



CONNECTICUT
SOCIETY OF HEALTH-SYSTEM
PHARMACISTS

2022 CSHP AWARD Winners

PAUL G. PIERPAOLI AWARD

Marjorie Lazarre, MHA, PharmD

Marjorie Lazarre consistently embodies integrity and heroism both professionally and personally and have made significant improvements to the practice of pharmacy.

Marjorie gives her time selflessly to help others and our community. This is manifested in several ways. First, Marjorie has co-chaired the JDFR Type 1 Diabetes Walk fundraising committee for YNHHS, is a current board member for JDFR Clinical Trials & Diversity, Equity and Inclusion, working towards more inclusive enrollment of minorities in clinical trials, and sits on the State of CT Diabetes and High Deductible Health Plan Work Group, helping inform policy to make diabetes medication and supplies more affordable and accessible to patients.

She co-leads our DEI initiatives in Pharmacy with a goal of recruiting and retaining top talent representative of the communities we serve. She has mentored several high school students in New Haven who heard about our program through our community outreach programs we organize via our pharmacy residency program. A prime example of Marj's leadership and mentorship is the success story of Brianna Wood, now one of our Clinical Ambulatory Pharmacists. Brianna was a high school student in New Haven who ended up shadowing Marjorie and her team for a few days. She then was hired as an intern, who decided that pharmacy was the right career for her. She was hired as a technician while she finished pharmacy school, was ranked among the highest of our pharmacy resident candidates, successfully matched our program and completed a 2-year pharmacy residency and was hired on as a full time clinical pharmacist. Marjorie is working to expand this type of experience to more individuals of color and give them an opportunity to see what is possible.

Marjorie serves as a mentor to over 10 staff and colleagues, sharing her experiences, helping others to navigate their careers, and providing a listening ear to anyone who asks. She coordinated and started the first leadership development series for our entire staff to provide them an option for didactic learning as well as an open forum for discussion on a wide range of leadership and business topics. This has been overwhelmingly successful with over 100 of our pharmacy leaders and aspiring pharmacy leaders attending these sessions, even though it is entirely volunteer.

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I honestly do not know how she finds the time to do all of this on top of her day job with the large scope of responsibility she has in her role at the health system but where there's a will! She certainly is passionate and determined to make a difference in others' lives and is doing so!

Patient-Centered:

Marjorie oversees and is the ultimate expert in the Governmental 340B Drug Pricing Program. This program is critical in providing affordable care to our most vulnerable populations and delivers significant financial savings that enables our system to fund high quality clinical programs. She not only has put together a program integrity team that is second to none, having NO findings in our HRSA audits for YNHH and BH; she also is active in advocacy, attending Capitol Hill Day to meet with our congressmen and women to educate them on the criticality of this program and help fight manufacturer pushbacks on the program. This energy is evident in the breadth of activities she participates in to ensure this medication discount program remains a viable solution to our patients. She has crafted numerous letters for our local and national pharmacy associations to describe the impact 340b has on patients. She has spoken at conferences and attended 340B University and 340B Health conferences, as an expert and advocate. She is helping our local associations craft language that would prohibit "whitebagging", an unsafe practice that payers are trying to implement to control costs, in an effort to protect the safety of our patients. Her efforts in this area are broad and expansive with a clear motivation to keep patients at the center of all we do.

A direct example at YNHHS of putting patients first is the work she has done on our clinical ambulatory program expansion. Winchester Chest (WCC) serves a large portion of our indigent and under-insured patients. They are a vulnerable population in need of high cost infusions and complex therapies to manage chronic asthma and other pulmonary conditions. Without the therapy and proper education on management of the medications and their conditions, patients can often end up in the hospital and ED. Marjorie's efforts to identify opportunities to better manage the revenue cycle of some the new biologics that being used there, resulted in our ability to add pharmacists resources to the clinic. These pharmacists partner with the care team to offer medication assistance, counseling on medications, and help to monitor for efficacy and toxicities. It has proved to be an invaluable service to both the care team and our patients, resulting in improved access to care, and improved financial viability of the clinic.

Marjorie is curious and looks to understand others opinions and ideas. She reaches out to others and is thoughtful in putting together committees and groups thinking through how to best serve the goal and mission of the task at hand. A good example is our High Cost Drug Initiative. She plays a major role in leading this effort and put together a very diverse group across the system, knowing there are multiple interdependencies on lowering our drug expenses and enhancing the margin of high cost drugs. She engaged our system partners, getting feedback on the topics to be discussed, offering to help with content, respecting their

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expertise and opinions. It has created a very dynamic and interactive group. In the end, it has resulted in delivering over \$7M in added margins and over \$3M in cost savings.

Marjorie is known for her bubbly personality and her gregarious communication style. One of our Sr. Leaders recently described Marjorie when seeing her outside of work in the grocery store....."Marj came around the corner of the grocery store and you know that big beautiful smile of hers just makes you feel so welcome, like you are old friends who haven't seen each other in years....and she gave me the biggest hug." That is Marjorie. Her energy and compassion is infectious! She laughs often and recognizes others at the beginning of our leadership meetings. She is a role model for compassion.

You just cannot get any better than Marjorie when it comes to accountability. She delivers on projects, commitments, despite an enormous scope inclusive of revenue and expense oversight of \$700M and service areas including:

- Specialty and Retail Pharmacy Services
- Pharmaceutical Procurement
- 340B Program Integrity
- Drug Charge Master and Revenue Cycle
- Pharmacy Business Planning

She's not only successful in following through and delivering above and beyond expectations, she is innovative and creative in her approach. She has help build teams that are incredibly high functioning. One example is our Formulary and Finance Committee. This group is representative of finance, revenue reporting, payer strategy, corporate business services, ITS, and pharmacy. The group identifies proactively, new therapeutics that will offer clinical value to our patients and walks through a process map to identify opportunities to enhance our system for optimal efficiency. An example is building the care pathways that will trigger prior authorizations, notification of payer formulary coverage, and interventions to minimize care disruption to patients when drugs are not covered. It is a highly complex process, but having this multidisciplinary group that Marjorie leads, has resulted in significant improvements that have ultimately lead to both savings as well as enhanced margins. Pharmacy has delivered above the Mitigation Target for the past 3 years in a row. Much of this success is because of Marj's style and ability as a leader.

I recently was sent a note from one of our finance colleagues, Dan Pumerantz, stating how nice it is to work with Marjorie and her team. He stated that she is so professional, collaborative and just a joy to work with. Given we are in a very financially challenging time, it is wonderful to hear that despite the stresses we are under, our teams are working together productively and collaboratively. She is a model for collaboration and respect!

To end this, I want to say what a rock Marjorie has been to me and our entire pharmacy team. She reaches out every single night to ask how she can help me. Really? How has she not helped me?! But that is the type of person she is....caring, compassionate, and driven. She is blessed with a beautifully creative mind full of great ideas to drive high value care for our patients and she puts that to use every single day. I hope that she is recognized for the expansive efforts she puts forth for our health system and patients and especially for the way in which she performs her work.....in true hero style! She has made an impact on our profession that is far-reaching and is most deserving of this award.

PHARMACIST OF THE YEAR

Marie Renauer, PharmD, MBA, BCACP

Marie has been a pioneer in CT advancing ambulatory pharmacy practice not only at her institution, but across the state. She established precedents around billing (recognition of pharmacist incident-to billing by regional Medicare Administrative Contractor), pharmacy models and helped advocate for necessary legislative changes to CDTM legislation.

In so doing, she has cleared the path for all ambulatory pharmacists to succeed and practice at the top of their license. She oversaw the expansion of ambulatory pharmacy services from 2 dedicated positions to a team of over 50 pharmacy technicians and pharmacists. She has

developed an incredible team of ambulatory pharmacy professionals, and has helped prepare the next generation of ambulatory pharmacy leaders through the creation of a PGY2 Ambulatory Pharmacy Residency program and numerous student rotations. Marie has a record of sustained professional service serving on CSHP's education committee, ASHP's section of ambulatory care practitioners committee among others. She has presented numerous posters and presentations regionally and nationally. She also has a strong commitment to her community regularly volunteering with the United Way of Greater New Haven and Women's United, COVID Vaccine Fairs, and serving as a Phyllis Bodel Childcare Center Board Member. She is passionate about patient care and ambulatory pharmacy practice. She is truly inspiring. In summary, I highly recommend Marie Renauer for Pharmacist of the Year Award.

CSHP MERITORIOUS TEAM ACHIEVEMENT AWARD

Dermatology Integrated Medication Management Clinic Team at Yale New Haven Hospital

Dermatology was the third service line YNHH went live with for our new ambulatory pharmacy Medication Management Clinic (MMC) model. This team included fantastic pharmacy team

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members, an enthusiastic physician champion, and a unified dedication to delivering high quality, patient-centered care. None of the four pharmacists on this team had experience in dermatology but they worked together to quickly become experts and now practice under a Collaborative Drug Therapy Management agreement (CDTM) with several dermatologists at YNHH. The first pharmacist started in November 2021, two more in January of 2022, and the fourth in July 2022. Through their hard work by the end of July 2022 they had already provided care for 549 patients on complex specialty medications for conditions like psoriasis and scarring alopecia. Patients consistently share positive feedback that embedding a pharmacist into their care team has significantly improved their experience with procuring and utilizing specialty medications.

In addition to exceeding all targets established by our internal business plan, these pharmacists have also contributed to the optimization of workflows, strategizing how we can leverage pharmacy technicians to enable pharmacists to practice at the top of their licenses. These contributions not only improved the care we provide to dermatology patients and employee satisfaction of the dermatology pharmacists, but to all ambulatory pharmacists practicing within the Medication Management Clinic model at YNHH.

Our first two ambulatory pharmacy liaisons (technicians), David Diaz and Krystal Zoock have also been instrumental in the success of the program and provide consistent feedback regarding how we can further enhance the services we offer to patients.

We recently added two additional dermatology pharmacist team members, and plan to one day provide support for every patient prescribed a complex specialty medication for a dermatologic condition.

I am grateful for the opportunity to support this team of dermatology pharmacists and technicians and look forward to expanding these services into new specialty areas to support even more patients.