



Catherine Epps, PharmD

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Passionate about improving lives. I employ my clinical knowledge, operational efficiency experience, and compassion for others, to strategically solve complex healthcare delivery issues.

Skills

Strategic and analytical problem-solver who led revenue growth by 300%.

Highly empathetic patient care provider reflected in 5-star customer rating in clinical service Medication Therapy Reviews.

Customer-focused, demonstrated by five consecutive years leading a team to top 10% customer service KPI of Fortune 4 company.

Passionate about mentorship, staff development, and growth, receiving the Preceptor of the Year award in 2015

Ability to create, adapt, and innovate in an entrepreneurial environment creating a successful business integrating multiple platforms of technology.

Actively developed clinical programs to include hiring and training personnel, developing policies and procedures, and continuous quality improvement, to address the needs of patients, stakeholders, and regulatory agencies.

Twenty-two years of experience in operational and clinical leadership roles.

Experience

JUNE 2022- PRESENT

Managing Partner / A Palmetto Pharmacist, LLC,
Los Angeles, CA, Atlanta, GA, Ft. Lauderdale, FL, and Lexington, SC

- Develop strategies for product or service rollout.
- Providing guidance for state, local, and federal regulatory compliance.
- Research, analyze, and communicate clinical information for internal and external stakeholders.
- Provide clinical input and material for product and service development, customer service, marketing, sales, and client relation teams.
- Provide data-driven feedback to assist with improvements in efficiency, P&L, service shifts, or other operational or market decisions.
- Career coaching, mentoring, and development for pharmacists desiring career transition.
- Support the launch of new and rapidly growing companies.

OCTOBER 2021- PRESENT

Clinical Pharmacist / Aspen RxHealth
Lexington, SC

- Perform comprehensive medication reviews
- Work collaboratively with providers to adjust drug therapy in the management of chronic disease states.
- Provide disease-state education for patients and teammates on the appropriate use of medications and self-management.
- Documents all activity within clinic electronic health records
- Supports CMS Stars quality measures for clinic and Medicare Advantage programs.
- Implements population health strategy at the patient level.
- Experience with regulatory requirements, insurance contract requirements for payment, and structuring the customer experience.

JUNE 2021- OCTOBER 2021

Clinical Director / South Carolina ENT
Columbia, SC

- Participate at the leadership team level in planning, budgeting, policymaking, and decision-making related to assigned team members.
- Responsible for clinical compliance, OSHA, and IAC certification. Monitor process and outcome measures for variance and indication of performance.
- Develop, implement communicate and maintain clinical policies and procedures to team members that conform to the current standard of clinical practice and organizational philosophy.
- Ensure the performance and productivity of all assigned staff are evaluated appropriately. Advise on appropriate corrective actions and professional development activities.
- Develop a staffing plan for assigned staff including headcount and type needed, recruiting, selecting, orienting, and training new staff.
- Oversee clinical staff, ensure proper staff coverage and efficiency, and schedule assignments.
- Ensure the performance and productivity of all assigned staff are evaluated appropriately. Advise on appropriate corrective actions and professional development activities.

MARCH 2020- MARCH 2021

Director of Pharmacy / Center Street Pharmacy
Apex, NC

- Built and opened a long-term care pharmacy to service 1200 skilled nursing home residents.
- Led operational performance to achieve KPIs while maintaining all federal, state, and local compliance requirements.
- Ensured appropriate resources were mobilized and operating effectively to meet commitments to customers.
- Utilized supply chain and pharmacy operations expertise to ensure process improvement and create optimal efficiency.
- Implemented enterprise-wide standard processes, programs, and procedures.

- Strategized with business partners to ensure medication delivery routes meet customer needs.
- Responsible for recruiting, hiring, training, and engagement of staff to deliver on pharmacy goals.

OCTOBER 2017- MARCH 2020

General Manager / Omnicare
Charleston, SC

- Led operational performance to achieve organizational goals, while maintaining all federal, state, and local compliance requirements.
- Operated with strong business intuition; held accountable for overall locations operation metrics, employee engagement, and compliance.
- Ensured appropriate resources were mobilized and operating effectively to meet customer commitments.
- Consulted with internal and external partners to develop action plans to address customer risks and opportunities.
- Demonstrated supply chain and pharmacy operations expertise to ensure continuous quality improvement and create optimal efficiency at multiple pharmacy locations.
- Implemented enterprise-wide standard processes, programs, and procedures.
- Responsible for recruiting, hiring, training, and engaging pharmacy staff to deliver on pharmacy goals.

FEBRUARY 2012- OCTOBER 2017

Pharmacy Manager / CVS Health
Columbia, SC

- Led top performing store with customer service KPI achieving top 10% company-wide throughout my tenure.
- 2015 Area Preceptor of the Year
- 2015 Top Performing Store with the highest customer service rating in the district
- 2014 District Paragon award recipient
- 2014 Completed Foundations for Leading program
- 2013 Top Performing Store with the highest scorecard executions score in the district.
- Partnered with a local service organization to provide flu clinics and educational classes.
- Motivated, inspired, and developed pharmacy support staff by balancing assignments that maximize colleagues' strengths, addressed development opportunities, and decreased knowledge gaps.
- Identified critical business opportunities and meaningful solutions to drive growth and improve performance.

SEPTEMBER 2004- JANUARY 2012

Pharmacy Manager / Long Term Care Pharmacy
Columbia, SC

- Strategic planning includes budgeting, marketing, and sales approaches, quality improvement plans, and proactive reimbursement initiatives.
- Oversaw managed care contracts, audits, appeals, and collaborated with GPO business partners

- Hired, trained, and developed a staff of 26.8 FTEs.
- Supervised operations servicing 1900 LTC beds, including dispensing, clinical, and delivery services, to ensure regulatory compliance and profitability and implemented P&Ps.
- Attended QA, Clinical Services, and Med Events Committee meetings, Participated in Psychotropic Drug Reviews with the medical teams and developed clinical programs
- Led Consultant Pharmacists for Skilled and Assisted living facilities, Department of Disability and Special Needs residential facilities and group homes.
- Managed customer relationships during explosive growth and maintained excellent customer retention.

Education and Certifications

MAY 1999

Doctor of Pharmacy / Medical College of Virginia, VCU

OCTOBER 2012

Certification in Immunization / ASHP

MARCH 2022

Basic Life Support/ AHA
