



2022 Service Excellence

Superior Patient Care

Vickie oversees the sourcing of many of Amber Specialty Pharmacy's special projects. In December 2020, Amber Specialty Pharmacy enrolled in the National Home Infusion Association's COVID-19 monoclonal antibody therapy pilot program, which allowed the pharmacy provider to administer the lifesaving COVID-19 therapy to some of the nation's most vulnerable infected patients. Vickie was responsible for all product sourcing for the pilot program for both Amber Specialty Pharmacy and its sister company, Hy-Vee Pharmacy Solutions. Within this role, Vickie was responsible for navigating the changes to the program as it continually evolved.

As COVID-19 cases surged in summer 2021 with the rise of the Delta variant, product sourcing and allocation became a challenge for many – especially within the specialty pharmacy field. During this time, allocation for COVID-19 monoclonal antibody therapies transitioned from federal to state allocation due to the increasing volume of requests. As a result, each state was given the authority to determine their own distribution strategy and develop individual COVID-19 response teams to oversee the therapy distribution for their region.

As this transition took effect, Vickie played a leading role in developing and maintaining relationships with each state and their response team to ensure that all Amber Specialty Pharmacy locations received their allocated product to be able to serve patients with the lifesaving therapy. Vickie was also responsible for ensuring that each pharmacy location met their state-specific requirements for receiving product, inventory management and reporting and dispensing product.

As a result of Vickie's efforts, Amber Specialty Pharmacy averaged 400-500 referrals per week for COVID-19 monoclonal antibody therapies from March 2021 through February 2022. This number peaked in fall 2021 when the Delta variant was most prevalent allowing many patients across the country to receive treatment.

Innovation and Leadership

Vickie excelled as an operational and communications leader, working closely with both external government agencies and with internal Amber Specialty Pharmacy leaders. Internally, Vickie provided regular updates from her state meetings, weekly U.S. Department Health and Human Services (HHS) meetings, and other communications to the pharmacy staff to provide pharmacy leaders with critical information that would allow them to best manage the COVID-19 Monoclonal Antibody Therapy program and serve patients. Externally, Vickie participated in weekly state calls to raise awareness about how Amber Specialty Pharmacy could get these treatments to patients safely and efficiently as a



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specialty infusion provider and to further educate state officials about specialty pharmacy models and their importance.

Industry Advocate

Vickie is a dedicated and experienced sourcing expert for home infusion and specialty pharmacy with over 23 years of experience. As senior sourcing manager/analyst for Amber Specialty Pharmacy, Vickie is responsible for inventory processes, control and accuracy for Amber Specialty Pharmacy's 19 locations that serve patients across the U.S. Vickie assists in ensuring compliance for all of the pharmacy's purchasing activities within the scope of group purchasing organizations (GPOs), manufacturers and supply wholesalers. In recent years, Vickie has been a pivotal leader in launching Amber Specialty Pharmacy's home infusion and Total Parenteral Nutrition (TPN) programs, sourcing infusion pumps, TPN compounding, supplies and many backordered and short-supply infusion medications and TPN additives.

Community Involvement

Vickie's recent efforts have not gone unnoticed by the industry. In May 2022, Vickie was selected to present on a panel of experts at the Asembia 2022 Specialty Pharmacy Summit to discuss her experience and learnings on the topic "Navigating the Pandemic with Emergency Use Authorization (EUA) Therapies." Outside of the pharmacy, Vickie is an active member in her church. She has travelled with her church mission group to AZ to serve on a local reservation.