaped Role-play on Scores of a Standardized Patient Counseling Lab Exam in a Communication Course. Poster presentation at the American Association of Colleges of Pharmacy Annual Meeting, Toronto, Canada. July 2001. (*AJPE 2001; 64 Winter Supplement: 100-101*).
26. **West DS**, Wilkin NE, and Bentley JP. An Investigation of the Trustworthiness of Community Pharmacists Using a Practical Reasoning Framework. Podium presentation at the American Pharmaceutical Association Annual Meeting. San Francisco, CA. March 17, 2001. (*JAPhA 2001; 41(2): 177*)
27. **West DS**. Determining Factors Associated with Recruiting and Retaining Pharmacists. Poster presentation at the American Society of Health-System Pharmacists Mid-Year Meeting, New Orleans, LA. December 2001. (*American Journal of Health-System Pharmacy 2001; 36: 219E.*)
28. **West DS**. NCPA-Pharmacia Digest 2001- A Tool for Success. Invited presentation at the National Community Pharmacists Association Annual Meeting, Philadelphia, PA. October 15, 2001.
29. Hastings JK, **West DS**, Earley A. Does the Use of Dispensing Technologies in Independent Community Pharmacies Improve Productivity. Invited presentation at the National Community Pharmacists Association Annual Meeting. Philadelphia, PA. October 14, 2001.
30. Perrot LJ, Hastings JK, **West DS**. Student Motivation in Health Professions Program. Poster presentation at the Association for the Behavioral Sciences and Medical Education Annual Meeting, Falmouth, MA. October 2001.
31. **West DS**, Wilkin NE, Bentley JP. An Investigation of the Influence of Experience on Aspects of Trustworthiness Belief Formation. Podium presentation at the Wintergreen Research Conference, Wintergreen, VA. October 12, 2001.
32. Golden W, Hopkins R, Archer N, **West D**, Wells C, Shoptaw EJ, Wheeler G. Changing Antibiotic Use in Arkansas. Poster presentation at the Centers for Disease Control and Prevention, Portland, OR. June 2001.
33. **West DS**. Patient-Pharmacist Relationship, ESAS Roundtable Discussion Facilitator, American Pharmaceutical Association Annual Meeting, San Francisco, CA. March 19, 2001.
34. **West DS** and Wilkin NE. An Investigation of the Trustworthiness of Community Pharmacists Using a Practical Reasoning Framework. Invited presentation to the United States Pharmacopeia, Rockville, MD. May 26, 2000.

35. McCaffrey DJ, Bentley JP, Bouldin AS, **West DS**, and Wilkin NE. Measuring the Influence of a Restructured Communication Course on Self-Perceived Communication Competence and Communication Apprehension. American Association of Colleges of Pharmacy Annual Meeting, San Diego, CA. July 2000. (*AJPE 2000; 64 Winter Supplement:101S*)
36. **West DS**, Wilkin NE, Bentley JP, Garner DD, and Gilbert F. An Exploratory Study of How People Form Trustworthiness Beliefs Toward Pharmacists in Dispensing and Pharmaceutical Care Scenarios. Podium presentation at the American Pharmaceutical Association Annual Meeting, Washington, D.C. March 2000. (*JAPhA. 2000; 31(2)*)
37. **West DS**. Conceptualization of Health Involvement: Exploratory Study of the Influence of Pharmacists. Poster presentation at the American Pharmaceutical Association Annual Meeting, San Antonio, TX. March 18, 1999. (*JAPhA 1999; 39(2), 274*)
38. **West DS**, Bonnarens JK, Bouldin AS, Wilkin NE. Mississippi Medicaid Waiver Program, Community Pharmacy Practice, and Pharmacy Students. Poster presentation at the American Association of Colleges of Pharmacy Annual Meeting, Boston, MA. July 1999. (*AJPE 1999, 63 Winter Supplement: 84S*)
39. **West DS** and Corey R. An Analysis of the Economics of Hypertension. International Society for Pharmacoeconomics and Outcomes Research Annual Meeting, Philadelphia, PA. May 1998.
40. **West DS** and Wilkin NE. Testing the Usefulness of a Model of Belief Processing to Describe the Process of Trust Formation. Invited presentation to the United States Pharmacopeia, Rockville, MD. May 1998.
41. **West DS** and Szeinbach SL. Facilitators to the Development of Patient Care Software and the Electronic Exchange of Data. Poster presentation at the American Society of Consultant Pharmacists Annual Meeting, Philadelphia, PA. November 13, 1997.
42. **West DS**, Szeinbach SL, Garner DD, and Barnes J. Integrating and Exchanging Data Using Information Technology in Community Pharmacy. Poster presentation at the Academy of Managed Care Pharmacy Annual Meeting. New Orleans, LA. May 1997.
43. **West DS** and Banahan BF. Pharmacy Students' Personal Use of Computers and Attitudes Toward Their Use in Pharmacy Education. Poster presentation at the American Association of Colleges of Pharmacy Annual Meeting, Reno, NV. July 1996. (*AJPE 1996, 60 Winter Supplement*).

## REGIONAL AND LOCAL PRESENTATIONS

41. West DS. A Workshop on Preparing Resumes and CVs. SNAPhA March, 27, 2006.
42. Vanderbush RE and **West DS**. Internet-based 90-second Multimedia Student Training Vignettes for Ophthalmic and Otic Administration Techniques. Presented at the UAMS Health Professions Educational Research Exhibit, Little Rock, AR. January 21, 2005. \*Won Honorable Mention for Innovation in Teaching with Technology
43. Hastings JK and **West DS**. Using Advanced Practice Community Clerkship Students to Provide Continuing Education for Rural Pharmacists. Poster presentation at the UAMS Health Professions Educational Research Exhibit, Little Rock, AR. January 21, 2005.
44. Hutchison LC, **West DS**, Sanders S. The New Medicare Prescription Drug Benefit: Complexities of Coverage. Presented at the Arkansas Aging Conference, Hot Springs, AR. November 2, 2004.
45. Harris BN, Learned R, **West DS**. Survey Based Analysis of Pharmacists' Perceptions of Medication Adherence Interventions. Poster presentation at the Arkansas Association of Health-System Pharmacists Annual Meeting, Rogers, AR. October 21, 2004.
46. Hutchison LC, **West DS**, Sanders S. The Medicare Discount Card and Prescription Drug Benefit Invited presentation to the Arkansas Governor's Advisory Council on Aging, North Little Rock, AR. June 10, 2004.
47. Hutchison LC. and **West DS**. The New Medicare Prescription Drug Benefit: Complexities of Coverage. Presented at the UAMS College of Public Health Policy Seminar, Little Rock, AR. April 6, 2004.
48. **West DS.**, Golden WE, and Archer N. AFMC Partnering with Health-System Pharmacists to Improve Quality of Healthcare in Arkansas. Poster presentation at the Arkansas Association of Health-System Pharmacists Annual Meeting, Tunica, Mississippi. September 18, 2003.
49. **West DS** and Fincher T. Teaching Scholar's Presentation: Simulation as a Tool to Assess Students' Ability to Detect Medication Errors: A Comparison of Students in a Normal Curriculum versus those Enrolled in a Medication Error Elective. Presented at the UAMS Pharmacy Practice Forum, Little Rock, AR. November 19, 2002.
50. **West DS**. Pharmaceutical Costs and Demand. UAMS Internal Medicine Research Conference, Little Rock, AR. February 6, 2002.

51. **West DS.** Incivility in Teaching. Presented at the UAMS Pharmacy Practice Forum, Little Rock, AR: November 20, 2001.
52. **West DS.** Save the Antibiotic: An Effort to Stem the Tide of Antibiotic Resistance. Presented at the Arkansas Medicaid Managed Care Regional Meeting, Mountain Home, AR. November 1, 2001.
53. **West DS.** Understanding Belief Processing and Persuasion Using a Practical Reasoning Framework. Presented at the UAMS Pharmaceutical Sciences Seminar, Little Rock, AR. October 19, 2001.
54. **West DS.** Arkansas Patient Safety Initiative. Presented at the Critical Access Hospital Educational Conference, Little Rock, AR. June 20, 2001.
55. **West DS.** Pharmaceutical Pricing. Invited presentation to the Arkansas Health Executives Forum, Little Rock, AR. March 2001.
56. Strum MW, Campbell J, Stephens M, Hamann G, and **West DS.** A Retrospective Evaluation of the Treatment of Warfarin Toxicity in an Outpatient Anticoagulation Clinic. Podium presentation at the Southeastern Pharmacy Residency Conference, Athens, GA. April 2000.
57. **West DS** and Wilkin NE. A Conceptualization of the Trust Formation Process Using A Model of Belief Processing. Podium presentation at the Southern Pharmacy Administration Conference, Morgantown, WV. June 1998.
58. **West DS.** Patient Care Software in the Health Care System. Invited presentation to Customer Marketing, Novartis Pharmaceuticals Corporation, East Hanover, NJ. July 1997.
59. **West DS** and Gilbert F. Student Quality of Life at the University of Mississippi. Poster presentation at Sigma Xi Research Day, Oxford, MS. April 10, 1997.

#### **GRANTS/CONTRACTS/RESEARCH SUPPORT AWARDED**

1. Franks A and West DS. "Impact of a Pharmacist-Provided Metabolic Syndrome Clinical Screening and Education Program." (**Co-Investigator**) AHA-Heartland Affiliate Heart and Stroke Community Development Fund. Funded July 2005, \$5,000.
2. Gardner S et al. "State Employee Benefit Division: Pharmacy Consulting Contract." (**Consultant**-10% of salary), funded January 1, 2004 for 3 years. \$1,018,140.

3. West DS. "AFMC Pharmacy Consultant: Quality Improvement Projects," (**Consultant**) Office of Projects and Analysis, Arkansas Foundation for Medical Care, \$138,693
 

2001-2001	\$22,500 (30% time)
2001-2002	\$24,375 (30% time)
2002-2003	\$26,250 (30% time)
2003-2204	\$27,188 (30% time)
2004-2005	\$23,127 (25% time)
2005-2006	\$15,253 (15% time)
4. West DS. "2004 NCPA-Pfizer Digest," (**Editor**) National Community Pharmacists Association, funded January 2004, \$8,000.
5. Hutchison LC and West DS. "Assessment of Medication Management in the Cognitively Impaired Elderly." (**Co-Investigator**) UAMS Alzheimer's Disease Center Pilot Research Program, funded March 2003, \$15,000.
6. Golden WE and West DS. "Building Consensus in Patient Safety Reporting." (**Co-Investigator**) Agency for Healthcare Research and Quality, R13 HS10964, Funded March 2002, \$50,000.
7. West DS and Golden WE. "Understanding How Consumers Are Persuaded by Direct-to-Consumer Advertising." (**Principal Investigator**) 2001 UAMS Medical Research Endowment Fund, Funded October 2001, \$10,800.
8. West DS and Fincher T. "Simulation as a Tool to Assess Student's Ability to Detect Medication Errors: A Comparison of Students in Normal Curriculum versus those Enrolled in a Medication Errors Elective," (**Co-PI**) UAMS Teaching Scholars Program, Funded July 2001, \$450.
9. Hastings JK and West DS. "The Effects of Self-Directed Videotaped Role-Plays on Self-Efficacy and Communication Apprehension of Pharmacy Students in a Communications Course." (**Co-Investigator**) The Spencer Foundation, Funded October 2001, \$10,000.
10. West DS. "2001 NCPA-Pharmacia Digest," (**Editor**) National Community Pharmacists Association, Funded January 2001, \$5000.
11. West DS, Halberg D, and Hastings JK. "An Economic Justification of the Use of Dispensing Technologies in Independent Community Pharmacies," (**Principal Investigator**) National Community Pharmacists Association, Funded October 2000, \$14,050.
12. West DS. "Little Rock Community Mental Health Center Feasibility Study," (**Principal Investigator**) Little Rock Community Mental Health Center, Funded August 2000, \$5,000.

13. West DS. "An Investigation of the Relationship Between Pharmacy Experience and Argument Type Used in Forming Trustworthiness Beliefs," (**Principal Investigator**) American Association of Colleges of Pharmacy New Investigator Program, Funded September 2000, \$7,520.
14. Szeinbach SL and West DS. "Information Technologies in Healthcare." (**Co-PI**) Novartis Pharmaceuticals, Funded May 1997, \$10,000.

#### **GRANTS AND CONTRACTS SUBMITTED AND IN REVIEW**

15. West DS, Hutchison LC, Hastings JK, Hong SH. "Investigating the Relationship between Health Literacy and Medication Beliefs in the Elderly," NIH-R03 (R03AG026406-01). (Principal Investigator) National Institute of Health-Institute of Aging. Submitted October 2004 (Score=195, 29% percentile), Resubmitted October 2005, Requested \$71,000. pending.

#### **GRANTS SUBMITTED AND NOT FUNDED**

1. Vanderbush RE, Martin BC, Johnson JT, West DS, Wolfe J, Hong SH. "Pharmaceutical Marketing and Evidence-Based Medicine Educational Program." (Co-Investigator). Attorney General Consumer and Prescriber Grant Program. Submitted October 2005, Requested \$394,528 over 2 years. pending
2. Martin BC, Mays G, West D, Hudson T, Borders T, Hong SH. "The University of Arkansas for Medical Sciences Pharmaceutical Policy Research Center."(Co-Investigator). Merck Foundation. Submitted September 2005, Requested \$600,000 over 3 years.
3. West DS, McSweeney J, Franks A. "Adherence to Medications: Women with Coronary Heart Disease." (Principal Investigator) American Heart Association Scientist-in-Aid Grant Program. Submitted July 2005, Requested \$140,000 over 2 years.
4. Owen R, et al. "UAMS-CERT: Increasing the Safety and Effectiveness of Psychotropic Drugs." (Co-Investigator) AHRQ-CERT (RFA HS 05014), submitted March 2005, Requested \$3,984,015 over 5 years.
5. Hastings JK, West DS, Lumsden L, Hutchison L, Sikes D. "Developing a Community Rx Practice Model for Hypertension Medication Therapy Management Services to Improve Medication Adherence and Blood Pressure Control." Submitted to the APhA Hypertension Medication Therapy Management Awards Program, February 2005, \$10,000.

6. Hong S, West D, Hastings J. "Willingness to Pay for OTC Services in Community Pharmacy." Submitted to National Community Pharmacists Association, August 2004. \$15,000.
7. Hastings J, West D, Kirtley J. "The effectiveness of student pharmacists utilizing a pictorial education aid in a communication course to counsel hearing impaired standardized patients." Submitted to Spencer Foundation, June 2004. \$30,090.
8. Hutchison LC, West DS, Wei J. "Assessment of Medication Management in the Cognitively Impaired Elderly." Submitted to AHRQ, March 2003, \$50,000.
9. Strum M, West DS, Hopkins R. "Determining the Clinical Effectiveness of a Pharmaceutical Manufacturer Assistance Program." Merck Foundation, August 2002, \$13,400.
10. Perrot LJ, Deloney LA, Hastings JK, and West DS. "Identification of Motivational Factors of Students in Various Health Professions Colleges." 2001 UAMS Medical Research Endowment Fund, July 2001. \$10,000.
11. West DS, Johnson J, Halberg D, and Thomas AR. "Efficient and Effective Anticoagulation Clinic Management: Appointment Adherence, Patient Satisfaction, and Perceived Value," Research Proposal Submitted to the UAMS Medical Research Endowment Awards, June 2000. \$10,000.
12. West DS, Wilkin NE, Garner DD. "Investigation of Trust Attributes in Pharmacy Practice." Agency for Health Care Policy and Research, May 1999. \$15,816.

#### **EDITORIAL REVIEW/ADVISORY BOARD MEMBER**

Editorial Advisory Board. *Journal of Research in Social and Administrative Pharmacy*, Elsevier, 2004-2006.

Editor, NCPA-Pfizer Digest, National Community Pharmacists Association, Alexandria, VA.  
2001-2005.

Editorial Panel, *Arkansas Medical Society Journal*, A Closer Look at Quality (a featured column), 2001.

Editorial Advisory Board, *Journal of the American Pharmaceutical Association*, Special Issue Series: Tools for Advancing Pharmacy Practice, 1999-2000.

#### **Journal Reviewer**

*American Journal for Pharmaceutical Education*  
*Annals of Pharmacotherapy*  
*Journal of American Pharmacists Association*  
*Journal of Pharmacy Teaching*  
*Research in Social and Administrative Pharmacy*  
*The American Journal of Managed Care*  
*Journal of Managed Care Pharmacy*

### **Abstract and Grant Reviews**

AACP New Investigator Program, Social and Administrative Sciences Grant Review Panel, 2005.

APhA Economic, Social, and Administrative Sciences Section Abstract Reviewer, 2005-2007.

### **AWARDS/HONORS/RECOGNITIONS**

Top Quality Peer Reviewer, *Research in Social and Administrative Pharmacy*, 2005.  
Innovation in Teaching with Technology-Honorable Mention, UAMS, 2005  
NCPA Faculty Liaison of the Year Award, 2004  
UAMS Pharmacy Practice Student Research Award, Faculty Advisor, 2004  
APhA/APPM Presentation Merit Award, 2004  
NACDS Education Foundation, 2<sup>nd</sup> Place Essay Award, Mentor of Lisa Liles, 2001  
Teaching Scholars V, University of Arkansas for Medical Sciences, 2000-2002  
AFPE Fellow, 2002  
AFPE Pharmacy Faculty New Investigator Award, 2001  
William E. Farlow Fellowship, University of Mississippi, 1999  
American College of Apothecaries, Associate Fellow, 1998  
AFPE Pre-Doctoral Fellowship in Pharmacy Administration, 1998-1999, 1999-2000  
USP-AFPE Pre-Doctoral Fellowship in Pharmacy Administration, 1997-1998  
University of Mississippi Graduate Achievement Award for Pharmacy, 1997  
William E. Farlow Fellowship, University of Mississippi, 1997  
Bristol-Myers Squibb-NCPA Fellowship in Pharmacy Administration, 1996-1997  
Phi Lambda Sigma-AFPE First Year Scholarship, 1995

### **HONOR SOCIETIES**

Golden Key National Honor Society  
Phi Eta Sigma  
Phi Kappa Phi Honor Society  
Phi Lambda Sigma National Pharmacy Leadership Society  
Rho Chi Scholastic Honorary  
Sigma Xi Scientific Research Society

Who's Who Among American Universities and Colleges

**PROFESSIONAL SERVICE ACTIVITIES**

College of Pharmacy Promotion and Tenure Committee, University of Arkansas for Medical Sciences, 2006-2008.

Chair, College of Pharmacy Assessment Committee, University of Arkansas for Medical Sciences, 2005-2007.

Self- Study Leadership Committee, UAMS College of Pharmacy, 2006-2007.

Graduate School Assessment Committee, University of Arkansas for Medical Sciences, 2005-2006.

Behavioral Human Subject Institutional Review Board, University of Arkansas for Medical Sciences, 2002-2006.

Graduate School Curriculum Committee, University of Arkansas for Medical Sciences, 2004-2005.

Get Healthy UAMS Advisory Council, University of Arkansas for Medical Sciences, 2004-2005.

National Community Pharmacists Association Faculty Liaison, College of Pharmacy-  
University of Arkansas for Medical Sciences  
2000-2007

AWARDS: 2004 NCPA Faculty Liaison of the Year Award  
5<sup>th</sup> place, Student Business Plan Competition, 2004  
2004 NCPA Student Chapter of the Year, Runner-Up  
2003 NCPA Student Chapter of the Year, Runner-Up  
2002 NCPA Student Chapter of the Year  
2000 NCPA Student Chapter of the Year, Runner-Up

College of Pharmacy Student Research Committee, University of Arkansas for Medical Sciences, 2003-2005.

College of Pharmacy Admissions Committee, University of Arkansas for Medical Sciences, 2003-2005.

College of Public Health-Department of Health Policy and Management Executive Committee, University of Arkansas for Medical Sciences, 2003.

College of Pharmacy Curriculum Committee, University of Arkansas for Medical Sciences, 2002-2004.

Program Committee for the AACP Section of Social and Administrative Sciences, 2002-2003.

University of Arkansas for Medical Sciences Academic Senate, College of Pharmacy Representative, 2001-2002.

American College of Apothecaries, Community Pharmacy Residency Committee, 2001.

Planning Task Force for Medicaid Quality Conference, Arkansas Foundation for Medical Care, April 2001.

Chair-Pharmacy Administration Search Committee, University of Arkansas for Medical Sciences College of Pharmacy, 2001.

Faculty-Student Mentor, UAMS College of Pharmacy, 2000-2001, 2001-2002, 2002-2003, 2005-2006.

Self- Study Accreditation Faculty and Staff Committee, UAMS College of Pharmacy, 2000-2001.

Arkansas Association of Health-System Pharmacists, Social Chairman, 2000.

Judge-Patient Counseling Competition, Academy of Students of Pharmacy, UAMS College of Pharmacy, 2000, 2001.

Judge-Patient Counseling Competition, Academy of Students of Pharmacy, Texas Tech University, 2001.

Post-graduate Officer, American Pharmaceutical Association: ESAS Section, 1998-99.

Pharmacy Student Council on Alcohol Education and Awareness, University of Mississippi, 1998. (Attended the University of Utah School on Alcoholism and Drug Dependencies, Salt Lake City, Utah, Summer 1998).

## **PROFESSIONAL AFFILIATIONS**

American Association of Colleges of Pharmacy (AACP)  
American College of Apothecaries (ACA)  
American Pharmacists Association (APhA)  
Arkansas Pharmacists Association (APA)  
International Society for Pharmacoeconomics and Outcomes Research (ISPOR)  
Kappa Epsilon (KE)  
National Community Pharmacists Association (NCPA)  
Society for Judgment and Decision Making (SJDm)

## **CONSULTANTSHIPS**

Little Rock Community Mental Health Center

Arkansas Pharmacists Association: Medicaid Reimbursement, testified in front of the Arkansas Legislative Council Rules and Regulations Committee

National Community Pharmacists Association

Arkansas Foundation for Medical Care-Medicaid Managed Care Services

Pfizer Pharmaceuticals

Various independent pharmacies, consult on pharmacy management issues (e.g., pricing a pharmacy, financial analysis, inventory control)

## **MEDIA QUOTES AND STUDIES CITED**

*Shortage of Pharmacists by Scott Thrower*  
October 28, 2005  
Radio Interview, B-98  
Little Rock, Arkansas

*Pharmacists Benefit from Employer Competition by Chip Taulbee*  
October 10, 2005, Arkansas Business  
Quote from Donna West

*Where has all the Prilosec Gone? By Alex Berenson*  
March 2, 2005, New York Times  
Quote from Donna West

*Pharmacists Oppose DHS Proposal*  
February 8, 2002, National Federation of Independent Business  
Quote from Donna West

*Patients want honest, caring pharmacists by Carol Ukens*  
April 21, 2003, Drug Topics, p42  
Study cited

*Group: Drug Rate Cut to Yield Little Benefit. Better Rx Use is Key, Pharmacists Say.* by Michael Rowett  
January 15, 2002, Arkansas Democrat, B1  
Quote from Donna West

*Trustworthiness and Professional Ethics by Amy Haddad*  
JAPhA, 2002; 42(4): 540-541  
Commentary on article by West et al.

*Patient Valuation of Pharmacists Services for Self-Care with OTC Medications*

*August 2005, Nonprescription Medicine Digest, volume 15*  
*Study cited*

**REFERENCES:** Available Upon Request