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OBJECTIVE

To use my pharmacy, communication, and regulatory skills to be an important part of the Health Care Team, develop myself as a professional and create an enjoyable career.

EDUCATION

Massachusetts College of Pharmacy and Health Science
Master of Science in Drug Regulatory Affairs 2002
Thesis presentation on HIPAA and its impact on the Practice of Pharmacy
Massachusetts College of Pharmacy and Health Sciences
Bachelor of Science in Pharmacy 1985

CERTIFICATE AND TRAINING PROGRAMS

Medication Safety Certificate Program provided by American Society of Health System Pharmacists and Institute for Safe Medication Practices, 2023
Drug Enforcement Administration Diversion Awareness Training, 2022
Opioid Analgesic Therapy Certificate Program for Pharmacists 2020
Cardiopulmonary Resuscitation (CPD) and First Aid Certificate 2004-2021
National Disaster Medical System: Covid-19 Mission Prep Training 2020
Scope of Pain: Safer/Competent Opioid Prescribing Education 2020
Pharmacist Opioid Addition and Treatment Certificate Program 2019
American Pharmacist Association Pharmacy-based immunization
Delivery Certificate Program 1998, 2021

PROFESSIONAL EXPERIENCE

September 2004-Present

Massachusetts General Hospital (MGH)

2004-Present

Director of Outpatient Pharmacy Services

Oversee 4 Outpatient Pharmacies associated with Massachusetts General Hospital.

MGH Outpatient Pharmacy, 55 Fruit Street, Boston, MA 02114

Revere HealthCare Center Pharmacy, 300 Ocean Ave, Revere, MA 02151,
Mass General Waltham Pharmacy, 40 Second Ave, Waltham, MA 02451 (closed 2023)
North End Waterfront Health Center Pharmacy, 332 Hanover Street, Boston, MA 02113
(Managed since October 2019)

NEW Health Charlestown Pharmacy, 15 Tufts Street, Charlestown, MA 02129

- Expertise in decision-making that affects the policies, procedures, and systems that support safe, effective, and efficient medication management.
- Ensures quality outcomes through performance-improvement activities; optimizes use of information systems and technology; manages outpatient pharmacy department financial operations, and human resources; ensuring compliance with regulatory requirements; and providing institutional representation and leadership.
- Develops, implements, and monitors pharmacy programs along with policies and procedures which support the mission and goals of MGH and the Department of Pharmacy.
- Acts as a liaison with other hospital departments, Mass General Brigham (MGB) Specialty Pharmacy, MGB hospitals, and external organizations.
- Ensure compliance with patient safety and accreditation standards.
- Responsible for the implementation of Board of Pharmacy, Drug Enforcement Administration (DEA) and Centers of Medicare and Medicaid Services standards and regulations.
- Provides concierge service to international patients.
- Provides Meds-To-Beds service to hospital patients.
- Provides covid vaccination and covid oral treatments.
- Determining the appropriate number, type and qualifications of staff required to meet patient care needs, satisfy regulatory requirements, and achieve the mission at MGH and advance pharmacy practice.
- Supervise over 70 employees, foster leadership, and development to the entire staff.
- Provides proactive and reactive responses to regulatory agency inquires and during open comment periods for department
- Responsible for oversight and compliance with medication Risk Evaluation Mitigation Strategies for Outpatient areas
- Manage 340b program for Outpatient retail operations
- Manage 50-million-dollar budget
- Implement Covid Vaccine Clinic for patients and employees

Consultant and Manager of Record for Nantucket Cottage Pharmacy

10 Vesper Lane, Nantucket, MA 02171 (November 2020-September 2021)

- Work with architects and contractors to design a new community pharmacy in Nantucket for Nantucket Cottage Hospital

- Contract with all Third-Party Insurances for reimbursement
- Implement state of the art robotics and automation
- Responsible for hiring and training the new manager of record
- Oversee beginning inventory
- Transfer all prescription files from an independent pharmacy on the island.

Pharmacy Supervisor of Vaccine Clinics in Revere Health Center Chelsea Health Center

(February 2020-June2020)

- Oversee Covid-19 vaccine preparation and inventory
- Training pharmacist and pharmacy technicians on the proper technique for re-constitution
- Training pharmacists on the proper technique for administration of Covid-19 vaccines

Associate Chief of Pharmacy for Ambulatory Care (2010-2017)

- Oversee all pharmacy operations for 6 busy Outpatient and Oncology pharmacies associated with Massachusetts General Hospital (MGH); MGH Outpatient pharmacy, Revere HealthCare Center pharmacy, Mass General Waltham pharmacy, Yawkey Oncology pharmacy, Lunder Oncology pharmacy and MGH West Oncology pharmacy.
- Started new state of the art Oncology Outpatient infusion pharmacy in Waltham to comply with United States Pharmacopeia (USP) chapter 797 and 800.
- Renovated Boston Yawkey Oncology Outpatient Infusion Center to comply with USP 797
- Opened new Lunder Oncology Inpatient Infusion pharmacy in Boston to service hospital patients.
- Provided Clinical Services in Outpatient Oncology Clinics.
- Supervise over 100 employees.
- Manage 100-million-dollar drug budget

Interim Director of Quality, Safety and Compliance (July 2017-October 2017)

- Oversee the pharmacy departments and organizations medication-use quality, compliance, and regulatory policies relating to national/state agencies and The Joint Commission.
- Facilitate the development, implementation, and maintenance of a system that promotes desirable patient outcomes through standardization of processes, and implementation of strategic plans, best practices, cost saving initiatives and patient safety strategies.
- Ensures quality, regulatory compliance, staff education, and performance improvement activities on an ongoing basis
- Develops, implements, and leads a structured program designed to promote compliance with all relevant ethical, legal, and professional standards for the Pharmacy Department.
- Joint Commission Preparedness, Monitor Medication Management Standards throughout the hospital and ambulatory practices.

July 2003-Present

**United States Department of Homeland Security
Federal Emergency Management Agency (FEMA)
Department of Health and Human Services-Special Government Employee**

Disaster Relief Pharmacist

Massachusetts Disaster Medical Assistance Team 2011-2024

National Pharmacist Response Team 2003-2008

- Deployed to El Centro Regional Medical Center in California to assist with Covid patients, 2020.
- Deployed to Georgia, North Carolina, and Florida in 2019 in response to Hurricane Dorian.
- Deployed to San Juan, Puerto Rico in 2017 in response to Hurricane Maria. Provided pharmacy services to patients of Centre Comprehensive Cancer Center in San Juan.
- Provided emergency medical services during the 2013 Boston Marathon in the Medical Tent for the Office of Emergency Medical Services at the time of the marathon bombing.
- Deployed to Jamaica, Queens, New York in 2012 in response to Hurricane Sandy. Provided health services to patients evacuated from Rockaway and Breezy Point, New York.
- Provided emergency medical services during the 2012 Boston Marathon in the Medical Tent at Heartbreak Hill for the Office of Emergency Medical Services (OEMS).
- Deployed to Plaquemines Parish Louisiana in response to Hurricane Katrina, 2005. Managed pharmacy in Belle Chasse Community Church-Provided Clinic services to patients of Plaquemines Parish

September, 2008-2014

**Massachusetts College of Pharmacy and Health Sciences
Adjunct Faculty/Preceptor-Advanced Pharmacy Practice**

- Teach students to apply their didactic education and develop their skills in providing pharmaceutical care within a realistic practice environment.
- Directly instruct the students in the practice of pharmacy, professional excellence, and high-quality patient care.

Adjunct Faculty-Medication Safety Course

- Group leader for student projects
- Presentations on promoting patient safety
- Medication error prevention

04/09/2024

March 2004-September 2004

Boston Pharmacy Management Inc.
Boston Medical Center Outpatient Pharmacy
Pharmacy Supervisor /Special Projects Manager

- Manager of the Office Base Opioid Treatment Program with Methadone
- Manager of Indigent Care Programs
- Training specialist for JCAHO accreditation
- Responsible for writing Policy and Procedures
- Consultant on Pharmacy Laws and Regulations
- Manage outpatient formulary compliance

August 2000-March 2004

Pharmacy Solutions
Boston Medical Center Outpatient Pharmacy
Co-owner and Vice President

- Started a management company to run 2 busy Outpatient Pharmacies that filled over 20,000 prescriptions per week.
- Pharmacy supervisor for over 60 employees
- Developed Policy and Procedures
- Preceptor to Pharm. D students
- Consultant on Pharmacy Laws and Regulations
- Responsible for Technician Exams and Registration

August 1996-Augst 2000

Clinical Center Pharmacy
Beth Israel Deaconess Medical Center
Co-Owner and Pharmacy Manager

- Started a state-of-the-art community pharmacy in the Carl J. Shapiro Clinical Center of Beth Israel Deaconess Medical Center
- Winner of the 1997 Architectural Digest Award for design
- Compounding Pharmacy
- Member of the Professional Association of Compounding Pharmacies (PCCA)

1988-1996

Home Pharmacy-Hyde Park
Home Pharmacy-Boston City Hospital
Pharmacy Manager/Supervisor

04/09/2024

1985-1988

Dunnington Drug
Pharmacist/Pharmacy Manager

REGULATORY EXPERIENCE

- Massachusetts Board of Registration in Pharmacy, Member 1998-2008, 2010-14, President 2006, 2014
- National Association of Boards of Pharmacy (NABP)-Chairperson 2014-2015
- National Association of Board of Pharmacy EPIC Committee, 2015-2022
- National Association of Boards of Pharmacy-President 2013-2014
- National Association of Boards of Pharmacy, President-Elect 2012-2013
- National Association of Boards of Pharmacy, Treasurer 2011-2012
- National Association of Boards of Pharmacy, Executive Committee Member 2006-2010
- NABP Stakeholder's Coalition on Prescribing and Dispensing Controlled Substances, 2013-2015, Chair-2015
- Massachusetts Pharmacist Association, Board of Directors 2008-2010
- Massachusetts Board of Medicine Patient Care Assessment Committee 2006-2010
- NABP Advisory Committee on Examinations 2004-2006
- NABP Task Force on Safety Sensitive Measures to Review Medication Errors, 2021
- NABP Task Force on Medication-Assisted Treatment, 2020
- NABP Task Force on Pharmacy Technician Competence Assessment, 2019
- NABP Task Force on the Regulation of Telepharmacy Practice, 2016
- National Alliance of State Pharmacy Associations (NASPA) and College of Psychiatric & Neurologic Pharmacist (CPNP) Stakeholders committee on Identifying and Developing State Policy Best Practices for Pharmacist Administration of Medications, 2016
- NABP Task Force to Review and Recommend Revisions to the Controlled Substance Act 2010
- NABP Task Force on Electronic Prescribing Software Standards and Data Storage 2009
- NABP Task Force on Uniform Prescription Labeling Requirements 2008
- NABP Task Force on Standardizing Student Pharmacist Experiential Requirements, 2006
- NABP Task Force on Telepharmacy and the Implementation of The Medicare Drug Benefit Medication Therapy Management Provisions, Chairperson 2005
- NABP Task Force for Recommendations to Best Reduce Medication Errors in Community Pharmacy Practice, Chairperson 2004
- Massachusetts Board of Registration in Pharmacy Compounding Committee, Chairperson 2002
- Massachusetts Board of Registration in Pharmacy Task Force on Pharmacy Technicians 2000
- Multistate Jurisprudence Pharmacy Examination Review for Massachusetts 2004-2008

- NABP Committee on Constitutions and Bylaws
- NABP Committee on Legislation and Law Enforcement
- Pharmacy Technician Certification Board (PTCB) Stakeholders Council 2002-2004
- Department of Public Health, Drug Control Program, Medical Review Group 1998-2004

MEMBER OF OTHER TASK FORCES AND COMMITTEES

- RIZE Pharmacists Advisory Committee working on initiatives to end the opioid epidemic in Massachusetts, 2022
- Norfolk County Safe Prescribing and Prescription Task Force 2013-2019
- Partners Chief Pharmacy Operator's Quality, Safety and Regulatory Subcommittee, 2012-2020
- Partners Opioid Steering Committee 2016-2019
- Mass General Brigham (MGB) Pharmacy and Therapeutics Committee, Ambulatory Subcommittee, 2016-2024
- Massachusetts General Hospital Opioid Task Force 2016-2018
- MGB Substance Use Disorder Steering Committee 2019-2022
- Massachusetts General Hospital Pharmacy, Therapeutics and Safety Committee, 2004-2024
- Massachusetts General Hospital Medication Safety and Quality Committee, 2018-2024
- National Association of Boards of Pharmacy past president's EPIC committee 2014-2022
- MassHealth Drug Utilization Review Committee, 2008-2024

CONTINUING EDUCATION SPEAKER

- Speaker for Becker's Hospital Review on Opioid Initiatives 2019
- Speaker for the National Drug and Heroin Abuse Summit 2016
- Speaker for the Drug Enforcement Administration (DEA) Pharmacy Diversion Conference 2013
- Speaker for American Pharmacist Association 2005-2020
- Speaker for American Society of Pharmacy Law 2013, 2022
- Speaker for American Society of Health Systems Pharmacist 2014, 2016
- Speaker for University of Rhode Island Seminar by the Sea 2014, 2015, 2018, 2023
- Speaker for Massachusetts Health-System Pharmacists 2014, 2016, 2017
- Speaker for Massachusetts Health Council 2014
- Speaker for Massachusetts Pharmacist Association 2012
- Speaker for MCPHS University 2005, 2013, 2016, 2018
- Speaker for Northeastern University 2010, 2013, 2014, 2016, 2017, 2020
- Speaker for Dana Farber Cancer Institute, 2013
- Speaker for Lahey Clinic, 2013, 2014
- Speaker for Eaton Apothecary, 2014, 2015, 2016
- Speaker for Boston Druggist Association 2010

- Speaker for McKesson Idea Share Conference, 2011
- Speaker for Safe Prescribing and Opioid Abuse Conference 2014, 2015
- Massachusetts Prescription Monitoring Program Training 2010-2014
- Nasal Naloxone training 2014, 2015, 2016, 2017, 2018, 2019
- **Continuing Education Topics Include:**
Pharmacy Law, Dispensing Controlled Substances, Opioid Initiatives, Prescription Monitoring Program, Prevention of Medication Errors, Medication Safety, Just Culture, Root Cause Analysis, Risk Evaluation and Mitigation Strategy (REMS), Disaster Relief, Drug Addiction and the Massachusetts Professional Recovery Program, Buprenorphine and the Drug Addiction Treatment Act, Medicare Fraud, Waste and Abuse, Substance Abuse, Providing Medication to Patients after a Disaster, Pharmacist's Role in Disaster Relief, Role of the Pharmacist in a Hospital Discharge Program to Decrease Rehospitalization.

HONORS AND AWARDS

- Keynote Speaker Phi Kappa Phi Honor Society, MCPHS University Chapter 2020
- Massachusetts Society of Health-Systems Pharmacists (MSHP) Pharmacy Health System Award 2019
- MGH Safety Star 2018
- Partners in Excellence Award-Quality Treatment and Service-Opioid Steering Committee 2018
- Partners in Excellence Award- Leadership and Innovation 2017
- Partners in Excellence Award-Community Service in Health Care 2016
- Cardinal Health Generation Rx Champions Award for excellence in community-based prescription drug abuse prevention 2014
- NABP President's Award, 2014
- Partners in Excellence Award-Quality, Treatment and Service 2014
- Lambda Kappa Sigma Award of Merit 2013
- Partners in Excellence Award-Community Service in Health Care 2013
- Partners in Excellence Award-Community Service in Health Care 2012
- Partners in Excellence Award-Community Service in Health Care 2011
- Massachusetts Health-System Pharmacist Humanitarian Award 2010
- Partners in Excellence Award-Community Service 2010
- Partners in Excellence Award-Teamwork 2009
- Bowl of Hygeia Award 2008
- Partners in Excellence Award –Leadership and Innovation 2008
- Partners in Excellence Award-Community Service 2007
- American Society of Health-System Pharmacists Courage Award 2006, 2013

- Massachusetts College of Pharmacy and Health Science College Medal 2005
- Massachusetts Pharmacist Association, Nathan Goldberg Award 2005
- Rho Chi Honor Society Leadership Award 2003
- Northeastern University Preceptor of the Year Award 1998
- Merck Sharpe and Dohme Award for Excellence in Pharmacy 1985

PROFESSIONAL ORGANIZATIONS AND MEMBERSHIPS

- National Association of Boards of Pharmacy, past president
- American Pharmacist Association, 1993-present
- American Society of Health-Systems Pharmacists, 2012-2020
- Massachusetts Society of Health-System Pharmacists, current member
- Massachusetts Pharmacist Association, current member
- American Society of Pharmacy Law, current member
- Phi Kappa Phi, MCPHS University Chapter, member
- MCPHS University Pharmacy Advisory Group 2015, 2016
- Massachusetts College of Pharmacy Alumni Association, President 2003-2005, Board of Directors 2000-2010
- Massachusetts College of Pharmacy and Health Sciences, Dean's Advisory Council 2010-2013
- Massachusetts College of Pharmacy Reed Committee, 2010-2013
- Massachusetts College of Pharmacy Board of Trustees 2003-2005
- MCPHS University College Corporation member, 2005-2018
- Boston Public Commission Committee on Safe Medication Use in the Elderly, 2001-2003
- Cardinal Health Retail Advisory Board 1996-2000
- McKesson Outpatient Pharmacy System Advisory Board 2010-2011

HUMANITARIAN AND COMMUNITY SERVICE WORK

- Run to Home Base volunteer for wounded veterans, 2019
- Charlestown Substance Abuse Coalition Safe Medication Disposal Day, 2011-2019
- Norfolk County District Attorney Prescription Drug Task Force on Safe Prescribing 2013-2018
- Nasal Naloxone training to the community, Red Compassion, Worcester, 2015
- Walpole Coalition for Drug and Alcohol Awareness 2014
- Harvard Humanitarian Initiative-Volunteer, Love a Child Orphanage Field Hospital, Fond Parisien, Haiti 2010
- American Refugee Committee Tent Camp Clinic for Earthquake victims, Haiti, May 2010
- University of Miami Global Institute/ Project Medishare/ Bernard Mevs Hospital, Port au Prince, Haiti, August 2010
- National Drug Take Back Day, October 2011, May 2016

SOCIAL ACTIVITIES

- Member of the World Tour Adventure Club- 2006-2024
- Ski trips to Italy, Switzerland, France, Austria, Germany, Andorra, Spain, Japan
- Tour trips to Barcelona, Budapest, Paris, Lucerne, Lyon, Munich, Ireland, Iceland, Bologna, China, Thailand, Greece, Amsterdam, Turkey, Madrid, Portugal, South Africa