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## A JOURNEY IN GLOBAL HEALTHCARE: BRIDGING COUNTRIES AND SHAPING PERSPECTIVES

In the field of global healthcare, I, Elizabeth M. Koshy an alumna of Amrita School of Pharmacy. My journey spans various borders, cultures, and professional roles, with a focus on making a meaningful impact. In my professional journey, I've been shaped by diverse experiences and cultural intersections, all while maintaining a strong dedication to improve global healthcare standards.

My journey commenced in 2007 when I embarked on my B. Pharm course at Amity institution. The pursuit of knowledge continued with a Doctor of Pharmacy in 2011, culminating in my graduation with the second rank in 2014. These foundational years set the stage for the harmonious orchestration of clinical practice, academia, and global healthcare. As a clinical pharmacy graduate, my early years were marked by the immersive learning experiences provided by Amrita. From mastering the intricacies of pharmaceutical sciences to engaging in clinical rotations, the curriculum laid a robust foundation. It was not merely about textbooks; it was about the holistic development of a healthcare professional.

My venture into the professional arena led me to VPS Lakeshore Hospital in 2015, where I assumed the role of a Clinical Pharmacist in the Quality Improvement Department under the proficient leadership of Dr. Ramesh Babu and Mrs. Shiji George. Here, my responsibilities included auditing patient files, identifying medication errors, adverse reactions, Antibiotic Stewardship, Conducting CME and ensuring adherence to international medication management guidelines. Engaging in such responsibilities not only sharpened my clinical acumen but also deepened my understanding of the broader healthcare landscape. Engaging as an internal auditor in the NABH and JCI accreditation process bestowed upon me a deeper understanding of global standards in healthcare. This chapter instilled in me not just clinical proficiency but a commitment to international healthcare benchmarks.

Identifying and reporting adverse drug reactions promptly was a crucial aspect of our patient safety initiatives. However, the existing reporting system faced challenges with underreporting. In response, I implemented a comprehensive training program for healthcare professionals, highlighting the importance of adverse reaction reporting and providing guidance on the reporting process. The initiative resulted in an increase in the reporting of adverse reactions, facilitating a more robust pharmacovigilance system within the hospital. This, in turn, enabled quicker identification and mitigation of potential risks associated with medication use.

In 2018, my journey took an international turn as I embraced the vibrant healthcare landscape of Dubai. With a DHA certification in hand, I became the sole DHA certified Clinical Pharmacist at **Medcare Women and Children Hospital**, a premium brand of the Aster group. This bridge across continents enriched my understanding of global healthcare practices and broadened my perspective on the role of clinical pharmacists in diverse settings.



My experience practicing as a clinical pharmacist practicing in Dubai was transformative. It was not merely about adapting to a new healthcare system but embracing the rich diversity of patient populations and cultural nuances. My role extended to dispensing medicines, counselling patients, and contributing to the preparation of Total Parenteral Nutrition for the inpatients. This interlude broadened my perspective on the global role of clinical pharmacists, enriching my understanding of healthcare practices beyond borders. Being the sole DHA certified Clinical Pharmacist at Medcare Women and Children Hospital was not just a professional milestone but a testament to the versatility and adaptability instilled during my clinical pharmacy education. I am immensely thankful to the pharmacy manager Dr. Maisa Attoura for shaping and moulding me personally and professionally during my career span in Medcare.

Cultural diversity is at the heart of Dubai, reflecting in its healthcare interactions. Tailoring pharmaceutical care to align with the cultural sensitivities of the diverse patient base became a paramount consideration. This involved not only language adaptation but also an awareness of cultural preferences in medication management and counselling. Building trust with patients from various backgrounds and ensuring that healthcare decisions resonated with their cultural perspectives became an integral part of my role. Recognizing the importance of patient empowerment, I initiated patient education programs focusing on medication adherence and lifestyle modifications. These programs were tailored to resonate with the multicultural patient demographic, promoting health literacy and fostering a collaborative approach to healthcare.

As I relocated to India post the global pandemic joining the Amrita School of Pharmacy in 2022 as a Faculty Lecturer marked a poignant return to my academic roots. I am thankful to Dr. Sabitha M Principal School of Pharmacy for providing me such a responsible opportunity. Joining Amrita School of Pharmacy as a Faculty Lecturer, I discovered the joy of imparting knowledge and nurturing the next generation of healthcare professionals. Teaching became not just a profession but a passion, blending seamlessly with my ongoing pursuit of a Ph.D.

Eager to contribute to the evolving landscape of healthcare, I embarked on a Ph.D. journey, choosing the captivating intersection of cardiology and nephrology. In the current state of global healthcare, challenges such as the rising burden of chronic diseases, healthcare disparities, and the intricate interplay between cardiac and renal conditions have become increasingly pronounced. The dynamic nature of these challenges necessitates innovative and interdisciplinary approaches to patient care. Under the institutional guidance of Dr. Narmadha M.P. and the clinical mentorship of Dr. K. U. Natarajan and Dr. Zachariah Paul, my research delves into a Cardio-Nephro approach model, aiming to mitigate Heart Failure with Chronic Kidney Disease.

My journey as a clinical pharmacist has significantly influenced the trajectory of my Ph.D. research. The challenges and gaps observed during my clinical experiences became the driving force behind my decision to delve into a Cardio-Nephro approach model for mitigating heart failure with chronic kidney disease. Witnessing the intricate interplay of these conditions in clinical settings fuelled my determination to contribute to a more profound understanding of their connections and therapeutic interventions. I hope my chosen topic will beneficially impact the clinical



outcome of the affected patient population and will have a beneficial economic impact too.

In the realm of teaching, my goal is to inspire a generation of healthcare professionals who embody not just theoretical knowledge but also possess the adaptability, critical thinking, and compassion necessary to navigate the evolving landscape of patient care. I envision classrooms where students are not merely recipients of information but active participants in the exploration of clinical intricacies, driven by the same passion for excellence that fuelled my own journey. Looking ahead to my Ph.D. research, I anticipate findings that transcend academic discourse and have tangible implications for patient outcomes.

In reflection, each movement of this symphony has contributed not only to my professional growth but also to my personal metamorphosis. The challenges were not obstacles but opportunities to evolve, adapt, and emerge stronger. This narrative is not just a recollection of experiences; it is a testament to the transformative power of education and the ability of healthcare professionals to adapt, learn, and contribute to global health challenges. My journey stands as a testament to the interconnectedness of healthcare practices worldwide, emphasizing the need for collaborative efforts in addressing complex health issues.