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Business Member Spotlight: Stacy Doyle, PharmD - Roundy's Pharmacies

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Stacy A. Doyle, PharmD, has been the Vice President of Pharmacy at Roundy's Supermarkets since 2017. The Roundy's Supermarket division, spanning Wisconsin and the Chicagoland area, is one of the 21 divisions of Kroger Health, the healthcare arm of The Kroger Company. Dr. Doyle received her Doctor of Pharmacy degree from Ohio Northern University in 2003. She started her career with the Kroger Company 24 years ago as a pharmacy technician. Since graduation, she has held a variety of positions: pharmacist, district pharmacist coordinator, division pharmacy sales manager, and her newest role as of 2017, Vice President of Pharmacy at Roundy's Supermarkets. Dr. Doyle stated, "I started my career in community pharmacy because I wanted to make a difference and to help people. As I move into new roles in the company, where there may be less patient interaction, I feel like I can make a difference more globally. I strive to impact patient care by supporting our pharmacists and give them the tools they need to take care of their patients. I share the vision of our entire company of helping people live healthier lives."

Day to Day Practice

The Roundy's Supermarkets division has 107 pharmacies: 67 in Wisconsin and 40 in the Chicagoland area. As the vice president, Dr. Doyle oversees the operations of all 107 pharmacies. Naturally, her days are very busy. Dr. Doyle's team consists of pharmacy practice coordinators focusing on the clinical and compliance elements, and an operations team focusing on the inventory and business side. The work environment is fast paced; she collaborates with different departments, sits in on various meetings, and does a lot of long-term planning. Dr. Doyle spends some of her time at her Milwaukee office. The rest

of the time is spent doing site visits. During her pharmacy site visits, she seeks feedback to see how things are going and to find out whether there is anything that needs to be implemented, improved, or changed.

One of Roundy's Supermarket's pharmacy goals is to vaccinate patients in a timely and convenient manner. Recently, Dr. Doyle helped implement the changes made by the Wisconsin Health and Human Services (HHS) department to the immunization regulations. Doyle and her team updated the protocol and collaborative practice agreements. Pharmacists are able to immunize patients above 3 years of age with any vaccine, including any future coronavirus disease 2019 (COVID-19) vaccine. In addition to immunization services, additional pharmacy-based services, such as medication therapy management and health screenings, are offered.

Dr. Doyle and her team have worked with various local health departments to brainstorm projects, such as COVID-19 testing or flu shot clinics. Dr. Doyle is personally involved with the Kenosha County Health Department, where she sits on the Opioid Task Force. She has been an active member of PSW ever since she moved to Wisconsin in 2017. She has recently worked with PSW to determine how community pharmacies will have to change due to the COVID-19 pandemic. Also, Dr. Doyle's team represents Roundy's Supermarkets on different committees of PSW. Roundy's division pharmacists hold health fairs in nursing homes, and organize other festivals and health fairs in their communities.

Raising the Bar

Dr. Doyle believes that friendliness is one of the most important traits of a community pharmacist. During interviews, the Roundy's pharmacy team looks for

this trait; it is indicative of how well the pharmacist will be able to provide excellent customer service and patient care, as well as being able to communicate effectively. Doyle also notes that pharmacists should be open to growth, approachable, and willing to try new things.

Dr. Doyle came into her current position soon after Roundy's merged with Kroger. As Roundy's adapted to new policies, procedures, workflows, and computer software, the pharmacists found it to be a welcomed change. The new workflow system improved task prioritization and patient communication, and thus improved patient outcomes.

One of the biggest innovations this year, out of necessity, was drive-thru COVID-19 testing at several Roundy's pharmacy sites across the country, including in Wisconsin (under the Pick 'n Save banner) and Illinois (as Mariano's). The pharmacies within the Kroger Health network worked to provide easy access and self-administered COVID-19 testing to many communities to help slow the spread of the virus with the result turnaround time of 72 hours. Additionally, Kroger Health was the first network of pharmacies to receive an FDA emergency use authorization for its COVID-19 test home collection kit. The testing kit was originally only available to frontline associates of The Kroger company, but it is now available to all patients. Kroger also partners with other businesses to provide COVID-19 tests. The COVID-19 at-home tests are mailed to the patient; they connect with a Kroger Health nurse practitioner via a Telehealth visit; and the nurse practitioner walks them through the administration procedure. They are instructed on packing and shipping the test and are notified of their results within 48 hours.

Roundy's pharmacies, as part of Kroger Health, have established many innovations



Above: Roundy's Pharmacy, Milwaukee, WI. **Right:** Stacy Doyle, PharmD.

to further differentiate themselves in the wide world of pharmacy. The pharmacists complete continuing education classes to maintain their licenses. They have taken focus-based training classes, on topics like health screenings, immunizations, and, with the Wisconsin HHS department, expanding access to childhood vaccines, a pediatric refresher class. They have been able to maintain a balance of both the clinical and dispensing sides of the pharmacy. Every February, they host heart-healthy screenings, and every June they host glucose screenings for their patients, in addition to conducting full biometric screenings year-round. They have also provided an online interface where customers can reorder and pay for medications, and arrange curbside pickup and delivery of medications and groceries, which is especially important during the pandemic. Additionally, as part of the COVID-19 protocols, the company has implemented many safeguards, including social distancing markers, plexiglass, mandatory masks, and enhanced cleaning and disinfecting procedures.

Bumps in the Road

One of the most recent challenges for Roundy's pharmacists is the COVID-19 pandemic. The shortages of and increased demand for medications was an issue at the beginning of the pandemic; pharmacies

are also dealing with rapidly changing guidelines and processes from the Centers for Disease Control and Prevention and other federal and state agencies.

The pandemic has increased the importance of flu vaccination. To decrease the burden on our healthcare system from COVID-19 and influenza, it is important for pharmacy staff to encourage patients to get the flu vaccine.

A challenge that Dr. Doyle has seen throughout her career, one that pharmacists currently are trying to overcome, is helping patients and healthcare professionals understand what pharmacists are capable of doing for patients. Dr. Doyle believes it is very important to practice at the top of our licenses and to make sure that other healthcare professionals see the importance of pharmacists in the healthcare environment. She expresses that, with any new implementations or challenges, it is very important to be open to feedback and to be flexible.

Moving Forward

Dr. Doyle states that Roundy's Supermarket pharmacies are continually looking for opportunities to grow in the clinical and dispensing sides of pharmacy. They plan on continuing to attract potential customers and patients by promoting it as a one-stop place for prescriptions and grocery needs.

They would like to incorporate other departments into the healthcare realm, to help provide healthy options. They would like to demonstrate that, in addition to caring for patients with chronic diseases, they are also helping to prevent them. Working with dietitians and nutritionists, they would like to provide food tours to promote healthier living among their customers.

Doyle's advice to pharmacists who are interested in the community/supermarket pharmacy area is to be flexible and willing to dive into unknown territory. She said, "The main responsibilities for a pharmacist are continuously changing, as is the profession. We must grow within our profession and be open and fluid to changes in our field. While dispensing is a part of our profession, it is no longer the focus. Using our clinical training and knowledge, we can provide patient care beyond dispensing a prescription."

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