

## Leadership Spotlight: Dr. Hannel Ambord

by Ziting Zhang, 2023 PharmD Candidate

**H**annel Tibagwa Ambord, PharmD, is the director of pharmacy services at Reedsburg Area Medical Center (RAMC) in Reedsburg, Wis. Ambord was recently elected President of the Pharmacy Society of Wisconsin (PSW) and will serve a three-year term with PSW. She received her PharmD degree from Northeastern University. Ambord completed her PGY1 at Fairview University Medical Center, then PGY2 at the University of Wisconsin Hospital and Clinics (UWHC) with a focus on health-systems pharmacy administration. In 2012, she completed an executive MBA at UW-Madison. Ambord has always been passionate about expanding pharmacy services and improving patient care outcomes. At UWHC, she served as an ambulatory care pharmacy manager for 11 years, then transitioned to UW Health Digestive Health Center as the clinic director for 3.5 years.

Ambord has been in her current position at RAMC for 6.5 years. She oversees hospital, clinic, long-term care, specialty, and retail pharmacy operations.

Ambord works with third-party insurers and pharmacy benefit managers (PBMs) to develop drug policies at RAMC. In her role, she constantly seeks growth opportunities for pharmacy practice. With the philosophy of “break it to fix it,” Ambord successfully implemented inpatient and outpatient pharmacy services, a meds-to-bed program, hospital and community residency programs, and the 340B program at RAMC. She expanded the medication compliance packaging and synchronization programs to improve each patient’s understanding of and convenience for medication use.

### Today’s Concerns

Among many concerns, Ambord says discriminatory reimbursement in the 340B drug-pricing program is at the top of her list. Third-party payers and PBMs lower reimbursement rates for 340B providers compared to non-340B participants. This discriminatory reimbursement practice attacks the healthcare safety net as rural pharmacies and community healthcare centers receive less financial support to provide much-needed patient care. Ambord plans to collaborate with other



pharmacies, along with PSW, to discuss and develop solutions for the prevention of discriminatory reimbursement.

### Future Advice

Ambord urges student pharmacists and practicing pharmacists to get involved and not be afraid to fail. “Make sure you know and understand your value, along with what you bring to the table.” She acknowledges that it is easier to sit on the sidelines. “You must unleash the innovator within to make a difference, speak up and take action.” Additionally, from experience, Ambord says it is important to seek mentorship and build a cohesive team around you. Finally, she says, take the time to appreciate, understand and advocate for your team; it will make it easier to achieve your goals.

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Ziting Zhang is a 2023 Doctor of Pharmacy Candidate at the University of Wisconsin-Madison School of Pharmacy in Madison, WI.

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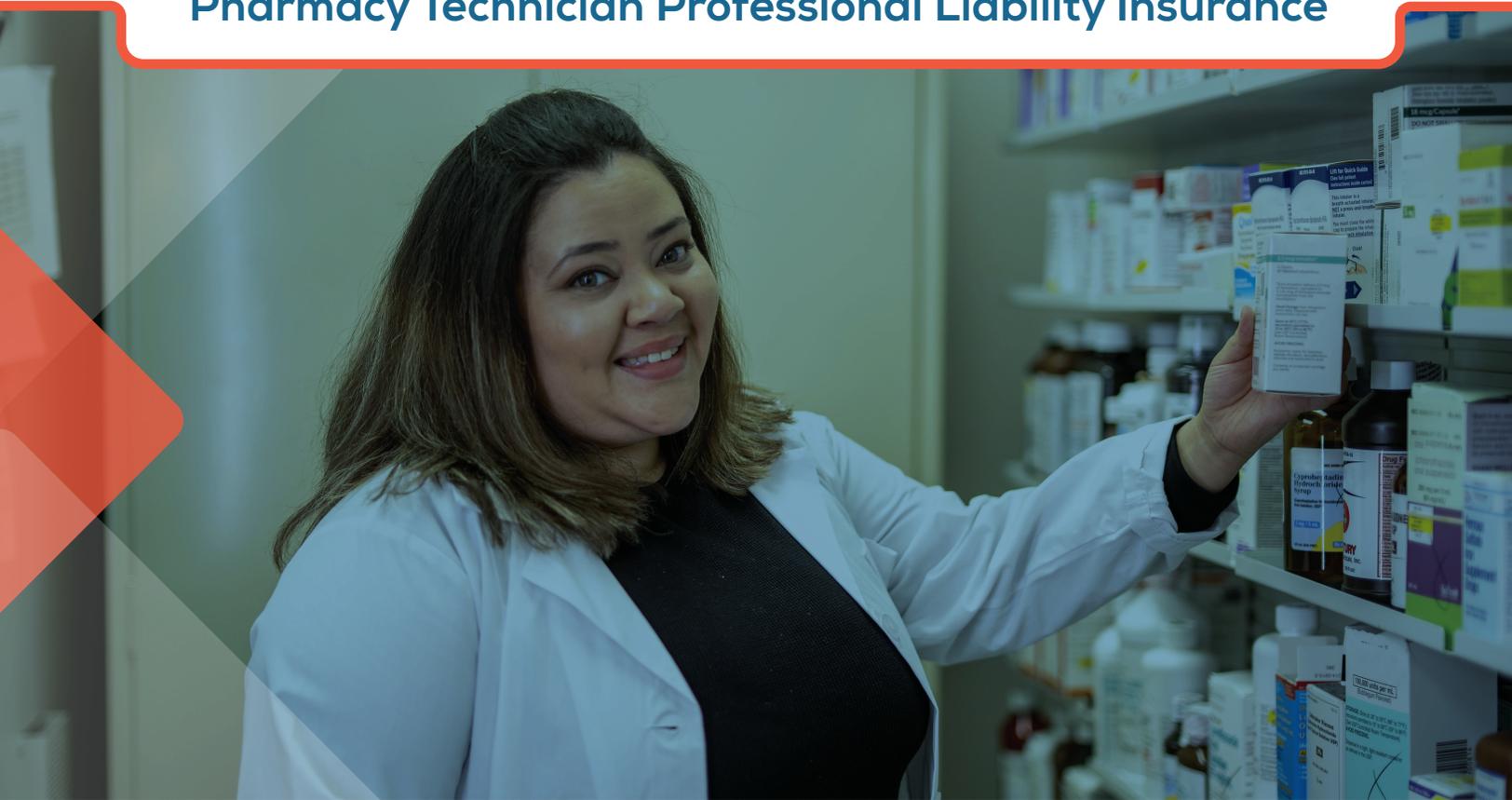
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