NASP 2023 Service Excellence Award Winning Nomination



Stephanie Dashner

Product Owner, Data & Analytics, Amber Specialty Pharmacy

Kelli Wyant, Sr Vice President Operations, Amber Specialty Pharmacy

Stephanie started in specialty pharmacy in May 2012 offering direct support to our patients as a patient care coordinator and quickly advanced to a senior position on the team. In August of 2014, she joined our data team when she was promoted to Data Specialist. Again, she excelled in this position and has been promoted within the IT/Data team several times to her current position of Product Owner, Data & Analytics.

In her current role, she helps build the product vision and future. With her direct patient support background, she is able to keep the patient experience in the forefront as we review and implement new features and product concepts. Additionally, she understands the patient's journey, the operational impacts, the IT capabilities, and the business and company needs. This allows her to be the liaison between all business units to ensure we achieve high business performance and meet key metrics and deadlines for IT and data projects.

Stephanie is known for her always providing an exemplary product. For several of our pharmaceutical manufacturer contracts, we are rated on our data compliance. Under Stephanie's leadership, we consistently outperform the network with 100% accuracy and timeliness of data submitted.

Stephanie serves a key role in implementing and supporting new product offerings and innovative programs. Examples include Amber Specialty Pharmacy's clinical and provider platforms, our patient portal and web app, internal patient onboarding automation processes, and pharmaceutical manufacturer data reporting. All of these programs help to support the patient experience and assist members of the healthcare team.

As a specific example, Stephanie has helped organize our efforts to automate the referral process for one of our third-party hub partners. This process will reduce the manual entry of new patient information by our operations support staff leading to enhanced efficiency, improved accuracy and better patient safety and speed to therapy. Stephanie serves as the liaison for our internal operations team and data team and the partner's data team to ensure that all teams are aligned and meeting critical goals to ensure timely implementation. Stephanie understand the front-end operational process as well as the back-end data process that is key to make this project and automation successful. She is always willing to work with individuals across our organization to increase knowledge of current data processes as well as bring teams together to enhance and develop new opportunities for efficiencies.

Stephanie is responsible for all pharmaceutical manufacturer data reporting. As part of this responsibility, she has participated in several launch summits with our manufacturer partners as well as their hub and data aggregator partners. Stephanie's feedback in these summits is pivotal to the successful launch of these programs and her input is highly regarded internally and by our partners. She has developed relationships and collaborated with partners across all segments of our business including pharmaceutical manufactures, Hubs, data aggregators, and other specialty pharmacy support vendors. These partners

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know they will receive top quality and timely service, but also look to Stephanie for solutions for identified areas of data enhancement or opportunities for program growth. Stephanie has participated in internal and community events such as Autism Awareness Day, Epilepsy Awareness Day, Go Red for Women, Rare Disease Day, World Cancer Day and our dunk tank fundraiser for the Leukemia Lymphoma Society. Currently, she is training for the 50 Mile March 2023. In August 2023, she will walk 50 miles from Lincoln, NE to Omaha, NE to raise awareness for our veterans managing their invisible wounds and hoping to sleep in warm beds.