

# Erin Renee Holmes

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## CURRENT POSITION

Associate Professor of Pharmacy Administration  
Research Assistant Professor, Research Institute of Pharmaceutical Sciences  
*University of Mississippi*

## EDUCATION

Doctor of Philosophy (Pharmacy Administration)	University of Mississippi	2008
Master of Science (Pharmacy Administration)	Duquesne University	2003
Doctor of Pharmacy	Duquesne University	2001

## RESEARCH AND TEACHING INTERESTS

Teaching interests include pharmacy law, pharmacy management and pharmaceutical and healthcare policy. Specific teaching interests include federal and state pharmacy regulations, civil liability, entrepreneurship, business plan development, personnel management, stress management, financial management, managed care, pharmaceutical and health care policy, and pharmaceutical and health care financing. Research focus includes organizational behavior and human resource management issues in the pharmacy including emotional labor of pharmacists and pharmacy technicians, work life outcomes of pharmacy personnel, and personnel management. Research interests also include pharmacy compounding, entrepreneurship, pharmacy workflow, inventory management, and pharmacy student mentoring.

## RESEARCH SKILLS

Data collection skills include the use of primary data collection techniques (survey, interview, focus group, and content analysis). Analytical skills include the use of multivariate statistical procedures including structural equation modeling (SEM). Analytical software experience includes the use of SPSS and AMOS software.

## PROFESSIONAL EXPERIENCE

<b>Associate Professor of Pharmacy Administration</b> <b>Research Assistant Professor, Research Institute of Pharmaceutical Sciences</b> University of Mississippi School of Pharmacy University, MS	2014-present
<b>Assistant Professor of Pharmacy Administration</b> <b>Research Assistant Professor, Research Institute of Pharmaceutical Sciences</b> University of Mississippi School of Pharmacy University, MS	2008-2014
<b>Teaching Assistant</b> University of Mississippi School of Pharmacy University, MS	2003-2008
<b>Research Assistant</b> University of Mississippi School of Pharmacy University, MS	2003-2004
<b>Teaching/Research Assistant</b> Duquesne University Mylan School of Pharmacy Pittsburgh, PA	2002-2003
<b>Pharmacist</b> Alle-Kiski Medical Center Natrona Heights, PA	2001-2003
<b>Marketing Intern</b> AstraZeneca Wilmington, DE	Summer 2000
<b>Pharmacy Intern</b> Alle-Kiski Medical Center Natrona Heights, PA	1998-2001

## REFEREED PUBLICATIONS

1. Jackson T, Bentley J, West-Strum D, Pace P, **Holmes E**, McCaffrey D. Evaluating Store-Level and Prescription-Level Characteristics Associated with Primary Medication Non-Adherence. *Journal of Managed Care Pharmacy*. 2014;20(8):824-832.
2. Khanna R, Ramachandran S, **Holmes ER**, Jariwala K. Autism Awareness and Knowledge Among Pharmacy Students. *Currents in Pharmacy Teaching and Learning*. 2014;6(1):150-157.
3. Kolassa EM, Bynum LA, **Holmes ER**. An Examination of the Limitations and Potential Misinterpretation of the National Disease Therapeutic Index. *International Journal of Pharmaceutical and Healthcare Marketing*. 2013;7(1):34-44.
4. Datar MV, **Holmes ER**, Adams AJ, Stolpe SS. Pharmacy Students' Perceptions of Community Pharmacy Residency Programs. *Journal of the American Pharmacists Association*. 2013;53(2):54-58.
5. Barnard M, West-Strum D, **Holmes ER**, Yang Y, Swain K. Community Pharmacists' Awareness of Intimate Partner Violence: An Exploratory Study. *INNOVATIONS in Pharmacy*. 2013;4(1):1-25.
6. Jariwala KS, **Holmes ER**, Banahan BF, McCaffrey DJ. Factors that Physicians Find Encouraging and Discouraging About Electronic Prescribing: A Quantitative Study. *Journal of the American Medical Informatics Association*. 2013;20:e39-e43.
7. Jariwala KS, **Holmes ER**, Banahan BF, McCaffrey DJ. Adoption of and Experience with E-prescribing by Primary Care Physicians. *Research in Social and Administrative Pharmacy*. 2013;9(1):120-128.
8. Bynum LA, Bentley JP, **Holmes ER**, Bouldin AS. Organizational Citizenship Behaviors of Pharmacy Faculty: Modeling Influences of Equity Sensitivity, Psychological Contract Breach, and Professional Identity. *Journal of Leadership, Accountability and Ethics*. 2012;9(5):99-111.
9. **Holmes ER**, Desselle SP. The Use of Speech Disfluency as an Indicant of Paradigm Development in Pharmacy's Academic Subdisciplines. *Research in Social and Administrative Pharmacy*. 2012;8(5):443-454.
10. Novicevic MM, Duke AB, **Holmes ER**, Breland JW, Buckley MR, Bing MN. Customers Co-creating Value with the Firm: Implications for IHRM. *International Journal of Human Resource Management*. 2011;22(3):746-751
11. Shahpurwala Z, Bunniran S, **Holmes ER**. 2009 Mississippi Pharmacy Compensation Survey. *Mississippi Pharmacist*. 2011;Winter:10.
12. Spies AR, Wilkin NE, Bentley JP, Bouldin AS, Wilson MC, **Holmes ER**. Development of a Psychological Contract Violation Measure in Pharmacy Students. *American Journal of Pharmaceutical Education*. 2010;74(6):Article 107.
13. **Holmes ER**. Pharmacists' Interventions: So Many Factors, so Little Time. *Research in Social and Administrative Pharmacy*. 2010;6(1):3-5

14. Bunniran S, **Holmes ER**, McCaffrey DJ. 2007 Mississippi Pharmacy Compensation Survey. *Mississippi Pharmacist*. 2008;34(1): 8-11.
15. Bunniran S, **Holmes ER**, Lobb WB, McCaffrey DJ. Ratings of Journals for the Dissemination of Pharmacy-Related Social and Administrative Sciences. *Research in Social and Administrative Pharmacy*. 2008;4:125-143.
16. Huffman DC, **Holmes ER**. Specialty Compounding for Improved Patient Care: 2006 National Survey of Compounding Pharmacists. *International Journal of Pharmaceutical Compounding*. 2008;12(1):74-82.
17. Desselle SP, **Holmes ER**. Structural Model of Certified Pharmacy Technicians' Job Satisfaction. *Journal of the American Pharmacists Association*. 2007;47(1):58-72.
18. Huffman DC, **Holmes ER**. Specialty Compounding for Improved Patient Care: A National Survey of Compounding Pharmacists. *International Journal of Pharmaceutical Compounding*. 2006;10(6):462-468.
19. Bouldin AS, **Holmes ER**, Fortenberry ML. "Blogging" About Course Concepts: Using Technology for Reflective Journaling in a Communications Class. *American Journal of Pharmaceutical Education*. 2006;70(4):Article 84.
20. Bunniran S, **Holmes ER**, Null KD. A Bibliography of Master's Theses and Doctoral Dissertations. *Journal of Pharmaceutical Marketing and Management*. 2006;17(3/4):117-147.
21. Novicevic MM, Sloan H, Duke AB, **Holmes ER**, Breland, JW. Customer Relationship Management: Barnard's Foundations. *Journal of Management History*. 2006;12(3):306-318.
22. **Holmes ER**, Desselle SP, Nath DM, Markuss JM. Ask the Pharmacist: An Analysis of Online Drug Information Services. *The Annals of Pharmacotherapy*. 2005;39(April):662-667.
23. Desselle SP, Surratt CK, Astle J, White LA, Yacovelli L, Barnhisel G, Jewell M, Shippen H, **Holmes ER**. Evolution of a Required Service Learning Course: Lessons Learned and Plans for the Future. *Journal of Pharmacy Teaching*. 2005;12(1):23-40.
24. **Holmes ER**, Desselle SP. Why is Scientific Paradigm Important for Pharmacy Education? *American Journal of Pharmaceutical Education*. 2004;68(5):article 118.
25. **Holmes ER**, Desselle SP. Evaluating the Balance of Persuasive and Informative Appeals within Product-Specific Print DTC Ads. *Drug Information Journal*. 2004;38(1):83-98.
26. Shah MS, **Holmes ER**, Desselle SP. The Use of Persuasion in Print DTC Advertisements of Prescription Drugs: A Content Analysis of Leading Consumer Magazines from 1995-2000. *Journal of Pharmaceutical Marketing & Management*. 2003;15(3):23-43.
27. **Holmes ER**, Desselle SP. The Prevalence of Informational Appeals in DTC Advertisements of Prescription Drugs Among Leading Consumer Magazines. *Journal of Social and Administrative Pharmacy*. 2003;20(4):132-141.
28. **Holmes ER**, Tipton DJ, Desselle SP. The Impact of the Internet on Community Pharmacy Practice: A Comparison of a Delphi Panel's Forecast with Emerging Trends. *Health Marketing Quarterly*. 2002;20(2):3-29.

## INVITED PUBLICATIONS

1. **Holmes ER.** Book review of Getting Started as a Pharmacy Faculty Member. *American Journal of Pharmaceutical Education*. 2011;75(3): Article 58.
2. **Holmes ER.** Advancing patient care: Embracing the challenges ahead. *Journal of the American Pharmacists Association*. 2004;44(4):420-426.

## FUNDED RESEARCH (PRINCIPAL INVESTIGATOR)

**Title:** *Pharmacy Student Perceptions of Community Pharmacy Residency Programs*

**Amount:** \$4,000

**Sponsor:** National Association of Chain Drug Stores Foundation

**Award Dates:** March 2011 – September 2011

**Title:** *EHR Market Assessment in Mississippi*

**Amount:** \$15,000

**Sponsor:** Louisiana Health Care Review, Inc.

**Award Dates:** July 2009 – August 2009

**Title:** *RxSync Service<sup>SM</sup> Implementation and Evaluation Project*

**Amount:** \$125,000

**Sponsor:** Cardinal Health

**Award Dates:** July 2009 - December 2010

**Title:** *Community Pharmacy Technicians' Emotional Labor and Resultant Work Life Outcomes*

**Amount:** \$10,000

**Sponsor:** AACP-AFPE New Investigator Program for Pharmacy Faculty (NIP)

**Award Dates:** December 2008 - December 2009

**Title:** *Managing Pharmacy Workflow to Improve Medication Adherence and Other Patient Outcomes*

**Amount:** \$20,000

**Sponsor:** National Community Pharmacists Association

**Award Dates:** January 2008 - October 2008

**Title:** *The Role of Emotional Dissonance as an Affective State in the Process of Emotional Labor in Retail Chain Pharmacists*

**Amount:** \$500

**Sponsor:** University of Mississippi Graduate Student Council

**Award Dates:** January 2007 - December 2007

**Title:** *Progress toward Paradigmatic Development among the Pharmaceutical Sciences: Use of the Consensus Approach in an Experimental Analysis*

**Amount:** \$3,000

**Sponsor:** Pfizer

**Award Dates:** January 2002 - December 2002

## FUNDED RESEARCH (CO-INVESTIGATOR)

**Title:** *Primary Medication Non-Adherence: Validating the PQA Developed PMN Measure and Establishing a Benchmark*

**Amount:** \$45,000

**Sponsor:** Pharmacy Quality Alliance

**Award Dates:** 2012-2013

**Title:** *Measuring and Improving Primary Medication Nonadherence*

**Amount:** \$278,958

**Sponsor:** National Association of Chain Drug Stores

**Award Dates:** July 2011 – July 2013

**Title:** *The Role and Value of Compounded Prescription Medications*

**Amount:** \$15,002.70

**Sponsor:** International Academy of Compounding Pharmacists

**Award Dates:** August 2007 - August 2008

## CONTRIBUTED PAPERS

1. Parrett JW, Holmes ER, McCaffrey DJ, Yang Y, Schulenberg S. Pharmacists' Preparedness for Acute Medical Emergencies. Southern Pharmacy Administration Conference. June 2014. Oklahoma City, OK. **IN REVIEW.**
2. Jariwala K, Khanna R, West-Strum D, Bentley J, Banahan B, **Holmes E**, Barnard M. Psychometric Properties of the World Health Organization's Quality of Life-BREF Instrument (WHOQOL-BREF) Among Adults with Autism. International Society for Pharmacoeconomics and Outcomes Research. May 2014. Montreal, QC, Canada.
3. Jariwala K, Khanna R, West-Strum D, Bentley J, Banahan B, **Holmes E**, Barnard M. Quality of Life Among Adults with Autism Spectrum Disorders. International Society for Pharmacoeconomics and Outcomes Research. May 2014. Montreal, QC, Canada.
4. Jariwala K, Khanna R, West-Strum D, Bentley J, Banahan B, **Holmes E**, Barnard M. Prevalence, Healthcare Utilization and Costs, and Medication Use Among Adults with Autism Enrolled in the Medicaid Program. AcademyHealth Annual Research Meeting. June 2014. San Diego, CA. **IN REVIEW.**
5. Shah R, **Holmes E**, West-Strum D, Patel A. Community Pharmacists' Attitudes Toward an Expanded Class of Nonprescription Drugs. American Pharmacists Association Annual Meeting. March 2014. Orlando, FL. \*Podium Presentation\*
6. Shah R, **Holmes E**, West-Strum D, Patel A. Community Pharmacists' Classification of Prescription Drugs into Dispensing Categories Under the FDA's Proposed "New Paradigm". American Pharmacists Association Annual Meeting. March 2014. Orlando, FL.
7. Khanna R, Mahabaleshwarkar R, **Holmes E**, Jariwala K. Pharmacists' Knowledge of the Patient Protection and Affordable Care Act. American Pharmacists Association Annual Meeting. March 2014. Orlando, FL.

8. Joshi N, Khanna R, **Holmes E**. Pharmacists' Awareness and Knowledge of Multiple Sclerosis. American Pharmacists Association Annual Meeting. March 2014. Orlando, FL.
9. Shah R, **Holmes E**. Using Innovative Technologies to Increase Patient Access to Medications. Annual NCNPR Poster Session. November 2013. University, MS.
10. Parrett JW, **Holmes ER**. Pharmacists' Preparedness for Acute Medical Emergencies. Rho Chi Student Research Day. October 2013. University, MS. \*Second Place Winner\*
11. Shah R, **Holmes ER**. Using Innovative Technologies to Increase Patient Access to Medications. Pharmaceutical Marketing Research Group. October 2013. Jersey City, NJ.
12. Jackson T, McCaffrey DJ, Bentley JP, Pace PF, **Holmes ER**, Joshi N, Porter J, West-Strum D. Utilizing Pharmacy Retail Data to Measure Primary Medication Non-Adherence. International Society for Pharmacoeconomics and Outcomes Research. May 2013. New Orleans, LA.
13. West-Strum D, Bentley J, McCaffrey D, Pace P, **Holmes E**, Porter J, Wasson M. Store and Prescription Characteristics Associated with Primary Medication Non-Adherence. Academy of Managed Care Pharmacy. April 2013. San Diego, CA.
14. Barnard M, West-Strum D, Yang Y, **Holmes E**, Swain K. Patient and Pharmacist Perspectives on Screening for Intimate Partner Violence in the Pharmacy Environment. Society of Behavioral Medicine. March 2013. San Francisco, CA.
15. Barnard M, West-Strum D, Yang Y, Holmes E, Swain KA. Development of the Pharmacy-PREMIS Instrument. The University of Mississippi School of Applied Sciences Research Series. September 2012. University, MS
16. Bynum LA, Bentley JP, **Holmes ER**, Bouldin AS, Novicevic MM. Factors Influencing Organizational Citizenship Behaviors Among Pharmacy Faculty. American Association of Colleges of Pharmacy. July 2012. Kissimmee, FL.
17. Shah R, **Holmes ER**. Pharmacists' Attitudes, Perceptions, and Opinions about a Behind-the-Counter Medication Class: Preliminary Literature Review. Southern Pharmacy Administration Conference. June 2012. Austin, TX.
18. Joshi N, **Holmes ER**, Banahan BF, West DS. Factors Affecting Community Pharmacy Owners' Attitudes toward RxSync Service<sup>SM</sup>: A New Community Pharmacy Practice Model. Southern Pharmacy Administration Conference. June 2012. Austin, TX.
19. Joshi N, **Holmes ER**, Banahan BF, West DS. Entrepreneurial Characteristics among Independent Pharmacy Owners: A Preliminary Examination Using an Entrepreneurial Typology. Southern Pharmacy Administration Conference. June 2012. Austin, TX.
20. Datar MV, **Holmes ER**. Pharmacy Student Perceptions of Community Pharmacy Residency Programs. Southern Pharmacy Administration Conference. June 2012. Austin, TX.
21. Jariwala K, Holmes ER. Primary Care Physicians' Adoption of Electronic Prescribing. Southern Pharmacy Administration Conference. June 2012. Austin, TX.

22. Datar MV, **Holmes ER**. Pharmacy Student Perceptions of Community Pharmacy Residency Programs. American Pharmacists Association. March 2012. New Orleans, LA.
23. Joshi N, **Holmes ER**, Banahan BF, West DS. Factors Affecting Community Pharmacy Owners' Attitudes toward RxSync Service<sup>SM</sup>: A New Community Pharmacy Practice Model. American Pharmacists Association. March 2012. New Orleans, LA.
24. Bynum LA, Novicevic MM, Bentley JP, **Holmes ER**, Bouldin AS. The Relationship between Psychological Contract Breach, Professional Identity and Organizational Citizenship Behaviors among Pharmacy Faculty: An Equity Sensitivity Perspective. Southern Management Association. November 2011. Savannah, GA.
25. Padwal TB, McCaffrey DJ, Patel A, **Holmes ER**. Factors Influencing Pharmaceutical Sciences Program Choice in the United States. American Association of Colleges of Pharmacy. July 2011. San Antonio, TX.
26. Jariwala K, **Holmes ER**. Physicians' Experience with Electronic Prescribing. AcademyHealth. May 2011. Seattle, WA.
27. Jariwala K, **Holmes ER**. Factors that Physicians Find Encouraging and Discouraging About Electronic Prescribing: A Quantitative Study. AcademyHealth. May 2011. Seattle, WA.
28. **Holmes ER**, Bunniran S. Community Pharmacy Technicians' Emotional Labor and Resultant Work Life Outcomes. American Pharmacists Association. March 2011. Seattle, WA.
29. **Holmes ER**, Bunniran S. The Effect of Role Overload and Perceived Organizational Support on Pharmacy Technicians' Work Life Outcomes. American Pharmacists Association. March 2011. Seattle, WA.
30. Bynum LA, Bunniran S, **Holmes ER**, Banahan III BF. Impact of RxSync Service<sup>SM</sup> Implementation on Community Pharmacy Employee Work Life Outcomes. American Pharmacists Association. March 2011. Seattle, WA.
31. Banahan III BF, Bunniran S, Bynum LA, **Holmes ER**. Implementing a New Prescription Synchronization Program That Positively Influences Patient Medication Compliance. American Pharmacists Association. March 2011. Seattle, WA.
32. Bunniran S, McCaffrey III DJ, Bentley JB, **Holmes ER**, Banahan BF. Patient Service Experiences in Community Pharmacy: An Examination of Health Criticality, Service Failure Incidents, and Service Recovery Efforts and Their Influence on Patronage Outcomes. American Pharmacists Association. March 2011. Seattle, WA.
33. Bunniran S, **Holmes ER**. Trends in Recent Pharmacy School Graduates' Employment Changes. American Pharmacists Association. March 2011. Seattle, WA.
34. Jariwala K, **Holmes ER**. Perceived Barriers Related to Physicians' Adoption of Electronic Prescribing. American Public Health Association. November 2010. Denver, CO.
35. Padwal T, Jariwala K, Athavale A, Lokhandwala T, Verma S, Banahan B, **Holmes ER**. Consumers' Satisfaction with Their Current Community Pharmacy and Their Likelihood to Switch to a New Pharmacy. Southern Pharmacy Administration. June 2010. Memphis, TN.



36. Shahpurwala Z, Bunniran S, **Holmes ER**. 2009 Mississippi Pharmacy Compensation Survey: An Examination of the Provision of Fringe Benefits. Southern Pharmacy Administration. June 2010. Memphis, TN.
37. Banahan BF III, **Holmes ER**. A Model to Estimate Increase in Revenue from Implementing Medication Adherence Management Services in Community Pharmacies. International Society for Pharmacoeconomics and Outcomes Research. May 2010. Atlanta, GA.
38. Verma S, Jariwala K, Athavale A, Lokhandwala T, Padwal T, Banahan BF III, **Holmes ER**. An Assessment of Perceived Value and Willingness to Pay for RxSync Service<sup>SM</sup>. American Pharmacists Association. March 2010. Washington, DC.
39. Athavale A, Lokhandwala T, Jariwala K, Padwal T, Verma S, Banahan BF III, **Holmes ER**. Comparing Patients' Compliance Attitudes and Behaviors with Their Perceived Value for RxSync Service<sup>SM</sup>. American Pharmacists Association. March 2010. Washington, DC.
40. Bunniran S, McCaffrey DJ III, Banahan BF III, **Holmes ER**. Managing Complex Care With a Pharmacy Synchronizing and Scheduling Service: Characteristics of Patients Who Adopted a New Adherence Management Model. American Pharmacists Association. March 2010. Washington, DC.
41. Banahan BF III, **Holmes ER**. Compliance Measures Can Be Misleading: Comparing Store Level and Patient Level Measures. American Pharmacists Association. March 2010. Washington, DC.
42. Banahan BF III, **Holmes ER**. Using a Forecast Model to Estimate the Impact of Implementing An Adherence Management Service in Community Pharmacies. American Pharmacists Association. March 2010. Washington, DC.
43. **Holmes ER**, Bentley JP, Bouldin AS, Garner DD. The Role of Affective Emotional Dissonance on the Emotional Labor Process of Retail Chain Pharmacists. American Pharmacists Association. April 2009. San Antonio, TX.
44. **Holmes ER**, Bentley JP, Bouldin AS, Garner DD. The Impact of Emotional Labor on Retail Chain Pharmacists' Work Life Outcomes. American Pharmacists Association. April 2009. San Antonio, TX.
45. Banahan BF, **Holmes ER**. Evaluating an Implementation Strategy for Synchronizing and Scheduling Maintenance Medications in Community Practice. American Pharmacists Association. April 2009. San Antonio, TX.
46. **Holmes ER**, Bentley JP, Bouldin AS, Treadway DC. The Role of Identity and Perceived Role Overload on Professionals' Emotional Labor Process. Southern Management Association. November 2007. Nashville, TN.
47. Bunniran S, **Holmes ER**, Lobb WB, McCaffrey DM. Quality Ratings of Social and Administrative Science Journals. American Association of Colleges of Pharmacy. July 2007. Orlando, FL.
48. **Holmes ER**, Bentley JP, Bouldin AS, Treadway DC. The Role of Emotional Dissonance as an Affective State in the Emotional Labor Process in Retail Chain Pharmacists. Southern Pharmacy Administration. June 2007. Little Rock, AR.
49. **Holmes ER**, Bouldin AS. Development of a Framework to Describe the Relationships among Pharmacy Students and Their Mentors. Sigma Xi. March 2007. University, MS.

50. Bunniran S, **Holmes ER**, Lobb WB, McCaffrey DM. Quality Ratings of Social and Administrative Science Journals. Sigma Xi. March 2007. University, MS.
51. **Holmes ER**, Bouldin AS. Development of a Framework to Describe the Relationships among Pharmacy Students and Their Mentors. American Association of Colleges of Pharmacy. July 2006. San Diego, CA.
52. **Holmes ER**, Bouldin AS, Desselle SP. An Exploration of Pharmacy Students' Mentorship-Seeking Behaviors. American Association of Colleges of Pharmacy. July 2006. San Diego, CA.
53. Bunniran S, **Holmes ER**, Lobb WB, McCaffrey DM. Assessing the Quality of SAdS Journals Phase I: Assembling a Comprehensive List of Appropriate SAdS Journals. American Association of Colleges of Pharmacy. July 2006. San Diego, CA.
54. **Holmes ER**. Dealing with the Outcomes of Emotional Labor: What is the Role of Social Effectiveness? Southern Management Association. November 2005. Charleston, SC.
55. Novicevic MM, Duke AB, **Holmes ER**, Breland JW. Barnard and Customer-Involving HRM. Academy of Management. August 2005. Honolulu, HI.
56. Nath DM, **Holmes ER**, Markuss JM, Desselle SP. Response Quality of Information From "Ask The Pharmacist" Services on Internet Pharmacy Sites. Midwest Pharmacy Administration Conference, July 2004. West Lafayette, IN.
57. **Holmes ER**, Bouldin AS. The Use of Video Critiques as a Patient Counseling Assessment Tool in the Classroom. American Association of Colleges of Pharmacy. July 2004. Salt Lake City, UT.
58. Bouldin AS, **Holmes ER**. Weblogs as a Tool for Self-reflective Learning in Communications Class. Presented at the American Association of Colleges of Pharmacy. July 2004. Salt Lake City, UT.
59. Nath DM, **Holmes ER**, Markuss JM, Desselle SP. Response Quality of Information from "Ask the Pharmacist" Services on Internet Pharmacy Sites. American Pharmacists Association. March 2004. Seattle, WA.
60. **Holmes ER**, Desselle SP. The Use of Speech Disfluency as an Indicator of Paradigm Development in Pharmacy's Academic Disciplines. American Association of Colleges of Pharmacy Meeting. July 2003. Minneapolis, MN.
61. **Holmes ER**, Shah MS, Desselle SP. Evaluating the Balance of Persuasive and Informative Appeals Within Product-specific Print DTC ads. American Pharmaceutical Association Annual Meeting, March 2003. New Orleans, LA.
62. **Holmes ER**, Desselle SP. The Prevalence of Informational Appeals in DTC Advertisements of Prescription Drugs among Leading Consumer Magazines. American Pharmaceutical Association Annual Meeting, March 2003. New Orleans, LA.
63. **Holmes ER**, Billing MJ, Hancharick CM, Desselle SP. Evaluating the Therapeutic Class and Clinical Usefulness of Prescription Drugs Advertised in a Sample of Popular Consumer Magazines. American Pharmaceutical Association Annual Meeting, March 2003. New Orleans, LA.

64. **Holmes ER**, Desselle SP. The Prevalence of Informational Appeals in DTC Advertisements of Prescription Drugs among Leading Consumer Magazines. Midwest Pharmacy Administration. July 2002. Ann Arbor, MI.
65. **Holmes ER**, Desselle SP. Evaluating the Use of Persuasive Appeals and Clinical Usefulness of Prescription Drugs Advertised in Print Media. Midwest Pharmacy Administration. July 2002. Ann Arbor, MI.
66. **Holmes ER**, Shah MS, Desselle SP. Frequencies of Direct-to-consumer Prescription Drug Ads and Unreferenced Claims in Consumer Magazines from 1995-2000: A Content Analysis. American Pharmaceutical Association. March 2002. Philadelphia, PA.
67. Shah MS, **Holmes ER**, Desselle SP. The Prevalence of Persuasion in Direct-to-consumer Advertisements Among Leading Consumer Magazines. A Content Analysis. American Pharmaceutical Association. March 2002. Philadelphia, PA.

## INVITED PRESENTATIONS

1. Banahan B, **Holmes ER**. Prescription Synchronization Initiative and Research Project for Mississippi Community Pharmacies. Workshop sponsored by the Mississippi Independent Pharmacists Association and the Mississippi Division of Medicaid. November 6, 2013. Jackson, MS.
2. **Holmes ER**. Innovative Teaching in the Department of Pharmacy Administration: Engaging Students and Enhancing Learning through Social Media and Other Technology. University of Mississippi School of Pharmacy Faculty Retreat. June 6, 2013. Oxford, MS.
3. **Holmes ER**. Pharmacy Law. University of Mississippi School of Pharmacy Faculty Retreat. June 6, 2013. Oxford, MS.
4. **Holmes ER**. Pharmacy Management and Business Methods. University of Mississippi School of Pharmacy Faculty Retreat. June 6, 2013. Oxford, MS.
5. **Holmes ER**. RxSync Service<sup>SM</sup>: Helping Pharmacists Take Control of Their Pharmacy Practice. Community Pharmacy Forum. April 2013. Jackson, MS.
6. Banahan BF, **Holmes ER**. RxSync Service<sup>SM</sup>: Helping Pharmacists Take Control of Their Pharmacy Practice. Mississippi Independent Pharmacists Association Continuing Education Seminar. October 2012. Jackson, MS.
7. Banahan BF, **Holmes ER**. RxSync Service<sup>SM</sup>: Helping Pharmacists Take Control of Their Pharmacy Practice. Mississippi Independent Pharmacists Association Continuing Education Seminar. September 2012. Oxford, MS.
8. **Holmes ER**. A Lecture Guide for Life. University of Mississippi School of Pharmacy Faculty Retreat. August 2011. University, MS.
9. **Holmes ER**, Banahan BF, Lomenick R. Taking Control of Your Work Flow by Providing Better Adherence Management. Mississippi Pharmacists Association Annual Meeting. June 2011. San Destin, FL.

10. **Holmes ER.** Pharmacy Administration Research at the University of Mississippi. Duquesne University Graduate Seminar. January 2010. Pittsburgh, PA.
11. **Holmes ER, Grove D.** RxSync™: An Alternative Practice Model for Community Pharmacies. American College of Apothecaries. September 2009. Coronado, CA.
12. **Holmes ER.** RxSync Service<sup>SM</sup>: Helping Pharmacists Take Control of Their Pharmacy Practices. Mississippi Independent Pharmacists Association District Meeting. August 2009. Oxford, MS.
13. Banahan BF, **Holmes ER**, Devine S. RxSync™: An Alternative Practice Model for Community Pharmacies. Cardinal Retail Business Conference. July 2009. Washington, DC.
14. Banahan BF, **Holmes ER**, Devine S, Lomenick B. RxSync Service™: Helping Independent Pharmacists Take Control of Prescription Work Flow by Providing Better Adherence Management. Mississippi Independent Pharmacists Association. May 2009. Gulfport, MS.
15. Hesterlee E, **Holmes ER**, West DS. Niche Expansion Marketing. American College of Apothecaries. April 2009. Columbus, OH.
16. **Holmes ER.** Job Interviews, Resumes, and CVs. Delta Gamma Sorority. November 2008. Oxford, MS
17. **Holmes ER.** Emotional Labor as a Source of Stress in the Pharmacy Practice Environment. Maryland Pharmacists Education & Advocacy Council. October 2008. Baltimore, MD.
18. Banahan BF, **Holmes ER**, Devine S, Lomenick B. RxSync®: An Alternative Practice Model for Community Pharmacies. National Community Pharmacists Association. October 2008. Tampa, FL.
19. Huffman DC, **Holmes ER.** Specialty Compounding for Improved Patient Care: 2007 National Survey of Compounding Pharmacists. American College of Apothecaries. September 2008. Savannah, GA.
20. Huffman DC, **Holmes ER.** Dispensing Specialty Pharmaceuticals in the Independent Pharmacy: 2008 Survey of ACA Fellows. American College of Apothecaries. September 2008. Savannah, GA.
21. Lawson K, **Holmes ER.** Searching for My First Academic Position – Where Do I Begin? American Association of Colleges of Pharmacy. July 2008. Chicago, IL.
22. **Holmes ER.** Perspectives from a New Faculty Member in Academic Pharmacy. American Association of Colleges of Pharmacy Institute. June 2008. Scottsdale, AZ.
23. **Holmes ER.** Compounding in the Independent Community Pharmacy. Mississippi Independent Pharmacists Association. May 2008. Philadelphia, MS.
24. **Holmes ER.** Regulatory Issues in Compounding. University of Mississippi Department of Pharmacy Administration Seminar. April 2008. Oxford, MS.
25. Banahan BF, **Holmes ER.** Medicaid Waiver Medication Therapy Management Demonstration Program. Mississippi Division of Medicaid. March 2008. Jackson, MS.
26. Huffman DC, **Holmes ER.** Specialty Compounding for Improved Patient Care: 2006 National Survey of Compounding Pharmacists. American College of Apothecaries. September 2006. Palm Beach, FL.

27. **Holmes ER.** Mentoring Pharmacy Students. American Association of Colleges of Pharmacy. July 2006. San Diego, CA.
28. Huffman DC, **Holmes ER.** Specialty Compounding for Improved Patient Care: A National Survey of Compounding Pharmacists. American College of Apothecaries. September 2005. Coeur D'Alene, ID.
29. Desselle SP, **Holmes ER.** Affecting Behavior with the Use of Valid and Reliable Performance Appraisal Systems. American Pharmacists Association Meeting. March 2004. Seattle, WA.
30. Brady P, **Holmes ER.** Enhancing Your PharmD Degree. Academy of Students of Pharmacy Region IV Midyear. November 2003. Lexington, KY.
31. Desselle SP, **Holmes ER.** Advancement of Our Discipline Through Intra-disciplinary Consensus. American Association of Colleges of Pharmacy. July 2003. Minneapolis, MN.

#### BOOK CHAPTERS

1. **Holmes ER,** Bynum LA. Customer Service. In Desselle SP, Zgarrick DP, *Pharmacy Management* (Third Edition).
2. Bouldin AS, **Holmes ER,** Garner DD, Devoe AH. Purchasing and Managing Inventory. In Chisholm-Burns MA, Vaillancourt A, Shepherd M, *Essentials of Pharmacy Management, Leadership, Marketing, & Finance* (Second Edition).
3. Bouldin AS, **Holmes ER,** Garner DD, Devoe AH. Purchasing and Managing Inventory. In Chisholm-Burns MA, Vaillancourt A, Shepherd M, *Essentials of Pharmacy Management, Leadership, Marketing, & Finance* (First Edition).

#### OTHER PUBLICATIONS

**RxSync for Pharmacies™:** Workbook designed to assist independent pharmacists with the implementation of the RxSync Service<sup>SM</sup> pharmacy practice model.

#### COURSES (INSTRUCTOR OF RECORD)

2012	Seminar in Current Health Topics	University of Mississippi	PHAD 544
2011-present	Personal Finance	University of Mississippi	PHAD 497
2010-present	Pharmaceutical and Healthcare Policy	University of Mississippi	PHAD 689
2009-present	Pharmacy Law	University of Mississippi	PHAD 491
2008-present	Pharmacy Management	University of Mississippi	PHAD 493

## COURSES (GUEST LECTURER)

2010-present	Research Methods	University of Mississippi	PHAD 688
2007-2010; 2012	Pharmacy Administration II	University of Mississippi	PHAD 392
2008-present	Graduate Student Orientation	University of Mississippi	PHAD 674

## DISSERTATION COMMITTEES (CO-CHAIR)

**Student:** Leigh Ann Bynum  
**Title:** The Relationship between Psychological Contract Breach, Professional Identity and Organizational Citizenship Behaviors among Pharmacy Faculty: An Equity Sensitivity Perspective  
**Status:** **COMPLETED (DECEMBER 2011)**

## THESIS COMMITTEES (CHAIR)

**Student:** Krutika Jariwala  
**Title:** Factors Physicians Find Encouraging and Discouraging About Electronic Prescribing: A Quantitative Study  
**Status:** **COMPLETED (DECEMBER 2010)**

**Student:** Namita Joshi  
**Title:** Factors Affecting Community Pharmacy Owners' Attitudes toward and Likelihood to Adopt RxSync Service<sup>SM</sup>  
**Status:** **COMPLETED (DECEMBER 2011)**

**Student:** Ruchit Shah  
**Title:** Determinants of Community Pharmacists' Attitudes toward the Expansion of a Behind-the-Counter Category of Drugs in the United States  
**Status:** **COMPLETED (MAY 2013)**

**Student:** James Parrett  
**Title:** Pharmacists' Preparedness for Acute Medical Emergencies  
**Status:** **COMPLETED (MAY 2014)**

**Student:** Tristen Jackson  
**Title:** Physicians' Recommendation of Therapeutic Lifestyle Changes  
**Status:** In Progress

**Student:** Divya Verma  
**Title:** To be Determined  
**Status:** In Progress

### HONORS THESIS COMMITTEES (CHAIR)

**Student:** Karen Wilson  
**Title:** Regulation of Methamphetamine Precursors: Mississippi Community Pharmacists' and Technicians' Perceptions of Pharmacy Practice Implications Resulting from the Enactment of Mississippi House Bill 512  
**Status:** **COMPLETED (MAY 2011)**

**Student:** Blake Williams  
**Title:** University of Mississippi Prepharmacy and Early Entry Students' Perceptions of the Professional Role of Pharmacists  
**Status:** **COMPLETED (MAY 2014)**

**Student:** Kimberly Allen  
**Title:** Mississippi Pharmacists' Perception of the Regulation of Pharmaceutical Compounding  
**Status:** **COMPLETED (MAY 2014)**

**Student:** Alix Cawthon  
**Title:** To be Determined  
**Status:** In Progress

### HONORS THESIS COMMITTEES (THIRD READER)

**Student:** Anna Blair Brown  
**Title:** The Potential Success of the FDA's New Paradigm Based on Community Pharmacists' Opinions  
**Status:** **COMPLETED (MAY 2014)**

**Student:** Brea Rich  
**Title:** Perceptions of Health Information on General and Medical Social Media Sites  
**Status:** **COMPLETED (MAY 2014)**

**Student:** Alaina Darby  
**Title:** Evaluation of Applications for Managing Dietary Needs in Diabetes  
**Status:** **COMPLETED (MAY 2014)**

### DISSERTATION COMMITTEES (COMMITTEE MEMBER)

**Student:** Suvapun Bunniran  
**Title:** Patient Service Experiences in Community Pharmacy: An Examination of Health Criticality in Service Failures and Service Recovery Incidents and its Influence on Trust, Satisfaction, Repurchase Intentions, and Word-of-Mouth  
**Status:** **COMPLETED (AUGUST 2010)**

**Student:** Marie Barnard  
**Title:** The Potential for Screening for Interpersonal Violence in Community Pharmacies: An Exploratory Study  
**Status:** **COMPLETED (MAY 2012)**

**Student:** Krutika Jariwala  
**Title:** Quality Of Life and Healthcare Utilization and Costs Among Adults with Autism  
**Status:** In Progress

#### DISSERTATION COMMITTEES (EXTERNAL COMMITTEE MEMBER)

**Student:** Regina Boyd (Education)  
**Title:** The Effects of Developmental Reading Courses on Improving Reading Comprehension Levels of Underprepared Community College Students  
**Status:** **COMPLETED (DECEMBER 2010)**

**Student:** Laura McIntire (Psychology)  
**Title:** Effects of Narrative Writing Duration and Post-Writing Processing on Post Traumatic Stress Disorder  
**Status:** **COMPLETED (AUGUST 2013)**

**Student:** Fernando Alessandri (Psychology)  
**Title:** Testing a Brief Directive Intervention to Reduce Symptoms Associated with Trauma  
**Status:** In Progress

#### THESIS COMMITTEES (COMMITTEE MEMBER)

**Student:** Leonardo Torres  
**Title:** Pharmacists' Rating of Relevance of Available Information in Deciding the Validity of Opioid Medication Prescriptions  
**Status:** **COMPLETED (DECEMBER 2010)**

**Student:** Tushar Padwal  
**Title:** An Examination of Factors Influencing the Program Choice of Graduate Students in Pharmaceutical Sciences  
**Status:** **COMPLETED (MAY 2011)**



## PROFESSIONAL SERVICE

### **EDITORIAL BOARDS**

2004-present Research in Social and Administrative Pharmacy  
2013-present Journal of the American Pharmacists Association

### **PEER REVIEWER (JOURNALS)**

2010-present Journal of Rural Health  
2009-present Currents in Pharmacy Teaching and Learning  
2005-present Research in Social and Administrative Pharmacy  
2004-present Journal of the American Pharmacists Association  
2003-2005 Journal of Pharmaceutical Marketing and Management

### **PEER REVIEWER (CONTRIBUTED PAPERS)**

2010 Southern Pharmacy Administration Conference  
2009-present American Association of Colleges of Pharmacy  
2005-present American Pharmacists Association  
2005 Southern Management Association

### **PEER REVIEWER (GRANT PROGRAMS)**

2010, 2011 AACP New Investigator Award

### **PEER REVIEWER (OTHER)**

2012-present AACP Walmart Scholars Program  
2011 World Health Organization Global Observatory for eHealth Series (Volume 4)

### **COMMITTEES**

2013-2014 Vice Chair, AACP SAS Mentoring Committee  
2010-2011 New Pharmacy Faculty Research Awards Program (NPF-RAP) Revision Task Force  
2009-2010 APhA ESAS Contributed Papers Committee  
2008-2009 AACP SAdS Nominations Committee  
2007-2008 AACP Council of Faculties Resolutions and Standing Rules Committee  
2006-2007 AACP SAdS Graduate Program Standards Committee  
2005-2006 APhA ESAS Research Roundtable Committee  
2005-2006 AACP SAdS Graduate Program Standards: Student Programs Committee  
2004-2005 AACP SAdS Strategic Plan Implementation Committee  
2003-2004 APhA APRS Awards Committee  
2003-2004 APhA ESAS Strategic Planning Committee

### **OFFICES**

2003-2004 APhA ESAS Postgraduate Officer

### **ACTIVITIES**

2012 Judge, Meeting in the Middle  
2010 AACP Alternate Delegate  
2003-2010 Moderator, APhA Annual Meetings Education Sessions  
2007 Paper discussant, Southern Management Association Annual Meeting  
2007 Graduate programming coordinator, AACP Annual Meeting  
2006 Graduate programming coordinator, AACP Annual Meeting  
2006 Item writer, Exam for the Certification of Pharmacy Technicians (ExCPT)

2005	Paper discussant, Southern Management Association Annual Meeting
2004	Coordinator, 2004 APhA ESAS Research Roundtable Program
2004	Coordinator, 2004 APhA Postgraduate Forum "Publishing in Pharmacy Journals"
2003-2005	Delegate, APhA House of Delegates
2003	Coordinator, APhA ASP Post-graduate Opportunities Exhibit Coordinator for 2003 MRM

## UNIVERSITY SERVICE

### COMMITTEES

2013-present	FedEx Student Athlete Advising Network
2013-2014	Council on Community Engagement Committee for Developing Community Engagement Minor
2012-present	Council on Community Engagement, University of Mississippi
2004-2005	Recruitment, Admissions, Orientation, and Advising, University of Mississippi
2004-2005	Council of Academic Administrators, University of Mississippi

### ACTIVITIES

2014-2015	Senator, Faculty Senate
2013	Community College Scholarship Day Interviewer
2011	Relay for Life Dancing with the Stars Contestant
2008-2009	Senator, Faculty Senate
2004-2011	Judge, Regional Mississippi Science & Engineering Fair
2007-2008	Graduate Student Council Grant Reviewer
2004-2005	Graduate Student Council Treasurer, University of Mississippi
2003-2004	Graduate Student Council Senator, University of Mississippi

## SCHOOL OF PHARMACY SERVICE

### COMMITTEE LEADERSHIP

2013-2014	Chair, Pharmacy Administration Faculty Search Committee, University of Mississippi
2013-2014	Chair, Curriculum Committee, University of Mississippi School of Pharmacy
2012	Chair, Search Committee, Associate Dean of Outcomes Assessment and Learning Advancement
2011-2013	Secretary, Curriculum Committee, University of Mississippi School of Pharmacy
2008-2010	Chair, Student-Faculty Relations Committee, University of Mississippi School of Pharmacy
2008-2009	Secretary, Information, Resources and Computing Committee, University of Mississippi SOP

### OTHER COMMITTEES

2013	Pharmacy Advisor Search Committee, University of Mississippi School of Pharmacy
2010-present	Curriculum Committee, University of Mississippi School of Pharmacy
2010-2012	ACPE Self Study Student Subcommittee, University of Mississippi School of Pharmacy
2009-2011	Honors, Awards and Commencement Committee, University of Mississippi School of Pharmacy
2006-2007	Strategic Planning Committee, University of Mississippi School of Pharmacy
2003-2005	Graduate Affairs Committee, University of Mississippi School of Pharmacy

### **ACTIVITIES**

- 2014 University of Utah School on Alcoholism and Other Drug Dependencies
- 2013-present PDAT Advisor, University of Mississippi School of Pharmacy
- 2008-present PY4 Law Review, University of Mississippi School of Pharmacy
- 2009-present Applicant interviewer, University of Mississippi School of Pharmacy
- 2008-present Pre-Pharmacy Advisor, University of Mississippi School of Pharmacy
- 2008-present Treasurer, Rho Chi (Chi Chapter), University of Mississippi School of Pharmacy
- 2005-2007 Secretary, Rho Chi (Chi Chapter), University of Mississippi School of Pharmacy

### **DEPARTMENT SERVICE**

#### **COMMITTEES**

- 2009 Faculty Search Committee, Department of Pharmacy Administration (UM)
- 2008 Graduate Program Course Update and Progression Policy Subcommittee (UM)
- 2008 Chair Search Committee, Department of Pharmacy Administration (UM)
- 2004 Faculty Search Committee, Department of Pharmacy Administration (UM)

#### **ACTIVITIES**

- 2004 Editor, *PharmAdventures*, department alumni newsletter

### **COMMUNITY SERVICE**

#### **COMMITTEES**

- 2002-2003 Coro Pittsburgh Health Sciences Fellowship Alumni Committee

#### **ACTIVITIES**

- 2004-2006 Associate-coordinator, Oxford Asthma Education Program
- 2002-2003 Selection Committee Reader, Coro Pittsburgh Health Sciences Fellowship
- 2002-2003 Selection Committee Reader, Coro Pittsburgh Women in Leadership Program

### **CONSULTING**

#### ***American College of Apothecaries/American College of Veterinary Pharmacists, 2003-2010***

Edited ACVP Newsletter, Vet Talk, and Pet Talk (newsletters for veterinary pharmacists, veterinarians, and pet owners, respectively); Developed bi-monthly continuing education programs for veterinary pharmacists, assisted with the development of 2004 and 2005 ACA and ACVP fellowship surveys, 2005, 2006 and 2007 national compounding surveys; composed ACA tobacco resolution.

#### ***Medical Marketing & Economics, 2005-2008***

Assist with composition of white papers, conduct physician interviews, conduct literature reviews, and assist with compilation of reports for clients.

***Roger Green and Associates, 2003-2004***

Conducted physician interviews for various projects.

**LICENSED PRODUCT DEVELOPMENT**

RxSync® and RxSync Service<sup>SM</sup>  
RxSync for Pharmacies<sup>TM</sup>  
RxSync Financial Forecast Model<sup>TM</sup>  
RxSync Pharmacy<sup>TM</sup>

**PROFESSIONAL AFFILIATIONS**

American Association of Colleges of Pharmacy  
American Pharmacists Association  
Mississippi Pharmacists Association

**PROFESSIONAL LICENSES**

Pennsylvania Pharmacist #046414

**PHARMACY SOCIETIES**

Kappa Psi  
Phi Lambda Sigma  
Rho Chi

**FELLOW AFFILIATIONS**

American Foundation for Pharmaceutical Education (AFPE) Endowed Fellow  
Coro Pittsburgh Health Science Fellow  
University of Mississippi Honors Fellow

## PROFESSIONAL HONORS AND AWARDS

2013	Top Quality Peer Reviewer, Research in Social and Administrative Pharmacy
2009, 2012	APhA Presentation Merit Award
2005-2008	Top Quality Peer Reviewer, Research in Social and Administrative Pharmacy
2005	AACP/Wal-Mart Annual Conference Scholarship Recipient
2002	APhA-ASP (McNeil) Mortar & Pestle Professionalism Award

## UNIVERSITY HONORS AND AWARDS

2011	Nominee, University of Mississippi Academic Advising Network's Excellence in Advising Award
2006	Graduate Achievement Award, University of Mississippi
1996-2001	Dean's List, Duquesne University
1995-2000	Chancellor's Merit Award (full academic scholarship), Duquesne University
1996-1998	Strubb Merit Award (academic scholarship), Duquesne University

## SCHOOL OF PHARMACY HONORS AND AWARDS

2014-2017	Distinguished Teaching Scholar, University of Mississippi School of Pharmacy
2013	Faculty Service Award, University of Mississippi School of Pharmacy
2012	PY2 Friend of the Student Award, University of Mississippi School of Pharmacy
2011, 2014	Pharmaceutical Science Teaching Award, University of Mississippi School of Pharmacy
2007	Teaching Assistant of the Year, University of Mississippi School of Pharmacy
2005	Teaching Assistant of the Year, University of Mississippi School of Pharmacy
2004	Teaching Assistant of the Year, University of Mississippi School of Pharmacy
2001	APhA-ASP (McNeil) Mortar & Pestle Professionalism Award, Duquesne University
2000	Hugh C. Muldoon Academic Pharmacy Award, Duquesne University
2000	Louis C. DiPaolo Academic Pharmacy Award, Duquesne University
1997-1999	Mylan School of Pharmacy Academic Scholarship, Duquesne University

## DEPARTMENTAL HONORS AND AWARDS

2007	Farlow Fellowship Recipient, Department of Pharmacy Administration (UM)
2004	Student Research Paper of the Year, Department of Pharmacy Administration (UM)