

# Joint International Conference and Expo on Industrial Pharmacy & 5<sup>th</sup> Global Pharmacovigilance Summit

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### Improving care across the pharmacy spectrum: Impacting all levels of pharmaceutical excellence through self improvement

Improving the care provided at different levels of the pharmaceutical spectrum is a difficult task. The only way to affect real change in the current business environment is to dramatically alter your approach towards excellence on a personal and professional level. This workshop-like presentation will introduce you to new concepts and ideas for taking steps to improve the landscape of your business. Industry, community, hospital or sales, the only way to make your work better is to understand the why and the how of what you do. Throughout this presentation, the audience will be immersed in a learn-practice-learn session seeking to enhance the take-away knowledge to be applied in the daily work life. We will look at different leadership styles, and thoughts and how they apply to pharmacy and to healthcare. We will also then examine our approach to improving customer service, whether the customer is a patient, physician, stakeholder, research team, classroom or coworkers.

### Biography

William Jesse is a Senior Pharmacist in the Ambulatory Pharmacy at Cleveland Clinic, Abu Dhabi, and part of a team of pharmacists, technicians and distribution agents who work tirelessly to provide excellent pharmaceutical care for the patients of Cleveland Clinic Abu Dhabi. Together the Ambulatory Pharmacy team at Cleveland Clinic Abu Dhabi strives to improve the patient experience as our patients transition from clinical care in the doctor's office to their homes with comprehensive services in counseling, allergy and drug interaction monitoring, and striving to minimize poly-pharmacy as much as possible.

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