

# MICHAEL BAHL, PHARM.D.

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## PROFESSIONAL SUMMARY

Results-driven, dynamic, established leader equipped with strong business acumen, Doctor of Pharmacy (PharmD), and 15+ years of documented success in critical, patient-centric roles. Expert at leading multifaceted teams in the execution of the company strategy, maintaining deep knowledge of pharmacy procedures, systems, technology, and equipment. Advanced knowledge of regulatory and compliance guidelines per the FDA, DEA, and HIPPA, and continual adherence across all aspects of the organization. Adept at fostering and maintaining productive relationships with pharmacy teams, healthcare personnel, and patients, driving high levels of collaboration and communication. Analytical, proactive, adaptable professional dedicated to providing a positive, safe working environment, focusing on leading, implementing, and sustaining change.

## CORE COMPETENCIES

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|----------------------------------|---------------------------------|--------------------------|
| ✓ Pharmacy Operations Management | ✓ Patient Safety & Service      | ✓ Epic & Enterprise RX   |
| ✓ Quality Assurance & Control    | ✓ HIPPA Private Policy          | ✓ Medication Compounding |
| ✓ Automated Dispensing Systems   | ✓ Team Leadership & Development | ✓ Inventory Management   |

## PROFESSIONAL EXPERIENCE

### ProPharma Group

March 2021-Present

*Medical Information Specialist*

- Respond to unsolicited consumer, health care professional and other external customer requests for medical and safety information received via the call center on behalf of ProPharm Group's clients
- Provides labeled and unlabeled medical/safety information responses in accordance with regulatory requirements, industry standards and client and ProPharma Group internal policies and practices.
- Accurately identify, document and reports adverse events, pregnancy reports, special situation events and product complaints in a clear and concise manner within required timeframes per government regulations, ProPharma Group Standard Operating Procedures (SOPs) and client working practices/instructions.

### Walgreens

January 2020-March 2021

*Staff Pharmacist / Float Pharmacist*

- Prepare medications by reviewing and interpreting physician orders and dispense medications by filling, packaging, labeling pharmaceuticals, ensuring high levels of accuracy and patient usage understanding.
- Provide oversight and management to a team of technicians in delivering timely and accurate customer service, ensuring needs, complaints, and issues were quickly resolved within company guidelines and standards.
- Perform immunizations, blood pressure monitoring and other pharmaceutical services to patients via standing orders with providers

### Park Nicollet/Healthpartners

July 2009-January 2020

*Staff Pharmacist*

- Served in multifaceted roles, including Staff Pharmacist directly responsible for providing pharmaceutical care to customers, including accurate processing and dispensing of prescription orders, healthcare and medication counseling,
- Performed therapeutic interchange of medications through collaborative practice agreements, significantly increased access to Naloxone to at-risk patients through collaborative practice agreements with Park Nicollet physicians.
- Conducted inventory management activities, including weekly review of overstock and out of stock medications, focusing on continual turnover and return of out-of-date drugs.
- Lead PARATA Team that responsible for all maintenance, policy and troubleshooting for the pharmacy automation system.

- Preceptor for Pharm. D. candidates, evaluate weekly student presentations and projects as well educating staff on day to day operations and legal requirements of retail pharmacy.
- Maintains knowledge of multiple MTM platforms, including Mirixa, Outcomes, and Rx Companion to increase patient compliance and welfare as well as McKesson and Cardinal ordering systems.
- Executed face-to-face and over-the-phone comprehensive medication reviews (CMR) with patients.

**CVS Pharmacy**

**October 2008-June 2009**

*Staff Pharmacist/Float Pharmacist*

- Interim manager of all pharmacy aspects, including patient safety, regulatory requirements, quality assurance, customer service, inventory management, staff management, financial profitability, loss prevention, and workflow management.
- Promoted a performance-centric work environment through the identification of critical business opportunities and development of meaningful solutions to drive growth within the pharmacy.

**Park Nicollet**

**July 2007-October 2008**

*Float Pharmacist*

- Provided oversight and management to a team of technicians and staff in delivering timely and accurate customer service, ensuring needs, complaints, and issues were quickly resolved within company guidelines and standards.
- Credited with improving P&L via improved scheduling, increased patient compliance, and better inventory control.
- Generated awareness, educated customers, and provided remarkable service.
- Ensured compliance with state and federal drug laws as regulated by the State Board of Pharmacy, DEA, and FDA, ensuring proper maintenance of records for controlled substances and removal of outdated and damaged inventory.

**Target Pharmacy**

**May 2004-June 2007**

*Staff Pharmacist*

- Ordered and managed CII inventory, scheduling of pharmacy employees, and screening of resumes; interviewed potential technicians.
- Cultivated and maintained productive pharmacist-provider relations, driving streamlined workflows, effective communication, and achievement of patient service goals.
- Facilitated and led patient health screening days and performed lab work to investigate blood glucose levels, BMI, total cholesterol, and blood pressure and provided knowledge and recommendations to participants.
- Led various outreach initiatives to enhance growth opportunities, including outreach to health groups, retirement homes, nursing homes, and medical forums.

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**EDUCATION & TRAINING**

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**Doctorate of Pharmacy (PharmD), North Dakota State University, 2004**

**Biotechnology/Pre-Pharmacy, North Dakota State University, 2000**

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**CERTIFICATION**

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**MTM Certified**