



## In the Spotlight

**Name:** John Pastor, III, Pharm.D.

**Title:** Assistant Director of Pharmacy, Clinical Services – University Campus  
Clinical Assistant Professor, University of Minnesota College of Pharmacy

### His Story

John serves as the Assistant Director of Pharmacy for the University of Minnesota Medical Center and the University of Minnesota Amplatz Children's Hospital. John's current responsibilities include managing clinical services where he leads a staff of five clinical leaders and forty clinical pharmacists on the University Campus. John is responsible for regulatory compliance and medication safety, as well as the provision of experiential education for over 160 student rotations each year for the University of Minnesota, College of Pharmacy.

John has held both elected and appointed positions at the local, state and national levels. He is currently Chair of the Education Steering Committee for the Section of Pharmacy Practice Managers. John also represents Minnesota in the American Society of Health-System Pharmacists House of Delegates. He is a Past-President of the Minnesota Society of Health-System Pharmacists, and is involved with the University Health-System Consortium Pharmacy Council serving on the Strategic Initiatives and Programming Committee. John is passionate about his work with team-building, staff development and patient-centered improvement projects. John received his pharmacy degree from the University of Minnesota and completed an ASHP-accredited residency in Pharmacy Practice at the University of Minnesota Hospital and Clinic.

### Becoming a Better Manager

I am fortunate to have had many great mentors who encouraged me to seek out new experiences and who fostered my growth as a leader. Paul Abramowitz hired me for my first position as a clinical pharmacist. Even though I would not move into a manager position for another eight years, I credit Paul for inspiring me to seek leadership roles early on in my career. My position as the drug use evaluation pharmacist allowed me to interact all over the organization and gave me regular exposure to the management teams in both the pharmacy and the hospital early in my career. This cemented my desire to be a manager and showed me the value of building and working with great teams. Other key mentors who have greatly influenced me are Chuck Daniels, Pam Phelps and Scott Knoer.

## **Recent Challenges**

The financial challenges being faced by most hospitals have also been faced here. We've dealt with it first by relying on an exceptional leadership team and staff. The team I am a part of has a special combination of talented people that have helped us keep focus during tough times. We have employed LEAN methodology for process improvement and have realized significant operational efficiencies. The biggest challenge I see is continuing to increase our direct interactions with patients as health-system pharmacists. The members of the health care team understand the value we provide, and as a profession we need to make sure patients do too.

## **Role of the Pharmacy**

We made a significant change in our pharmacy practice model three years ago, where we integrated our dispensing and clinical staff into a team-based model. This allowed more staff to participate in direct patient care activities and engaged our technicians in managing most of the drug distribution process. Pharmacists have been able to take on additional responsibilities such as anticoagulation medication management, patient education, and participation in interdisciplinary teams across the organization.

## **Rewards of a Management Position**

No two days are alike – there is always a “challenge of the day”. Leading pharmacy staff and engaging them in the work of the hospital is exciting to me. Being involved in hospital-wide initiatives around safety and performance allows me to bring the vision we have for pharmacy into my daily work. I value each member of my team – everyone brings something unique to the table, and watching them grow as individuals and professionals is very rewarding to me.

## **Advice for Peers**

Develop a network of peers at other organizations, and stay in touch with them. Having a group of colleagues like this allows you not only to be mentored but to also serve as a mentor to others. Develop relationships with others in your organization – having strong ties with your colleagues across the organization will help every step of the way. Understanding and helping advance their agendas will help engage them with yours.

## **Value of ASHP**

ASHP provides value to me in many ways through advocacy, networking opportunities and educational programming. The ASHP Daily Briefing is something I check every day. The Section also brings special value to me as a leader through section programming (Manager's Boot Camp, Midyear Programming) and the listserv.

*Member Spotlights serve to showcase active members of ASHP and the Section.*

*This spotlight was produced by the Section of Pharmacy Practice Managers [Advisory Group on Communications and Publications](#).*