

Pharmaceutical Leader

Accomplished, driven, and energetic **pharmaceutical leader** with 15+ years of diverse and transferable experience in pharmaceutical healthcare environments. Advanced certifications in Pharmacist Immunization Delivery, Medication Therapy Management, Patient-Centered Diabetes Care, and Managed Care Pharmacy. Proven track record of building relationships with staff, patients, and industry thought leaders to advance evolving pharmaceutical needs. Hands-on team leader and influencer with excellent communication, presentation, collaboration, organization, research, analytical, multitasking, decision-making, and problem-solving skills. *Areas of expertise include:*

**Pharmaceutical Leadership ♦ Medication Therapy Management ♦ Team Leadership & Mentoring ♦ Clinical Pharmacology
Disease Management ♦ Patient Counseling & Education ♦ Process Development & Improvement ♦ Specialty Pharmacy
Relationship Building ♦ Community Outreach ♦ Drug Utilization Reviews ♦ Conflict Resolution ♦ Inventory Management
Staff Recruitment & Retention ♦ Operational Efficiency ♦ Managed Care ♦ Government Affairs & Regulatory Management**

Technical Snapshot: Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)

BOARD OF PHARMACY ENGAGEMENT

NATIONAL ASSOCIATION OF BOARDS OF PHARMACY

2013 – PRESENT

Advance NABP initiatives and priorities in multiple different national, regional, and local capacities, including in roles as:

PRESIDENT / VICE PRESIDENT / MEMBER, DELAWARE BOARD OF PHARMACY (2013 – PRESENT)

- Promote, preserve, and protect public health, safety, and welfare.

NABP DISTRICT 2 SECRETARY & TREASURER (2016 – PRESENT)

- Manage the district's account, maintain financials and records, and present detailed reports to board members.
- Create and maintain budgets, collect membership fees, and invest funds as directed by the board.
- Developed and maintained a district website and electronic payment method and disseminate important information across a region spanning eight U.S. states and two Canadian provinces.
- Guide and support in hosting district meetings, registration process and other key work.
- Plan and conduct board of directors meeting.
- Record meeting minutes and submit to NABP.
- Review and update bylaws with board members.
- Process travel grants for board members and pharmacy schools.

COMMITTEE MEMBERSHIPS & LEADERSHIP POSTS (2013 – PRESENT)

- President of the Delaware Board of Pharmacy (2018 – Present)
- Vice President of the Delaware Board of Pharmacy (2017 – 2018)
- Member of the Delaware Board of Pharmacy (2013 – Present)
- Chair of the Delaware Board of Pharmacy Legislative Committee (2017 – 2018)
- Liaison, Controlled Substance Advisory Committee (2013 – Present)
- Liaison, Delaware Pharmacist Society (2013 – Present)
- Member, DE Board of Pharmacy Continuing Education Committee (2013 – Present)
- Member, DE Board of Pharmacy Legislative Committee (2013 – Present)
- Member, DE Board of Pharmacy Technician Licensure Committee (2014 – 2016)
- Member, DE Board of Pharmacy Collaborative Care Committee (2014 – 2016)
- Member, Physician Assistant Regulatory Counsel (2014 – 2016)
- Member, Advanced Practice Registered Nurse Committee (2014 – 2016)
- Member, NABP Resolution Committee (2015 – 2016)
- Member, NABP Constitution & Bylaws Committee (2016)
- Member, NABP Task Forces on Mutual-Recognition Licensure (2018), Long-Term Care Pharmacy Rules (2017), Expanding International Membership (2016), and Medication Synchronization (2014).
- Item Writer, NAPLEX Exam for NABP (2014, 2015, 2016), Developed items for the NAPLEX licensing exam.
- Item Writer, MPJE Exam for Delaware (2015, 2017), Developed and reviewed MPJE exam questions.

Tejal Patel, RPh, PharmD, MBA

PROFESSIONAL ENGAGEMENTS AND PRESENTATIONS

Panelist, Interactive Member Forum of NABP (2018), "Mutual Recognition Licensure"

Panelist, Interactive Member Forum of NABP (2016), "Technician Role in Pharmacy in Delaware"

Panelist, PARE Standard Setting Committee of NABP (2014), Developed and reviewed PARE exam questions

Member, Expert Panel on U.S. Pharmacopeia, Drug Allergy, & Intolerance Classification (2016 – Present)

Treasurer, NABP District 2, Annual district budget presentation (2016 – Present)

EDUCATION & LICENSURE

Master of Business Administration in Healthcare Administration | Wilmington University (2016)

Doctor of Pharmacy | University of Colorado (2008)

Bachelor of Pharmacy | A.R. College of Pharmacy, India (1995)

Postgraduate Diploma in Business Administration | S.P. University, India (1997)

Postgraduate Diploma in Computer Applications | S.P. University, India (1997)

Microsoft Certified System Engineer | S.P. University, India (1998)

Licensed Pharmacist | Delaware, Maryland, New Jersey, and Pennsylvania Boards of Pharmacy

CAREER SUCCESS

DPS **2019 – PRESENT**

CLINICAL PHARMACIST

Provide medication therapy management and disease management protocols to patients with Diabetes and Hypertension.

- Assess the status of the patient's health problems and determine whether the prescribed medications are optimally meeting the patient's needs and goals of care.
- Evaluate the appropriateness and effectiveness of the patient's medications.
- Apply specialized knowledge of the scientific and clinical use of medications, including medication action, dosing, adverse effects, and drug interactions.
- Recognize untreated health problems that could be improved or resolved with appropriate medication therapy.
- Advise the patient on how to best take his or her medications.
- Educate the patient to improve or maintain health with the help of exercise, diet, and preventive steps like immunization.
- Refer the patient to his/her physician to address specific health, wellness, or social services concerns.
- Develop and implement a medication plan that can meet the overall goals of patient care.
- Follow the patient's progress to determine the effects of the patient's medications on his/her health.

PRIME CARE PHARMACY **2019 – PRESENT**

PHARMACY COMPLIANCE AND MARKET MANAGER

Develop, implement and oversee pharmacy practice compliance program and record keeping. Provide marketing support to the pharmacy to promote healthcare services.

- Communicate compliance and training program and provide guidance.
- Analyze internal reports and audits.
- Manage workflow, analyze pharmacy performance and create action plan to improve performance.
- Oversee issues related to reimbursement.
- Serve as a support personnel to establish contracts with insurance plans.
- Develop, implement and promote marketing programs such as doctor detailing and community services to promote pharmacy initiatives such as immunization and compounding.
- Create marketing action plans for the pharmacy to improve business performance and analyze the results.

Tejal Patel, RPh, PharmD, MBA

SAM'S CLUB

2018 – 2019

PHARMACIST MARKET MANAGER

Managed the daily market operations, OTC efforts, and priorities of a community pharmacy. Oversaw 14 different locations throughout the market. Held responsibility for all marketing, customer service, brand engagement, and related initiatives.

Managed and mentored teams of pharmacy staff. Ensured compliance with all legal policies and best practice procedures.

- Developed, implemented, and promoted community outreach programs to promote the company's image, enhance brand awareness, engage with current and prospective customers, and increase business opportunities.
- Cultivated, grew, and maintained positive relationships with staff, senior leadership, and the community at large.
- Promoted member service benefits that align with member needs and expectations as well as broader company goals.
- Created employee development opportunities for associates working across multiple facilities.
- Drove sales across multiple locations simultaneously.

WALGREENS

2005 – 2018

PHARMACY MANAGER

Oversaw the daily operations of a pharmacy department in a fast-paced community pharmacy setting. Provided individualized education and counseling to patients. Compounded and dispensed medication accurately and conducted any needed research.

Led and mentored a team of cross-functional staff in providing high-quality service and delegated tasks as needed.

- Conducted health testing and provided a diverse range of medication therapy management support.
- Served as a travel immunization consultant and answered additional complex inquiries.
- Consistently ensured all legal, privacy, and compliance requirements were met or exceeded.
- Championed medication therapy management (MTM) and disease management initiatives across service delivery.
- Recruited, hired, onboarded, and trained staff and conducted annual and as-needed performance evaluations.
- Served as the Area and District Immunization Leader and developed the strategy to promote and support immunization in 70+ area stores, created and implemented action plan and analyzed the results.
- Ensured store adherence with all broader corporate initiatives and goals.

CHRISTIANA CARE HOSPITAL

2003 – 2005

PART-TIME HOSPITAL PHARMACIST

Supported pharmaceutical initiatives in a hospital environment, including interpreting physician medication orders, compounding and dispensing medications, and monitoring patient therapies.

- Acted as a drug information resource to patients, medical staff, nursing staff, and ancillary department personnel.
- Ensured optimal patient outcomes related to medication use by preventing or resolving drug-related problems.
- Reviewed patient charts and applicable laboratory data to identify drug-related problems and prevent toxicity.
- Participated in P&T committee meetings and Joint Commission meetings.
- Collaborated with Clinical Specialists, Physicians, and other medical staff on drug therapies and regimens.
- Conducted interventions on IV to PO conversion and therapeutic interchange as needed.
- Followed established hospital infection control and safety procedures.

Additional Career Experience:

ECKERD

2003 – 2005

PHARMACY MANAGER

CERTIFICATIONS & TRAINING

AMCP Fundamentals of Managed Care

APhA Patient-Centered Diabetes Care

APhA Medication Therapy Management

APhA Pharmacy-Based Immunization Delivery

APhA Travel Vaccine Program

HRSA Apexus Fundamentals of 340B Drug Pricing Program

American Red Cross CPR for Adult & Child

PROFESSIONAL HONORS & AWARDS

Regional Medication Therapy Management Award from Outcomes MTM | 2014

Market Medication Therapy Management Award | 2014

District Medication Therapy Management Award | 2013, 2014

District Immunization Award | 2014

District Health Screening Award | 2013

Customer Service Extra Mile Award | 2007

COMMUNITY ENGAGEMENT

Volunteer | BAPS Health Fair Flu Clinic (2013, 2014, 2016, 2017, 2018)

Volunteer | Radiothon for A.I. DuPont Hospital for Children (2014, 2015, 2016, 2017)

Volunteer | Flu Clinic at AIDS Walk (2013, 2014)

Volunteer | Blood Pressure Screening at HOPE Walk (2014)

Volunteer | Community Event Blood Pressure Screening (2013)

Professional References Available Upon Request