

Pharmacy Technician of the Year

Ray has been an instrumental member of our Advance Team and has supported the launch of our in-clinic model for specialty pharmacy services in more than 12 clinics across 2 health systems during his first year with the team. His attention to detail and outcomes driven efforts have allowed him to become a valued resource and a source of development for all around him. Ray frequently uses our daily team calls to call out opportunities for improvement in processes or highlight additional references and resources that have allowed him to quickly gain competency across a large variety of clinical specialties. Our workflows are driven by patient outcomes, and Ray excels at finding creative solutions to collect the needed patient-reported outcome information when traditional communication methods are not effective or appealing to patients. Ray brings a team focus that is especially evident when he supports central operations or the dispensing pharmacy members of our team. He often helps individuals at opposite ends of the workflow gain appreciation and perspective for the way their efforts impact others up or downstream in the process.

Shortly after joining our organization Ray expressed his desire to leverage his prior experience as a senior pharmacy technician (Augusta University Health), pharmacy technician program adjunct professor (Virginia College), and pharmacy store manager (Walgreens) to help develop and lead our liaison (technician) teams. He quickly established himself on our education committee and become the liaison education committee chair. As committee chair Ray has supported initiatives to gain access to development resources for liaisons at all levels of our organization. Over the last year these educational and development efforts have included initiatives to support PTCB Advanced certifications, MTM certifications, and the generation of training content to assist team members in growing their subject matter expertise in prior authorizations, formulary knowledge, common barriers to authorization, and being able to easily identify the appropriate pathway to approval for each of our patients. Ray is genuine in his desire to openly share resources and foster easier access to education and professional development resources.

Ray's passion and engagement extend well beyond the workplace, and he enjoys finding volunteer opportunities near his residence and near our specialty pharmacy implementation locations to support our patients and communities. Ray has been the Volunteer Coordinator for Augusta, Georgia PRIDE since 2018 and is crucial to their volunteer recruitment and outreach. He spent four years as a community liaison for Positively Augusta where he supported several events including National HIV Testing Day, National AIDS Day, Pride, and testing initiatives at other city events. Ray blended his enthusiasm for pharmacy, education, and community advocacy when he joined an effort to provide medication education

adherence classes for residents at senior care homes. He is an enthusiastic participant in our Advance Team Liaison philanthropy efforts and is assisting the team for our current initiative of collecting personal and hygiene items to donate to shelters and advocacy centers near our newest health system partner specialty pharmacy locations.