

Escape into Excellence - an Ask Me Anything about healthcare, awareness, thinking, and suffering and how to deal with it with Dr. Diana Rangaves



Dr. Diana Rangaves

Author ~ Editor ~ Clinical Pharmacist ~ Director

#HealthAMA

MAR 28, 2018

Escape into Excellence! Do you think about your thinking? Do you know why you make the choices you make? Use practical tool kits and critical thinking, learning activities to make your own personal best choices. We think about our thinking," Diana says, by being aware and understanding Neurotransmitter Ticklers, STAR template for problem-solving, Habits of Thinking, and the Q Intelligence we all have within.

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Conversation (141)

GRADUBRV

Are there certain issues where the STAR template won't work for?

APR 24, 8:28PM EDT0

ADI PERDANA

You have also written a children book, what were the inspirations behind writing a children's series?

APR 24, 2:54AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
The real Rosy Posy!

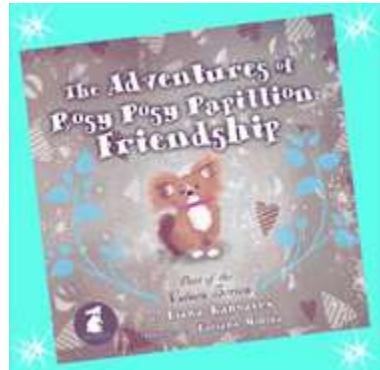
I am a foster mom for Pap Haven Rescue and Rosy Posy came up for adoption. About one month after she arrived, she escaped into my field. I found her safe visiting with the pony, ram, and goats!

Rosy Posy is strong, curious, and has courage.

We need a tool to teach each half generation of children values in a compelling, fun, and bright way. So, the inspiration of the twelve values series was born.

There is a Rosy Posy Club website where children can follow a treasure hunt and earn a Rosy Posy Bookmark. <https://rosyposy.club/>
100% of authors' royalties benefit the charity Pap Haven Rescue. <http://www.paphaven.org/>

Buy the book here: https://www.amazon.com/s/ref=nb_sb_noss_2?url=search-alias%3Daps&field-keywords=diana+rangaves



Thank you!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

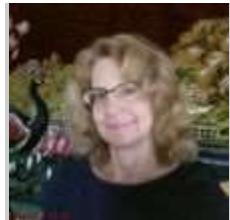
Last edited @ Apr 24, 10:50AM EDT.

APR 24, 10:47AM EDT0

[LHYN GREGORIO](#)

What is your interesting writing quirk? How long does it take you to write a book?

APR 23, 11:31PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

The mornings are for thinking and reflecting on key words and ideas. The afternoon and sometimes at 1 AM are for writing!

Whenever inspiration hits! Words poured through my fingertips, as if someone else was writing. I love that feeling when you are in spirit!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 24, 10:48AM EDT0

BEAUTYBLISS07

What would be the one thing routine or recommendation you would make for people who want to improve their overall health?

APR 23, 4:53PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Attitude

“Words can never adequately convey the incredible impact of our attitudes toward life. The longer I live the more convinced I become that life is 10 percent what happens to us and 90 percent how we respond to it. Attitude is more important than the past, than education, than money, than circumstances, than what people do or say. It is more important than appearance, giftedness, or skill.” ~ Charles R. Swindoll

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 23, 5:55PM EDT0



[YANNYREY](#)

Can you share some success stories on how your approach changed lives?

APR 23, 11:50AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hi Yannyrey,

Please educate me. I am asking for clarification as to what this question means.

Thank you.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 23, 3:01PM EDT0

DEBENJY91

What are some tips to give your life meaning and a purpose when suffering with depression?

APR 23, 9:52AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

The ancients believed that the beginning of depression is a sign that we are not in alignment with our Soul purpose.

William Barclay wrote, “*There are two great days in a person’s life, the day we are born and the day we discover why.*”

Some tips for consideration:

Get a check-up to determine that all is in order

Get up and get outside of ourselves, engage in community, volunteer, interact with people, animals or nature

Getting started takes effort, energy, and work. Do it anyway. It is essential to persist layer by layer.

Make all the perceived little things count; everyday live for relationships, helping others, loving people, and enjoying little stuff like food or conversation or crying.

It feels good..... now.....

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 23, 3:00PM EDT0

KEENAJOTH

What is your opinion on getting these nutrients from food versus supplements?

APR 23, 8:07AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
The first step is asking the question! Great job!

The next step is to self-educate and work on our nutrition before moving to supplements.

A variety of fresh foods are necessary for health.

Supplements serve a purpose; however, too much can cause problems.

Further reading:

<https://www.health.harvard.edu/staying-healthy/should-you-get-your-nutrients-from-food-or-from-supplements>

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 23, 2:58PM EDT0

[MANAVISAIN](#)

Happy girl

In your experience, why do people overthink and stress about fictional situations when there is nothing they can do about it?

APR 23, 5:48AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

The first detail to look at is to 'get clear that this is yours'.

Many times we spin about things that do not belong to us. Does the following phrase apply 'not my circus, not my monkeys'?

Warmly,

Diana

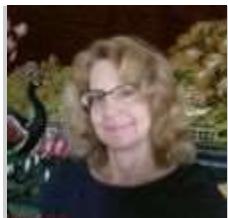
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APR 23, 2:57PM EDT0

TZWABBY

Can a person reach his/her maximum potential while living in a toxic environment? If yes, how?

APR 23, 5:21AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Self-reflection is essential when placed in a toxic environment.

Ask yourself:

Do you **feel** physically ill, demoralized, or troubled when entering any atmosphere?

Toxic environments and people, drain our energy, creative spirit, and eventually love.

Protect yourself: If you feel unsafe, leave.

Document everything: keeping a diary or journaling is one way of documenting and healing at the same time. All that negative emotion spills out on the pages.

Know When to Fold 'em: Start building and planning your exit strategies. There is only so much nudging of a system you can do to implement change. At this point you will need to decide to accept or continue pressing for change, or leave.

"As we let our light shine, we unconsciously give other people permission to do the same. As we are liberated from our own fear, our presence actually liberates others." - Marianne Williamson

Warmly,

Diana

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APR 23, 2:56PM EDT0



[JIHANE DOUCH](#)

Fashion blogger and writer

From the diet perspective, what can people do to keep our brains healthy?

APR 23, 4:49AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hello Jihane,

It is **ALL OF life!** Adopting positive, healthful lifestyle choices can maintain your health.

This includes physical health and exercise, diet and nutrition, cognitive activity, and social engagement.

Use it or lose it: Keep active in what you enjoy, volunteer, and be around people who enhance your life.

Choices: stay away from drugs of abuse, alcohol, cigarettes and other toxins.

Be active: walking, exercise keeps blood flowing, reduces the risk of obesity, and helps us feel better.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 23, 2:55PM EDT0



[CAROLYN MERRILL](#)

Why is it so hard to get good healthcare, when we work so hard for the coverage

APR 22, 10:01AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hello Carolyn,

Insurance is a hedge against risk and a protection from or to minimize loss.

We have an obligation **to mitigate damages** or the loss. This means to make it less unpleasant or painful.

In the context of health and healthcare, healthcare insurance eases the financial risks, lessens high medical costs, offers deductibles, preventive care, etc.

No one plan covers everything.

While no one wishes to get hurt, sick, or have a **catastrophe event** at some point we must plan for a storm.

It is up to each individual to mitigate our own health and lifestyle choices.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 23, 2:54PM EDT0

[PONCJO](#)

What are the main principles for more effective and intelligent Q&A exchanges?

APR 20, 4:02AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

I think there are few that open a dialog.

Self-awareness: Know your intention

Choice: Think about the outcome you wish to achieve, and move towards it

No-fault: Blame game blocks and spins the system, only no-fault communication works. All stakeholders need to be included in the solution for a win/win.

Ready: Willing to learn something about ourselves, the other person and the system; surrender, listen, and learn.

'Hello': Bridge any distance for closing the distance builds trust. Always be the first to say 'Hello'!

Further readings: <https://www.utc.edu/walker-center-teaching-learning/teaching-resources/7-principles.php>

Warmly,

Diana

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APR 20, 11:34AM EDT0

HASEEB_ALI

Other than usual workings of the brain required for life, why can't humans stop thinking? Do people stop thinking when we are asleep? Is it possible for the brain to stop thinking ever?

APR 19, 5:50PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

My opinion is that we are never meant to stop thinking. Thinking is like a river sometimes the flow is smooth, placid, soothing other times turbulent rapids.

We are conscious beings. This never stops even as we sleep; we are processing information in the unawareness of slumber.

Yes, I think our brain stops thinking when we have died.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 20, 11:32AM EDT0



LUCHAZO99

Is intelligence hereditary or environmental? Why are some people smarter than others?

APR 19, 2:56PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

A system set up by humans' claims to measure intelligence.

Intelligence is a concept.

We are all good at something; our job is to discover what that is!

It is an expression of our essence, a combination of all things that brought us to this moment.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 20, 11:31AM EDT0



TSANI

How can people develop their critical thinking abilities?

APR 19, 3:30AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Critical thinking involves asking questions!

STAR template looks at Situation/Task/Analysis/Result. It is one tool to define the Situation/Task, Analyze evidence, emotions, assumptions/biases, perceptions/perspectives and standing in silence while processing uncertainty. (Wade 1995)

There are many to choose from so select what you enjoy!

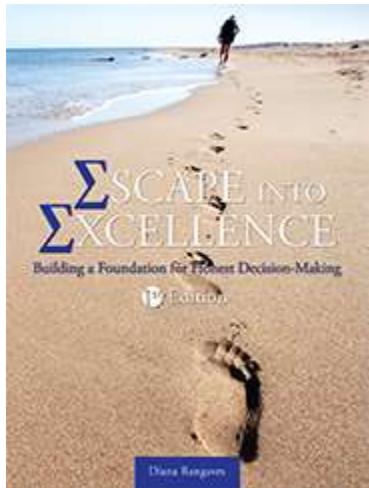
- Ask the question, '**what would happen if?**'
- Be open to perspectives in the '**theory meet theory game**'
- Support **observations and predictions with the 'Habits of Thinking'**
- Seek out '**Holding Court: Plaintiffs and Defenders**'

- Adept with **intuitive leaps of connect the dots with the ‘Q Intelligences’** within us

Other activities are numerous: “What Do You See?”, Spotlights, Neurotransmitter Ticklers, STAR template, Quando Quandries, Holding Court, and Think-pair-share.

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One hundred percent of the author’s royalties benefit passing education forward through the *Santa Rosa Junior College Foundation*.



Just keep SEEKING and ASK the questions!

Warmly,

Diana

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APR 19, 1:38PM EDT0

SV9ZIST

With the invention of the internet and the advent of big data and crowd sourcing, it's finally possible for citizens to govern themselves directly. Is it a good idea for the masses to directly govern themselves or is governance something better left to professional politicians and what do you base your answer on?

APR 16, 3:45PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hi Sv9zist,

These are huge questions.

Please educate me....."With the invention of the internet and the advent of big data and crowd sourcing, it's finally possible for citizens to govern themselves directly."

How does one relate to the other? How does the internet, big data, and crowd sourcing provide direct governance?

Thank you.

Warmly,

Diana

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Last edited @ Apr 17, 6:44AM EDT.

APR 17, 6:44AM EDT0



[ZARAKEISHA](#)

What are the most important factors in maintaining a well functioning society and what does it mean for a society to function well?

APR 16, 8:51AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

I think society is like any other system.

All systems whether is it a cell, aggregate of cells, a body organ, a household, a job, school, club, corporation, charitable organization, government, or solar system, are multi-dimensional constructs.

Well-being is based on relationships.

Flourishing in isolation is impossible.

The design of building lasting friendships, meaningful relationships from surface acquaintances to intimate, we are made to share, as well as to give and receive.

During all life stages, we need to feel connected. The essential component is self-management.

- Keep Learning – knowledge, language, information; are tools to adapt and communicate effectively
- Engage with others - interact with diverse groups and participate in society
- Contribute to valued outcomes for societies and individuals
- Help other individuals meet important demands in a wide variety of contexts
- Take responsibility for managing our own lives
- Dedicate time and effort to develop and cultivate

When people are satisfied, interested, and engaged in their lives, we experience a feeling of accomplishment that maximizes our physical, mental, and social functioning,

In the context of a society, individuals judge the quality of their life as going well.

Further readings can be found at the [Foundation Health Measures](#) and

<http://www.oecd.org/pisa/35070367.pdf>

Warmly,

Diana

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APR 17, 6:15AM EDT0

SHWETA

Is what one perceives reality or just a construct of our minds and is it possible for one's mind to correctly interpret reality, why or why not?

APR 14, 1:48PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
I think that reality is a perception of experiences.

The atoms, particles, and space of our brain communication substances, neurotransmitters, **intercede** and imprint.

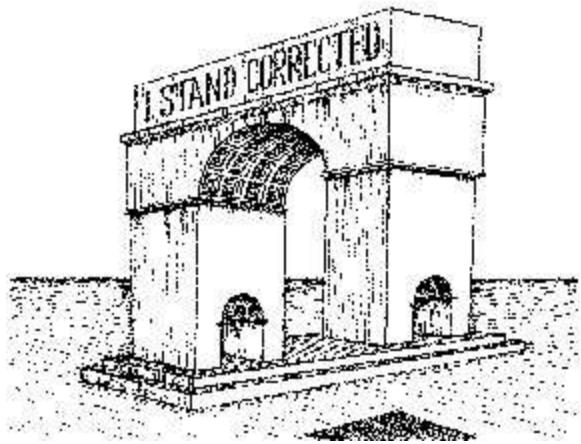
If we take a perception as a toy boat, we can test it to see if it floats. If the perception flounders based on observations, predictions, and connecting the dots, we pull in out of the water and start again. We build a different boat with what we have learned. We have the opportunity to self-edit, self-correct, and revise our perception upon the new information.

If the boat floats for a long time, maybe it has a few leaks; however, it serves well and is supported by solid observations, testing, repetition, patterns, which are dependable enough in matching observations that it proceeds to be a reality.

Perception is all we have. A good perception accurately describes a large class of observations. It must make definite predictions about the results of future observations. It provides a platform to make intuitive leaps of imagination that are not at odds with things already observed. By suggesting what to expect from future observations it calls on individuals to test it.

Evaluations and assessments involve;

- Putting things into context
- Investigating all perceptions
- Observing for skewed perceptions
- Detecting perceptual illusions
- Witnessing character, reputation, of challenging versions
- Readiness to self-correct perceptions, 'I Stand Corrected.'



Drawing by Roger N. Shepherd, Mindsights, W.H. Freeman and Co., 1990

What do you see?

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

Last edited @ Apr 14, 3:33PM EDT.

APR 14, 3:25PM EDT0

[A_LAVF](#)

What is the best way to explore human nature: psychology, philosophy, or biology and why do you believe so?

APR 14, 8:29AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

“All the world's a stage, and all the men and women merely players: they have their exits and their entrances; and one man in his time plays many parts, his acts being **seven ages.**”

~ William Shakespeare

This dialog is from ‘As You Like It.’

The context compares our life to a play. Each of us passes through seven phases or behavior patterns: infant, child, lover, warrior, judge, the Pantalone of money/greed/status, and death (emotional, occupational, spiritual, and physical). They are running themes, overlapping our lives in multiple and repeating order.

Answering this question is not as straightforward as it might appear, as each seeker chooses whether or not to locate their unique ‘Yellow Brick Road.’

I think it starts with observing our own behaviors, our thoughts, and feeling our body by cultivating our Q Intelligences of moral intelligence (MQ), emotional intelligence (EQ), body intelligence (BQ), and intelligence quotient (IQ).

We can do this by accepting our vulnerability and use all the disciplines that resonate with us: psychology, philosophy, biology, economics, academics, literature, archeology, anthropology, music, art, sciences, religious studies, etc.

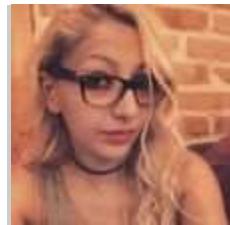
Be open to the awareness that nothing fits perfectly in a box or category as there are many paths that an individual can take that is **their best**, and respect that one size does not fit all.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 14, 1:40PM EDT0



[BOJANA PEJIC](#)

Do you feel that there is a crisis between what people seek and what they actually find in terms of happiness?

APR 13, 8:51AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Aristotle wrote, ‘Happiness depends on ourselves.’

I feel we are as happy as we make up our minds to be.

We cannot chase happiness, it comes from within. Working to meet our safety needs, being useful, and finding the ‘Middle Path, the balance between excesses, all these are defined differently by the individual.

According to Nicomachean Ethics, 1097a30-34, “Everywhere we see people seeking pleasure, wealth, and a good reputation; but while each of these has some value, none of them can occupy the place of the chief good for which humanity should aim.”

Only humans are capable of acting according to principles, and in so doing taking responsibility for their choices.

Excellence and happiness then turns out to be an activity of the Soul.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 13, 5:42PM EDT0

[OLJKA91](#)

What would you say are the best tricks to keep yourself motivated and avoid over thinking?

APR 13, 4:36AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

There are so many, choose the ones that work for you and that you enjoy!

- **Food-** I will treat myself to a See's Candy. Remember, everything in moderation.
- **Exercise-** I enjoy walking regularly with my dogs and taking care of my pasture pets.
- **Writing** in my journal
- **Self-talk, positive readings** and surrounding myself with simple, uncluttered, inspirations

These support moving toward clarity through over-thinking. During the process, remember:

- There will be time to self-correct and self-edit.
- Be comfortable with the silence, the uncertainty, being incorrect, and changing perspectives
- Share your story to your social support system
- Leave room for forgiveness
- Create fun distractions and projects
- Be of service to others and their issues first, it provides an outlook
- Do not worry about perfection of decisions, remember there will be a limited time to self-correct and self-edit.



Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 13, 5:37PM EDT0



RUDI

What is new in the field of emotional intelligence? How can emotional intelligence be linked to organizational metrics?

APR 12, 5:38AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

I love this question! Thank you, Rudi!!

We all have the potential within us to cultivate EQ (emotional intelligence), MQ (moral intelligence), BQ (body intelligence) and IQ (intelligence quotient). It is a choice.

Emotional intelligence is our learned ability to manage our emotions and be empathetic and aware of what those around us are feeling. **Leadership skills employ sensitivities and feelings that are appropriate to the situation, motivate self and others, and foster and nurture relationships.**

It is a **choice** that does take work and practice to become aware of our inner self-talk.

One method is to keep a **journal**.

“Emotional intelligence is a strong predictor of job performance, according to a new study conducted at [Virginia Commonwealth University](#) that helps settle the ongoing debate in a much-disputed area of research.”

For more reading “The Relation Between Emotional Intelligence and Job Performance: A Meta-Analysis,” which has been published online by the [Journal of Organizational Behavior](#).

For a complete copy of the study, visit the Journal of Organizational Behavior website at
<http://onlinelibrary.wiley.com/doi/10.1002/job.714/full>

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 12, 2:06PM EDT0

MIRZA

What is the most common reason for over thinking nowadays?

APR 11, 11:33PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Trust is our core power.

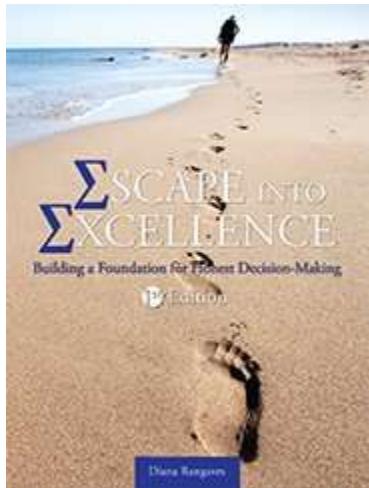
Trust in ourselves; that we did our best and trust in the process.

Over thinking can be used as a **protection**. We take the time during the Analysis part of STAR technique (Situation, Task, Analysis, and Result) to chew on, chew over, consider, contemplate, deliberate, mull over, ponder, reflect, and weigh up!

Once we have done the work, all the should have, could have, and would have self-talk dissolves.

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Just keep SEEKING and ASK the questions!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

Last edited @ Apr 12, 2:28PM EDT.

APR 12, 2:07PM EDT0



HONEY BHATTACHARYA

Explain the STAR template for problem solving? Is this template good for all ages?

APR 9, 1:41AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Yes!

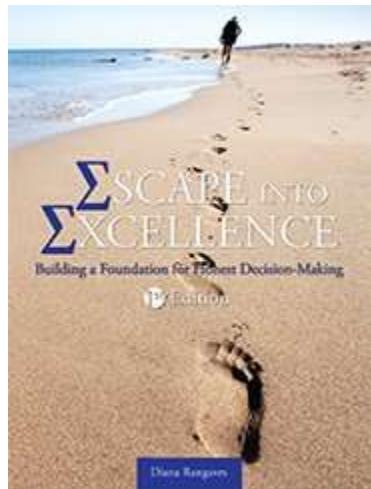
Values and critical thinking involves asking questions!

STAR template looks at Situation/Task/Analysis/Result. It is one tool to define the Situation/Task, Analyze evidence, emotions, assumptions/biases, perceptions/perspectives and standing in silence while processing uncertainty. (Wade 1995)

Other activities are numerous: “What Do You See?”, Spotlights, Neurotransmitter Ticklers, Quando Quandries, Holding Court, and Think-pair-share.

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Warmly,

Diana

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APR 9, 10:46AM EDT0



[HONEY BHATTACHARYA](#)

What role does critical thinking play in learning and studying?

APR 9, 1:41AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Hello Honey,

In **Reading Apprenticeship** we cultivate Habits of the Mind to find success!

There are Metacognitive Strategies:

Predicting: I **predict....In** the next part....I think this is...

Visualizing: I picture....I can see....

Questioning: A question I have is.....Could this mean....

Making Connections: This is like.....This reminds me of....

Identifying the Problem: I got confused when.....I'm not sure of....

Using **FIX-UPS!** I'll reread this part....I will **SELF-CORRECT** this part.....

Summarizing: This big picture is....I think the point is.....So what it is saying is....

Yes, it takes effort and practice.

You are worth it!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 9, 10:45AM EDT0



[BRANKO NESIC](#)

What do you see as critical thinking concepts and tools?

APR 8, 6:53PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hello Branko,

We must understand that as in anything, there are stages required for development as a critical thinker AND to be unhurried.

Stage One: As an Unreflective Thinker we are unaware of significant problems/gaps in our thinking.

Stage Two: As the Challenged Thinker we become aware of problems/gaps in our thinking.

Stage Three: As the Beginning Thinker we try to improve but without regular practice.

Stage Four: As the Practicing Thinker we recognize the necessity of regular practice.

Stage Five: As the Advanced Thinker we advance in accordance with our practice.

Stage Six: As the Master Thinker skilled & insightful thinking become second nature to us.

We develop through these stages if we accept the fact that there are problems/gaps in our thinking and are willing to accept the challenge and do the work of regular practice.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 9, 10:44AM EDT0

[KSENIЯ25](#)

What would you say are the defining traits of the disciplined mind?

APR 8, 5:13AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Great question! Thank you!

In **Reading Apprenticeship** we cultivate Habits of the Mind.

Persistence

Empathy

Flexibility Pivot

ASK Questions

Connect the Dots

Create, Imagine, Innovate

Gather Data

Manage Impulsivity

Think about your Thinking

Communicate Clearly

Accuracy

Respond with Awe

Find Humor

Take a Chance

Think Interdependently

Stay Open to Learning

Yes, it takes effort and practice.

You are worth it!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 8, 11:57AM EDT0

GELLERT

How did you come up with the name "PapHaven" for your NGO?

APR 6, 7:10PM EDT0



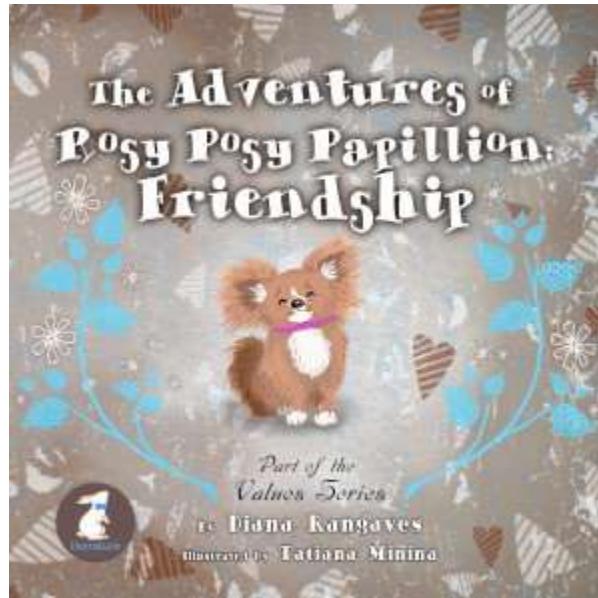
[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

I didn't! The charity [Papillon Haven Rescue](#) are individuals living across the United States who have been drawn together as volunteers for the sole purpose of preserving and protecting pure breed and non-pure breed Papillons in need.

The children's book '[The Adventure of Rosy Posy Papillion ~ FRIENDSHIP](#)' benefits this charity.

Join the Rosy Posy Club! Engage and receive a free Rosy Posy bookmark. #rosyposypower



Buy the Book ! *The Adventures of Rosy Posy Papillion: Friendship* by Diana Rangaves revolves around the concept of friendship and the value of friendship. The story is delightful and children will love all the characters featured in the story. The illustrations simply make the concept; the message, scenes, and characters are brought to life, enabling children to connect well with the story. The friendship song is adorable and can be used to sing when with friends. It is a good bedtime storybook and the concept makes it perfect for read aloud and storytelling sessions in classrooms. Children need more stories like this so that they learn how to make new friends. I liked all the characters in the story as they are all lovable and cute. Who is your favorite character in the story? Is it Rosy Posy, Raoul, Abu, Jamal, Circe, Ailani, or Yukiko? [Read more](#)

Warmly,

Diana

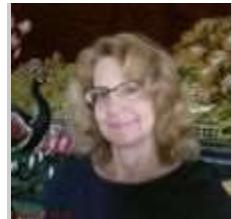
Author with [Cognella Publishing](#) and [Radion Media](#)

APR 6, 8:29PM EDT0

[TRACY_SHISH](#)

What are you currently writing about?

APR 6, 11:57AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hello Tracy,

The books are a work of fiction.

The ETHICAL HACKER ~ Acidemia is a political suspense thriller novel involving the politics of power at a college campus; Foundation fraud, discrimination, cover-ups, and greed leading all the way up to the Chancellors' and Governor's office.

The ETHICAL HACKER ~ Verdict is the accomplice, criminal psychological thriller novel. Wish we could say more!

UNCOVER the excerpt at: <https://theethicalhackerblog.wordpress.com/>

Author's royalties benefit SRJC Foundation.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

Last edited @ Apr 6, 2:45PM EDT.

APR 6, 1:25PM EDT0

[DIANACHAIKA](#)

What are some critical thinking activities that one can engage in to make the best choices?

APR 5, 8:44AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

There are many to choose from so select what you enjoy!

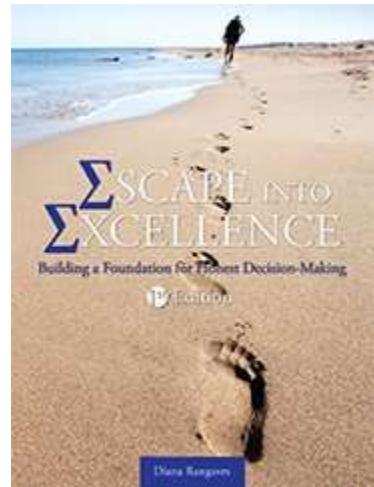
A good activity can include several:

- Ask the question, '**what would happen if?**'
- Be open to perspectives in the '**theory meet theory game**'
- Support **observations and predictions with the 'Habits of Thinking'**
- Seek out '**Holding Court: Plaintiffs and Defenders**'
- Adept with **intuitive leaps of connect the dots with the 'Q Intelligences'** within us

Other activities are numerous: "What Do You See?", Spotlights, Neurotransmitter Ticklers, STAR template, Quando Quandries, Holding Court, and Think-pair-share.

Escape into Excellence: Building a Foundation for Honest Decision-Making offers a self-education, self-growth workbook to achieve these skills.

One hundred percent of the author's royalties benefit passing education forward through the Santa Rosa Junior College Foundation.



Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 5, 3:34PM EDT0

GEEKEEMELOGY

What are some things you enjoy doing in your spare time? Do you have any hobbies?

APR 4, 1:32PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
I have pets as part of my family!

I am a foster mom for [Pap Haven Rescue](#).

In addition, caring for my pasture animals, goats, pony, and horse create an inner calm.

Thank you for the question.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 4, 3:01PM EDT0

JANNATUL

How long have you been a clinical pharmacist for? Is this something you wanted to do from day one?

APR 4, 11:21AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Thank you for the question. I earned my degree and license in 1983.

Day one I did not know anything!

In selecting a career path I did research, gained knowledge on my personality, worked in several fields, and assessed the number of years in school, costs, and the best fit.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 4, 3:02PM EDT0

[JEANRUA](#)

Why do you think suffering exists?

APR 4, 1:12AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Thank you for the deep question, Jeanrua.

What I can write you is that I do not really know.

What I can **share** with you are the personal thoughts, learning, and ideas that help me understand the world system we are living in and keep me motivated to a personal excellence and peace.

Incidents tear at our hearts. Suffering is integrated into our lives.

The *potential* for cruel behavior lies within each person and so does **Grace**.

Suffering is takes away our control and nudges us toward an invitation to change.

“Change happens when the pain of staying the same is GREATER than the pain of change.” ~ Tony Robbins

A wise mentor once told me that in the bigger picture, the system consistently holds about 49% cruelty and 51% Grace.

That freewill and freedom of choice will always tip the scales toward Grace. We forget that in every situation we have choice. Look at each avenue as an opportunity to BE the helpers, the guardians, the ethical hackers, and partners in Grace.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 4, 3:04PM EDT0



AMAN MAMODIA

What are some of your personal and/or professional goals for the future?

APR 3, 2:41AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Fabulous question, Aman!

I would like to return to teaching and revitalization of curriculum.

What that would look like, I do not know.

That is part of the adventure!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 3, 10:26AM EDT0

MEGAN NIELSEN

Does graduating from a prestigious school make a difference in landing a good job in pharamcy field?

APR 2, 7:51AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Thank you for the question, Megan!

Really it is the whole package AND how you treat people!

What you know: Your experiences in all venues, school, work, volunteer, family, and community.

Who you know: Build a network of teachers, mentors, managers, employers that will supply a letter of recommendation or put *you forward for positions/promotions* based on your character, skills, and values.

Apply to several schools of pharmacy. Do not place all your eggs in one basket. Learn to pivot, be flexible, and all will be well.

‘Prestigious’ means different things: inspiring respect, influential, well-paid, reputable, powerful, and renowned to securing a high status. Each of us decides for ourselves: **reputation** of honesty and a work ethic outplays being admired, illustrious, and impressive.

The authentic, long lasting truth is earning your degree, license, and your personal excellence!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 2, 3:53PM EDT0

[MUIA](#)

Your work is repetitive. What would motivate you to do it well every day?

APR 1, 3:21PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

Hello Muia,

Great question as it refers to all jobs!

Once learned it doesn't matter if you work in a factory, sell in the shop, manage an office, or take care of people—jobs are simply repetitive.

There is a warm, fuzzy, safety feeling in a routine.

I prefer the perception that a routine is needed to establish learning, pivot to changes, and create strong relationships in the workplace.

There is always something to do and each task has distinctions that make them different. There are project/people challenges that occur multiple times in the day.

Once you become proficient many times new opportunities for advancement or projects pop up.

Motivation involves personal excellence, take your duties responsibly and always do your best!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

APR 1, 6:08PM EDT0

[@KANIKA92](#)

Was clinical pharmacy something you always wanted to do and do you have any experience in some other pharmacy fields?

APR 1, 7:35AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

Be open, flexible and PIVOT!

It was a progression, piece by piece, experience by experience!

- Sales position, pharmacy cashier, intern pharmacist in a mom & pop pharmacy,
- Ambulatory Care Clinic
- Clinical Solutions Pharmacist
- Tenured Professor/Program Director
- Inpatient Clinical Pharmacist
- Interim Director of Pharmacy/Liaison
- Compliance Review Consultant

- Clinical Editor/Video Development for Doctorpedia
- Clinical Director ARISE Africa Foundation

....with various projects in-between.

Remember to PIVOT!

Warmly,

Diana

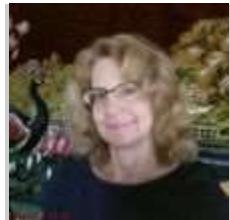
Author with [Cognella Publishing](#) and [Radion Media](#)

APR 1, 10:54AM EDT0

TOMA

What is the role of a clinical pharmacist in emergency medicine department?

MAR 31, 4:56PM EDT1



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Wonderful question, Toma!

Pharmacists with transferrable skills will find their roles are expanding as healthcare workloads and processes look for Lean Sigma Six efficiencies and financials. ED Pharmacists ensure medicines quality and safety and release ED clinician time.

To support patient safety the emergency medicine pharmacist **serves as a liaison** with the physicians, community pharmacists, and care homes. Tasks and assignments may include:

- Ensure allergy confirmation, medicines reconciliation
- Supervise transcription of drug charts
- Increase use of patients own drugs (PODs) with potential cost savings and reduce missed doses
- Provide review for changes in medicines, avoid Adverse Drug Reactions
- Direct support for transfer of changed medication and medicines on discharge from ED
- Reduction in hospital readmission rates due to non-adherence

[Further information](#)

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 31, 6:32PM EDT0

[MATHITHIRU](#)

What are the pros and cons of being a clinical (hospital) pharmacist versus being a retail (drugstore) pharmacist?

MAR 31, 12:58PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
All jobs have advantages and challenges.

Job security, high competitive wages, and love of the profession are some wonderful benefits. This is balanced with a commitment to learn transferrable skill sets including, proactive patient/professional communication, stress reduction strategies, and work/life contentment.

Further information from Health Research Funding: healthresearchfunding.org/6-pros-and-cons-of-becoming-a-pharmacist/

Practice environments vary in culture and responsibilities. You must be a good fit in order to remain healthy and content.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 31, 4:12PM EDT0

MATHITHIRU

What are some good websites for pharmacists who need to improve their clinical pharmacy skills and knowledge?

MAR 31, 12:58PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Continuing education is the primary vehicle in maintaining professional currency.

Other skills are covered in this White Paper: www.accp.com/docs/positions/whitePapers/CliniPharmCompTFfinalDraft.pdf

Look for sites that provide accredited learning opportunities, such as OnCourse Learning, PowerPak Learning, and [Free CE](#).

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 31, 4:10PM EDT0

[YOSMARYLUNA](#)

Could you share an experience in which you were sensitive to someone's needs or feelings? How did your helpfulness affect your work environment?

MAR 30, 8:10PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

What a beautiful question. Thank you.

Peter had the signs of a UTI again and was started on Erythromycin 250 four times a day. Within forty eight hours he began experiencing profuse diarrhea resulting in fluid loss. He was not eating well nor drinking fluids. His mental status altered dramatically. His PCP admitted him to the Palliative Care Unit on a Thursday. The admitting nurse knew Peter's bowel movements had the C. diff. odor. Peter was stabilized, bloods drawn, C & S done, and re-hydration began. He was empirically started on Flagyl (Metronidazole) 500 mg IV qid. Peter was aware and responsive; however, only with one word, "tournament". The meaning had to be inferred by context and body language. Peter slept.

Twenty four hours after admission Vancomycin IV every 24 hours was started. Due to Peter's fatigue, decreased mental status, and disorientation, all psychotherapeutic medications were stopped.

On Saturday Peter was eating very small amounts of liquid foods and signaled when he had had enough. He was aware of his surroundings and family members; however, he only spoke his one word for all questions, 'tournament'.

By Tuesday he could answer yes, no. fine and tournament. His CHF was stable and he began eating small amounts of solid foods.

On Wednesday morning he received his last dose of Vancomycin. In the very early morning hours of Thursday he 'woke up like a lighted Christmas tree.' He was extremely agitated, tried to get out of bed alone, constantly on the move, and wanted to leave. PCP ordered Ativan (lorazepam) po and to restart all his meds. The patient was discharged by noon, home to his assisted living facility. Once Peter arrived back 'home' he became calm, quiet, and content. He slept in his big easy chair. His appetite returned and he was drinking fluids on his own.

Monday morning he refused breakfast and all fluids. He was dramatically weaker than the previous day and unable to sit up in bed without assistance. His BP was 60/40 supine. His heart was failing. Peter's skin was translucent, glowing with an iridescent pearl sheen. His nurse gave him a teaspoonful of applesauce. As soon as she left the room, he forcefully spit it up and out in a geyser-like applesauce spray!

He knew he was dying. Calmly but compellingly he sealed his mouth whenever a spoon or moist towel went near. No longer able to speak, communication took other forms. A look, a touch, a movement sufficed to convey the moment. His eyes became very expressive. With both arms, he began a reaching to the ceiling. As his Greek Orthodox priest sung the "Ascension of Souls", Peter quietly passed at 6:20pm that evening. Body relaxed in a welcoming pose, eyes wide gazing upward, and an expression of awe on his countenance.

An open discussion regarding end of life is never easy and outside many comfort zones. All my experiences were brought to bear moving from theory to practical applications in the care of my late father, honoring his wishes, and as his physical journey concluded, creating the environment for a peaceful death is our final gift.

Peter left a gift more precious than any physical object...a tangible story. He allowed me into the window of his decline, frailty, fears, and wishes. It is an honor to have had his trust and the challenge of securing his best interest with integrity. My education placed me in a position to be one of many health care providers.

Ultimately, I am very grateful to have been his daughter.

MAR 30, 8:39PM EDT0

VANKYKY

How do you organize, plan, and prioritize your work?

MAR 30, 4:43PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Thank you for the question!

I make my personal 'honey do' list.

I look at each task and determine the timing based on importance, urgency, and value. Breaking them into chunks or small pieces to complete makes it more manageable.

Further information: www.time-management-success.com/how-to-prioritize-work.html

No procrastination allowed!

AND it feels great to check off the task when completed as a reward.

Warmly,

Diana

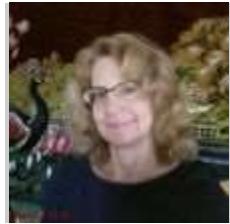
Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 30, 6:26PM EDT0

MADADAVID

Do you think healthcare should be free as a basic human right or do you support the privatisation of healthcare?

MAR 30, 2:43PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

That is a very thoughtful question.

In the bigger picture, my opinion is just that, a viewpoint that is not critically important. I am not a mover and shaker or can elicit a nudge in the process.

This informative link: <https://healthcare.procon.org/> is one avenue to understand the issues, effects, and each other.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 30, 3:28PM EDT0

MARTONMAGYAR

What are some long-range objectives that you have developed in your job?

MAR 30, 2:03PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Fabulous question!

I would like to return to teaching. What that would look like, I do not know.

That is part of the adventure!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 30, 3:18PM EDT0

MDEGROOT

What would you do if you could not read a prescription?

MAR 30, 1:28PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Hello!

Thank you for the question.

We have a duty to contact the prescriber for full clarification.

This results in a delay to the patient. However, many times offices expedite the process.

Safety first!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 30, 3:16PM EDT0



AMY DAWN JUDE THADDEUS

Why do you think many healthcare plans do not cover mental or behavioral health services?

MAR 29, 9:35AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

As of 2014, most individual and small group health insurance plans, including plans sold on the Marketplace are required to cover mental health and substance use disorder services.

In addition, the Affordable Care Act requires that plans offered through the health insurance exchanges cover services for mental health and substance-use disorders.

Warmly,

Diana

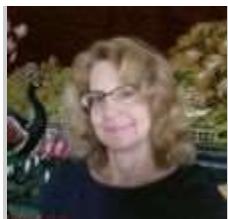
Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 29, 10:52AM EDT0

TOSHA

What would you do if a consultant or GP does not want to change a medicine you believe is not appropriate for a particular patient?

MAR 29, 9:30AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Hello Tosha,

Stand in silence, wait, and watch.

Once the 'for your consideration is offered', and you have educated the system to the best of your ability, wait, and observe. Never take anything personally.

I am always present if called.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 29, 10:51AM EDT0

LUISARGUELLES

What do you do to motivate yourself every day?

MAR 29, 9:01AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Looking each day for the gift the day will bring.

The gift of a call from an old friend or the bird singing to me, with a start from a quote by any wisdom literature that is positive and resonates with me!

Here is one of trillions of examples: <https://www.inc.com/dave-kerpen/365-quotes-to-inspire-you-in-2014.html>

They change as I grow.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 29, 10:50AM EDT0

OLGANESMEYANOVA

Why did you want to become a clinical pharmacist?

MAR 29, 5:56AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Thank you!

The opportunities! There are many areas and environments a pharmacist is needed and can make a difference. Yes, there is the education, job security, and financials.

Overall, you must love what you do the majority of the time.

It is a good fit!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 29, 10:49AM EDT0



JAN JAN

What are a few questions one can ask to prompt critical thinking and promote awareness?

MAR 28, 8:08PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Fabulous question, Jan Jan!

Here is a start from a [website](#) I used when teaching with question stems and prompts.

1. What evidence can you present for/against...?

2. How does ... contrast with ...?
3. How could you outline or concept map...? Explain your response with examples.
4. Why is ... significant? Explain your reasoning.
5. What are the advantages and disadvantages of ...?
6. What is the point or 'big idea' of ...?
7. How could you judge the accuracy of ...?

For more, explore the site!

Warmly,

Diana

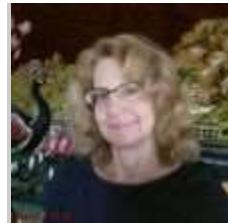
Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 8:19PM EDT0

[PAULJAMES](#)

From your point of view, what characterizes a great clinical pharmacist?

MAR 28, 5:03PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

Passion! You must enjoy what you do the majority of the time.

A willingness to learn and self-educate for no one person knows everything!

And being a humble teacher.....

Thank you, Paul James.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 6:01PM EDT0

[NADYAWYN](#)

Which benefits should be an integral element of a good healthcare plan?

MAR 28, 2:36PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

Hello Nadyawym!

Thought leaders have studied this question and discerned several important elements.

Outpatient Patient Services Nearly all health insurance plans already provide this coverage.

Prescription Drugs Many plans offer drug coverage only as an option at extra cost.

Emergency Care You go to a hospital emergency room with a sudden and serious condition.

Mental Health Services Many plans don't cover mental or behavioral health services. ,

Hospitalization Under the law, your insurer must cover your hospitalization, though you may have to pay 20 percent of the bill or more.

Rehabilitative Services If you are injured or become ill, many plans today cover rehabilitation therapies to relieve pain and help you regain your ability to speak, walk or work.

Preventive and Wellness Services Many experts believe this benefit could help rein in the nation's rising medical costs.

Laboratory Services You can still be billed for "diagnostic" tests that doctors order when you have symptoms of disease.

Pediatric Care Relatively few health plans cover children's dental or vision services today.

Maternity and Newborn Care Requiring insurers to cover childbirth as well as the newborn infant's care

Citations: <https://www.tandfonline.com/doi/full/10.1080/23288604.2016.1124171>

<https://www.aarp.org/health/health-insurance/info-08-2013/affordable-care-act-health-benefits.html>

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:45PM EDT0

SONIAZAMAN

If you could change one thing about the health care system, what would it be?

MAR 28, 2:25PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

One thing would be the wasted resources, which includes inefficient use of assets and fraud. Respectful finances!

Thank you for the question, Sonia!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:46PM EDT0

@FAITHNDINDA

What coping strategies do you use to handle overwhelming and emotional situations?

MAR 28, 12:53PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Intense emotion can be difficult to manage. It affects our ability to think, reason, and work in an efficient and functional manner.

Find the several strategies that work for you and that you enjoy! Always have them ready in your tool box.

- Cultivate supportive friends and family
- Seek out rewarding activities, hobbies, volunteering
- Remember self-care (journaling, relaxation, meditation, massage, eat at your favorite restaurant, get that hair cut!)
- Stress management such as reframing, STAR technique, breathing, letting the feeling pass over you, self-soothe, focusing, and centering.
- Exercise, fresh air and being in nature

Always if overwhelm persists for an extended period of time, the services of a [mental health professional](#) may help one cope.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 4:00PM EDT0

SEYIDE56@GMAIL.COM

How would you ensure that different treatments are compatible?

MAR 28, 10:24AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Wonderful forward thinking question!

Drug interactions can be scary. One can self-educate, research meds, and learn to manage and prevent them. Nothing is 100%; therefore, self-advocacy is essential.

- Communicate with your doctor/pharmacist regarding herbals, vitamins, medications, alcohol, caffeine, illegal drugs, and over-the-counter medications, and keep a current list
- Keep your prescriptions at only one pharmacy as the system does a drug review and drug interaction screenings
- Utilize online drug interaction tools like [com Interaction Checker food items involved in drug interactions](#)
- Read, read, read the medication guides and patient package inserts
- Never take anything that is not prescribe for you
- Call your doctor right away if you determine a risk

Safety is number one! Ask questions.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:29PM EDT0

AYOUB

How would you spot drug seeking behavior and what would you do if you spotted it?

MAR 28, 7:31AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Spotting behaviors is observing patterns.

In drug seeking behaviors, one will habitually try to get prescription medications from multiple environments (doctors' offices, emergency rooms, dentists). This may involve doctor shopping; embellish symptoms, and outright lying. Other signs are:

- Consistent early refills, lost/stolen prescriptions
- Signs of withdrawal
- Prescriptions from out-of-area prescribers

The difficulty lies in that they are not ready to be aware of their problem.

Denial is a barrier. What to do depends on the situation. Many times we use this as an opportunity to educate when in the pharmacist's professional judgement we are unable to fill the prescription.

Referring those to local resources and getting help starts by addressing addiction is the starting point.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:29PM EDT0

[LEON123](#)

What is the impact of the Francis report on clinical pharmacy?

MAR 28, 7:12AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Wow! You know about the Francis report!

First, what is it? It was published February 2013 as a result of a public inquiry into how poor standards of care at Mid Staffordshire Foundation Trust's hospital, Stafford Hospital, were allowed to happen.

Mr. Francis estimated the deaths ranged into hundreds, with around 500 occurring from 2005-2008.

Highlighted was a bullying culture at the trust and said that senior managers were in denial about the extent of the problems there. Staff and patient concerns were repeatedly ignored by senior management.

The trust suffered from a lack of new ideas and a negative culture that became entrenched.

The impact is multi-layered recommendations at all levels.

- protection of whistle blowers;
- training, recruitment, standards, and regulation of staff;
- checks and balances of power

The General Pharmaceutical Council has enacted an agenda: <https://www.pharmacyregulation.org/francis-report-position-general-pharmaceutical-council>

There must be a strong interest in improving the overarching culture. The big picture, including the pharmacy piece is about 'upholding standards and public trust in pharmacy' and the damage to public trust.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:28PM EDT0

[AKMORGENROTH](#)

What things do you need to assure yourself of before dispensing prescription medicines to a customer?

MAR 28, 6:41AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

From the pharmacy side there are many security and safety measures in place; however, medication errors are a leading cause of mortality in the United States.

Dispensing errors account for ~21% of all medication errors. Fortunately, only about two thirds of dispensing errors reported actually reach the patient, with relatively few causing harm.

Research and studies indicate a system oriented approach reduced errors. To summarize

<http://www.pharmacytimes.com/publications/issue/2010/january2010/p2pdispensingerrors-0110>

- No second guessing, confirm that the prescription is correct and complete Beware of look-alike, sound-a-like drugs, be careful with zeros and abbreviations, keep the workplace organized
- Reduce multitasking, distractions, stressors and balancing heavy workloads, thoroughly check all prescriptions and always provide patient counseling.

The goal of every pharmacist is to minimize dispensing errors. As self-advocates check the prescription as well. Pill descriptions are on the label as well as directions.

Be safe! Ask questions.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:27PM EDT0

JASNAZUGIC

What are the current statistics with regard to the number of Americans who are not medically insured?

MAR 28, 3:28AM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

According to research done under a Kaiser Family Foundation found that under the Affordable Care Act many uninsured people cite the high cost of insurance as the main reason they lack coverage.

In 2016, 45% of uninsured adults said that they remained uninsured because the cost of coverage was too high.

By 2013, more than 44 million people lacked coverage. Under the ACA, as of 2014, Medicaid coverage has been expanded to nearly all adults with incomes at or below 138% of poverty in states that have expanded their programs, and tax credits are available for people who purchase coverage through a health insurance marketplace.

Millions of people have enrolled in these new coverage options, and the uninsured rate has dropped to a historic low. Coverage gains were particularly large among low-income adults living in states that expanded Medicaid. Still, millions of people—27.6 million nonelderly individuals in 2016—remain without coverage.¹

Citation: <https://www.kff.org/uninsured/fact-sheet/key-facts-about-the-uninsured-population/>

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:26PM EDT0

[ACTFREE](#)

Why is critical thinking and awareness considered to be vital to the development of a person's mind?

MAR 28, 1:44AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Once learned it is never forgotten!

We will have the skill set to a new way of knowing, problem-solving, and cultivate a capacity for honest, informed-decision making.

Further information: <https://www.brighthubeducation.com/teaching-methods-tips/97818-the-importance-of-critical-thinking/>

Escape into Excellence: Building a Foundation for Honest Decision-Making offers self-education, self-growth workbook to achieve these skills. One hundred percent of the author's royalties benefit passing education forward through the Santa Rosa Junior College Foundation.

Warmly,

Diana

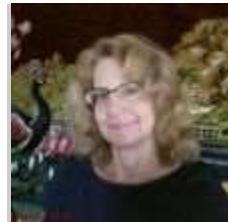
Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:25PM EDT0

JANE@MUREITHI

In what ways are critical thinkers assets in a team and individual capacity?

MAR 28, 12:08AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

A team has the potential to nudge changes in perceptions and perspectives. We are exposed to different points of view while clarifying their own ideas.

When collaborating on a project or studying with a group for an exam generally stimulates interest and increases the understanding and knowledge of the topic.

Group activities are numerous: "What Do You See?", Spotlights, Quando Quandries, Holding Court, Think-pair-share, engage and facilitate group dynamics. (**Escape into Excellence: Building a Foundation for Honest Decision-Making**) For the individual please see previous response.

Value critical thinkers at all skill and practice levels for they teach others! One way we learn is by mirroring. Observing how others arrive at a decision helps us learn.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:24PM EDT0

[V1BURNUM](#)

What are the methods used to assess critical thinking skills and which of these do you prefer and why?

MAR 27, 11:35PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

Love this question! It is a personal choice to use the tools that work best for you!

There are so many and it is important to understand they are guidelines.

Some methods include, asking questions, group collaborations, being exposed to varying perceptions, and using the answers to understand the world around us.

[Escape into Excellence: Building a Foundation for Honest Decision-Making](#) uses what else and what would happen if, to open perspectives, Neurotransmitter Ticklers, STAR template for problem-solving, Habits of Thinking, and the Q Intelligence we all have within.

To guide my decision-making process, I start with the Twelve Ethical Principles and move to the STAR technique (see previous response below) to work on a problem.

With A LOT of practice it has become my 'go-to' template for problem solving.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 28, 3:24PM EDT0

DHEERAJ KUMAR

What is the difference between managed care, HMOs and single payer and which would you recommend?

MAR 27, 9:04PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Thank you for the question, Dheera!

Managed care is a broad term with the goal of reducing health care costs. Insurers use a variety of initiatives such as: financial incentives for providers and patients, medical necessity of specific services, increased patient cost sharing; controls on inpatient admissions and lengths of stay, and selective contracting.

An HMO is short for health maintenance organization. It is a medical insurance group that provides health services for a fee. HMOs have their own network of doctors, hospitals and other healthcare providers who have agreed to accept payment at a certain level for any services they provide. This allows the HMO to keep costs in check for its members.

Single-payer healthcare is a healthcare system financed by taxes that covers the costs of essential healthcare for all residents.

Every persons needs are different for themselves and their family.

Every program has advantages and disadvantages.

Each of us must self-advocate and self-educate on our available choices.

A starting point for information: <https://www.healthcare.gov/choose-a-plan/comparing-plans/>

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 10:59PM EDT0



[BORIS ZAVISIN](#)

What role should the government play in providing Americans with healthcare and what role should the marketplace play?

MAR 27, 8:43PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Fabulous question, Boris!

There is a great piece published in collaboration with the Bill and Melinda Gates Foundation describing the need for a balance that combines a government and free market role.

Governments have the policymaking power to set responsible pricing for both providers and consumers.

The free market has the ability to influence patient preferences, control waste, and inefficiency.

Further reading: <https://www.weforum.org/agenda/2015/12/what-role-should-governments-play-in-healthcare/>

Will the two ever play nice?

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 10:44PM EDT0

[NATHALIE GONZALES](#)

Do you have any thoughts on how to cut costs with regard to healthcare?

MAR 27, 6:01PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director
Thank you, Nathalie.

It took a long time to get to the point we are in healthcare and with collaboration, rather than finger pointing; we can reduce cost to a sustainable level.

Warren Buffett has said that, “each person comes to Washington to look for more money in healthcare; no one comes to Washington to reduce the unsustainable skyrocketing cost of healthcare.”

This is one of many articles from thought leaders that outline methods.

<http://medicaleconomics.modernmedicine.com/medical-economics/news/here-s-how-reduce-healthcare-costs>

What each of us can do is to maintain our health the best we can, by eating right, exercise, stop smoking and self-education.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 10:29PM EDT0

PAULJAMES

What are some of the most problematic situations you have encountered as a clinical pharmacist and how did you handle them?

MAR 27, 4:37PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Yes, for me it is the angry, upset client. It can be difficult to satisfy every person/client, and one can feel discouraged. One tool that I learned was the PRES Technique. It stands for Pause, Repeat, Empathy, and Solve.

In using this, one first pauses and really listens to the client and their concerns. Repeating back what they have said acknowledges that you have listened and validates their issues. Empathy is what binds all of us. Expressing it is important. Once there is a mutual realistic understanding a solution can be found through respect and collaboration.

Great question, Paul, thank you!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 10:30PM EDT0



DJANSIN

cheap traveller

What are some of the reasons that critical thinking questions are used in the interview process for most careers?

MAR 27, 2:49PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

Wonderful question, Djansin! We all share this in common.

We all make decisions every day! When asking motivational interviewing type questions they wish to understand your unique decision making process. They are looking for the tools you use to reach a decision.

One way to approach these questions are with a level of detachment. Do not take anything personally!

As you prepare for interviews, select examples and experiential stories that show your shine!

You can talk about instances from your past when you had to base your actions and judgments demonstrating resourcefulness and initiative. Do you accept accountability and responsibility? Are you a good decision maker that will fit with the organization and their culture?

It requires practicing. For example, the time you helped a customer solve a problem and leave happy, or the time you took an angry, dissatisfied client and turned the situation around.

Here is more information: <https://biginterview.com/blog/behavioral-interview-questions>

Most of all BE YOURSELF! Not every potential job is where we may need to be at that time. Use the interview experience to move forward.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 3:33PM EDT0

[U_WADHAWAN](#)

Should a health plan be HSA eligible and why?

MAR 27, 12:41PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

Thank you, U_Wadhwahan for the question!

Health savings accounts (HSAs) are like personal savings accounts, but the money in them is used to pay for health care expenses. You — not your employer or insurance company — own and control the money in your HSA.

The money you deposit into the account is not taxed. To be eligible to open an HSA, you must have a special type of health insurance called a high-deductible plan.

This is not the right choice for everyone.

Like any health care option, HSAs have advantages and disadvantages. As you weigh your options, think about your budget and what health care you're likely to need in the next year.

Some people find it challenging to set aside money to put into their HSAs. People who are older and sicker may not be able to save as much as younger, healthier people. If you take money out of your HSA for nonmedical expenses, you'll have to pay taxes on it.

Here is a link with more information: obamacarefacts.com/health-insurance/health-savings-account-hsa/

Everyone is different with a unique set of circumstances, obligations, and needs!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 3:09PM EDT0

[BOOKS.OF.JOY](#)

How should critical thinking questions be structured and why?

MAR 27, 12:21PM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director

You have done a great job of formulating this question, Books of Joy!

Who, What, When, Where, Why, and How is the starting point of a formula for getting information.

Values and critical thinking involves asking questions! STAR (Situation/Task/Analysis/Result) is one tool to define the Situation/Task, Analyze evidence, emotions, assumptions/biases, perceptions/perspectives and standing in silence while processing uncertainty. (Wade 1995)

Framing and creating questions makes use of many tools. The ability to become/be a seeker is to ask questions that will lead to a thoughtful Result of high integrity and clean intent. Then the process begins again with another question until one or multiple relationships are identified.

STAR begets STAR begets STAR....

It takes time, effort, and practice to be open-minded, self-correcting, and cultivate the ability to look at different points of view.

Just keep SEEKING and ASK the questions!

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

MAR 27, 2:58PM EDT0

[LEON123](#)

What are the things one must be wary of when developing their critical thinking skills?

MAR 27, 7:07AM EDT0



[DR. DIANA RANGAVES](#)

Author ~ Editor ~ Clinical Pharmacist ~ Director
Excellent, Leon!

We must understand that as in anything, there are stages required for development as a critical thinker AND to be unhurried.

Stage One: As an Unreflective Thinker we are unaware of significant problems/gaps in our thinking.

Stage Two: As the Challenged Thinker we become aware of problems/gaps in our thinking.

Stage Three: As the Beginning Thinker we try to improve but without regular practice.

Stage Four: As the Practicing Thinker we recognize the necessity of regular practice.

Stage Five: As the Advanced Thinker we advance in accordance with our practice.

Stage Six: As the Master Thinker skilled & insightful thinking become second nature to us.

We develop through these stages if we accept the fact that there are problems/gaps in our thinking and are willing to accept the challenge and do the work of regular practice.

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

Last edited @ Mar 27, 10:58AM EDT.

MAR 27, 10:55AM EDT0



TRACEY MILLER

Why is Bloom's taxonomy the cornerstone of critical thinking and what does it encompass?

MAR 26, 11:26PM EDT0



DR. DIANA RANGAVES

Author ~ Editor ~ Clinical Pharmacist ~ Director

That is a very thoughtful question, Tracy. Thank you!

Bloom's taxonomy was developed by Benjamin Bloom (1956) as a classification of levels of intellectual behavior in learning. This taxonomy contained three overlapping domains: the cognitive, psychomotor, and affective. Within the cognitive domain, he identified six levels: knowledge, comprehension, application, analysis, synthesis, and evaluation. These domains and levels are still useful today as we develop critical thinking skills.

Critical thinking involves logical thinking and reasoning including skills such as comparison, classification, sequencing, cause/effect, patterning, webbing, analogies, deductive and inductive reasoning, forecasting, planning, hypothesizing, and critiquing.

Link to PDF: www.sandiego.edu/cas/documents/assessment/UsingBloomsTaxonomyforLearningOutcomes.pdf

Warmly,

Diana

Author with [Cognella Publishing](#) and [Radion Media](#)

Last edited @ Mar 27, 2:58PM EDT.

MAR 27, 10:42AM EDT0

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