

# LILLIAN OKPALEKE

Bethel, Alaska 99559

## **OBJECTIVE**

Contribute excitement to the continued evolution in medical or pharmacy practice, by exemplifying progressive performance coupled with focused customer centricity, adding significant value to the fiscal bottom line annually

## **EDUCATION**

Florida A&M University  
Recipient: Doctorate of Pharmacy

Fall 1998 - Spring 2004  
Cum Laude

Pennsylvania State University  
Major: Master's of Business Administration

Fall 2023-Present

## **LICENSES**

May 2005-Present **Florida Pharmacist License** PS39967  
June 2019-Present **Iowa Pharmacist License** 23561  
July 2023- Present **Alaska Pharmacist License** 210386

## **CERTIFICATIONS**

June 2022- Present **BLS Provider**  
June 2022- Present **ACLS Provider**  
Dec 2022 - Present **PALS Provider**

<b>SKILLS &amp; AFFILIATIONS</b>	<b>ATTRIBUTES</b>
<ul style="list-style-type: none"><li>▪ BLS/ACLS/PALS Certified</li><li>▪ Marketing Plan Developer</li><li>▪ Microsoft Word, Excel, PowerPoint, Teams</li><li>▪ Zoom Meeting Trained</li><li>▪ Canvas and Blackboard Trained</li><li>▪ Kaltura Video Trained</li><li>▪ Word Perfect Proficient</li><li>▪ Press Release Writer</li><li>▪ Athena Health trained</li><li>▪ Type 60 wpm</li></ul>	<ul style="list-style-type: none"><li>▪ Articulate</li><li>▪ Innovative</li><li>▪ Team Player</li><li>▪ Proactive</li><li>▪ Hardworking</li><li>▪ Dedicated</li><li>▪ Resourceful</li><li>▪ Ardent</li><li>▪ Loyal</li><li>▪ Organized</li></ul>

## **EXPERIENCE**

09/2024 – Present

### **YUKON- KUSKOKWIM HEALTH CORPORATION (YKHC)**

700 Chief Eddie Hoffman Hwy Bethel, Alaska

#### **Director of Pharmacy**

- Responsible for 1 Assistant Director, 1 Office Manager, 23 Pharmacists, 25 Technicians, 2 Inventory analysts, 2 phone operators
- Annual Budget: \$18,000,000
- Pharmacy Prescription count: 800- 1500 daily
- Oversaw Pharmacy Software conversion from Etreby to Scriptpro Applications
- Lead Pharmacy Projects: Medsafe Electronic Crash Cart, Medication Review, Inc, for Pickpoint system, Public Relations re-branding of Pharmacy Department,
- Increased pharmacy recruitment by meeting with Pharmacy schools nationwide and immediately meeting with new applicants
- Submit periodic reports and keeps Senior Leader advised regarding pharmacy activities, problems, and programs
- Act as a consultant to Senior Leader to determine the scope and nature of the pharmacy service provided
- Made final decisions and commitments for pharmacy operation
- Made recommendations, revisions, or improvements to pharmacy policies, procedures and processes for better delivery of pharmacy services
- Advised the medical staff on various prescribing practices

- Provide pharmaceutical products and clinical pharmacy services to hospitalized patients, outpatients and field health programs
- Provide drug information and educational programs to clinical and supportive units and the residents of the region
- Maintain records of all Pharmacy transactions as required by Federal, State and Hospital Regulations
- Ensure full compliance with the laws, regulations, grant terms, and YKHC policies pertinent to the department
- Respond to all Customer Comments and/or Quantros presented in a complete and timely manner
- Ensure department procedures align with and support organizational policies

09/2022-09/2024

**BRISTOL BAY AREA HEALTH CORPORATION- KANAKANAK HOSPITAL (BBAHC)**

6000 Kanakanak Road Dillingham, Alaska

**Interim Director of Pharmacy**

- Maintain control medication records
- Maintain Inventory of Medication and controlled substances in Pharmacy Department, Pyxis stations in the hospital and inventory of medication in the villages
- Submit periodic reports and keeps management advised regarding pharmacy activities, problems and programs
- Act as a consultant to Senior Leadership and the Clinical Services Division Manager to determine the scope and nature of the pharmacy service provided
- Made final decisions and commitments for pharmacy operation
- Made recommendations, revisions, or improvements to pharmacy policies, procedures and processes for better delivery of pharmacy services
- Advised the medical staff on various prescribing practices
- Provide pharmaceutical products and clinical pharmacy services to hospitalized patients, outpatients and field health programs
- Provide drug information and educational programs to clinical and supportive units and the residents of the region
- Chair Pharmacy and Therapeutics Committee
- Chair Antimicrobial Stewardship Committee
- Maintain records of all Pharmacy transactions as required by Federal, State and Hospital Regulations
- Ensure full compliance with the laws, regulations, grant terms, and BBAHC policies pertinent to the department
- Respond to all Customer Comments and/or RMEs presented in a complete and timely manner
- Ensure department procedures align with and support organizational policies
- Oversaw Pickpoint Project for Pharmacy
- Oversaw Scriptpro Upgrade for Pharmacy

**Deputy Director of Pharmacy**

- Plan, organize, manage, and administer pharmacy operations, programs, and functions
- Assist in the development of department policies, procedures, and business practices
- Evaluate goals, objectives, priorities, and activities to improve performance and outcomes
- Recommend and establish administrative controls and improvements
- Develop procedures to implement new and/or changing regulatory requirements; serve as a member of the management team.
- Direct and approve through subordinate managers the planning, prioritizing, assigning, supervising, training, and review of the work of new employees
- Act as a resource, and provide direction, guidance, and leadership to staff
- Worked as staff pharmacist as needed.
- Analyze and review federal, state, and local laws, regulations, policies, and procedures in order to ensure compliance
- Conduct analysis on best practices and trends, and formulate and implement recommendations
- Direct pharmacy quality improvement projects
- Developed Medication Therapy Management Program for BBAHC Pharmacy
- Developed National Pharmacy Technician Certification Program for BBAHC Pharmacy

**Clinical/Inpatient Pharmacist**

- Trained in Cerner, ScriptPro, and Pyxis Software
- Engages customers and patients by greeting them and help with products and services.
- Resolves customer issues in a timely manner and answers questions to ensure a positive customer experience.
- Counsel patients and answers their questions regarding usage of medicine, side effects, interactions, contraindications, patient information privacy, generics, less expensive medicines, over-the-counter products, and refers to medical provider as needed to ensure medication is taken correctly, health needs addressed, and satisfaction with service.
- Conducts Medication Reconciliation for New Admitted patients
- Prepares and Dispenses medications orders per physician's request
- Maintains Medication stock in patient areas
- Compounds or dispenses outpatient prescriptions or inpatient drug requests

- Reviews prescriptions to ensure accuracy, ascertain needed ingredients and to evaluate suitability.
- Accurately assesses the appropriateness of each medication as it is prescribed based on the patient's diagnosis, condition, allergies, and medication history, informing physicians of potential adverse drug reactions, drug interactions, or alterations that could improve patient outcome
- Provides drug information to patients and family members, physicians, pharmacists, nurses and other health care professionals.
- Shares clinical observations and new information from medical/pharmaceutical literature in order to positively impact the optimal use of medications.
- Actively monitors patient specific response to prescribed therapies; reviewing potential adverse drug reactions and drug interactions to optimize therapy.
- Attends Physician Rounds to make appropriate changes to patient's medical care
- Member of Emergency Code Team

01/2021- Present

**CHAMBERLAIN UNIVERSITY *School of Nursing***

1221 N Swift Rd, Addison, Illinois

**Visiting Professor- Advanced Pharmacology- Nurse Practitioner and Clinical Psychopharmacology- Mental Health Nurse Practitioner**

- Post weekly announcements detailing the pending assignments to students while utilizing Blackboard format
- Kept Virtual office hours to meet with students regarding questions on assignments or courses
- Teach courses of 25 or more students in the Masters of Family Practice and the Psych Mental Health Nurse Practitioner division
- Maintain a class syllabus, assignment log, and additional material helps for the students
- Collaborated with faculty staff to discuss future course curriculum and to where to make needed adjustments
- Assisted with grading student assignments and answering questions that students had relating to coursework
- Review test questions with lead professor to determine a successful assessment of student knowledge
- Host Microsoft Team Meetings with Students to discuss classwork and projects

08/2020- 03/2023

**LIBERTY UNIVERSITY *School of Nursing***

1971 University Blvd Lynchburg, Virginia

**Adjunct Professor- Clinical Psychopharmacology - Mental Health Nurse Practitioner**

- Post weekly announcements detailing the pending assignments to students while utilizing Blackboard format
- Kept Virtual office hours to meet with students regarding questions on assignments or courses
- Teach courses of 15 or more students in the Doctor of Nursing Practice and the Psych Mental Health Nurse Practitioner division
- Maintain a class syllabus, assignment log, and additional material helps for the students
- Collaborated with faculty staff to discuss future course curriculum and to where to make needed adjustments
- Assisted with grading student assignments and answering questions that students had relating to coursework
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08/2021-05/2022

**CHILE COMPREHENSIVE HEALTH CARE FACILITY (Navajo Tribe)**

U.S. 191 & Hospital Drive, Chinle, Arizona

**Clinical and Quality Assurance Pharmacist-Contract**

- Quality Assurance Pharmacist
  - Writing, reviewing and approving Quality documentation, including validation protocols and reports, change controls and Good Manufacturing Practice (GMP) deviations.
  - Created pharmacy projects to increase Customer service profile and decrease patient complaints.
  - Writing, reviewing and modifying pharmacy's Standard Operating Procedures (SOPs).
  - Presentations/Programs:
    - 1/2022- Updates to CHEST Guidelines and the effects on Anti-Coagulation Clinic
    - 2/2022- Updates to Outpatient Pharmacy Presentation
    - 2/2022- Training and Evaluation program for New and Seasoned Pharmacists
    - 3/2022- Pharmacy and Therapeutics Formulary Modification- KCentra
    - 5/2022- Quarterly Pharmacy Reports
  - Committee Member: Bluebirds Hospital Improvement Group, Safety Committee, JACHO survey committee
- Clinical/Inpatient Pharmacist
  - Trained in RPMS, ScriptPro and Pyxis Software
  - Engages customers and patients by greeting them and help with products and services.
  - Resolves customer issues in a timely manner and answers questions to ensure a positive customer experience.

- Counsel patients and answers their questions regarding usage of medicine, side effects, interactions, contraindications, patient information privacy, generics, less expensive medicines, over-the-counter products, and refers to medical provider as needed to ensure medication is taken correctly, health needs addressed, and satisfaction with service.
- Conducts Medication Reconciliation for New Admitted patients
- Prepares and Dispenses medications orders per physician's request
- Maintains Medication stock in patient areas
- Compounds or dispenses outpatient prescriptions or inpatient drug requests
- Reviews prescriptions to ensure accuracy, ascertain needed ingredients and to evaluate suitability.
- Accurately assesses the appropriateness of each medication as it is prescribed based on the patient's diagnosis, condition, allergies, and medication history, informing physicians of potential adverse drug reactions, drug interactions, or alterations that could improve patient outcome
- Provides drug information to patients and family members, physicians, pharmacists, nurses and other health care professionals.
- Shares clinical observations and new information from medical/pharmaceutical literature in order to positively impact the optimal use of medications.
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- Member of Emergency Code Team

01/2021- 05/2021

**OWYHEE COMMUNITY HEALTH FACILITY (Shoshone- Paiute Tribe)**

1623 Hospital Loop Owyhee, Nevada

**Staff Pharmacist-Contract**

- Trained in RPMS Software
- Developed Continuous Quality Improvement Program for Pharmacy- *Active*
- Developed Medication Therapy Management Program- *Pending*
- Developed Emergency Medical Services Quality Improvement Program- *Pending*
- Engages customers and patients by greeting them and help with products and services.
- Resolves customer issues in a timely manner and answers questions to ensure a positive customer experience.
- Counsel patients and answers their questions regarding usage of medicine, side effects, interactions, contraindications, patient information privacy, generics, less expensive medicines, over-the-counter products, and refers to medical provider as needed to ensure medication is taken correctly, health needs addressed, and satisfaction with service.
- Motivate, inspire and develop your Pharmacy Support Staff by balancing assignments that maximize colleagues' strengths, address development opportunities and decrease knowledge gaps
- Identify critical business opportunities and contribute to the development of meaningful solutions to drive growth and improve performance in the pharmacy
- Successfully implement those solutions by leading the team to achieve specified goals

01/2019- 02/2020

**WALMART SPECIALTY PHARMACY**

9600 Park Court S Orlando, Florida

**Overnight Assistant Pharmacist in Charge**

- Oversees Walmart Specialty Pharmacy production by developing and ensuring compliance with packaging standard operating procedures
- Trained incoming Pharmacists and Technicians in work processes and Walmart pharmacy systems
- Managed Walmart Specialty Pharmacy operations by monitoring and ensuring adherence to company and regulatory standards (for example, Health Insurance Portability and Accountability Act (HIPAA), Medicare D, end of day process, prescription retention
- Monitored pharmacist license certifications and regulation.
- Evaluated and responded to issues related to customer service and satisfaction, merchandise, insurance, and training needs.
- Supports the implementation and maintenance of Patient Management Standards and Specialty Drug Management Standards in keeping with Utilized Review Accreditation Committee (URAC) Accreditation by ensuring patient adherence programs are consistent with national standards
- Managing day-to-day operations during overnight shift with Pharmacists and Technicians
- Supported the Pharmacist in Charge in development of standards and interacted with industry

05/2016-08/2018

**MCR HEALTH SERVICES, INC.**

919 53rd Ave E. Bradenton, Florida

**Pharmacy Manager**

- Developed the Specialty Pharmacy program for the HIV and Hepatitis C patients within a 340B pharmacy setting
- Formulating and successfully implementing the board of pharmacy and MCR Health Services policy and procedure
- Directing strategy towards the profitable growth and operation of the company.

- Developing strategic operating plans that reflect the longer-term objectives and priorities for pharmacy team and pharmacy
- Maintaining an ongoing dialogue with the Director of Pharmacy
- Putting in place adequate operational planning and financial control systems for inventory
- Ensuring that the operating objectives and standards of performance are not only understood but owned by the management and other employees
- Taking remedial action where necessary and informing the director of significant changes.
- Maintaining the operational performance of the pharmacy
- Monitoring the actions of the functional board directors.
- Assuming full accountability to the director board for all pharmacy operations.
- Representing the pharmacy to customers and professional associations.
- Building and maintaining an effective team.
- Preceptor to Florida A&M University and South University Doctor of Pharmacy Students

11/2013–05/2016

**WE CARE SERVICES, INC.**

3202 N. Howard Ave. Tampa, Florida

**Director of Marketing- Part Time**

- Accomplishes business development activities by researching and developing marketing opportunities and plans; implementing sales plans; managing staff.
- Meets marketing and sales financial objectives by forecasting requirements
- Identifies marketing opportunities by identifying consumer requirements
- Responsible for coordinating health fairs for the nonprofit's corporate clients

11/2012-10/2013

**EXACTUS PHARMACY (WELLCARE HEALTH PLANS)**

4110 George Rd #100 Tampa, Florida

**Clinical Pharmacist**

- Reviews Medicare and Medicaid members' claims history to ensure clinical appropriateness and optimum care while performing utilization management activities including dose optimization and formulary management for prior authorizations and coverage determination requests.
- Reviews Medicare and Medicaid prior authorizations and coverage determination requests to ensure clinical appropriateness and optimization of care.
- Ensures associates handle prior authorization/coverage determination requests within all federal and state regulatory compliance time frames.
- Ensures associates apply departmental policies and procedures, clinical criteria justifications, and defined roles and responsibilities to prior authorization/coverage determination decisions and/or during inbound or outbound phone calls.

04/2012-12/2012

**ULTIMATE MEDICAL ACADEMY**

9309 N. Florida Ave #100 Tampa, Florida

**Pharmacology and Calculations Instructor- Part time**

- Teach material to Pharmacy Technicians to Pass National Board Exam from approved curriculum in accordance with assigned schedules to assure an appropriate level of student satisfaction
- Prepares for each week and is familiar with all relevant software and text material
- Adjusts the class material to the learning style and knowledge of the student, and provides feedback/modification ideas to administration regarding the content, appropriateness, and length of current curriculum
- **Courses Taught: Pharmacology, Pharmacy Calculations, Medical Ethics, PTCB Board Examination Review**

09/2011- 09/2012

**FAITH HOME HEALTH, INC.**

3202 N. Howard Ave. Tampa, Florida

**Medication Therapy Management Pharmacist- Part Time**

- Clinical medication management, including reviewing and monitoring of medication regimens
- assessment of patients with undiagnosed or diagnosed conditions, and ascertaining clinical medication management needs
- Specialized in monitoring of disease states, such as dosing drugs in renal and hepatic failure

10/2007 - 07/2011

**WALGREENS PHARMACY**

8337 S Park Circle, Orlando, Florida

• **Pharmacist Group Supervisor**

- Responsible for 22 Pharmacists
- Training, coaching, and providing performance feedback and recognition to employees

- Trains, coaches and provides performance feedback and recognition to employees and keeps management informed of issues.
- Meet with employees on a regular basis to provide employee with performance feedback.
- Supervises departmental work activities, staffing, and scheduling to achieve business objectives.
- Maintains knowledge of disease states along with related medications and supplies to ensure accurate and complete information and services are provided to patients.
- Enforces communication guidelines for pharmacists in accordance with pharmacy law.
- Participated in the company Quality Improvement program and education programs as per policy and procedures.

6429 Gall Blvd Zephyrhills, FL

- **Overnight Pharmacist**
  - Compounding prescriptions provided by Medical Professionals
  - Provide Immunizations
  - Perform Drug Utilization Reviews
  - Consult patients on Drug Use
  - Take Phone orders from Medical Professionals
  - Verify medications before dispensing
  - Maintain Control Substance Inventory

06/2005-10/2007

**FAITH PHARMACY**

Corporate Address: 3202 N. Howard Ave, Tampa, Florida

**Director of Pharmacy**

- Developed Formularies and Audits for Assisted Living Facilities
- Monitored and Developed Medication Administration Records for Facilities
- Held Monthly Health Fairs for Community
- Held Monthly Educational Seminars for Nurses
- Managed Accounting Records for pharmacy
- Responsible for Inventory Management
- Managed a \$4.3 Million Annual Budget

**CONSULTANT EXPERIENCE**

- Consulted independent pharmacies on how to improve their healthcare marketing as well as profit margins
- Analyzed qualitative and quantitative data for home health agency to improve their financial operations and to increase patient retention
- Designed training material for a Fortune 500 pharmacy on how to train new pharmacists in call center environment

**MENTORSHIP**

- NAPLEX Board Review and Career Advisement for Doctor of Pharmacy Students

**SPEAKING ENGAGEMENTS**

- |   |                 |  |
|---|-----------------|--|
| • 2019 Christian Women’s Leadership Conference        | Guest Speaker   | <i>Topic: Are you ready for the Shift?</i>   |
| • 2018 Nigerian Pharmacists Association CE Conference | Lecturer        | <i>Topic: Hepatitis C in Retail Pharmacy</i> |
| • 2015 Tampa General Hospital Foundation Dinner       | Keynote Speaker | <i>Topic: From Death to Doctor</i>           |

**PUBLICATIONS**

- Okpaleke, Lillian (2018) *MFM Florida Health Corner* MFM Press Lagos, Nigeria Vol 1 No. 1 pg. 32

**ORGANIZATIONS**

- |   |               |
|---|---------------|
| • AfriPRO/NiPRO Member  | 2006- 2007    |
| • American College of Health Care Executives Member                   | 2023- 2024    |
| • Association of Nigerian Physicians in the Americas Member           | 2015- 2018    |
| • Bethel Pickleball Club  | 2025- Present |
| • Nigerian Pharmacists Association of Tampa Bay Member                | 2013- 2018    |
| • Nigerian Pharmacists and Pharmaceutical Sciences Association Member | 2013- 2016    |
| • Zeta Phi Beta Sorority, Inc. Member                                 | 2000- 2007    |

**POSITIONS HELD**

- 820 Productions Creative Director 2007- 2019
- American College of Health Care Executives Education Chair-Alaska 2023-2024
- American College of Health Care Executives Treasurer- Alaska 2023-2024
- Association of Nigerian Physicians in the Americas Florida Ex-Officio 2016- 2018
- Bethel Pickleball Club Secretary 2025- Present
- Bristol Bay Area Health Corporation Employee Engagement Chair 2022-2024
- Divinity Health, Inc. Director 2015- 2022
- New Leaders Council of Tampa Bay Fellow 2015
- Nigerian Pharmacists Association of Tampa Bay Public Relations Officer 2013- 2015
- NiPRO, Inc. Tampa Bay Chapter Co-Founder 2006
- Organizing for America Neighborhood Team Leader 2012
- Suncoast Health Council Board Member 2017- 2019

### **HONORS AND ACHIEVEMENTS**

- ASHP Student Leadership Award 2004
- National Dean's List Recipient 2003- 2004
- Tampa General Hospital Foundation Appreciation Award 2015