

Casey Orton, PharmD, MBA

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CO

Clinical Pharmacy/Patient Care Manager/Trainer

Influential Communicator • Collaborative Leader • Critical Thinker

Summary

Passionate about training and developing others. Engaging servant leader committed to ensuring individuals and teams exceed goals. Recognized for the ability to identify problems, analyze the causes, and address issues by offering logical and convincing solutions. Skilled written, verbal, and interpersonal communicator. Thrives in an environment offering challenging responsibilities and the opportunity to work with a collaborative and progressive team.

Core Competencies

Clinical Pharmacy	Business Development	Cross-Group Collaboration
Diversity, Equity, Inclusion & Belonging	Policy & Procedure	Patient Safety
Pharmacy Operations	Evidence-Based Management	Motivational Leadership
MTM Processes	Facilitation & Presentations	Training & Development

Soft Skills

Emotional Intelligence: Empathetic listener who adjusts promptly and calmly to change while using positive reinforcement to motivate others.

Communication: Equipped with interpersonal communication skills and able to smoothly blend and interact with top management, peers, and teams from diverse backgrounds.

Leadership: Demonstrated success as a servant leader eliciting individuals and teams best performance with a commitment to continuous improvement. Leads by example with ethics and integrity.

Relationship Development. Thrives in both independent and collaborative work environments. Skilled at developing and cultivating key relationships and establishing effective collaborations.

Professional Work Experience

Manager Clinical Pharmacy Patient Care • Optum RX Pharmacy • 09/2021-Present

- Work with operations leaders to develop quality and process improvement plans and develop culture transformation initiatives to implement Just Culture in Client Pharmacies.
- Attained pharmacist licenses in additional 17 states resulting in pharmacist licensure in 20 states.
- Provide ongoing training to staff by having in-depth industry knowledge, an understanding of the company landscape, and a drive to improve the overall patient and employee experience.
- Promote an effective learning atmosphere that respects diversity and innovative ideas by modeling respect for all employees and conveying confidence in every employee's learning ability through leadership growth initiatives.
- Assess operational proposals for regulatory risk and provide regulatory insight regarding new facility stand-up.
- Orchestrate training to contribute to pharmacy practice ongoing growth and development. Define, plan, and drive cross-team process improvements.
- Conduct comprehensive audits on near-miss reporting and subsequently create training initiatives to improve processes to advance near-miss reporting.

Region 52 Pharmacy Clinical Services Manager • Walmart • 10/2020-09/2021

- Served as the subject matter expert (SME) by demonstrating best practices for delivering clinical pharmacy services and patient counseling.
- Provided training to pharmacists and interns on the optimal delivery of clinical services, including medication therapy management (MTM), disease state management, immunizations, and point-of-care testing.
- Responded to clinical and compliance inquiries from pharmacists and actively influenced other pharmacists to participate in all patient care initiatives.
- Spearheaded and launched COVID Vaccine rollout in over 50 stores. Directed and organized COVID Vaccine administration training across eight markets for 170 pharmacy technicians.
- Created, implemented, and spearheaded regional lead technician training and development call.
- Successfully increased market-level Opioid Stewardship compliance through audits with ensuing teaching and training to correct all identified opportunities.
- Influenced immunization and patient adherence initiatives across Walmart Pharmacies in Region 52 and worked with associates to increase workflow efficiency to provide superior customer service and patient safety.
- Delivered engaging vaccine training virtually for 200 pharmacists resulting in lasting improvements and exceeded set training goals.

Drove the Phases of Leadership Mindset

Encouragement → Model → Empower → Vision & Goal Alignment → Metrics Analyzation → Team Accountability

Professional Work Experience (continued)

Pharmacy Manager • Walmart • 11/2012-10/2020

Other Positions Held: Staff Pharmacist

- Facilitated a regional customer service initiative, which improved NPS scores and associate engagement. Successfully trained over 350 clerks, pharmacy technicians, and pharmacists.
- Provided pharmacy technician and intern training on performing point-of-care testing.
- Empowered the pharmacy team to produce market-leading customer service, quality measures, and patient safety.
- Designed, piloted, and implemented MTM workflow, policies, and procedures.
- Successfully executed community population health initiatives through vaccine clinic partnerships.
- Transformed the pharmacy to FY17 and FY18 Pharmacy of the Year, Market 472, 426, and achieved FY18 Pharmacist Excellence in Patient Care Award, Market 426.

Staff Pharmacist • Spencer Hospital • 07/2014-10/2017

- Developed cross-functional team collaboration improving quality of interdisciplinary care in outpatient oncology center.
- Successfully enhanced pharmacist responsibilities and activities from strictly dispensing to dispensing and clinical functions in outpatient oncology center.
- Served as lead Diabetic Committee Pharmacist coordinating patient events and cost savings.
- Monitored pharmacokinetic parameters, IV-PO conversion indications, and antibiotic stewardship program implementation. Efficiently utilized patient-specific parameters to ensure medication order appropriateness.
- Provided Hazardous and Non-Hazardous sterile compounding oversight.
- Facilitated and taught Cardiac Rehab Program classes on a weekly basis consistently responding to questions and seeking innovative ways to improve the training classes.

Staff Pharmacist • Hy-Vee • 10/2011-11/2012

- Efficiently and accurately obtained, entered, prepared, and verified prescription drug orders.
- Intervened with physicians to clarify drug choice, dosage, and frequency as required.
- Counseled both English and Spanish speaking patients regarding medication safety.

Staff Pharmacist • Walgreens • 05/2011-11/2012

- Obtained, entered, prepared, and verified prescription drug orders
- Organized and maintained accurate and adequate drug inventory
- Administered influenza vaccinations

Clinical Rotation Experience, 2010-2011

Inpatient Hospital Pharmacy Practice, Faith Regional Health Services, Norfolk, Nebraska

Community Pharmacy Practice, Walgreens, Norfolk, Nebraska

Adult Acute Pharmaceutical Care, Immanuel Hospital, Omaha, Nebraska

Drug Information, PTI, Omaha, Nebraska

Community Pharmacy Management, Walmart Pharmacy, Denison, Iowa

Home Infusion/ Compounding, Vital Care Pharmacy, Norfolk, Nebraska

Psychiatry I, Immanuel Hospital, Omaha, Nebraska

Ambulatory Care, Creighton University, Omaha, Nebraska

Education

Executive Healthcare Master of Business Administration, Creighton University, Omaha, Nebraska, 2022

Doctor of Pharmacy, Creighton University, Omaha, Nebraska, 2011