

## *Grounded in Service, Guided by Purpose*

Choosing what one wants to spend an entire life doing is one of the hardest decisions most people will ever make. For me, that choice has always been guided by a question: *How can I be of service?* In my spiritual tradition, there is a verse from the Bhagavad Gita that has quietly shaped many of my decisions: “*Strive constantly to serve the welfare of the world; by devotion to selfless work, one attains the supreme goal of life*” (Bhagavad Gita 3.20–21). The principle of “seva” or selfless service is the lens through which I understand purpose, leadership, and responsibility.

If I were a practicing pharmacist putting my name forward for the RxA Board of Directors, my desire to do so would stem from this foundation. To me, pharmacy is not simply a career, but a commitment to be accessible even when the system feels overwhelming, and to act with integrity even when no one is watching. Through my involvement in Swadhyay; a service-oriented spiritual movement, I learned early that leadership is not about visibility or authority, but stewardship. It is about listening deeply, acting with humility, and placing the collective good above personal gain.

Alongside this spiritual grounding, competitive basketball played a formative role in shaping my character. Years on the court taught me discipline, resilience, and how to function within a team under pressure. I learned that individual effort means little without trust, communication, and shared accountability. Those lessons have stayed with me in pharmacy. Pharmacists, like teams, perform best when supported by strong systems and unified leadership. Advocacy, representation, and collaboration, core principles of RxA, are what allow individuals to succeed together.

Throughout my training, I have witnessed both the incredible impact pharmacists can have and the very real barriers that limit that impact. I have seen pharmacists pulled away from patients by constant phone calls, faxes, documentation backlogs, and the need to search through fragmented resources. It is deeply frustrating to watch meaningful patient interactions shortened not by lack of care, but by system inefficiencies. These challenges are not a reflection of pharmacists’ dedication; they are symptoms of a system that has not evolved alongside the profession.

Motivated by this gap, I felt a responsibility to engage more deeply with how pharmacy systems could be improved. Alongside a partner, I became involved in building PharmAssess, not out of an interest in technology itself, but out of a desire to give pharmacists back what they were losing, time, focus, and presence with patients. Through this experience, I saw how thoughtfully applied AI can serve as a system level support rather than a clinical replacement. By reducing repetitive tasks, streamlining documentation, and bringing clinical resources into a single workflow, these tools create space for pharmacists to practice with intention and sustainability.

What has stayed with me most are the stories from pharmacists after using PharmAssess in practice. One shared that their patients now leave the pharmacy feeling genuinely heard and cared for, something that had become increasingly difficult amid constant interruptions. Another spoke about feeling reconnected to the reason they entered pharmacy in the first place. These moments reaffirmed my belief that AI, when guided by pharmacists and grounded in

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professional values, can support compassionate, patient centred care while also restoring a sense of fulfillment within the profession.

Completing both my PharmD and MBA has further shaped how I understand service and leadership. My clinical training has grounded me in evidence-based, patient-centred care, while my MBA has helped me understand how people, policy, and systems intersect, and how leadership decisions can either support or hinder frontline practice. Together, these experiences have prepared me to think beyond individual encounters and contribute meaningfully to broader conversations around sustainability, advocacy, and professional growth.

Looking ahead, I see AI as a tool that can help pharmacists reclaim time, reduce burnout, and practice at the top of their license by supporting, rather than replacing the uniquely human aspects of our work: judgment, trust, and relationships. RxA has a vital role in guiding this transition through advocacy, professional standards, and education that ensures innovation strengthens, rather than erodes, our profession. Serving on the association would allow me to bring together my values, experiences, and commitment to service in support of a profession I care deeply about. I will continue to be guided by a belief that has remained constant throughout my life: when pharmacists are supported, patients thrive, and in caring for them well, we serve the greater welfare of our communities.