

Pharmacist of the Year

Jordan is a relentless patient advocate who uses his professional and personal experiences to support patients. He was responsible for the implementation of Walmart Specialty's clinical management program for Parkinson's disease psychosis. Through this program, patients and caregivers who have been lost to follow up are connected back into care. This has resulted in over 60 patients with PD who have brought back into care, linked with patient support services and currently on therapy.

He has also supported vulnerable patients and families affected by RSV. Jordan developed an RSV-specific onboarding and management program that takes into account the needs of these patients and caregivers and improves the entire patient experience. Patient families at Walmart who are affected by RSV report a 10/10 NPS 100% of the time.

Jordan has also been a leading advocate for the needs of people who are affected by HIV. He organized the first successful community-based HIV testing event within Walmart and is viewed as a subject matter expert on HIV and testing. This has influenced Walmart's partnership with the Elton John AIDS Foundation which now provide HIV testing and linkage to care for vulnerable communities in the South.

During the start of the COVID-19 pandemic Jordan was an advocate for the place of Specialty pharmacists to be at the frontline. He volunteered on Saturdays to train and perform drive-thru COVID-19 testing to the local community. He also empowered three specialty colleagues to provide COVID-19 vaccinations.

Jordan is a constant learner and educator. He has been an active Preceptor at several universities and mentors dozens of students throughout the year. At the start of the COVID-19 pandemic, Jordan started a 100% virtual rotation to accommodate students without rotation options and to help them understand the role of Specialty pharmacies in providing telehealth support services. Jordan was selected as the Preceptor of the Year for the University of South Florida in 2020. He also was appointed as Clinical Assistant Professor at the University of Florida in 2021 where he serves as a Career Coach for pharmacy students.

Jordan has several professional mentees and has used his experiences to develop staff pharmacists into pharmacy managers, pharmacy technicians into PA and Pharmacy students, and community-based pharmacists into specialty pharmacists.

He partnered with the University at Buffalo to provide access to the HIV pharmacotherapy program to 14 specialty pharmacists and has developed clinical training for a variety of Specialty conditions and therapies which influence over 5000 pharmacy associates nationwide.

He revitalized the Walmart Specialty Pharmacy Internship Program to provide paid specialty positions to student pharmacists allowing them to get a head start in a specialty pharmacy career.

Jordan's role at Walmart Specialty Pharmacy is Innovations. He uses his experiences as a pharmacist to bring new insights to the specialty pharmacy world and helps clinicians and non-clinical associates make a difference in patient lives. To improve operational efficiency and reduce patient wait times, Jordan evaluated all patient management programs at Walmart Specialty and innovated ways to dialogue with patients and caregivers, sometimes reducing call times by up to 50%.

He is known for leveraging existing technology and finding new uses for it to create solutions for Specialty patients. He is responsible for configuring changes to software programs which influence interactions with Specialty patients every minute and introduced numerous changes to speed up and improve clinical decision making. By continuously optimizing the patient onboarding experience he improves revenue cycle management.

Jordan served as the lead on re-accreditation for Walmart Specialty Pharmacy which reaccredited through URAC and ACHC in 2021 and also supported in the Specialty reaccreditation of 5,000 Walmart community pharmacies. Through this he improved the quality and efficiency.

before and during the COVID-19 pandemic. In the last year the committee increased funding for food stipends and removed bureaucratic barriers to access that funding. They also prioritized housing to provide stable living conditions for people living with HIV and AIDS in Central Florida which improves medication adherence and outcomes. The committee continues to assess needs and allocate resources to the local community to enable provider access, medication access, and other needs.

Jordan is very involved with local academic institutions and has partnered with local schools to present on the impact of illicit substances, the impact of COVID-19 on the LGBTQ+ community, and precepting techniques. He consults for local community organizations discussing medications. Each year he helps register local families, including Spanish speakers to register to vote.

Jordan also sits on the SASP committee of NASP and supports with developing initiatives to improve the reach of Specialty pharmacy in Florida.