

THE Importance of Caring

MAY 2021

my journey into health care



Heather Kroll

CERTIFIED PHARMACY TECHNICIAN

As the daughter of a nurse, Heather Kroll has been no stranger to the health care profession.

Her mom, Mary Liebig, has worked at Columbus Community Hospital for more than 30 years. Kroll said her mother is a great role model in showing compassion towards others. A particular moment when her mom displayed that caring nature made Kroll realize that she wanted a career where she could help others, too.

One night, Liebig went into action performing CPR on a gentleman at church.

“Her quick response to the person in need, without thinking twice about it, helped to save his life,” Kroll said.

“Afterwards, seeing the gratitude of this man and others towards my mom and the electric feeling in those circumstances where your only focus is the well-being of the person in front of you has driven me to a career where I am able to play a part in the caring of patients.”

Kroll has been able to do that at CCH.

She worked at the Columbus Family YMCA as a youth strength training instructor before coming to the hospital in 2015. For

three years, she was a unit secretary in the emergency department before working in pharmacy beginning in 2018.

Being employed at the hospital has been a good fit, and it has several benefits.

“CCH has supported me with having educational opportunities available and encouraged to do so. The positive attitude that employees have, along with the flexibility of scheduling, is also a plus,”

Kroll said.

She never saw herself working in the pharmacy but became interested in it when the position became available. Since then, she has become a certified pharmacy technician by taking a class through the University of Nebraska Medical Center. The three-month course included a hands-on competency final. The reading and test-taking were time-consuming, but the effort paid off when Kroll became certified in January 2020.

Part of what drew Kroll to work in pharmacy was the nature of the job. She described it as being fast paced and different from one day to the next.

Kroll’s primary duties include receiving,

stocking and delivering medications to departments throughout the hospital. She also prepares and compounds medication for patients; assists with comfort care for home health and hospice patients; helps pharmacists prepare prescriptions and billing; and fills over-the-counter orders.

“A typical day looks different every day,” Kroll said.

One day she might take care of compounding IVs and delivering medications to operating rooms. The next day she could receive inventory and complete the process of filling Pyxis machines in the intensive care unit, acute care unit, post-anesthesia care unit, obstetrics, emergency room and outpatient services.

“Throughout each day, we also deliver to other departments on a need-be basis. One of these is the infusion center that might need chemotherapy medications made by a pharmacist,” she said. **“Working in the pharmacy is a second family environment. We all work together for the best outcomes of our patients.”**

For more information about the pharmacy at CCH, visit www.columbushosp.org.