



2022 Pharmacist of the Year

Patient Care

As Ardon's Lead Clinical Programs & Outcomes Pharmacist, Craig is critical in ensuring all patients receive exceptional care. Craig is responsible for direct patient care through Ardon's clinical program. He is also responsible for evaluating emerging diseases, drugs, and other clinical information driving evidence-based care to standardize Ardon's clinical approach. Craig works to seamlessly update Ardon's clinical care program protocols and training for our clinicians.

Craig has been instrumental in developing some of Ardon's patient and provider advisory committees that drive engagement and satisfaction. He balances the desire for deliverables and outcomes with patient empathy and compassion. Craig tirelessly advocates for patient pharmacist relationship. He establishes himself as the patient's advocate while empowering them with the knowledge and confidence needed for a successful patient journey.

Craig's thoughtfulness and compassion is apparent in his program development. For example, Craig updated Ardon's Multiple Sclerosis program with a validated symptom assessment that allows pharmacists and patients to track disease progression. Craig knows the importance of patient engagement. He develops programs to promote willing participants who can fully benefit from the clinical interventions and education. Craig updated pharmacist and patient education materials to provide the most current training on side effects and symptom recognition. He has a way of making the most complex topics easily digestible by patients and clinicians. The roll-out of the updated Multiple Sclerosis program was overwhelmingly successful. Both patients and providers provided unsolicited positive feedback on updates, education, and advocacy enhancements. He's an aspirational light in the world of pharmacy.

Education

Craig is continuously advancing his knowledge and expertise as a specialty pharmacy clinician. He is a credentialed Certified Specialty Pharmacist (CSP) through NASP and is a Multiple Sclerosis Certified Specialist by the Consortium of Multiple Sclerosis Centers. Craig served as a liaison to support the formation of the NASP/SASP chapter at Oregon State University and works to mentor pharmacist residents and interns. Craig is enthusiastic about mentoring with a contagious passion that inspires future pharmacists. He is an active member of the NASP Education Committee, participating in the CSP Course, Education Center Website, and the Annual Meeting workgroups. Craig will be presenting the Multiple Sclerosis CSP prep group session at the 2022 annual meeting. Craig has joined the Clinical Outcomes Committee and looks forward to actively participating in the intervention sub-committee to drive visibility for the impact of specialty pharmacists.



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Craig is a natural educator. His passion for presenting about specialty pharmacy and the patients he cares for is palpable. Craig presented the State of Care 2020: Autoimmune Disorders at the 2020 NASP Annual Meeting and will be presenting updates on Multiple Sclerosis care at the 2022 NASP Annual Meeting. Some examples of Craig's Abstracts selected for Poster Presentations at national meetings include:

ASHP Midyear (2018): "IMPACT OF A FIRST-MONTH PHARMACIST CONSULTATION PROGRAM ON ADHERENCE TO THERAPY IN MULTIPLE SCLEROSIS PATIENTS NEW TO DIMETHYL FUMARATE IN A SPECIALTY PHARMACY SETTING"

NASP Annual Meeting (2019): "Estimating the value of pharmacist interventions in a specialty pharmacy setting" – coauthored & presented at NASP

Consortium of Multiple Sclerosis Centers (2021): "Patient Reported Outcomes from Pharmacist-Led Multiple Sclerosis Assessments in a Specialty Pharmacy Setting"

Elevating Specialty Pharmacy

Craig is focused on elevating the visibility of specialty pharmacist impact. He knows the value of the specialty pharmacist and the need to quantify their positive patient affect. Craig spearheaded an initiative to estimate the value of specialty pharmacist intervention. He led the team to identify over \$20 million in healthcare savings from specialty pharmacists. The evaluation thoroughly reviewed clinical notes and assessments to determine the value derived from pharmacist interventions influencing outcomes. Craig developed an internal process to standardize savings and develop cost estimates based on real-world data. This added consistency in estimating the value of preventing early discontinuations, avoiding an ER visit or hospital admission, and stopping the waste of using a drug that has lost effectiveness. Craig presented his findings to the internal pharmacist team, which validated the benefit of the care they provide daily.

Craig used the evaluation to identify and implement documentation and outcomes reporting improvements. His reconfigurations simplified the steps for documenting, promoting better and more documented interventions. Furthermore, Craig promoted pharmacist engagement by implementing Pharmacist Intervention of the Quarter. This program elevates visibility into pharmacist impact by sharing the top pharmacist interventions (blinded) with the staff quarterly. Staff vote on the most impactful intervention. The pharmacist with the winning intervention receives a trophy, and the team develops a sustained pride in the exceptional delivery of compassionate care. Since the conclusion of this project, there has been a marked increase in pharmacist documentation of interventions, the valuation process for pharmacist impacts is much more streamlined, and all pharmacists feel that they are an integral part in leading the patient to success.

Community Involvement



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Craig is active, and enjoys representing Ardon at runs, walks and other community events that support National MS Society, Leukemia & Lymphoma Society and Arthritis Foundation. Craig has coordinated with National Multiple Sclerosis Society (NMSS) for permission to provide an "Ask a pharmacist" service to MS patients participating in a well-attended local MS Walk. The NMSS was delighted to have Craig provide the service, which was very popular and much appreciated by patients. Craig has continued his involvement throughout the years, and most recently supported the Seattle MS Walk. Craig's friendly demeanor and exceptional knowledge always makes him a favorite at these events.