

Deborah C. Mack, RPh, CHC, CCEP

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Retail Healthcare Compliance Consultant Tactical Execution | Relationship Development | Compliance Guidance

Accomplished healthcare executive with valuable leadership skills for a quality patient experience and led pharmacy practice compliance at one of the largest retailers in the world. Skilled risk mitigation practitioner, able to strategically reduce overall corporate exposure to liability. Gifted collaboration leader, able to build strong strategic partnerships that leverage business intelligence and operational resources to deliver outsized results. Reputational leader, capable of enhancing brand image and successfully accomplishing public facing goals. Current member and Past President of Arkansas State Board of Pharmacy and Texas Federation of Chain Drug Stores.

- Pharmacy Practice Management
- Healthcare Leadership
- Brand Management
- Compliance Guidance
- Creative Problem Solving
- Collaborative Regulatory Guidance
- Relationship Development
- Organizational Leadership
- Tactical Execution

PROFESSIONAL EXPERIENCE

Debbie Mack Pharmacy Consulting, LLC **Retail Healthcare Compliance Consultant, 2019-Present**

Assist industry leaders in developing comprehensive compliant healthcare strategies for retail pharmacy. Dynamic leadership collaboration and extensive industry networking experience. Provide critical insight to licensing compliance programs using pharmacy industry experience in compliance, licensing and regulatory matters.

- Development of professional licensure and credential monitoring programs.
- 50 state reviews for licensure requirements, Change of Ownership pharmacy permits, resident and non-resident.
- Federal and State specific legislative monitoring and regulatory research.
- Collaborates with legislators, industry lobbyists and Executive Directors to champion key legislative strategies and initiatives.
- Controlled substance program auditing and policy development.
- Compliance policy review, development and implementation of pharmacy compliance programs.
- COVID-19 requirement research, program development, and guidance.

Walmart, Inc., Bentonville, AR

Senior Director of Pharmacy Practice Compliance/Director of Pharmacy Compliance, 2006 – 2019

Led all practice compliance operations for more than 1,800 pharmacies in 17 states handling all risk mitigation and compliance monitoring activities. Ensured corporate compliance with regulatory requirements and best practices in an effort to maintain high levels of customer satisfaction and safety. Oversaw controlled substances policy development and implementation.

- Developed state specific compliance documents for the immunization and point of care testing program in all 50 states.
- Collaborated with legislators, Walmart Government Affairs, industry lobbyists, and senior leadership to champion key legislative strategies and initiatives while maintaining up-to-date understanding of regulatory requirements.
- Created the corporate PSE strategy, central fill strategy, and VIPPS accreditation strategy.
- Oversaw and developed strategic direction to drive compliance into business operations and delivery of services by interpretation of changes to federal, state, and local laws and regulatory research initiatives.
- Spearheaded brand management functions by leading efforts to improve overall corporate reputation.

Divisional Manager/Walmart Optical Division, 2004 – 2006

Oversaw all operations of the optical division, including financial performance, operations management, and diversity improvement efforts. Directed the implementation of optical strategy for nearly 50% of the United States retail locations. Created inclusionary policies and developed strategic relationships with optometrists nationwide.

- Developed the national long-term optical sales and business development strategy for the division.

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Regional Manager, Walmart Pharmacy Division, 2002 – 2004

Spearheaded all operational improvements, particularly those impacting financial performance, operational effectiveness, and employee morale. Supported the professional growth and independence of District Management in Florida, Puerto Rico, Arkansas and Oklahoma focusing their efforts on the optimization of performance.

ADDITIONAL PROFESSIONAL EXPERIENCE

Walmart, Inc. – Operation Coordinator, Pharmacy Division

Walmart Inc. – District Manager, Pharmacy Division

Walmart Inc. - The Woodlands and Conroe, Texas – Pharmacy Manager, Pharmacy Division

Independent Pharmacist/Owner

EDUCATION

Bachelor of Science in Pharmacy, University of Texas at Austin

CERTIFICATIONS

CCEP Certification

CHC Certification

LICENSES

Registered Pharmacist (RPh) – State of Texas

Registered Pharmacist (RPh) – State of Arkansas

PROFESSIONAL DEVELOPMENT

Global Leadership

Strategy

Strategic Leadership Coach

Advanced Leadership

Strategic Leadership Specialty

Twelve O'clock High

Situational Leadership

Dale Carnegie

Lead First

Walton Institute II

Walton Institute Coach

AFFILIATIONS

NABP Executive Committee Member for District 6

Arkansas State Board of Pharmacy, Member, Past President

Texas Federation of Chain Drug Stores, Emeritus Member, Past President, Past Chair/Vice President, member

American Society of Pharmacy Law, Education Committee Member

Arkansas Pharmacists Association, member

Texas Pharmacists Association, Public Policy Council and Association Affairs Council

Health Care Compliance Association

Society of Corporate Compliance and Ethics

HONORS AND AWARDS

Health and Wellness Leadership Award, Regional Manager of the Year, District Manager of the Year, Store of the Year.