



John Nguyen, PharmD, RPh, CSP, Supervisor, Pharmacist, AcariaHealth Specialty Pharmacy

Nominated by Ed Ochoa, RPh, Vice President, Pharmacy Operations, AcariaHealth Specialty Pharmacy

Patient Care

After a decade of specialty pharmacy experience, John continues to strive towards superior patient care, improving outcomes, and continuing education for other pharmacists and pharmacy students. Managing a team of 11 pharmacists, he oversees care for 1200+ patients weekly across 20+ disease states.

After implementing new protocols for buprenorphine and esketamine service lines, turn-around times improved by 55% leading to improved compliance by patients and maintaining therapy to improve outcomes to lower opioid dependence and treatment resistant depression. Making similar changes to other drug classes, John improved turn-around times by 60% when providers changed therapies from one agent to another. John spearheaded a program identifying ponatinib patients eligible for potential health-plan cost savings. Using clinically backed data to provide prescribers recommendations on optimizing ponatinib therapy can not only lower pill burden for patients but save health systems over \$20,000 per successful conversion.

In February 2024, John identified a succession of claim rejections from one payor. While others were flummoxed by the chain of rejections, John successfully deduced the root cause and was able to find success in software changes to overcome the limitations. His work had led to the 539 patients affected by the claim rejections facing little to no delays in therapy continuation.

Education

John excels in educating surrounding pharmacists and fostering the growth of specialty pharmacy to the next generation. Since 2020, he has led precepting efforts to fourth year pharmacy students, onboarded employees, and provided training to staff members of all levels. After developing a course syllabus and lesson plan suitable for a pharmacy school semester dedicated to specialty pharmacy, John had key involvement in the startup of an advanced practice pharmacy experiential in conjunction with the University of Houston College of Pharmacy and AcariaHealth Specialty Pharmacy. Many of John's students have gone onto careers including retail and hospital sectors, managed care, industrial, and specialty pharmacy. He has spent over 2,000 hours training new hires in specialty pharmacy at AcariaHealth. He led conversion efforts from on-site to off-site working capabilities for pharmacy teams during COVID's lockdown periods. He has overseen conversions of two pharmacies into the AcariaHealth system, leading and teaching pharmacists and pharmacy support staff in aspects of patient care and pharmacy operations.

John earned his CSP designation in 2019. His certification and training have led to other pharmacists attaining CSP status. He is a developer and lead presenter for a pharmacist-oriented, monthly, best practice training session for over 30 fellow pharmacists across the company to ensure up-to-date clinical knowledge and operational excellence.



Elevating Specialty Pharmacy

John consistently drives advancements in specialty pharmacy practice and operational efficiency through his innovative leadership. As the lead clinical editor for informational documents and provider order forms, his expertise is instrumental in promoting specialty pharmacy to key opinion leaders and providers nationwide. "I found the HCV treatment guide to be the most helpful for me and have NEVER seen a pharmacy take the time to simplify the AASLD guidelines as you have. I plan to use this very often in my clinic and share with our doctor." - KF, Nurse Practitioner of Floresville, Texas. His work in our provider order forms and clinical data has allowed providers to easily prescribe specialty medication across various disease states leading to increased access to the medications their patients need.

After running a study of the company's cold chain protocols provided by a drug manufacturer, John had identified a potential area of optimization for an MS medication requiring temperature stability. As part of a free-drug program, a pre-existing pack-out was defined by the manufacturer; however, John's identification and proposal would save the manufacturer over \$1,000,000 annually in medication succumbing to harsher climates.

John's dedication to innovation and leadership in elevating specialty pharmacy not only benefits patients, but also contributes significantly to the overall efficiency and effectiveness of pharmacy operations.

Community Involvement

John's advocacy for the specialty pharmacy industry extends beyond the workplace, as evidenced by his active involvement in community initiatives. In collaboration with Memorial Hermann Hospital, John has dedicated his time to local immunization outreach efforts, resulting in successful vaccination of thousands of patients across the greater Houston area. His commitment to public health and community well-being is further demonstrated through his volunteer work at Children's Memorial Hermann Hospital NICU department, where he provides care to premature neonates, fostering hope and support for vulnerable infants and their families. Through these meaningful contributions, John exemplifies himself as a compassionate advocate for both the specialty pharmacy industry and the broader community.

Additional Information

In his decade of specialty pharmacy service, he is the only pharmacist to win an AcariaHealth MVP award for its parent company's mission to transform the health of the communities we serve, one person at a time. In addition to his groundbreaking work in patient care coordination, John plays a vital role in disseminating information across the company. He actively contributes to the companywide weekly newsletters, where he shares insights on new upcoming drugs and provides counseling for specialty medications. This commitment to knowledge-sharing not only enhances the collective expertise of the organization but shows John's dedication to ensuring his colleagues are equipped with the latest advancements in pharmaceutical care. John is known to knock down walls in efforts to coordinate patient care, so we are proud to nominate him for Specialty Pharmacist of the Year.