



2022 Pharmacy Technician of the Year

Impact on Patient Journey

It is our pleasure and honor to nominate Gale Fraser III for Pharmacy Technician of the Year for his many significant contributions to our organization and the direct impact his efforts have had on improving patient care. In 2010 Gale recognized the gaps that existed in care coordination for specialty medications at Atrium Health, as centralized internal patient/practice support service did not exist for non-medically billed specialty medications, regardless of the dispensing pharmacy. Gale brought his recommendation to leadership and at a time when there was no playbook for health-system specialty pharmacy he was instrumental in establishing and evolving the program from the ground up, becoming the first front-line teammate at the Atrium Health Specialty Pharmacy Service. Gale has always shown exemplary commitment to improving the quality of services that patients receive. When communicating with patients he always exhibits compassion, professionalism, integrity, and accountability, and trains all other teammates at our Specialty Pharmacy Service to do the same. Gale constantly goes above and beyond to resolve care coordination issues for patients and will exhaust all avenues to ensure patients get the support they need including exploring all internal and external solutions available. Holding himself and others to these standards has directly created a culture of service that has contributed to high patient satisfaction scores year after year. His commitment to excellence in service extends to collaboration with provider teams as well, directly increasing demand for specialty pharmacy services within our organization, contributing to high provider satisfaction scores each year, and earning him much recognition including awards from our organization. Gale is highly involved in ensuring patient safety is at the forefront of everything we do. He has created a stepwise training program for technicians that focuses on accuracy, accountability, and proactive monitoring for patient safety issues. He has created job-specific competency standards to ensure each technician is consistently and thoroughly evaluated as it relates to workflow and patient safety. In order to ensure all patients receive the same level of services, he led a taskforce to develop and revise standard work documents. He contributes in the evaluation of, response to, and prevention of patient safety events, near misses, and grievances when they arise. He proactively performs risk assessments on new workflow processes and often identifies potential problems and as well as potential solutions. He is a crucial member of our quality committee and has participated in over 10 quality improvement projects over the past several years. Over the past 12 years Gale has been a critical expert in the establishment of over 18 clinical service lines, collaborating with providers and staff to optimize pharmacy care pathways for specialty medication prescriptions. He is recognized as the go-to teammate for operational workflow practices within specialty pharmacy and is sought out by technicians, pharmacists, and leaders across the organization for his advice and recommendations in the design and execution of pharmacy workflow.



2022 Pharmacy Technician of the Year

Innovation and Leadership

Gale has demonstrated strong, consistent advocacy for the advancement of the technician role within the practice of pharmacy. He is one of the first pharmacy technicians to be accepted and complete the ASHP Pharmacy Leadership Academy, a rigorous year-long pharmacy leadership course whose student body is usually comprised of 100% pharmacists. This shows a commitment to seeking out challenging professional development and opens the door for others to follow. Gale also now spearheads a committee to standardize job descriptions for specialty pharmacy teammates across the Atrium Health enterprise that will allow the unique skills set of a specialty pharmacy technician to be captured within a job description. This helps recruit highly qualified candidates that are ideal for a specialty pharmacy role. Gale has contributed to the education and development of others throughout his career. He designed a training program to establish skilled technicians on disease state teams where they could learn the knowledge needed to be successful in these advanced roles. He worked with leadership to establish a system-wide career ladder development program for the technician role in order to be able to offer compensation to those who advance their skills and responsibilities in their areas. He also leads a specialty pharmacy orientation session for nurses and staff as part of the onboarding of new employees within our centers of excellence. As an expert in his field Gale has spoken at multiple national conferences focusing on medication access solutions and affordability for patients. He has also worked extensively with manufacturer leadership to resolve challenges that are delaying patient care, and is highly sought as a resource for manufacturers to provide feedback related to patient support programs and health-system coordination.

Advancement of the Profession

Gale has demonstrated strong, consistent advocacy for the advancement of the technician role within the practice of pharmacy. He is one of the first pharmacy technicians to be accepted and complete the ASHP Pharmacy Leadership Academy, a rigorous year-long pharmacy leadership course whose student body is usually comprised of 100% pharmacists. This shows a commitment to seeking out challenging professional development and opens the door for others to follow. Gale also now spearheads a committee to standardize job descriptions for specialty pharmacy teammates across the Atrium Health enterprise that will allow the unique skillset of a specialty pharmacy technician to be captured within a job description. This helps recruit highly qualified candidates that are ideal for a specialty pharmacy role. Gale has contributed to the education and development of others throughout his career. He designed a training program to establish skilled technicians on disease state teams where they could learn the knowledge needed to be successful in these advanced roles. He worked with leadership to establish a system-wide career ladder



2022 Pharmacy Technician of the Year

development program for the technician role in order to be able to offer compensation to those who advance their skills and responsibilities in their areas. He also leads a specialty pharmacy orientation session for nurses and staff as part of the onboarding of new employees within our centers of excellence. As an expert in his field Gale has spoken at multiple national conferences focusing on medication access solutions and affordability for patients. He has also worked extensively with manufacturer leadership to resolve challenges that are delaying patient care and is highly sought as a resource for manufacturers to provide feedback related to patient support programs and health-system coordination.

Community Involvement

Gale's contributions to the specialty pharmacy community have defined his 12-year career with the organization. Gale was instrumental in designing a service that improves affordability for all health system specialty patients, expanding those services beyond just those that we can dispense and ensuring as many patients as possible can afford their medications. He has worked extensively with many foundation programs to ensure patient financial toxicity is minimized for Atrium Health patients. He serves on the Financial Toxicity Task Force within Levine Cancer Institute collaborating on a multi-disciplinary effort to pursue every opportunity to improve affordability for patients. Additionally, Gale has donated his time volunteering with MedAssist, a local service providing free over-the-counter medications to patients in need.