

SHAWN BJORN DAL PHARM.D.

CONTACT



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LEADERSHIP

Pharmacy Benefit Management:

- Controlled Substance & Opioid Safety
- Medication Safety & Compliance
- Drug Utilization Management
- High Volume Work Flow Optimization
- DEA Compliance

Retail Operations:

- Medication Therapy Management
- Business Development
- Workload Balance Optimization
- Patient Satisfaction
- Pharmacy Site Turnaround Specialist

Pharmacist Growth & Empowerment:

- RPhAlly App for Pharmacists (industry intelligence, professional networking, career growth and integration)
- PGxAlly for Pharmacists (coaching for pharmacogenomics consulting/contracting)

SELECT IMPACT

- Improved fraud alert and reconciliation of controlled substance prescription dispensing by 315%
- Reduced total MME and MME/Rx by 60% via opioid policies/procedures, enhancing automation, and incorporating point-of-sale controls
- Awarded the URAC Opioid Stewardship accreditation; first award of its kind

I'm a leader in pharmacy operations and innovation, spanning fifteen years across Pharmacy Benefit Management, Retail Pharmacy, and Pharmacist Growth and Empowerment. Licensed in 28 states, I've served organizations ranging in complexity and prescription volume from single site retail to ~290K+ weekly prescriptions. I bring critical leadership skills, including process integration, staff empowerment and strategic growth thinking to empower new levels of collaboration amongst pharmacists and their allies. My mission is to seize this moment of seismic shift in healthcare to be an agent of creative design and innovative solutions that significantly impact the quality of life for all humans.

EDUCATION

Doctor of Pharmacy	May 2008
North Dakota State University School of Pharmacy Fargo, ND	
Bachelor of Pharmacy	May 2006
North Dakota State University School of Pharmacy Fargo, ND	
Bachelor of Science, Zoology	May 2003
North Dakota State University Fargo, ND	

FUNCTIONAL SUMMARY

Pharmacy Benefit Management, Leadership - 6 yrs
Retail Pharmacy Leadership (PIC) - 8 yrs
Pharmacist Engagement, Support, Networking - 3 yrs

CAREER PATH [prior 15 years]

OptumRx – Carlsbad, CA	Oct 2016 - Sep 2022
Director of Clinical Pharmacy / Pharmacist-in-Charge	
CVS Pharmacy – San Diego, CA	Apr 2014 – Oct 2016
Manager, Pharmacist-in-Charge	
Walmart Stores Inc. – Kauai, HI	Dec 2012 – Mar 2014
Manager, Pharmacist-in-Charge	
Walgreens – Los Angeles, CA & Tuscon, AZ	Jul 2008 – Dec 2012
Manager, Pharmacist-in-Charge	

PBM PROFESSIONAL EXPERIENCE

OPTUMRX – Carlsbad, CA

Oct 2016 - Sep 2022

A pharmacy care services company managing prescription drug benefits for commercial, Medicare, Medicaid, and other government health plans, as well as, employers and union benefits.

Director of Clinical Pharmacy | Pharmacist-in-Charge >>

Reporting to the VP of Pharmacy Practice, served as the highest level PIC nationally with responsibility for dispensing controlled substances for all of OptumRx. Responsibilities included the quality and efficient operation of OptumRx's Carlsbad mail order facility which dispenses ~290K+ prescriptions weekly. Provided oversight over regulatory and compliance (including VIPP, URAC and all associated audits) as well as the development and implementation of policies. Oversaw and influenced a team of approximately 1000 indirect reports (pharmacists and technicians).

Impact - Controlled Substance Management

- ✓ Directed the successful Controlled Substance Improvement Project which resulted in improved blocking of illegitimate controlled substance prescription dispensing by 315%
- ✓ Implemented pharmacist training; policy alignment with the CDC's opioid prescribing guidelines; and controls for ensuring controlled substance delivery per prescription limits
- ✓ Developed and implemented the OptumRx Corresponding Responsibility Training Module, DEA compliance guide, and Controlled Substance Management reporting
- ✓ Implemented 30-day supply opioid maximum and mandatory EPCS requirement via home delivery pharmacy
- ✓ Reduced total morphine milligram equivalent (MME) dispensed monthly and daily MME/Rx by 60% via implementation of opioid policies and procedures, enhancing automation, and incorporating point-of-sale controls
- ✓ Expanded Prescription Drug Monitoring Program (PDMP) access from 22 states to all 50 states; as well as PDMP checks to near 100% compliance in all mandated states, including C2 opioids to 99% from 30% to 99%+
- ✓ Led OptumRx to receive the first of its kind URAC Opioid Stewardship accreditation for operation's robust policies, procedures, and safety mechanisms

Impact - Drug Utilization

- ✓ Improved the management, safety, and workflow efficiencies of DUR data checks by implementing a new DUR reporting analysis build for trending all the DURs presented to pharmacists for further analysis and opportunity identification
- ✓ Directed the creation of Controlled Substance Analytics reports for tracking critical processes, including MME reports, PDMP compliance, drug of concern volume trends, controlled substance prescription for cash monitoring, prescriptions/patients/providers blocked due to fraudulent behavior, controlled substance resend reports lost package tracking, inventory management of controlled substances to decrease diversion

Impact - Operations

- ✓ Served as leader of the Patient Care Experience Forum tasked with aligning business segments across the enterprise to improve pharmacy workflow; identified 100+ operational workflow and procedural opportunities with cumulative effect of improving patient service and satisfaction
- ✓ Trained call center division leadership to improve knowledge set of pharmacy practice; direct impact on up to 10K customer service employees
- ✓ Serve as point of contact for reviewing, investigating, and resolving Board of Pharmacy complaints

RETAIL PHARMACY PROFESSIONAL EXPERIENCE

CVS PHARMACY – San Diego, CA

Apr 2014 - Oct 2016

Retail corporation and subsidiary of CVS Health with services across managed care, long-term care, retail, and specialty.

Pharmacy Manager | Pharmacist-in-Charge >>

Reporting to the Store Manager, hired to turn around pharmacy performance. Oversaw daily end-to-end operations, regulatory compliance, inventory control, and patient care services for a retail pharmacy filling on avg 300 scripts per day. Team under management included 9 staff (2 pharms, 7 techs). Achieved goal of lifting site from bottom to top performer in region in 3 months measurable by corporate and patient satisfaction metrics. Selected to participate in the CVS Emerging Leader Program.

WALMART STORES INC. – Kauai, HI

Dec 2012 - Mar 2014

Multinational retail chain of supermarkets, discount department stores, pharmacies, and gas/grocery stores.

Pharmacy Manager | Pharmacist-in-Charge >>

Reporting to the Store Manager, hired to turn around pharmacy performance. Oversaw daily end-to-end operations, regulatory compliance, inventory control, and patient care services for retail pharmacy filling on avg 400 scripts per day. Team under management included 12 (2 pharms, 7 techs, 2 clerks). Achieved inventory goals and increased the patient satisfaction scores to *exceeds goal*. Invited to attend the Walmart C.A.R.E. leadership workshop.

WALGREENS – Los Angeles, CA and Tucson, AZ

Jul 2008 - Oct 2012

Pharmacy store chain specializing in filling prescriptions, health & wellness products, health information, and photo services.

Pharmacy Manager | Pharmacist-in-Charge >>

Reporting to the Store Manager, hired to turn around pharmacy performance. Oversaw daily end-to-end operations, regulatory compliance, inventory control, and patient care services for retail pharmacy filling on avg 400 scripts per day. Team under management included 12 (2 pharms, 6 techs). Brought a fresh leadership style to the pharmacies that increased staff morale, which positively impacted workflow efficiencies and corporate metrics.

PHARMACIST GROWTH & EMPOWERMENT

PGXALLY, INC. – Carlsbad, CA

Sep 2021 - Present

Active alliance of pharmacists for the utilization of best pharmacogenomics (“PGx”) technology, medication therapy management, and holistic services to positively impact patient outcomes.

Founder, Consultant >>

Serving pharmacists with the business and clinical skills essential to building their own successful pharmacogenomics consulting practice serving physicians and patients.

PGXally Impact

- ✓ Creating an alliance of pharmacists who champion PGx as the drug therapy expert in their field
- ✓ Aiding pharmacists in building their own consulting practice using PGx, MTM, and holistic medicine
- ✓ Bringing work to pharmacists through contracts with health plans, health systems, and independent pharmacies

PHARMACIST GROWTH & EMPOWERMENT

RPHALLY, INC. – Carlsbad, CA

Oct 2019 - Present

An exclusive app platform designed to support pharmacy professionals to expand knowledge and share vital industry information, network with pharmacy professionals, grow careers, and adapt to a rapidly changing industry in real-time resulting in more productive, successful, and empowered pharmacists.

Founder, Designer >>

Chief app designer and engagement officer tasked with building partnerships and sparking collaborations for the benefit of pharmacists and the pharmacy profession.

RPhAlly Impact

- ✓ Pharmacist to pharmacist mentoring to help accelerate career advancement and collaboration
- ✓ Advocacy to improve pharmacy working conditions; #pizzaisnotworking movement
- ✓ Pharmacist support and empowerment groups led by expert leaders in their respective fields (substance abuse, women's health, financial advisement)
- ✓ Resource for trends and news curated by pharmacists for pharmacists
- ✓ Entrepreneurial coaching for how to build a pharmacist led consulting practice

PROFESSIONAL SERVICE

San Diego Prescription Drug Abuse task force | Member

2017 - 2022

LICENSING

Board of Pharmacy Registered Pharmacist (28 States + Guam):

#19706 - Alabama	#1-105098 - Kansas	#RP00008681 - New Mexico
#PD13974 - Arkansas	#019101 - Kentucky	#19523 - Nevada
#S016668 - Arizona	#PST.021976 - Louisiana	#17324 - Oklahoma
#65593 - California	#24867 - Maryland	#RPH-0015948 - Oregon
#PHA.0021655 - Colorado	#PH237246 - Massachusetts	#37008 - South Carolina
#PS 56173 - Florida	#5302045426 - Michigan	#0000040932 - Tennessee
#PH-0420 - Guam	#123104 - Minnesota	#60223 - Texas
#PH3400 - Hawaii	#T-14801 - Mississippi	#202215686 - Virginia
#P7725 - Idaho	#15640 - Nebraska	#RP0010016 - West Virginia
#PIC-NRP - Iowa (Iowa PIC Reg.)	#R3159 - New Hampshire	

REFERENCES PROVIDED UPON REQUEST