

Dianna Gatto

PharmD, BCPS



Build Your Team, Build Your Career

Dianna finds energy and satisfaction from working with teams and describes how her leadership and success have been strengthened through team-building. Dianna is currently Clinical Pharmacy Manager and Pharmacy Residency Director at Multi-Care Good Samaritan Hospital in Puyallup, Washington.

Dianna graduated with a BS Pharmacy degree at Washington State University College of Pharmacy and received her PharmD (1998) from the University of Washington School of Pharmacy. Dianna completed an ASHP-accredited pharmacy residency at Good Samaritan Hospital, Puyallup, Washington.

Dianna's advice is: Find what gives you energy at work and what takes it away. Contribute no matter your role. Speak up. Your ideas and opinions matter. Find your teams, and if they don't exist, create them!

Dear Colleague,



What gives you energy at work? What takes it away? You should give these questions serious consideration. As I reflect on my career, what keeps me energized is *teamwork*. I have been fortunate to be a part of high-functioning teams throughout my career, from my pharmacy team to my home team. Surrounding yourself with people who give you energy leads to both personal and work satisfaction. *Learning how to identify and change what takes energy away gives you power.*

By knowing yourself and the answers to these questions, you control your life and career.

I started my pharmacy career by being the first resident at my institution. As an intern, I had learned to trust and rely on this pharmacy team. I had to trust that the program would meet the requirements for accreditation and obtain accreditation once I completed the year-long training. Likewise, the pharmacy team had to trust me—trust that I would be a model resident, an active participant on the team, and a good representative of their efforts. I had to engage preceptors, take and provide feedback, and follow through. This was challenging at times, as developing a new program requires lots of communication, engagement, and paperwork. During this process I learned that I worked well on a team and could also lead the team. I developed and used my motivational and communication skills to ensure preceptors had all rotation information completed and that we were “on the same page.” Our teamwork led to the program’s successful accreditation three months after I completed it.

Transitioning to my next role as a clinical pharmacist, I became a part of several teams—pharmacy, nurse, and provider. On each team, I learned the importance of developing and building trust. My high standards, strong work ethic, reliability, accountability, and contributions helped to build their trust. These teams trusted my knowledge and skills, and I trusted their abilities and feedback so that together we provided the best care for our patients. In each of my clinical areas, I forged strong relationships, which gave me energy and helped me be a better pharmacist and leader. In turn, the feedback I received was incorporated to develop myself.

As a clinical pharmacist, I never saw myself in a formal leadership role. I loved taking care of patients and working with acute care team members. After my residency, I had been asked to consider an administrative residency, but I hadn’t considered it at that point in my career. I loved being a clinician and working directly with members of the healthcare team. *Why would I want to take on a leadership position?* A number of years after my residency, an opportunity arose to apply for a clinical management position and residency program director. Although the residency director position interested me, I didn’t think about applying because management wasn’t on my radar. When co-workers and supervisors encouraged me to apply, I was surprised, as I never saw myself in a leadership position. But, always being up for a challenge, I applied. I thought it would be a good experience, since it had been a while since I used my interview skills. I didn’t have any expectations of obtaining the position because other candidates had more experience. Imagine my surprise when I learned I got the position!