



## Susan Teil Boyer

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### *You Need the Big E: Enthusiasm*

Just ask Susan and she will tell you that knowing what you want to accomplish coupled with an enthusiastic drive to make it happen will get you a long way down the path of success. Susan's natural enthusiasm in her work and throughout her life has certainly been a key to her success.

Her pharmacy practice roots are in hospitals where she advanced the practice of pharmacy in hospitals of various sizes. She has served in several pharmacy and hospital administration leadership roles including Vice President and Director, Pharmacy Services, MultiCare Health System, Tacoma and Puyallup, Washington. She has also provided leadership on regulatory matters as Executive Director of the Washington State Board of Pharmacy. Throughout her career she has positively impacted the pharmacy profession in numerous roles and has always been an inspiration in developing residency programs and mentorship of residents. Thus, it is no surprise that she continues this passion for residency training and mentorship through her current role as Lead Surveyor for the ASHP Residency Accreditation Services Division. Susan also enjoys giving back to the pharmacy profession through her leadership in state and national pharmacy organizations including serving on the American Society of Health-System Pharmacists (ASHP) Board of Directors.

She received her bachelor of science degree from the University of Washington and her master of science degree from The Ohio State University where she also completed her residency in Pharmacy Practice and Administration. Susan tells us: *if you are going to advance your career or your cause you need to have enthusiasm.*



Dear Young Pharmacist,

**I**n your training you learn all about drugs, but your profession is really about people, especially your patients. The most important thing for you is to relate to other people. Relating to others is about interacting effectively with a diverse range of people, the ability to listen actively, recognize different points of view, negotiate, and share ideas. Everything you wish for in your professional life will likely come from or through another person.

In my first year of a two-year pharmacy residency program at The Ohio State University (OSU) Medical Center, my preceptor, Dr. Clif Latiolais, said “Susan you have the big *E*, enthusiasm!” The words stuck with me, and my interest in others and interest in the profession carried me through several jobs and through increasing levels of professional involvement. Five years after graduating, I had the opportunity to take a director job in the Pacific North West at a multi-hospital community health system. I believe the big *E* came through for me as we enthusiastically worked to reshape our pharmacy practice model by convincing my boss and nursing leaders to decentralize the pharmacists to clinically practice on the patient care units. What a positive experience for the staff and for patient care! Enthusiasm ensures that you come across as someone who wants to do what it takes to get the job done.

Of course, some of our pharmacists were very excited to work on the patient care units and others, not so much. Change can be difficult, but enthusiasm helped me go above and beyond to stay committed to our vision. Ultimately, with time, the staff all supported our vision for care and services.

An important example I want to share with you was the opportunity I had to hire a new pharmacist. I looked for those intangibles where it boils down to experience versus enthusiasm; to me, enthusiasm wins every day of the week. Sure, training and experience are important, but we were sending the pharmacists to practice on the nursing units so it was important that the new pharmacist had energy, enthusiasm, optimism, and resilience.