

Robert L. Owens

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PURPOSE

I am a strategic thinker with excellent analytical skills. I love to solve problems, develop solutions for end-users, and help guide them along the change process. I lead change by developing teammates and empowering them to create solutions. Technology and process improvement are my primary problem solving modalities. Experimenting with new technologies and finding new applications of existing technologies is my passion.

EDUCATION

Master of Computer Science, 2024

Concentration: Data Mining and Intelligent Systems
University of Tennessee

Lean Six Sigma Black Belt – Healthcare, 2014

Villanova University

Master of Business Administration and Graduate Certificate in Finance, 2010

East Carolina University School of Business, Greenville, NC
Magna Cum Laude

Doctor of Pharmacy, 2006

Campbell University School of Pharmacy, Buies Creek, NC

WORK EXPERIENCE

Director of Pharmacy - Enterprise Shared Services, Atrium Health

May 2022-Present

- Created a system-wide Data and Analytics team inside of pharmacy
- Responsible for strategic direction of pharmacy analytics teams
- Visionary and change agent for applying emerging technologies to pharmacy problems
- Led enterprise pharmacy effort to standardize electronic health record functionality across multiple markets and legacy organizations
- Created a Pharmacy Data Governance committee that enhances and supports other enterprise data governance activities
- Responsible for creating an infrastructure to leverage technical abilities within the division of pharmacy and improve the data use for pharmacy stakeholders
- Created two enterprise pharmacy data marts (pharmaceutical purchasing and pharmacy automation) to support system-wide analytic efforts
- Serves as the liaison for Pharmacy Data Governance and IT Business Intelligence and Advocate Data Governance
- Manages relationships with vendors of pharmacy centric applications

Director of 340B Program, Atrium Health

October 2019-May 2022

- Oversaw the optimization and compliance of the 340B program across Atrium Health's primary enterprise where the program grew 35% over 2 years
- Directly managed the Atrium Health corporate 340B team and operational aspects of the 340B program
- Served as a subject matter expert for 340B Drug Discount Program and its implementation across Atrium Health
- Participated in cross functional teams/projects especially related to the 340B environment

Manager Pharmacy Administration, 340B Specialist, Atrium Health

June 2016-October 2019

- Automated several manual monitoring processes and introduced the 340B team to new technological techniques (Power BI, power query, and python) to improve monitoring accuracy and efficiency.
- Helped create, troubleshoot, and implement new data feeds to our split billing software to improve 340B qualification accuracy and created processes to mitigate lost accumulations at hospitals due to the data feed problems.
- Participated in multiple HRSA 340B program audits and helped create responses to HRSA findings which were ultimately overturned.
- Routinely calculated the financial impact of various scenarios evaluating the 340B benefit across eligible/non-eligible locations to help guide strategy.
- Helped to ensure 340B compliance and mitigate WAC spend during shortages.

- Worked with finance and patient and financial services to find ways to improve reimbursement and margin at 340B eligible areas.
- Received Values in Action-VIA (2016) and Key Engagement Award Program-KEAP (2018 and 2019).

Director of Pharmacy Services, Stanly Regional Medical Center/Carolinas Healthcare System-Stanly

March 2013-June 2016

- Implemented several drug utilization improvements through Stanly Regional Pharmacy and Therapeutics Committee (P&T)
- Improved policies and procedures surrounding controlled substances including review of variance reports, nursing discrepancy reconciliation, and nursing access to controlled substances.
- Several USP 797 improvements including installing a new modular IV clean room, new training and techniques, better monitoring and sampling of staff and engineering controls, and improving sterile compounding compliance scores twofold
- Successfully migrated Electronic Medical Record (EMR) from Paragon to Cerner
- Improved employee engagement from tier III to tier II
- Implemented service level agreements with nursing enhancing and supporting teamwork between departments.
- Successfully integrated Stanly Regional department of pharmacy into Carolinas Healthcare System (CHS)
- Created a team accountability process to address teammate performance regarding medication errors, order entry mistakes, and failure to follow protocols for pharmacists.
- Successfully implemented 340B drug discount program and split billing software.

Clinical/Staff Pharmacist, Stanly Regional Medical Center,

March 2007-March 2013

- Primary facility member for CHS Hospital Engagement Network (HEN) Medication Safety committee.
- Primary pharmacy contact for data retrieval and analysis from Hospital Information Systems, creating custom reports involving medication and medication therapies for multiple departments, maintaining and developing Computerized Physician Order Entry (CPOE) and pharmacy order sets, staff education concerning CPOE, pharmacy information systems, and electronic medication administration record (EMAR), and provided support for physicians, pharmacists, and nursing concerning utilization of hospital information systems.
- Primary pharmacy super user for build, implementation, migration to Paragon EMR.
- Assembled, recorded, and analyzed annual pharmacy inventory.
- Pharmacy designee for multi-disciplinary committees concerning medication safety, meaningful use, CPOE order set creation and maintenance, EMAR, and regulatory and core measure compliance.
- Designed, analyzed, and redesigned processes to fit workflow to facilitate change for future and current electronic systems.
- Created a clinical database program to support the clinical pharmacy activities at Stanly Regional.

MILITARY SERVICE

Operation Noble Eagle, October 2001-September 2002

Activated under Presidential Title 10 D Co. 1/149th Mechanized Infantry was assigned to secure Bluegrass Army Depot in Richmond, Kentucky.

- Activities included: augmenting the installation's private civilian guard force; searches of various personnel, cars, semi-trailer trucks, and trains; securing and manning various access points of the installation, patrolling the inner and outer perimeters, bunkers, and the chemicals area; guarding loaded trains and semi-trailers trucks; and responding with force according to Standard Operating Procedures (SOPs) and current rules of force to any threat to the facility.

D Co. 1/149th Mechanized Infantry, January 1998-January 2004

Kentucky Army National Guard

- The primary responsibility of this unit was the support of a local prison camp and disaster relief of the state of Kentucky, or any mission deemed necessary by the governor of Kentucky or the president of the United States.

LEADERSHIP COUNCILS/COMMITTEES

Professional

- Premier Pharmacy Affairs Subcommittee, June 2022 – May 2025
- MacroHelix Customer Innovation Panel, September 2020 – September 2022
- Macrohelix Customer Advisory Board, January 2017 – October 2019

Community Involvement

- Staff Parish Resource Committee, Mount Pleasant United Methodist Church, May 2022 – Present
- Finance Committee, Mount Pleasant United Methodist Church, February 2020 – May 2022

TECHNICAL TRAINING

- **Master of Computer Science**, Data Mining and Intelligent systems coursework
- **CS1332: Data, Structures, and Algorithms**, Georgia Institute of Technology (GTx), May 2022
- **Udacity Full Stack Nanodegree**, March 2021
- **Udacity Data Engineering Nanodegree**, January 2021

TECHNICAL SKILLS

Software

- Mastery of Microsoft Office Suite
- Reporting tools: SAP (Crystal Report Writer 2011, Crystal Server, Business Objects and Web Intelligence) and Microsoft (Power BI and SQL Server Management Studio-SSMS)
- Electronic Health Records (EHR): Cerner, McKesson Paragon, and Meditech
- Fax imaging: Cardinal Rx E-View and Omni Link Rx

Computer Languages

- .Net (Visual C#, C++, C, and Visual Basic), Python, Go (Golang), Java, JavaScript frameworks (React and Svelte), and Rust
- Compiler-related: GCC and LLVM, lex and yacc
- Databases: Structured Query Language (t-SQL), MongoDB, Postgres, Microsoft SQL Server, and MySQL
- Machine Learning: tensor flow, Keras, Pycaret
- Deep Learning: Neural Networks, CNN, RNN, transformers (BERT, BART, Chatgpt, llama), Computer vision, Natural Language Processing (NLP), semantic topic modeling with vectorized text and embeddings

Cloud

- Azure
- Amazon Web Services (AWS)