



Sandra "Sandy" Floyd

University of Mississippi Medical Center Pharmacy Technician III

Nominated by Dylan Lindsay, Clinical Pharmacy Specialist, Specialty Pharmacy Program Accreditation and Quality Management, University of Mississippi Medical Center

I am pleased to submit Sandy Floyd for your consideration as a nominee for this year's Specialty Pharmacy Technician of the Year Award. Sandy has been in practice as a pharmacy technician for the past 18 years, all of which have been in the service of Mississippi residents. The University of Mississippi Medical Center (UMMC) has been extremely fortunate to have Sandy on staff for 8 of these years, the last 3 of which have been with UMMC's specialty pharmacy program specifically.

In her role as a clinic-based specialty technician, Sandy interfaces directly with both patients and program-partnered prescribers to improve the continuity of care for rheumatology, gastroenterology, and pulmonology patients. Where most of our program's clinic-based technicians have been involved in the development of a single location/clinical specialty service line, Sandy has been an integral player in bringing all 3 of her assigned locations online from a specialty pharmacy perspective. She has had a direct hand in launching and developing/refining program services from ground zero for each of these clinical specialties in collaboration with her clinic-based pharmacist partner.

Sandy has demonstrated exemplary adaptability and patient advocacy skills via her involvement in the growth of program service lines, most notably the pilot process for program cold chain shipping as well as the launch of our specialty patient management software (SPMS). As it relates to the latter, Sandy has informally positioned herself as an internal SPMS subject matter expert (SME), serving as an on-site resource for other program clinic locations during the phased implementation of our program's SPMS. As part of program current state, Sandy often fields requests from her colleagues regarding SPMS troubleshooting and clarifications related to workflow and documentation best practices. Sandy also serves as an internal SME for specialized program workflows outside of our SPMS, most notably the utilization of specialized payment methods that require additional attention to the protection of patient billing information and maintained compliance with health system best practices.

With the ever-changing landscape of 340B contract pharmacy practice and associated manufacturer restrictions over the past several years, Sandy has also played a major role in maintaining patient safety and health outcomes for UMMC specialty patients. Most notably, Sandy has provided ongoing support for program efforts to identify and shift eligible specialty pharmacy patients from partnered 340B contract locations to internal fulfillment and patient care services due to changes in manufacturer restrictions for contract pharmacy replenishments.

In recent months, Sandy has also provided support for numerous program-wide special projects to streamline workflows, support patient safety, provide team support, and improve program reporting accuracy. These projections have ranged from the development of a "one stop shop" how-to document repository highlighting program best practices, to beta-testing a cloud-based program event reporting form, to participating in the data validation



and correction process pre- and post-SPMS implementation. Sandy also recently assisted in the development of our program's patient safety procedures document by contacting health system SMEs and compiling an inventory of existing health system resources and policies for ease of reference by program staff.

All of these contributions to the specialty patient journey here at UMMC are ultimately reflected in the satisfaction patients report regarding our program services. To that end, patients have mentioned Sandy by name when reflecting on their positive experiences with the UMMC specialty pharmacy program. One patient is quoted as reporting, "Sandy is promptly ready to reach out to me when it is time for my refill. [I] feel that she really cares. She always calls me first when it comes to my refills." Positive patient interactions like these have a direct effect on patient satisfaction with program services, as evidenced through a 94% overall satisfaction rating for Sandy's assigned service areas and net promoter score that exceeds values for both the total organization and National Association of Specialty Pharmacy (NASP) benchmark data for the same time period.

In addition to her previously mentioned involvement in growth of our specialty program service lines and infrastructure, her role as a program SME, and her leadership with execution of program special projects, Sandy also currently sits on our program's Quality Management Committee (QMC) as a committee consultant. In this capacity Sandy provides the committee with feedback during quarterly meetings that relate directly to program performance and quality, with an emphasis on quality maintenance and improvement.

From a more global perspective, Sandy has also had a direct impact on the role of the pharmacy technician as defined at the state level here in Mississippi. By participating in a year-long pilot process as a medication historian in UMMC's adult emergency room, Sandy and departmental leadership were able to demonstrate positive impacts on patient outcomes and cost savings for the institution. This data was formally presented to the state Board of Pharmacy, resulting in changes to state regulations that effectively expanded the pharmacy technician role within an institutional setting.

As it relates to more informal leadership roles, Sandy has also served in an ad hoc co-preceptor capacity for student pharmacists completing experiential learning coursework with program pharmacists. Sandy is always eager to share her knowledge with students, and readily recalls specific patient examples for students to reference when researching program-managed disease states, specific medication access concerns, etc. Sandy is also uniquely positioned to provide insight for students regarding current program best practices, with a focus on why certain processes are approached the way they are (e.g. cold chain medication shipments).

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Sandy has consistently voiced a desire to establish a defined career advancement pathway for pharmacy technicians within UMMC. Recently, she developed a proposal for a technician certification pathway that would leverage existing credentialing resources through the Pharmacy Technician Certification Board (PTCB) in a way that allows specialty pharmacy technicians to build meaningful and demonstrable competencies in areas pertinent to specialty practice. Ultimately, completion of the proposed pathway would culminate in eligibility to apply for the Advanced Certified Pharmacy Technician (CPhT-Adv) credential. Of note, Sandy developed and presented this proposal to UMMC's specialty pharmacy program leadership within a state-wide environment that does not incentivize technician development, as pharmacy technicians in Mississippi are no longer required to have even baseline certification as a technician in order to participate in the workforce.

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Sandy is highly invested in maintaining the health and wellbeing of UMMC's specialty patient population. In addition to her exemplary efforts on the behalf of patients in her everyday job functions, Sandy also provided coverage in our program's prescription fulfillment pharmacy during the first 3 months of the COVID-19 pandemic. Sandy is also a registered volunteer with the Mississippi State Department of Health's Responder Management System for potential deployment to disaster areas around the state as needed.

Within her local community, Sandy has years of experience as a volunteer cheer coach for children in grades 2-6.

Nominated by Kacie Ratliff, Specialty Pharmacy Clinical Pharmacy Specialist (Pharmacist), University of Mississippi Medical Center (UMMC)

It is with great pleasure that I nominate Sandra 'Sandy' Floyd for this year's NASP Pharmacy Technician of the Year Award. As Sandy's pharmacist-partner, I have the ability to experience daily how she is an integral part of our specialty pharmacy team through her contributions to our program as well as her direct impact on the patients our program serves.



I have had the opportunity to work with Sandy for about 3 years in the Rheumatology clinic. Our patients truly enjoy speaking with her due to her compassion, positivity and professionalism. When I have assisted with Rheumatology refill calls, several of our patients immediately answer the phone with 'Good morning Sandy!' or 'Hi Sandy!'. Her impact on patients' journeys within our department can also be seen on our patient satisfaction survey comments. Listed below are some examples that can attest to her direct positive impact on patients:

- 'My pharmacy Ms. Sandy is promptly ready to reach out to me when it is time for my refill. she [makes] me feel that she really cares. she always calls me first when it comes to my refills.'
- 'Very well-done job'
- 'I especially like the women who interact with me when I need my medication. I've never had such knowledgeable and friendly people help me.'
- 'I appreciate the attention the specialty pharmacy has given me.'
- 'I can truly say it's the best pharmacy service I ever had.'
- 'My doctor asked me to give them a try. Best move ever.'

A patient service that Sandy greatly assisted in was launching our cold chain pilot process so that our Rheumatology patients could be mailed their injectable medications. During this process, she coordinated shipments with patients and communicated with the fulfillment team to ensure a smooth process internally and externally. She also monitored shipping progress once medication left our pharmacy and handled any shipping issues that occurred through direct contact with the carrier and with our affected patient. Sandy being proactive in all steps of this process greatly reduced potential shipping errors that could have occurred, especially the potential delays due to carrier mistakes (ie forgot to load box on truck at sorting facility).

Our program also implemented new specialty pharmacy software in mid-2022. Sandy's primary clinic, Rheumatology, was the first clinic to go-live with the software. Once the software was implemented in our clinic, Sandy offered to help support staff in other clinics when it was time to go-live for them. She helped successfully launch the software in our infectious disease, pediatric endocrinology, hematology/oncology, and dermatology clinics. She was responsible for training coworkers on how to use the software as well as helping clean up the loaded data to ensure accurate information was being provided and actively enrolled patients were not overlooked. Having her as a resource for those clinics was key in ensuring a smooth transition from old processes to the new software without patient experience and care being negatively impacted.

Sandy has also been involved in several other behind the scene efforts to ensure the best possible patient experience and journey with our program. She has taken initiative to develop program how-to documents, such as how to appropriately process copay cards in pharmacy software and how to appropriately use reporting functionalities in our new software. Prior to implementing the new software in our clinic, Sandy was involved in data validation to make sure the software was working properly. She has also helped identify



opportunities for program expansion based on most beneficial areas of insurance contract expansion. She has also been involved in program clinic expansion efforts, starting with Rheumatology and then the expansion of our services to Gastroenterology and Pulmonology. The entire specialty team views her as a coworker that they can reach out to for advice and recommendations for our workflow.

Prior to working in specialty pharmacy, Sandy was a technician with our medication historian pilot program at UMMC. This role was innovative and progressive for our state as it is not a role technicians performed. With special permission from our state board of pharmacy, she was able to be a med historian in the emergency room. She worked directly with patients and providers to ensure appropriate medication use. She was highly valued and sought out by our providers due to the great work she did during this pilot program.

For specialty, she is a co-lead on a special project to develop 'best practice' workflow guidelines for all specialty clinics to utilize in day-to-day operations. This will help create more uniformity between individual specialty clinics in case overlapping coverage of pharmacists or technicians is required as well as allowing for better training of new employees.

In addition to projects that were previously mentioned, Sandy also currently sits on our Quality Management Committee as a technician consultant. Her feedback during the meetings helps program performance and quality improvement. She has also assisted in updating program policy and procedures for upcoming accreditation efforts.

Sandy has also taken on informal leadership roles within our organization. Currently she is piloting a new technician float position to determine if it would be beneficial for the program. Since the position is a pilot, it requires her to be innovative with her daily duties to see how it would best work for the program. She is also always willing to help informally precept pharmacy students while students are on rotation with specialty. She enjoys sharing her experiences as a technician for specialty and several other past roles like med historian. This helps create a learning environment where future pharmacists can experience the important and unique roles that technicians serve within the profession.

Sandy is always looking for opportunities to better her knowledge and role within the pharmacy profession. While Mississippi currently does not require technicians to be certified, Sandy maintains her certification as well as expressed interest in technician advanced certification pathways.

She has also positioned herself as a reliable resource for program specific processes and procedures. She often fields questions from all program staff, including administration, pharmacists and other technicians. Her time as a medication historian also had a state-wide impact on the profession. The work effort displayed during her time in that role had positive impact on not only patients' care but also on the roles that technicians can serve in pharmacy.

Sandy has been heavily involved with youth in her community. She has volunteered as cheer coach for 8 years and many of her kids gained the skills to advance on to competitive teams and win national awards. She has also been involved with youth baseball, serving as team parent for little league teams.

NASP 2023 Pharmacy Technician of the Year Award Winning Nominations



During the COVID-19 pandemic, Sandy was utilized to help in multiple pharmacy sites due to her skill set and willingness to help. She often provided back up to the in-patient pharmacy to ensure patients were taken care of when technician staffing was scarce.