

**Speaker Biographies**  
**2017 CFP Pharmacy Forum**  
**“Increasing Our Value to Canadians”**

**JUSTIN BATES**

Justin Bates is the Chief Executive Officer of the Neighbourhood Pharmacy Association of Canada. Prior to his appointment in June 2016, Justin previously served as Association’s Vice President of Pharmacy and Director of eHealth.

Justin began his career in the advertising and marketing before transitioning in to the health insurance industry. Justin worked in a variety of capacities in the health insurance sector, including as a consultant for a pharmacy benefit manager. Justin’s involvement in the field of pharmacy advocacy began in 2005 while engaging in cross-industry initiatives with pharmacy associations, which brought together his passion for healthcare with a platform to advocate for sustainable solutions. In 2006, he joined the Canadian Association of Chain Drug Stores, which is now the Neighbourhood Pharmacy Association of Canada. During the past 10 years at Neighbourhood Pharmacies, Justin’s leadership has helped navigate an industry association through strategic initiatives and economic sustainability while developing strong pharmacy industry relationships with all stakeholders.

**MIKE CAVANAGH**

Mike Cavanagh was elected Chair of the Ontario Pharmacists Association in June 2017. He joined the OPA Board of Directors in 2010 as District K Representative and a member of the Audit and Finance Committee. He also served as chair of the Economics Committee and is a member of the Third Party Working Group. Mike has also served as the OPA representative on the Pharmacy Advisory Committee on Private Payors and the Pharmacy Health Insurance Steering Committee. □ □

Mike received his Bachelor of Science from the University of Guelph in 2003 before graduating from the Leslie Dan Faculty of Pharmacy at the University of Toronto in 2006. □ Mike worked as pharmacy manager at DrugStore Pharmacy in Lindsay from 2006-09 and was named the DrugStore Pharmacy district "Pharmacist of the Year" in both 2007 and 2008. In September 2009, Mike and his business partner opened Kawartha Lakes Pharmasave in Lindsay and in 2011 purchased Medicine Chest Pharmasave in Bowmanville. In 2013, Kawartha Lakes Pharmasave was recognized as the top Pharmasave store in Ontario for sales growth. □ □ An active member of the community, Mike has worked collaboratively with local health organizations to help educate the community about topics such as diabetes, hypertension and osteoporosis, and worked with the provincial government of Ontario on working groups related to expanded pharmacy services.

**DR. LISA DOLOVICH**

Dr. Lisa Dolovich is the Ontario College of Pharmacists Professor in Pharmacy Practice at the Leslie Dan Faculty of Pharmacy, University of Toronto. Lisa is an expert in health services and pharmacy practice research, including the implementation and evaluation of complex interventions in health care. She is also the co-lead of the Ontario Pharmacy Evidence Network, or OPEN, a multi-institutional and interdisciplinary research program focused on current and emerging medication services, processes and policies from the perspectives of pharmacists, patients, physicians, government policy and more.

OPEN's research provides insight about how the knowledge and skills of pharmacists can be best used and integrated within the broader healthcare system, how healthcare teams can better work together to improve medication management in all healthcare arenas, including primary care and public health. OPEN's goal is to provide continuous high-quality evidence that can be used by government, patients and healthcare providers to improve healthcare practice, cost-effectiveness of services, and the quality of healthcare for patients.

### **PERRY EISENSCHMID**

Perry Eisenschmid was appointed Chief Executive Officer of the Canadian Pharmacists Association (CPhA) in 2013. Perry has extensive experience in marketing financial services, consumer packaged goods and not-for-profit member services. His broad expertise includes marketing, sales and information technology with specific interest in strategy, branding, product management, web and social media innovation. Prior to joining CPhA, Perry was the Vice President of Marketing, Sales and IT with the Conference Board of Canada.

Perry obtained his BBA and MBA from the Schulich School of Business, York University. In 2010, he achieved certification as a Chartered Director, and in 2013, he received Human Resources and Compensation Committee Certification, both from the DeGroote School of Business, McMaster University.

### **CATHERINE HUNTER**

Catherine Hunter is a Partner and leader of PwC's Health Services Consulting Practice in Canada. She has worked with a diversity of Canadian healthcare clients over a 25-year career in the industry, bringing strong experience in national, provincial and local transformation initiatives. She has led many strategic and operational engagements working alongside senior leadership, front line staff, Board members and clinicians throughout the system.

Catherine is focused on the realization of benefits associated with large scale transformations and technology solutions in health care. Recently, she has been working with clients at national, provincial and regional levels to bring new models of solutions to the health care industry, recognizing the positive impacts in patient experience, quality of service and efficiency.

In addition to her consulting experience, Catherine held the roles of Group Director, Change, Knowledge and Evaluation Services and Acting Vice President for Innovation and Adoption while at Canada Health Infoway. Catherine's clients have included academic health science centres and community hospitals, provider associations, federal and provincial agencies, government, and professional colleges. Across the health system, Catherine has extensive experience as a senior manager, advisor, and facilitator.

Catherine holds an MBA in Health Services Management from McMaster University and currently sits on the Board of Directors of the Information Technology Association of Canada's Health Board and on Kensington Health, located in downtown Toronto.

### **JIM KIRBY**

James Kirby is the Senior Director of Pharmacy Services for the Kroger Company. His main responsibilities include overseeing Kroger's vaccination, medication therapy management, health screening, and disease management/education programs; training and developing pharmacy staff in core clinical content areas and emerging therapies; creating or supporting pilot programs that improve

the medication use process and integrate pharmacists into team-based care environments; measuring and developing interventions that will improve clinical quality metrics in pharmacy practice; and leading Kroger's advocacy efforts for the advancement and diversification of the profession of pharmacy.

Kroger was the 2010 recipient of the Immunization Champion Award from the American Pharmacists Association and now has six sites recognized by the American Diabetes Association for quality in diabetes self-management education. Kroger was the Top Large Chain of the Year for Outcomes in Medication Therapy Management in 2013, 2014, and 2015, and most recently was honored with the H.A.B Dunning Award from the American Pharmacists Association. Jim started a community pharmacy residency program with the University of Cincinnati, which is now one of twenty-one programs across the country.

Jim earned his Bachelor's of Science degree in Pharmacy from The Ohio State University in 1998 and his Doctor of Pharmacy degree from the University of Cincinnati in 2002. He has worked in a variety of settings, including retail, mail order, hospital, and managed care/specialty pharmacy. James is a Board Certified Pharmacotherapy Specialist, Certified Diabetes Educator, and an Adjunct Professor at the University of Cincinnati.

### **CRYSTAL LENNARTZ**

Crystal Lennartz is Chief Pharmacist for Health Mart, McKesson Corporation's independent pharmacy franchise in the U.S. that consists of more than 4,800 stores. She is part of Health Mart's growth and business development team that seeks to build a high performance network by developing the right programs, services, and business models to support the pharmacies.

Crystal has more than 17 years of experience working in or on behalf of community pharmacies. Prior to joining McKesson, she worked for Drug Store News, National Association of Chain Drug Stores (NACDS), SUPERVALU, and Walgreens. She has both a Doctor of Pharmacy and Master of Business Administration from Drake University, and then completed an APhA-ASHP Accredited Residency in Pharmacy Practice with emphasis in Community Care.

Crystal has served on several Pharmacy Quality Alliance (PQA) Stakeholder Advisory Panels, including the Measure Update Panel, and was co-chair of the PQA MDT 3 panel, which explored patient experience following a comprehensive medication review. She is passionate about helping independent owners understand and improve their pharmacy's performance and profitability.

### **NANCY LUM-WILSON**

Nancy Lum-Wilson is the Chief Executive Officer and Registrar of the Ontario College of Pharmacists (OCP). She graduated from the School of Pharmacy at the University of Toronto and earned an MBA from Western University's Ivey School of Business. She has practiced pharmacy in community and hospital settings, as well as in government and the pharmaceutical industry. Her leadership has resulted in cross-ministry and cross-sector innovations that continue to lead the province in transformation. Within the Ministry of Health and Long-Term Care, her roles included Associate Director of the Ontario Drug Programs Branch, Manager of Primary Care Policy, and lead for the development of Ontario's 10-year mental health and addictions strategy, entitled *Open Minds, Healthy Minds*.

Prior to joining the College, Nancy was the Director of Health System Planning and Design at the Central Local Health Integration Network, where she was responsible for leading the Community portfolio, including Primary Care and Chronic Disease Prevention and Management.

### **LEILA MANDLSOHN**

As a Pharmacy Strategy Consultant, Leila Mandlsohn is a member of the GSC Pharmacy Strategy Team. In this role, she is responsible for all facets of drug claims, including drug evaluations, formulary design and maintenance, pharmacy provider and stakeholder relations, drug pricing and policy. Leila brings a valuable mix of pharmacy experience from key roles in Canada and the U.S., including eight years of community pharmacy experience at various independent and chain pharmacies, including Walgreens, and 10 years in hospital pharmacy practice at Toronto General Hospital. While working in the U.S., Leila also developed pharmacy benefit management expertise at Medco.

A graduate of the Massachusetts College of Pharmacy and Health Sciences, Leila also completed a Doctor of Pharmacy degree at the University of Kansas. She is a licensed pharmacist in Ontario and Massachusetts, and a member of the Ontario Pharmacists Association, Canadian Pharmacists Association and the Academy of Managed Care Pharmacy.

### **JOE MOOSE**

Joe Moose is a clinical pharmacist and co-owner of Moose Pharmacy and its six locations in North Carolina. Joe received his Doctorate of Pharmacy from Campbell University in 1990. He serves as a primary preceptor with the UNC Eshelman School of Pharmacy Community Pharmacy Residency Program, and is also a preceptor for students completing introductory and advanced practice experiential education rotations with the UNC Eshelman School of Pharmacy, Campbell University, Pittsburg University and Wingate University School of Pharmacy.

At Moose Pharmacy, Joe has established collaborative practice agreements with local physicians' offices to integrate community pharmacists into a patient-centered medical home. Under his leadership, Moose Pharmacy has partnered with the City of Charlotte and Union County to manage employees enrolled in diabetes and other disease management programs. Working with his pharmacy staff, Joe has implemented and enhanced a variety of clinical services in his pharmacy, including Medication Therapy Management. He has contributed to the state of North Carolina by serving on a variety of committees, including chairperson for the NC Medicaid Drug Utilization Review. Joe also serves as the Lead Community Pharmacy Coordinator for Community Care of North Carolina. In this role he has built a network of over 200 community pharmacies that strive to offer enhanced value to payors.

### **ELLIOTT SOGOL**

Elliott Sogol received his professional and graduate degrees from the School of Pharmacy at the University of Wisconsin. He currently serves as the Senior Vice President, Strategy, for Pharmacy Quality Solutions (PQS). His responsibilities include strategic planning, new business development and expansion of the EQuIPP platform internationally. Elliott also serves on a number of committees for the Pharmacy Quality Alliance, including the Research Coordinating Committee.

Prior to joining PQS, Elliott held positions in the Healthcare Professional Services group for Target Corporation. His responsibilities included strategic planning, patient medication quality and safety review, clinical services development, relationship management in health care, clinical pharmacy education services, and pharmacist and technician clinical educational training and programs. He has

also held positions in academia at Campbell University School of Pharmacy and the University of Illinois-Chicago, as well as leadership positions in the corporate and R&D divisions within Glaxo Smith Kline.

Elliott was selected as a 2003 Fellow for the American Pharmacists Association, and served as the Association's Science Officer from 2003 to 2010. Elliott is also co-author of the book, *The Good Pharmacist: Characteristics, Virtues, and Habits*, published in 2010.