

***Joseph William Coyne, RPh.***

**26737 Longmeadow Circle  
Mundelein, IL 60060  
Office: 224.360.6926  
Mobile: 215.850.1495  
Facsimile: 224.475.0343  
Email: joe.coyne@clinicaliq.com**

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**EDUCATION**

***Philadelphia College of Pharmacy and Science***

***May 1992***

Bachelor of Science, Pharmacy, 1992

Participated in the GAPS Expanded Clinical Clerkship Program

**PROFESSIONAL LICENSURES/CERTIFICATIONS**

Registered Pharmacist Pennsylvania #RP039342L

National Institute of Health – Human Subject Assurance Certification

Safe Handling and Preparation of Hazardous Drugs Certification

Compliance Tools and Aseptic Certification for USP 797

**TEACHING EXPERIENCE**

May 2016 to Present

Facility Member

CriticalPoint Center for Training and Research

November 2008 to November 2010

Adjunct Senior Clinical Professor – Department of Pharmacy Practice

Philadelphia College of Pharmacy at University of the Sciences in Philadelphia

September 2006 to November 2008

Clinical Preceptor for the Department of Pharmacy Practice

Philadelphia College of Pharmacy at University of the Sciences in Philadelphia

## **PROFESSIONAL EXPERIENCE**

### ***Clinical IQ LLC***

***Director of Field Operations, January 2017 to present***

Clinical IQ, LLC aims to serve as the trusted source for pharmacy information services and product solutions for all our customers who range from local start-up operations to established national companies in the hospital, home care, and specialty compounding industries. With this aim, Clinical IQ® creates software, classroom training, web based training, audit tools, and many other informational products to make sterile compounding and related areas of pharmacy safer.

Improving patient safety through better standards-setting in sterile compounding and other practice areas is not our only goal, though it is the highest goal. Another goal is to improve the professional life of pharmacists and technicians as we carry out our craft with the comforting knowledge of reduced probability of causing harm.

### ***CriticalPoint LLC***

***Faculty Member, May 2016 to present***

- Responsible for teaching numerous sterile compounded related programs, including; Sterile Compounding Boot Camp, Hazardous Drug Handling, and others
- Assist in the writing and review of Standard Operating Procedures
- Assist with the development of eLearning programs designed to train, pharmacist, pharmacy technicians, nurses, state inspectors, and other industry personnel

### ***Coyne Consulting LLC***

***President and Chief Executive Officer, February 2014 to January 2017***

Coyne Consulting brings over 25 years of healthcare industry experience to its clients and prides itself on integrity and its reputation. Coyne Consulting is designed to assist healthcare organizations and healthcare providers innovate through imagination. Coyne Consulting provides structure and process, utilizing tools that are empirically proven to enable individuals and teams to generate breakthrough projects that create an immediate Return on Investment (ROI) in the following areas:

- United States Pharmacopeia Compliance – including but not limited to, Chapters <795>, <797> and <800> via a comprehensive GAP analysis
- Facility Design support – primary and secondary engineering controls customized for risk level and clinical demands
- Operational Improvement – through analysis and workflow redesign Lean Six Sigma principles and proven tools are brought to bear yielding quantitative results

### ***Cancer Treatment Centers of America***

***Enterprise Vice-President of Pharmacy Services, September 2009 to December 2014***

- Responsible for overseeing \$250 million Cost of Drug Budget for all company pharmacies and outpatient clinic.
- Provided customized pharmacy program solutions reducing costs, improving patient care, and patient safety for hospitals in addition to other integrated healthcare providers within the Independent Delivery Network of Cancer Treatment Centers of America (CTCA).

- Contributed to the development of pharmacy business via the successful implementation of new and expanded services lines.
- Consulted with healthcare providers on prescribed medications, supplies and related processes to ensure clinical best practices as measured against industry benchmarks and internal metrics.
- Responsible for the overall management and administration of pharmacy enterprise business wide and provided leadership for organization's overall business plans in coordination with the C-Suite, Board of Directors and shareholder group.
- Responsible for procurement of pharmaceuticals and services, development of service programs, establishment and maintenance of effective vendor relationships. Strengthened market relationships, product trend knowledge and overall vendor relationship management with the pharmaceutical industry, drug wholesalers/speciality distributors and Group Purchasing Organizations.
- Responsible for assisting in relationship management with Pharmaceutical Benefit Managers (PBMs) including contracting, reconciliation, receivables, Pay for Performance and audit oversight with organizations such as Blue Cross and Blue Shield of IL and GA, and Cigna.
- Responsible for technology utilization encompassing maintenance and enhancements of current technology. Strategic development of new technology including Computerized Physician Order Entry (CPOE), Knowledge Based Medication Administration (KBMA), Electronic Data Warehouse (EDW), and other clinical functionality within the Electronic Health Record (EHR).
- Provided encouragement to individual site Directors of Pharmacy to develop career growth plans in alignment with the enterprise succession plan. This represented 11 key pharmacy leaders and 11 corporate support/administrative staff.
- Anticipated market/business movement and pro-actively managed those trends to meet company goals and objectives via complex business modelling and budgetary forecasting.
- Developed yearly, semi-annual and quarterly tactical agendas and strategic plans to manage, cultivate and navigate the company through the complex healthcare landscape.
- Pro-actively identified and acquired new talent to the organization, coached stakeholders' performance, and developed associates for career advancement.

***Cancer Treatment Centers of America at Eastern Regional Medical Center  
Director of Pharmacy Services, July 2005 to September 2009***

- One of the original stakeholders employed prior to the hospital opening and was instrumental in pharmacy design, staff acquisition, and meeting all regulatory requirements to ensure facility opened on schedule.
- Influential in enterprise-wide Clinical transformation between Sunquest Pharmacy System (Mysis) and Eclipsys Health Systems products.
- Tested, designed and built various areas of the systems' Electronic Health Record (EHR). This included developing Order Sets to be utilized in the Computerized Physician Order Entry (CPOE) system, Electronic Medication Administration Record (eMAR), functionality related to the Knowledge Based Medication Administration (KMBA) system, and clinical documentation standards. Set all clinical therapeutic limits and alert levels to ensure safe medication administration for quality patient care.
- Developed a comprehensive end-user training program for Eclipsys system that was installed throughout the entire enterprise for both clinical and non-clinical pharmacy staff (approx. 350 – 500 stakeholders).
- Directed/Maintained records and compiled data to document and ensure compliance with all hospital policies and procedures with applicable local, state, and federal laws and accreditation regulations.
- Directed professional educational activities for the pharmacy department and provided drug therapy information in a timely manner to health care professionals.
- Developed, reviewed and implemented content for chemotherapy and non-chemotherapy practice ensuring compliance with best practice recommendations from the National Comprehensive Cancer Network (NCCN) and the American Society of Clinical Oncology (ASCO) guidelines.
- Directed and coordinated purchasing, receiving, pricing, storage and dispensing of all pharmaceuticals within the hospital, while demonstrating negotiation skills to establishing purchasing contracts for medication and supplies not covered under existing agreements.
- Participated in multiple local, state and national professional associations to maintain credentials, contacts and influence in the pharmacy professions for ongoing growth and development as a key member of the healthcare team.
- Designed and consulted on the layout and workflow for multiple CTCA centers within the enterprise to ensure application of LEAN principles as well as full compliance with USP Chapter 797 regulations.
- Developed and executed departmental goals such that they supported the organization's mission and strategic plan.
- Developed and implemented policies and procedures to guide and support consistent provision of services with the most up-to-date clinical information while maintaining the highest possible level of patient safety.
- Planned, developed and effectively managed departmental budget such that resources were deployed effectively and efficiently. This was evidenced by the department usually meeting or exceeding all budget lines on the Profit and Loss Statement.

- Served as an effective coach by recognizing and supporting individual team member strengths and talents to ensure proper succession planning and developed action plans for those developmental opportunities.
- Managed performance of staff through continuing education, effective delegation and ongoing coaching and counselling.
- Promoted inter and intra departmental collaboration, nurtured relationships with others to ensure an integrative care model.
- Strong orientation toward service excellence. Utilized brand platform for consistent deployment of services. Effectively motivated and coached staff in CTCA standards of excellence.
- Sought opportunities for organizational improvement, consistently applying LEAN thinking to departmental operations in order to enhance or improve services.

### ***Genitiva Health Services***

#### ***Area Vice President, May 2004 to July 2005***

- Ensured the provision of services consistent with government laws and regulations and corporate policies/guidelines/standards across all 15+ branch locations.
- Developed annual branch business plans, analyzed gross profit factors, business volume/mix, competitive analysis, and operational costs/requirements.
- Developed branch annual budgets and monitored expenditures to ensure compliance with budget while maintaining total P&L accountability, all without negatively impacting patient care.
- Analyzed market conditions and coordinated sales activities, participated in community/professional organizations to strengthen company visibility to ensure the achievement of sales/profit goals.
- Negotiated contracts with referral sources, third party payers and government agencies while maintaining an awareness of changes in legislation influencing business operations and liability. Through the implementation of these fundamental activities, turnover stabilized, and there was an extensive decline in operating expenses such that the area experienced a break even financial situation in March 2005 for the first time in over two years.

### ***Apria Healthcare***

#### ***Regional Infusion Manager, October 2001 to May 2004***

- Profit and loss responsibilities for the operation and management of the company's Mid-Atlantic Region, representing approximately \$35 million dollars in annual revenue, 6 Pharmacy locations and consisted of over 150 employees.
- Responsible for development and administration of annual budgets, while working collaboratively with the Vice President of Sales to create successful business plans and marketing strategies to achieve all financial indicators and goals for the following services lines: Antibiotic Therapy, Nutritional Support (Total Parental and Enteral Nutrition), Chemotherapy (including all supportive care), as well as Pain Management and Hospice service.
- Responsible for analyzing and negotiating managed care contracts with regional payers and business partners to ensure acceptable profitability and regulatory compliance for the region, and ultimately the entire organization.

- Maintained a comprehensive knowledge of all state and federal pharmacy laws including JCAHO regulations.
- Implemented a distribution model that yielded a savings over \$500,000 annually and improved service level standards in the region.
- Developed a strong succession plan through team building, leadership and effective hiring practices annually reviewed by the organization's executive management team.

***Home Health Corporation of America (acquired by Apria Healthcare in Oct 2001)  
Corporate Director of Pharmacy Services, October 1997 to October 2001***

- Management of Pharmaceutical Operation including Infusion Services and Respiratory, which represented collective revenue of approximately \$10 million dollars annually. This covered 10 states and included 6 Infusion locations and 1 Respiratory pharmacy operation which represented approximately 100 employees servicing all 50 states.
- Management of all pharmacy clinical and operational functions including managing the cost of goods sold, monitoring salaries and wages, controlling operating expenses, bad debt control, and distribution costs.
- Contract evaluation and negotiation with local, regional and national payers, sales and marketing support throughout the entire organization, as well as staff education and development for both clinical and supportive staff.
- Implemented a sterile repackaging device and program that, at the time was state-of-the-art, to provide custom compounded respiratory medications delivered in a sterile tamper-evident package to improve compliance and patient safety.

***Hospital of University of Pennsylvania – Penn Home Infusion Therapy  
Lead Operations Pharmacist, October 1995 to October 1997***

- Responsibilities consisted of coordination and administration of pharmaceutical services, including compounding and dispensing medications, distribution coordination, comprehensive clinical management (reviewed physician's medication orders for completeness and appropriateness with dosage, indication dosing, lab monitoring, symptom management) of the entire system's Hematology/Oncology Program, as well as quality control/continuous quality improvement monitoring, and supervision of pharmacy staff at our location.
- Reviewed and compounded all other medication orders, including Total Parental Nutrition (TPN), antibiotics, and chemotherapy, for all patients on my Hematology/Oncology Service, while considering their unique needs as immune-compromised patients.
- Developed and implemented chemotherapy drug dilution guidelines, extravagation protocols, and clinical monitoring parameters, in collaboration with hospital medical oncologists.
- Served as a source of drug information for both medical staff and patients utilizing, MicroMedex, Trissel's Handbook of Injectable Drugs, Drug Facts and Comparisons and other resources.
- Also, required to maintain a comprehensive knowledge of the JCAHO standards and their implementation.
- Participated in both Infectious Disease and Nutrition patient rounds at both the Hospital of University of Pennsylvania, and Presbyterian Medical Center.

***Happy Harry's Institutional Pharmacy Services***  
***Director of Infusion Services, May 1992 to October 1995***

- Responsibilities consisted of management and administration of entire pharmaceutical service inception including Long Term Care, Hospice and Home Infusion Services for a well-established traditional retail pharmacy chain.
- Trained and coordinated staff in all of the above practice settings on the nuances of these new service lines.
- Evaluated, procured, and installed a computer system to provide the entire scope of service required including order entry, nursing documentation, medication dispensing and billing.
- Compounded and dispensed medications encompassing the entire scope of home infusion including Total Parental Nutrition (TPN), antibiotics, Pain management medications, chemotherapy, and other customized compounds.
- Monitored accounts receivable/payable to ensure business profitability.
- Participated in development of an advertising and marketing campaign including hiring of sales personnel, monitoring of productivity, and sales generation for the program by directing efforts to key decision makers.
- Monitored ever-changing staffing ratios of a start-up operation actively engaged in a growth phase to assure safe and effective operations of pharmacy, nursing and distribution departments.

***O.P.T.I.O.N. Care***  
***Staff Pharmacist/Pharmacy Intern, October 1990 to December 1995***

- Duties included sterile intravenous preparation of all related home infusion therapies including Total Parental Nutrition (TPN), antibiotics, antiviral agents (HIV/AIDS related medications), pain management, and chemotherapy.
- Reviewed physicians' medication orders for completeness and appropriateness of dosage, indication, and patients' overall clinical presentation.
- Maintained a comprehensive knowledge of all state and federal laws as well as JCAHO regulations.
- Served as a source of drug information for both medical staff and patients utilizing, MicroMedex, Trissel's Handbook of Injectable Drugs, Drug Facts and Comparisons and other resources.

***Union Avenue Pharmacy***  
***Clerk/Intern/Staff Pharmacy, June 1984 to February 1998***

- Duties included dispensing medications, compounding patient-specific prescriptions including creams/ointments, suspensions/elixirs, and suppositories.
- Counseled patients on proper usage of medications including, Metered Dose Inhalers (MDI), insulin, and overall compliance with prescribed regimens.
- Processed third party billing of local, regional and federal payers.
- Implemented a retail-based computer system and assisted with training and education of staff as well as transition of entire prescription library to ensure the most up to date profile and safety data available for patients.
- Trained patients on the use of blood glucose monitors so they might achieve optimal diabetic management in collaboration with their physicians.

- Implemented an inventory management system to maximize inventory turns while ensuring products on hand for patient care, minimizing inventory on hand and timely and efficient processing of return goods to maximize credit value.
- Made Over-the Counter (OTC) recommendations for patients, taking into account their prescription medications, to ensure not only symptom management but overall patient safety.

## **PROFESSIONAL QUALIFICATIONS**

- Cancer Treatment Centers of America, Co-chair, Pharmacy and Therapeutic Committee
- Cancer Treatment Centers of America, Founding/Voting Member, Institutional Review Board
- Med Assets – Pharmacy Advisory Committee
- Med Assets – Strategic Sourcing Committee
- Med Assets – Oncology Best Practice Committee
- Cancer Treatment Centers of America, Ethics Committee
- Cancer Treatment Centers of America, Medical Executive Committee
- Cancer Treatment Centers of America Clinical Leadership Improvement Council
- AmeriNet Pharmacy Clinical Input Group
- B.Braun/Teva – Hazardous Drug Advisory Board Member

## **PROFESSIONAL MEMBERSHIPS**

- American Society of Health-System Pharmacists
- American Pharmacist Association
- Hematology/Oncology Pharmacy Association
- American Society for Parenteral and Enteral Nutrition
- The Hospital and Healthsystem Association of Pennsylvania
- Georgia Pharmacy Association
- Illinois Pharmacy Association
- Washington Pharmacy Association
- Oklahoma Pharmacy Association
- Arizona Pharmacy Association
- Association of Community Cancer Centers
- Academy of Managed Care Pharmacy
- American College of Healthcare Executives

## **PUBLICATIONS:**

Powers, Luci, Coyne Joseph W. Chapter 12 – Hazardous Drugs as Compounded Sterile Preparations, Compounding Sterile Preparations 4<sup>th</sup> Edition

Coyne, Joseph W. Consideration for Managing Hazardous Drugs. Pharmacy Purchasing and Products, May 2016

Coyne, Joseph W. Ensure the Safe Handling of Hazardous Drugs. Pharmacy Purchasing and Products, March 2016

Coyne, Joseph W. The First Oral Fixed Dose Combination of Netupitant and Palonosetron for CINV. Journal of the Advanced Practitioner in Oncology, Jan/Feb 2016

Coyne, Joseph W. Ask the Expert: How to accommodate pregnant employees in an HD environment. Pharmacy Purchasing and Products, October 2014

Sessink P, Trahan J, Coyne, J. Reduction in surface contamination with cyclophosphamide in 30 US hospital pharmacies following implementation of a closed-system drug transfer device. Hospital Pharmacy 2013; 48(3); 204-212

Markman, Levin, Reily, Coyne, Lammersfeld, Birdsall. Assuring dietary supplement quality for cancer patients: An integrated formulary systems approach. Pharmacy Journal of Clinical Oncology, 2013; 31 (suppl; abstr e20663)

Coyne, Joseph W. Just in time compounding for outpatient oncology services. Pharmacy Purchasing and Products November 2011

Coyne, Joseph W. When is a compounding aseptic isolator right for your pharmacy? Pharmacy Purchasing and Products. June 2009

## **AWARDS:**

Best of BI Editor's Choice Award Computerworld Magazine August 2012

Cambridge Who's Who in Healthcare

## **BOARD OF DIRECTORS:**

Arxium Innovative Pharmacy Solutions  
Scientific Advisory Board Member  
October 2015 to present

Leukemia & Lymphoma Society – Greater Illinois Chapter  
Team in Training – Blood Sweat and Tears Charity Bike Ride  
October 2015 to present

Cancer Nutrition Centers of America  
May 2009 to December 2014

Diamondback Drugs Inc.  
January 2012 to December 2014

**MAJOR SPEAKING ENGAGEMENTS:**

Eisai – Internationally approved speaker for Akynzeo, October 2014 to present  
International Oncology Network (ION) – National Member Symposiums, September 2015 to present  
American Society of Health-System Pharmacy (ASHP) – Midyear Clinical Meeting, December 2015  
Connecticut Hospital Pharmacy Association – November 2016  
Massachusetts Society of Health-System Pharmacy – September 2016  
Florida Society of Health-System Pharmacy – October 2016  
Association of Community Cancer Center (ACCC) – National Oncology Conference, November 2016  
Eisai – Akynzeo National Product Launch Meeting, November 2014  
Med Assets – National Healthcare Business Summit, April 2012  
Midwest Pharmacy Conference, October 2012  
AmeriSource Bergen – National Sales Symposium, November 2012