

Donna M. Horn, MS, RPh, DPh (Hon.)

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Summary:

- Over 10 years of medication error analysis and prevention recommendations
- Over 15 years of combined regulatory and community pharmacy experience.
- A national leader with a 50- state and an international perspective of regulations and laws that pertain to the practice of pharmacy.
- Served as a member, hearings officer, secretary and president during an 11 year period on the Massachusetts Board of Registration in Pharmacy.
- Elected to various positions in the National Association of Boards of Pharmacy, serving as the association's President and as its Chairman of the Board.
- First name basis with numerous boards of pharmacy executive directors, staff and members.
- Served on the American Society of Pharmacy Law Board of Directors for 4 years and the elected as the association's first ever non-attorney President.
- Proven ability to develop systems that streamline procedures, increase productivity while complying with federal and state regulations and laws.
- Skilled at designing and implementing educational programs for pharmacists and technicians.
- Expert witness for pharmacy standards practice for both state and federal regulatory cases

Education:

Massachusetts College of Pharmacy and Allied Health Sciences BS
Pharmacy graduate, cum laude
RHO CHI National Honor Society

University of Utah School of Alcohol and other Drug Dependencies - Dupont Merck Grant

University of Florida College of Pharmacy, Department of Pharmaceutical Outcomes & Policy, Master of Science in Pharmacy, May 2017

University of Florida College of Pharmacy, Graduate Certificate in Patient Safety in Medication Use, May 2017

Licensure:

Commonwealth of Massachusetts: Registered Pharmacist

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Oklahoma State Board of Pharmacy: Doctor of Pharmacy (Hon.)

Regulatory Experience:

Massachusetts Board of Registration in Pharmacy, member 1993 to 2004

- President 2002-2003
- Secretary 2001-2002
 - Continuing Education programs on Pharmacy Law
 - Chairperson, Strategic Planning Committee
 - Chairperson, Technician Regulations Committee
 - Liaison to Massachusetts Health Council
 - Liaison to Massachusetts Chain Pharmacy Council
 - Chairperson of Pharmacy Board Regulations Committee

National Association of Boards of Pharmacy, 1993 to 2006

- President 4/04- 5/05, Chairman of the Board through 2006
- President-Elect 5/03-5/04 Treasurer 5/02-5/03
- Executive Committee Member for District 1 5/96 to 5/99, re-elected 5/99 to 5/02
 - EPIC Committee (NABP Ex-Presidents in Collaboration)
 - Task Force 'Privacy'
 - Budget and Finance Committee
 - Committee on Constitution and Bylaws
 - Government Affairs Committee
 - Task Force 'Model Guidelines for Formulary Development'
 - Task Force 'Standardization of Technicians' Role and Competencies'
 - Task Force 'Patient Compliance and Intervention Program'
 - Executive Committee Liaison to Advisory Committee on Examinations
 - Automation Task Force

Massachusetts Department of Public Health, 1993 to 2005

- Member Medical Review Group for Electronic Data Transfer Program
- Editorial Board for 'Pharmacy Update'
- Member 'Medication Dispensing Advisory Group' and 'Automation Task Force'

Professional Experience:

Institute for Safe Medication Practices (ISMP), Horsham, PA, May 2006 to present

- Director Patient Safety- Community Pharmacy
 - Directs ISMP's patient safety activities in community/ambulatory practice
 - Responsibilities include community/ambulatory consulting, contributing editor for ISMP newsletters and national publications, participant in analysis of ISMP's error reporting program, medication error prevention research through government and private grant foundations and various special projects
 - Member Technical Expert Panel for safety culture surveys, commissioned by Westat for the Agency for Healthcare Research and Quality

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Responsible for developing the Pharmacy Survey on Patient Safety Culture

Massachusetts College of Pharmacy and Health Sciences, Boston, MA 2012 to present

- Adjunct Instructor, School of Pharmacy/Pharmacy Practice department
Provide direct student instruction focused on the practice-based aspects of community pharmacy.

Gates Healthcare Associates, Middleton, MA 2014 to present

- Senior Associate
Instrumental in advising clients on community pharmacy practice, regulatory compliance, and continuous quality improvement.

Brooks Pharmacy, Warwick, RI, 2002 to May 2006

- HIPAA Privacy Officer, Brooks Pharmacy and Eckerd Pharmacy
Merged, relocated and transitioned the Privacy Office and Legal Compliance Offices of Brooks and Eckerd Pharmacy Corporations with little previous knowledge of the scope of responsibilities entailed and without involving other departments, well within the imposed deadline.

Identified differences in operating procedures between the two companies and wrote all new policies and procedures for pharmacy teams in regards to HIPAA rules.

Continuous monitoring of state laws as they apply to HIPAA rules in the states in which Brooks/ Eckerd operates.

Respond to HIPAA complaints, requests for confidential communications and access of records as needed from outside the company and from the stores.

- Manager of Regulatory Affairs, Assistant Privacy Officer,
Recognized by field staff for improving communications between regulators and store staff in order for all stores to comply with necessary regulations.

Established protocol for a company-wide Quality Assurance Program and procedure for monitoring prescription incidents.

Spearheaded implementation of an on-line Store Operations Manual containing policies and procedures, as well as, quick regulatory look-up guide for all department and store staff use resulting in increased compliance and less regulatory complaints.

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Instituted an on-line HIPAA Privacy Training program for all pharmacists, technicians and store managers, resulting in a greater than 96% training compliance rate.

Developed and wrote more than 25 policies and procedures for pharmacists in regards to operating procedures, state and federal guidelines and regulatory compliance issues.

➤ Pharmacy Specialist 2/02 to 9/02

Pharmacy Operational support for 28 stores in Metropolitan Boston and Southeastern Massachusetts

Successfully converted 28 Osco Drug stores to Brooks Pharmacies to include all personnel, data and technical training well before deadline.

Professional Relations: Liaison to Massachusetts College of Pharmacy and Allied Health Sciences, Worcester Campus, and Northeastern University.

Government Affairs: Liaison for Massachusetts Board of Registration in Pharmacy, Massachusetts State Legislature, Drug Enforcement Agency, Massachusetts Department of Public Health

Osco Drug, Boston, MA, 1983 –2002

➤ Regional Pharmacy Manager,

Pharmacy Operational support for 28 stores in Metropolitan Boston and Southeastern Massachusetts, including direct accountability for over 80 registered pharmacists and annual pharmacy sales in excess of 25 million dollars, government affairs liaison, professional liaison and human resources responsibilities

Previous Responsibilities included:

Pharmacist Contributor Editor for Savon (Osco) Healthy Living Magazine

Pharmacy and Government Affairs Specialist

Manager of Provider Relations of New England

Pharmacy Manager and staff pharmacist

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Research:

Preventing Errors Introduced by the Use of Electronic Prescribing, Poon, E, et al 2006

Using Risk Models Identify and Prioritize Outpatient 'High-Alert' Medications, Cohen, M, et al 2007

Risk-Informed Interventions in Community Pharmacy: Implementation and Evaluation, Cohen, M, et al 2008

Professional Associations:

American Society for Pharmacy Law

➤ President 2012-2013

Board of Directors 2006 to 2014

URAC Healthcare Accrediting Organization

Pharmacy Accreditation Advisory Group 2008 to present

Pharmacy Measurement Development Group 2008 to 2010

Massachusetts State Pharmacist Association

Nomination Committee 2012-2014

Convention and Conference Committee member, 2010-2012

Continuing Education Programs on 'Board of Pharmacy Update'

Pharmaceutical Care Committee

Membership Committee

Massachusetts College of Pharmacy/AHS alumnae member

Dean's Advisory Council – School of Pharmacy- Boston, 2010 to present

Preceptor for interns and externs, 2008 to present

Strategic Planning Retreat - External Environment Subcommittee member

Lambda Kappa Sigma - professional fraternity for women in pharmacy

Educational Grants Committee

Educational Trust Committee

Continuing Education Committee

Archives Committee

President, Alpha Alumnae Chapter

Regional Supervisor for New England and New York Chapters

President, Alpha Collegiate Chapter

American Pharmacists Association

APhA Foundation: Peoples Pharmacy School committee member 2010

Strategic and Tactical Analysis Team on Payment

2006-2007 Policy Committee

Massachusetts Pharmacists Recovery System

Boston Druggist Association

Massachusetts Chain Pharmacy Council

New England Sinai Hospital and Rehabilitation Center, Sinai Board of Advisors

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Awards

Distinguished Service Citation, 2016 Lambda Kappa Sigma, International Professional Pharmacy Fraternity

Bowl of Hygeia award winner, 2010, Massachusetts Pharmacists Association

“Commissioner’s Special Citation” presented by the Food and Drug Administration (FDA), Dept of Health and Human Services, May 2004 for my contribution to the NABP Model Rules for the Licensure of Wholesale Distributors to combat counterfeit drugs entering the US drug supply

“2003 Alumni Achievement Award”, Massachusetts College of Pharmacy and Health Sciences, June 2003

“Nathan Goldberg Award”, Massachusetts Pharmacists Association

"Ruth Davies Flaherty Service Award" Lambda Kappa Sigma

"Award of Merit", Lambda Kappa Sigma

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Presentations:

Use of the 2017 ISMP *Medication Safety Self-Assessment for Community/Ambulatory Pharmacy* to Enable Community Pharmacies to Create Individualized Medication Safety Plans, Poster presentation NABP 13th Annual Meeting, May 2017, Orlando, FL.

“Pharmacy Law: There Seems to Be a Mistake with My Prescription”, Seminar by the Sea, March 2017

“Learning from Mistakes: A Root Cause Analysis Case Study”, APhA, Annual Meeting and Exposition, March 2017

“Put Your Liability IQ to the Test: Top Reasons Pharmacists Get Sued”, webinar HPSO, November 2016

“Assess the Medication Safety Practices in your Institution” webinar Kaiser, November 2016

Importance of a CQI program in ambulatory practice, *Pharm Today* 2016;22(11):63–75, Nov 2016

“Pharmacy and Associated Legal Concerns” HRSA, June and August 2016

“Double Bind Validation of Prescriptions for Controlled Substances”, webinar July 2016

“Rooting out Errors in your Pharmacy”, APhA, Annual Meeting and Exposition, March 2016

“Developing a CQI Program”, webinar for Kaiser Permanente November 2015

“There seems to be a Mistake with my Prescription”, Oklahoma Board of Pharmacy, June 2015

“Rooting out Errors in the Pharmacy”, Oklahoma Board of Pharmacy, June 2015

“Improving Medication Safety: Helping Patients Manage and Understand the Risks”, ACHA Annual meeting, Orlando FL and Northwest Pharmacy Conference, Coeur d’Alene, ID May 2015

“How Pharmaceuticals are Dispensed in the US”, Chinese FDA, January 2015

“Human Error Myths” New Hampshire Board of Pharmacy, December 2014

“Drug Supply Chain Security Act” Chinese FDA, October 2014

“Rooting Out Errors in Your Pharmacy”, McKesson ideaShare, July 2014, NABP/AACP district 6,7,8 meeting, Whitefish MT, September 2014

“Human Factors: Understanding Human Capabilities and Their Role in Medication Safety” Oklahoma Board of Pharmacy, June 2014

“Improving Medication Safety with High-Alert Drugs”, Oklahoma Board of Pharmacy, June 2014

“Rooting Out Errors in your Pharmacy”, Midwest Pharmacy Conference, February, 2014

“The Patient’s Role in Medication Safety / Educating Patients about Medication Error Prevention”, Kaiser, November 2013

“Helping Patients Understand and Manage Risks Associated with Medications”, McKesson IdeaShare, June 2013, MPhA, September 2013, OSPA, October 2013

“Educating Patients about Medication Error Prevention” PPA, September 2013

“How Retail Pharmacy is Regulated in the US” Chinese FDA, April 2013

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“Proactively Minimizing Risk in Community Pharmacy”, Kaiser, August 2013
“High Alert Medications” webinar March 2013
“Helping Patients Understand and Manage Risks Associated with Medications”,
Pharmaceutical Care Days, December 2012, HPhA April 2013
“Roadmap to Medication Error Prevention”, Wakefern, ShopRite April 2012
“Rooting Out Errors in Your Pharmacy”, APhA Annual Meeting and Exposition,
March 2012
“Hot Topics in Technology Errors in the Community Pharmacy, webinar
February 2012
“Technology and Medication Errors: Help or Hindrance?” webinar February 2012
“Medication Errors: Common Concerns in Community Pharmacy” webinar
January 2012
“Hot Topics in Medication Errors in Community Pharmacy, webinar January,
2012
“Finding Medication Errors at Point of Sale: Trigger Clues, PQA/FMI Best
Practices Workshop October 2011
“Surveying for Patient Safety: Proactively Minimizing Medication Errors in
Pharmacy”, NABP/AACP District 1 and 2 meeting October 2011
“Hot Topics in Patient Safety”, Oregon State Pharmacy Association, September
2011
“Jail time for a medication error: Lessons learned from a pharmacy compounding
error”, Lambda Kappa Sigma Biennial Conference, July 2011
“Examples and Analysis of Medication Errors Originating at Data Entry in
Community Pharmacy Operations”, NACDS Pharmacy and Technology
Conference, August, 2011
“Errors Related to Information Intake & Data Entry: Incidence & Causes”,
PQA/ISMP Best Practices Workshop, March 2011
“Managing the Pharmacy Workflow to Minimize Errors”, APhA Annual Meeting
and Exposition, March 2011
“Improving Medication Safety in Community Pharmacy:
Assessing Risk And Opportunities For Change” webinar January 2010
“Sizzling Board issues”, American Society of Pharmacy Law, November 2010
“Professional Discipline vs. Criminal Prosecution”, NABP/AACP District I&II
annual meeting, Cooperstown ,NY, October 2010
“Sharing Quality Assurance Improvements: Everybody Wins”, NACDS
Pharmacy and Technology Conference, August, 2010
“Medication Safety Matters”, NACDS Pharmacy and Technology Conference,
August 2010
“Medication Reconciliation: An Important Safety Step”, Lambda Kappa Sigma
Biennial Conference, July 2010
“Helping Patients Understand and Manage Risks Associated with Medications”
APhA Annual Meeting and Exposition, March 2010
“Hot Law Topic Roundtable: Patient Safety and Quality Assurance Act”
APhA Annual Meeting and Exposition, March 2010

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“Improving Medication Safety in Community Pharmacy: Assessing Risk and Opportunities for Change” NABP/AACP district 6, 7, 8 meeting, September 2009 and New England Pharmacy Conference 2009

“Safe Medication Practices: Roadmap to Preventing Medication Errors in Nuclear Pharmacy” APhA Annual Meeting and Exposition, April 2009

“Keeping Your Patients Safe: Error Reporting and Reduction Strategies”, APhA Annual Meeting and Exposition, April 2009

“America’s Medicine Cabinet”, American Pharmacists Association, April 2008

“Hot Law Topic Roundtable E-Rx Issues”, APhA Annual Meeting and Exposition April 2008

“A Team Approach to Improving Medication Use and Decreasing Medication Errors”, APhA Annual Meeting and Exposition, April 2008

“Preventing Medication Errors - Now and for Tomorrow”, National Alliance of State Pharmacy Associations, April 2008

“Medication Error Reduction Strategies: How Reporting Errors Makes a Difference”, Oregon State Pharmacy Association, September 2008 and Gold Standard Conference October 2009

“Preventing Medication Errors Associated with Insulin Therapy” numerous 2008

“Top 10 Adverse Drug Reactions and Medication Errors”, National Pharmacists Association, July 2008,

“Educating and Inspecting for Quality and Safety: Proactively Minimizing Medication Errors in Community Pharmacy”, NABP/AACP meeting September 2008

“Creating a Safer Prescription Label for Patients – ISMP Guidelines” NABP/AACP meeting October 2008

“Forewarned is Forearmed: *Recently Reported Medication Errors and How to Avoid Them in Your Pharmacy*”, National Association of Chain Drug Stores, August 2008

“Introduction to Just Culture and the Role of Accountability” NABP/AACP meeting November 2007

“Patient Safety in Community Pharmacy” NACDS 2007 Pharmacy and Technology Conference August 2007

“Top Ten Adverse Drug Reactions and Medication Errors” APhA Annual Meeting and Exposition March 2007

“Prescription for Quality and Safety” video presentation produced by The Institute for the Advancement of Community Pharmacy, 2001

Publications:

Overcoming challenges and barriers to insulin therapy in type 2 diabetes. Pharmacy Times • May 6, 2015

Risk models to improve safety of dispensing high-alert medications in community pharmacies J Am Pharm Assoc. Sept/ Oct 2012

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Rooting Out Errors in Your Pharmacy Drug Store News May/June 2012

A Pharmacist's Guide to Preventing Vaccine Errors Pharmacy Times May 2012

Assessing Risk and Developing Strategies to Keep Patients Safe in Community Pharmacy: a case study Drug Store News February 2011

Long Working Hours and Pharmacy Errors: Could There be a Correlation? Rx Ipsa Loquitur 2011 (Jan/Feb); 37(1)

A Community Pharmacy Team's Role in Medication Reduction Strategies California Pharmacist Spring 2009 Vol. LVI, No. 2 www.cpha.com

Medication Reconciliation: A Survey of Community Pharmacies and Emergency Departments Patient Safety and Quality Healthcare May/June 2010 Volume 7 issue 3 www.psqh.com

Providing a Framework for Ensuring Medication Use Safety Remington's Pharmaceutical Science 2013 Ch 68

Community Activities:

Norfolk County Agricultural High School

Parent Network 2014 to present

Scholarship committee 2015

Boy Scouts of America, Old Colony Council, Canton, MA

Troop 49, Merit Badge Leader, 2011 to present

St Catherine of Siena, Norwood MA

Religious Education Instructor, 2010 to 2014

Thayer Academy Parent Association

Member homecoming, hospitality and book club committees, 2011 to 2015

Boy Scouts of America, Old Colony Council, Canton, MA

Pack 49, den leader 2005-2010