

# JANE SMITH

PHARM.D.  
MBA  
BCPS

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## HEALTHCARE MANAGEMENT

### Pharmacy:

- Specialty Infusion Operations
- Drug Utilization Management
- Acute Care Clinical Program Management
- Surgical & Neurological Service Line Management

### Business:

- Lean Six Sigma Yellow Belt
- Business Plan Development
- Specialty Pharmacy Accreditation
- Managed Care Contract Negotiations & Management
- Service Level Agreements

### Employee Empowerment:

- Diplomat Pharmacy Leadership Academy (DPLA)
- Team Leader Certificate
- Servant Leadership Certification
- Emerging Leadership Certification
- Compassionate Leaders Certification
- Teaching & Precepting

## SELECT IMPACTS

- Managed full start-up of an imbedded / off-site Specialty Pharmacy (progressive model within Optum)
- Achieved Accreditation Commission for Health Care in Specialty, Pharmacy and Nursing Infusion
- Collaborated to achieve Primary Stroke Center and Thrombectomy Capable Stroke Center designation/excellence

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I'm a leader in pharmacy operations spanning twenty years across essential pharmacy service lines – including inpatient, specialty, pharmaceutical and medical affairs. I serve complex organizations from academic teaching hospitals to pharmaceutical and specialty organizations in the design and implementation of new clinical and operational pharmacy services. These services include surgical, stroke, pharmaceutical drug launch, and multiple service integrations with an eye on closing gaps in the deliverability of quality patient care at the entry point of primary care. My work significantly improves patient outcomes and quality of life for patient and care-giver alike, which leads to reductions in health care costs and improved wellness and value-based care for all.

## EDUCATION & BOARD CERTIFICATION

### Board Certified Pharmacotherapy Specialist

No. 5555555

2022 - Active

### Master of Business Administration, Certificate in Health Care Management

New England College – Henniker, NH

Oct 2021

### Doctor of Pharmacy

UNC Eshelman School of Pharmacy – Chapel Hill, NC

May 1999

### Bachelor of Science in Pharmacy

UNC Eshelman School of Pharmacy – Chapel Hill, NC

May 1993

## FUNCTIONAL SUMMARY

Specialty Infusion Management - 2 yrs  
Inpatient Clinical Pharmacy Management - 2 yrs  
Inpatient Clinical Staff Pharmacy - 14 yrs  
Medical Affairs Consultant - 5 yrs

## CAREER PATH [ prior 15 yrs ]

### Allergy Partners Therapeutics / Optum Infusion Pharmacy

Operations Manager

2020 – Present

### REX UNC HealthCare, Decentralized Clinical Pharmacy Services

Clinical Coordinator, Medical and Surgical Services (2018 - 2019)  
Team Leader, Surgical Services (2015 - 2018)  
Clinical Staff Pharmacist (2011 - 2015)

2011 - 2019

### Duke University Medical Center

Clinical Staff Pharmacist

2009 - 2010

### Pharmaceutical Product Development, Inc.

Senior Consultant Pharmacist

2007 – 2009

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## PROFESSIONAL EXPERIENCE

**ALLERGY PARTNERS THERAPEUTICS** – Asheville, NC

Apr 2020 - Present

*A community pharmacy specializing in allergy, asthma, immunology with a network of 130 providers across 23 states.*

### Pharmacy Operations Manager >>

Reporting to the Mid-Atlantic Region VP of Operations for OIP, and serving as Pharmacist in Charge (PIC), responsibilities include management of pharmacy operations for specialty pharmaceuticals and biologics (pending) specific to allergy, asthma, and immunologic conditions. This includes the ongoing procurement, dispensing, tracking, and logistics of required supplies and equipment per local, state, and federal laws. Regularly engage with Executive Level and C-Suite teams to influence key decision-making and strategic planning across clinical, operational, and financial divisions. Deliver oversight of clinical and operations staff including 1 technician and 2 billing associates (revenue cycle manager and billing specialist). Manage annual drug budget of \$300K.

### Start-up Impact

- Managed start-up of novel partnership between Allergy Partners and Optum by bringing to form a whole new PBM service hub and relationship from the ground up
- Utilize lean processes, such as “just in time” inventory management, to limit costs
- Obtained 16 Board of Pharmacy licenses, including the District of Columbia, and hold accountability for maintaining regulatory compliance
- Achieved Accreditation Commission for Health Care in Specialty Pharmacy, Infusion Pharmacy, and Nursing Infusion
- Oversee negotiations and contract management including facilitating service level agreements (SLAs), Managed Care, and Drug Manufacturers contracts
- Served on PGY-1 Residency Advisor Committee (RAC)
- Technology: EHR (CPR+ and AthenaFlow)

**DIPLOMAT SPECIALTY INFUSION GROUP** – Raleigh, NC

Sep 2019 - Dec 2019

*A specialty infusion services group delivering treatments nationwide via customized infusion programs.*

### Specialty Pharmacist (Contracted, Short Term) >>

Reporting to the Director of Pharmacy, was responsible for dispensing specialty pharmaceuticals, related supplies, and equipment per federal, state, and local laws. Maintained appropriate documentation in patients’ electronic health records (CPR+). Triaged workflow processes to ensure the efficient delivery of quality care.

**UNC REX HEALTHCARE** – Raleigh, NC

Jan 2011 - Sep 2019

*A 660-bed acute and skilled nursing facility, treating around 34K inpatients annually.*

### Clinical Coordinator, Medical and Surgical Services (Jul 2018 - Sept 2019) >>

Reporting to the Clinical Manager, was responsible for decentralized acute care clinical pharmacy services including the management of 5 clinical specialists and 10 decentralized pharmacists. Optimized patient care in collaboration with key stakeholders and multidisciplinary teams. Analyzed, translated, and reported key program data including the creation and presentation of actionable insights. Engaged with leaders of 6 clinical service lines: Oncology; Internal Medicine; Surgical Services; Neurology; Neonatal ICU; Women’s Services.

## PROFESSIONAL EXPERIENCE

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UNC REX HealthCare (cont.)

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### Clinical Program Impact

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- Saved \$218K by promoting financial stewardship and implementing cost-saving initiatives, FY2019
- Served as Primary Preceptor for PGY1 Neuroscience elective
- Facilitated Preceptor in Training (PIT) for APPE and PGY1 programs
- Collaborated across functional teams to achieve Primary Stroke and Thrombectomy Capable Stroke Center designations

### Team Leader, Surgical Services (Apr 2015 - Jul 2018) >>

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Reporting to the Clinical Manager, was responsible for driving quality improvement initiatives aimed at reducing medication costs, streamlining pharmacotherapy plans, and increasing medication safety to optimize patient care services within the surgery and neurology departments. Managed a 9-member team of high-performing pharmacists in the advancement of clinical skills and promotion of emerging leaders.

### Surgical Services Line Impact

- Developed a comprehensive business plan for Neuroscience ICU pharmacy services
- Created and implemented educational experiences for advanced learning for pharmacy students and residents in the field of Neuroscience

### Clinical Staff Pharmacist (Jan 2011 - Apr 2015) >>

Reporting to the Surgical Team Leader, was responsible for verifying medication orders for appropriateness and accuracy and providing drug information to health care practitioners in surgical, bariatric, emergency, and intensive care units. Initiated and maintained pharmacokinetic-based regimens and consults on various antimicrobial medications per the hospital's antibiotic stewardship program. Facilitated the compounding of sterile preparations completed by technical staff and dispensed sterile preparation compounds per USP 797 guidelines. Served as primary preceptor to PharmD candidates as well as the pharmacy liaison for the multidisciplinary stroke team. Responded and participated in Code Blue and Code Stroke.

**DUKE UNIVERSITY MEDICAL CENTER** – Durham, NC

Mar 2009 - Dec 2010

*Duke University Hospital is a 957-acute care bed academic tertiary care facility.*

### Clinical Staff Pharmacist >>

Reporting to the manager of Sterile Compounding Pharmacy, was responsible for coordinating and supporting all aspects of system-wide pharmaceutical care services to patients, including the initiation of antimicrobial therapy. Reviewed electronic medication orders, verified CPOE, and intervened as appropriate to ensure the safe administration of medications. Managed and coordinated the compounding and dispensing of sterile preparations by the technical staff according to USP 797 standards to ensure the accuracy of all compounded sterile products (CSPs) dispensed. Utilized bar code technology as a secondary safety measure prior to end-user delivery. Facilitated new staff onboarding, training, and development.

## PROFESSIONAL EXPERIENCE

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### **PHARMACEUTICAL PRODUCT DEVELOPMENT, INC.** – Morrisville, NC

Feb 2007 - Feb 2009

*A global contract research organization offering a comprehensive set of lab services from bioanalytical to vaccine sciences, including medical research, clinical trials, drug safety, drug information management, medical affairs, etc.*

#### **Senior Consultant Pharmacist >>**

Reporting to the Operations Manager, was responsible for managing diabetes and insulin product information resource management within a call center setting to consumers, healthcare practitioners, and internal partners with utmost accuracy and customer care. Identified and resolved issues including product complaints and adverse events. Upheld documentation and information privacy compliance. Researched medical information requests and closed projects alongside key opinion leaders. Cultivated strong relationships with drug manufacturers to stay current on market trends and product changes.

### **TARGET CORPORATION** – Franklin, TN

Sep 2005 - Feb 2007

*A general merchandise retailer with stores in all 50 U.S. states.*

**Pharmacist, Executive Team Leader >>** Reporting to the Pharmacy Executive Manager, was responsible for leading and motivating technical support staff practicing complete pharmaceutical care for patients in a community retail environment. Drove sales by promoting and implementing corporate initiatives, including fully automated inSync refill services and CLEAR RX Packaging.

### **FOREST PHARMACEUTICALS INC.** – St. Louis, MO

Oct 2001 - Oct 2004

*A St. Louis-based subsidiary of Forest Laboratories, Inc. is responsible for the manufacture, sale, and distribution of Forest-branded ethical prescription products in the United States.*

#### **Medical Information and Communications Associate >>**

Reporting to the Manager of Professional Affairs, was responsible for supporting the sales and marketing of all Forest products by providing oral and written drug information to health care providers and consumers, as well as supporting sales representatives with their efforts in disseminating medical information within their territories. Designated as the Lexipro™ specialist for the team. Procured, organized, and maintained clinical data, including posters and published articles. Delivered departmental in-services on product knowledge and marketing strategy execution. Collaborated with Marketing and Medical Communications departments.

#### Medical Affairs

- Participated in the Lexapro™ Speaker's Bureau Program as Lexapro™ product specialist
- Developed standardized response letters regarding various pharmacodynamic and pharmacokinetic attributes of Celexa™, Lexapro™, and Namenda™
- Participated in the editorial process of "Red Folder Review", ensuring the content of Lexapro™ standardized response letters were fair and balanced
- Supported Medical Science Liaisons by responding to unsolicited drug information requests at major medical conferences



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## ADDITIONAL PROFESSIONAL EXPERIENCE

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Saint Mary's Health Center – St. Louis, MO Clinical Pharmacist, Adjunct Instructor of Pharmacy Practice	Aug 1999 - Sep 2001
New Hanover Regional Medical Center – Wilmington, NC Operating Room Pharmacist/Staff Pharmacist	Jul 1994 - Jul 1998
Craven Regional Medical Center – New Bern, NC Staff Pharmacist	May 1993 - Jul 1994

## PRECEPTOR EXPERIENCE

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APPE Neurology UNC Rex Healthcare, Raleigh	2016 -2019
PGY1 Neurology/Neurosurgery elective UNC Rex Healthcare, Raleigh	2016 - 2019
PGY1 Longitudinal Staffing Rotation UNC Rex Healthcare, Raleigh	2016 - 2016
APPE Introduction and Advanced Hospital UNC Rex Healthcare, Raleigh	2011 - 2016

## SELECT PRESENTATIONS

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1. Jones C., Giles BL., Smith J "Effective Management of Moderate to Severe Pediatric Asthma: Applying Evidence-Based Case Reviews in Practice." Asembia Specialty Pharmacy Summit, May 3, 2022.
2. Smith J "The Benefits and Challenges of Targeted Treatments in Severe and Uncontrolled Asthma-Opportunities in Managed Care." Academy of Managed Care Pharmacy Regional Chapter Meeting, planned for June 2022.
3. Jones D, Baker G, Smith J "SCCM 2018 Clinical Pearls: Corticosteroids and other anti-inflammatory agents in Sepsis and Acute Respiratory Distress Syndrome" UNC REX Continuing Education Series, April 27, 2018.

## CERTIFICATIONS

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Board Certified Pharmacotherapy Specialist (No.555555)	Dec 2022 - Active
Diplomat of the Pharmacy Leadership Academy, ASHP Foundation	Jul 2020
Lean Six Sigma Yellow Belt Orientation (Yellow Pin)	Mar 2019
Emerging Leader Certificate	Dec 2017
Team Leader Certificate	Oct 2017
Compassionate Leader Certificate	Jan 2016

## LICENSING

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Basic Life Support (BLS)	Active - Mar 2023
Kentucky Pharmacist License (11111)	Active - Feb 2023
Nevada Pharmacist License (22222)	Active - Oct 2023
North Carolina Pharmacist License (3333)	Active - Dec 2022
Virginia Pharmacist License (44444)	Active - Dec 2022
Maryland Pharmacist License (55555)	Active - Sep 2022
Oklahoma Pharmacist License (66666)	Active - Sep 2022
Texas Pharmacist License (77777)	Active - Sep 2022



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REFERENCES PROVIDED UPON REQUEST



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