

MALA CROSSLEY, PHARMD, MBA

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Professional Summary

Seasoned Healthcare Professional with over 23 years of experience in business development, progressive industry leadership, and complex project management. Extensive experience in healthcare consulting, change management, and new program development and implementation. Continually exceeds expectations by building valuable partnerships and works well with people at all levels of the organization, including stakeholders, customers, and team members.

Skills

- Cross-Functional Leadership & Management
- Patient Management & Payer Programs
- Project Management & Business Development
- Customer Service & Client Engagement
- Strategic Operations & Lean Pharmacy Practice
- Program Development & Implementation
- Strategic Planning & Healthcare Consulting
- Health Economics & Financial Forecasting
- Revenue Growth & Profit Maximization
- Team Building & Talent Development
- Problem Solving & Complex Analysis
- Excellent Verbal & Written Communication

Work History

Consultant & Operating Partner

01/2018 to Current

Stranz Crossley, Inc – Cincinnati, OH

- Providing top-level consulting services to a wide range of clients, designing, developing, and implementing data-driven solutions to business problems, continually developing business, and providing superior client service and engagement.
- Cross-functionally collaborating in the highly effective creation and expansion of a successful private corporation, acting as an ACHC Specialty/Infusion/PCAB accreditation surveyor and internal project subject matter expert.
- Driving pharmacy business development and implementation while continually designing, developing, and implementing cost savings initiatives, generating over \$20 million in cost savings through process improvements.
- Providing superior client service and engagement, methodically walking clients through complex processes and procedures, implementing Lean pharmacy practices to optimize workflow, increasing productivity by 45%.
- Creating and implementing highly effective workflow and policy templates, leading the provision of advance specialty and infusion therapies with sustained involvement, spearheading the design, and building of state-of-the-art cleanrooms.
- Receiving recognition as a superb program developer, persuasive speaker, and policy author, expertly providing hands on project management and implementation while developing top performing teams and profitable business.

Vice President, Payer Relations

06/2016 to 12/2017

Elwyn Pharmacy Group – Philadelphia, PA

- Successfully drove and grew the Business Development program by establishing the necessary methods to meet performance requirements, subject matter expert for clinical and operational pharmacy programs.
- Demonstrated progressive leadership within the pharmacy industry by acting as a catalyst for transformational change, revitalizing underperforming teams, and driving new levels of quality, efficiency, growth, and profitability.
- Continually developed complex contracting strategy, negotiation, and implementation procedures that generated over \$100 million in revenue, rigorously evaluated current and future contracting opportunities.
- Accurately defined and disseminated the contractual requirements of the payer contracts, contracted with numerous regional and Medicaid plans in addition to 14 national payers, negotiated favorable outcomes for Elwyn Pharmacy Group.
- Strategically developed and implemented payer outcomes data requirements, managed, and participated in generating and reporting the requirements, built and managed a top-performing team of personnel, increasing productivity by 30%.

Care Centrix – Hartford, CT

- Led cross-functional teams to develop, modify, and present novel care management programs to obtain favorable payer contracts, successfully negotiated payer contracts over the course of a year and generated \$10M in revenue.
- Implemented an operational model to improve services, resulting in a 30% increase in payer satisfaction and 100% contract renewal, skillfully identified, evaluated, and established profitable new products and services.
- Negotiated agreements with pharmaceutical manufacturers to coincide with care management programs, conducted complex data analysis, cost saving and predictive modeling for current and future payers and hospital clients.
- Created protocols for advanced specialty infusion services such as intravenous immunoglobulins, enzyme replacement and numerous biologic therapies, implemented multiple successful cost-saving initiatives to enable contract acquisition.
- Developed complex financial modeling for site of care, modeled and implemented operations for Hub services, continually provided clinical and operational structure and control measures to the business incubator facility.
- Spearheaded multiple complex business development and operational projects from inception to completion, directed strategic planning, operations, clinical supply chain, compliance, and eventual payer contract acquisition.

National Director, Clinical Operations/ Specialty Infusion Services/ General Manager, Pharmacy Manager

04/2009 to 12/2014

Bioscrip – Philadelphia, PA

- Revived Kansas City specialty pharmacy drove revenue from \$10 to \$50 million in 10 months, and doubled EBITDA to 10%. Promoted to National Director.
- Successfully and confidently devised and wrote substantial cost savings procedures and policies for a patient and insurance company, built operational infrastructure from the ground up and grew revenue by 21% over tenure.
- Guided all the pharmacies through a highly effective staffing model, successfully decreased the staffing by 30% and increased efficiency by 25%, continually streamlined processes to scale operational and technical capabilities.
- Supervised up to 33 specialty/infusion branches and acted as Branch/Pharmacy Manager in San Francisco, Burbank, San Diego, New Orleans, and Baltimore offices, radically increasing customer satisfaction, workflow, productivity, employee motivation, and revenue of each location on expense control and reduction, staffing, lean operations, accreditation standards, provided operational and clinical oversight to a multitude of essential programs.
- Skillfully developed and implemented payer and manufacturer data requirements across entire company, ensured regulatory compliance, created health outcomes program, assessment development in CPR+, data analytics, and client presentations.
- Developed and maintained the automated controlled substance reporting system which saved over 2000 hours of salaried labor weekly, and created, implemented, and improved clinical and operational pathways using lean practices.
- Planned and implemented pharmaceutical manufacturers hub service models for specialty and infusion.

Previous Work Experience

Consultant – Crossley, LLC – 2014 to 2018**Consultant, Operations Pharmacist** – Omnicare – 2008 to 2009**Decentralized Pharmacy Manager** – Children's Mercy Hospital & Clinics – 2007 to 2008**Manager, Inpatient & Outpatient Sterile Compounding Services** – St. Thomas Hospital – 2004 to 2007**Weekend Clinical Staff Pharmacist** – Maury Regional Hospital System – Mashall Medical Ctr – 2002 to 2007**Production Pharmacist, Clinical Pharmacist** – Hemophilia Health Services, An Accredo Company – 2002 to 2004**Clinical Staff Pharmacist, Translational Trials Unit Pharmacist** – St. Jude's Hospital – 1997 to 2002

Education

Ohio University – Master of Business Administration**University of Arkansas** – Doctor of Pharmacy**St. John's University** – Bachelor of Science in Pharmacy