

State Consumer Health Information and Policy Advisory Council

September 19, 2024

This meeting is being recorded



State Consumer Health Information and Policy Advisory Council

Mission Statement

“The mission of the State Consumer Health Information and Policy Advisory Council is to assist the Agency in reviewing the comprehensive health information system, including the identification, collection, standardization, sharing, and coordination of health-related data, among federal, state, local, and private entities and to recommend improvements for purposes of public health, policy analysis, health information exchange and transparency of consumer health care information.”

Florida HIE Contracts

Department of Health (Support HIE for Medicaid Patients)

Point Click Care (Florida HIE Services)

Emergency Patient Look-Up Service (E-PLUS) Contracts

HealthTech Solutions (Education and Training)

Point Click Care (E-PLUS System)

Responsibilities

The State Consumer Health Information and Policy Advisory Council

Shall provide insight and expertise to the Agency regarding the publication and dissemination of health-related data and statistics. The Council aims to standardize the sharing of health-related data across federal, state, local, and private stakeholders.

The Council shall develop mission statement, goals, and a plan of action for the identification, collection, standardization, sharing, and coordination of health-related data across federal, state, and local government and private sector entities.

The Council may establish other Ad Hoc, issue-oriented workgroups to make recommendations as needed.

Data Dissemination & Transparency Contracts

Comagine Health (Web development & maintenance)

Cloud Navigator (Web FHF, FL Rx)

Health Care Cost Institute (FHCF)

Ebix (ADAM Health Encyclopedia for FHF)

3M Health Information Systems (GrouperLicense)

Strategic Digital Services (Marketing and Transparency Re-Design)

The Society of Thoracic Surgeons (STS National Statistical Database on FHF)

Florida Health Finder (FHF); Florida Health Price Finder (FHFP); Florida Price Finder (FL Rx)

Data Collection & Quality Internal System

Florida Discharge Data Collection (FDCC) System

Patient Safety Culture Survey Program Internal System

Patient Safety Culture Survey (PSCS) System

Jason Weida, Secretary,
Agency for Health Care
Administration

Council Members

Chair
Karen van Caulil, Ph.D.,
President, and CEO,
Florida Alliance for
Healthcare Value

Vice Chair
David Shapiro, MD,
Administrator, Red Hills
Surgical Center

Alexis Bakofsky,
Chief of Staff, Office of
Insurance Regulation

Joyce Case,
HPC Program Director,
Health Planning Council of
Northeast Florida

Jarrold Fowler
Director of Health Care
Policy and Innovation,
Florida Medical Association

Diane Godfrey,
Vice President,
AdventHealth

Dennis Hollingsworth
Chief of Clinic Management
and Informatics, Florida
Department of Health

Lindy Kennedy,
Executive Vice President,
Safety Net Hospital Alliance
of Florida

Cindy Meredith
Director of Client Affairs
Florida Association of
Health Plans

Daniel Pardo
Deputy Director of Policy for
Governor Ron DeSantis
Executive Office of The
Governor

Sal Nuzzo,
Vice President of Policy and
Director of The Center for
Economic Prosperity, The
James Madison Institute

Andrew Weatherill, Ph. D.,
Student Support Services
Senior Director, Department
of Education

Vacant
Department of Children and
Families



AGENDA

State Consumer Health Information and Policy (SCHIP) Advisory Council

Meeting Date: September 19, 2024

Time: 10:00 AM to 2:00 PM

Location: Florida Center
2727 Mahan Drive Tallahassee, FL 32308

Virtual: <https://attendee.gotowebinar.com/register/5128551478426200927>

Dial-in Information: Will be provided upon registration.

TIME	ITEM
10:00 AM	Welcome & Roll Call
	Review & Approve Meeting Minutes (Action Item)
	Previous Action Item Review and Status Updates
10:15 AM	HIECC Report <ul style="list-style-type: none">➢ Approval of New HIECC Member (Action Item)
10:30 AM	<ul style="list-style-type: none">➢ Member Mission and Goals Discussion➢ Discussion of Items for Retreat Agenda
11:30 AM	Department of Education Resiliency
12:00 PM	Lunch
1:00 PM	Florida Center Unit Updates: <ul style="list-style-type: none">➢ Data Collection Unit➢ Data Dissemination Unit➢ HIE & Policy Unit
1:30 PM	Public Comments
1:45 PM	Meeting Summary & Next Steps
	Adjournment

Welcome and Roll Call



Review and Approve Previous Meeting Minutes



**State Consumer Health Information and Policy (SCHIP) Advisory Council
Meeting Minutes**

Date: June 20, 2024

Time: 10:00 AM to 2:00 PM

Location: Florida Center, 2727 Mahan Drive Building 3, Tallahassee, FL 32308

Members Present: Alexis Bakofsky, Joyce Case, Lindy Kennedy, Molly McKinstry, Cindy Meredith, Daniel Pardo, David Shapiro, M.D., Karen L. van Caulil, Ph.D.

Agency Staff Present: Jaime Bustos, Dylan Dunlap, Milly Hardin, Adrienne Henderson, Taft Jackson, Pamela King, Crystal Ritter, Sarah Sheppard, Dana Watson

Interested Parties Present: Rob Davison, Linda MacDonald, Ashley Tait-Dinger, Brian Delburn, Jennifer Gulick, Julia Smith, Ellen Navarro Anderson, Karleisha Hankey, Aleskia Fernandez, Hector Feliciano, Mary Thomas, Cynthia Henderson, Christina Samper, Shelley Mannino, Alecia Collins, Seann Frazier, Michelle Beekman, Jason Hand, Lisa Rawlins, Bruce Culpepper

Meeting Materials: [State Consumer Health Information and Policy Advisory Council \(myflorida.com\)](#)

Welcome & Roll Call: Karen van Caulil called the meeting to order at 10:02 am, and announced the meeting was being recorded.

Before roll call was taken, Dr. van Caulil read the mission statement: *The mission of this advisory council is to assist the Agency in reviewing the comprehensive health information system, including the identification, collection, standardization, sharing, and coordination of health-related data among federal, state, local, and private entities, to recommend improvements for purposes of public health, policy analysis, health information exchange, and transparency of consumer health information.*

Dr. van Caulil asked that staff provide information about the HIE procurement. Pamela King advised that the Health Information Exchange (HIE) invitation to negotiate (ITN) was posted on Monday, May 6, 2024, and the Agency released ACA ITN 012-23-24, Statewide Health Information Exchange Service in the Vendor Information Portal. Therefore, we are now in a statutory blackout period for this ITN. Section 287.057.25, F.S. prohibits any person from contacting an employee of the executive or legislative branches until 72 hours after the posting of an award from the solicitation. Any communication by or on behalf of a potential respondent



during this period is strictly prohibited to the procurement officer as provided in the ITN. The procurement officer for this ITN is Weston McCain.

Dr. van Caulil welcomed Daniel Pardo from the Executive Office of the Governor as the new SCHIP member and asked him to do a quick introduction. Mr. Pardo shared that he is currently the Policy Director for the Governor and has been serving in that role for about two years. He stated he was previously an attorney for the Governor.

Dr. van Caulil asked that each member of the Council introduce themselves. After introductions, Pamela King noted that a quorum was met, and roll was taken during introductions. She highlighted that Diane Godfrey, Jarrod Fowler, Dennis Hollingsworth, and Andrew Weatherill were the only members unable to attend.

Review and Approve Meeting Minutes: Dr. van Caulil asked the Council if they had a chance to review the meeting minutes; all members agreed they had a chance to review the minutes. Lindy Kennedy moved to approve the meetings minutes as submitted. The motion was seconded by Dr. David Shapiro and carried unanimously.

Previous Actions Item Review and Status Updates: Pamela King reviewed the action items and gave updates.

Provide a summary of legislation impacting the Agency – This summary will be provided at the next meeting of the Council since legislation can still be vetoed or will not become effective until July 1, 2024.
Provide a list of connected ENS facilities to the members – Completed
Add reminder to FHF for consumers to see if their insurance plans participate with certain providers or organizations – This verbiage has been added to future updates.
Add an item on the regular Agenda for Retreat Discussion Items – Added to June Agenda
Notify the Council members when the Florida HIE’s ITN has been released – Completed March 2024.
Have a presentation on the timeline for research data being available on the transparency sites at the next meeting – On June Agenda.
Share the slide deck on federal policy updates – Completed March 2024
Provide a matrix of the Council responsibilities and any programs with contracts associated with those responsibilities at the June meeting. – On June Agenda



Schedule premeeting calls with members before scheduling an overview of the new transparency websites for them and their constituencies. In progress.
The Council requested they receive materials two weeks prior to the meetings. – Plan to have out by June 6.
Provide information on how FHF system determines where facilities are located in relation to the person looking for facilities near them. On June Agenda.
Get Hope Florida marketing materials to share with the council members. – Completed March 2024.

Agency Update: Jaime Bustos gave Agency updates.

Department of Education Resiliency Initiatives: This topic will move to the next meeting. The presenter is out due to unforeseen circumstances.

HIECC Report: Dr. van Caulil asked Craig Dalton to give the Health Information Exchange Coordinating Committee (HIECC) update.

Mr. Dalton shared that the HIECC met on May 8, 2024. The Agency provided an overview of the Trusted Exchange Framework & Common Agreement (TEFCA) and changes to 42 CFR Part 2. The Committee discussed the impact that the changes to 42 CFR make substance use data exchange policy more similar to HIPAA standards and the impact these changes could have on data exchange both for the state and nationally, including the potential need to modify the ENS agreement to allow for sharing of substance use data in the future.

There was conversation around multiple topics including paramedicine, E-PLUS, and if there is any potential for sharing deidentified data for research. These topics will be discussed in more detail at future meetings of the Committee.

The next meeting of the HIECC is scheduled for August 8, 2024, from 1-3 p.m.

Approval of new HIECC member: Mr. Dalton noted that there was one new HIECC member up for the Advisory Council approval, Mr. Andrew Chang. After brief discussion about Mr. Chang's representations of Accountable Care Organizations, Mr. Kennedy moved to approve the nominee. The motion was seconded by Dr. Shapiro and carried unanimously.

Florida Center Updates: Jaime Bustos

Office of Data Dissemination and Transparency - Patricia Vidal, Administrator



- **FloridaHealthFinder (FHF) Website Updates:**
 - FHF Refactoring Phase II is ongoing. The website is currently undergoing changes to the search and filtering functions to improve the user experience.
 - Updated versions of the Health Illustrated Encyclopedia, Symptom/Health Navigator, and Wellness Tools have been added to the Health Care Education mega-menu tab.
- **FloridaHealthPriceFinder Website:**
 - The annual onboarding process of the 2023 health care claims data has kicked off.
- **MyFloridaRx Website:**
 - Information related to SB 1550 will be added soon.
- **Transparency Initiative:**
 - *'Marketing and Outreach'* (coming soon)

Office of Data Collection and Quality Assurance - Nancy Tamariz, Administrator

- **Blood Clot and Pulmonary Embolism Policy (BCPEP) Workgroup**
 - The group has had 3 meetings, February 21, April 17, and May 29. Members will also meet monthly, if necessary, until December. The workgroup is making progress toward their goals and final report recommendations.
- **Discharge Data Reporting**
 - Q4 2023 data certification date was May 31, 2024. This date marks the closure of the Florida Discharge Data Collection (FDDC) tool's first year in operation.

Office of Health Information and Exchange – Pamela King, Administrator

- **Health Information Exchange (HIE):**
 - The HIE contract with the current HIE vendor was extended until September 2025.
 - As mentioned previously, the HIE ITN has been posted. Responses to the ITN were due by June 17. As a reminder, the blackout period for this procurement is currently in effect.
 - The team is currently working on the Center for Medicaid and Medicare Services (CMS) grant funding request that will help support the E-PLUS system and the Florida Department of Health's (Florida Health) HIE system.
 - The team is working with Florida Health to update our Memorandum of Understanding to provide funds for their HIE system.
- **E-PLUS Program**
 - Two law enforcement agencies have been onboarded since the start of Q2: Pembroke Pines Police Department and Charlotte County Sheriff's Office. Orange County Sheriff's Office is in the pipeline.
 - Flagler County Health Department has access to E-PLUS, making that 46 out of 67 county health departments that have access to E-PLUS. Manatee County Health Department is in the pipeline.



- Hospital Evacuation Drill is postponed to Q1 2025 due to time limitations.
 - 2024 Data Source Assessment was conducted by Point Click Care and E-PLUS was reconfigured to query all data sources in FL, AL, and GA.
 - E-PLUS Team hosted a booth at the Governor's Hurricane Conference.
 - The June E-PLUS release will include a reorganization of the Missing Person's Report, ability to delete end users, filtering of change ADTs for Missing Persons Reporting, and migration of platform to DataDog and Cloudwatch for improved system monitoring.
- **Patient Safety Culture Survey Program**
 - The Agency's Patient Safety Culture Survey (PSCS) implementation is on schedule. The Agency is preparing for the inaugural PSCS data reporting period, June 1 through August 31, 2025. The system is regularly tested and the PSCS website is updated regularly with upcoming education sessions and the latest notifications from the Agency. FAQs continue to be updated regularly.
 - The Agency works with Florida hospitals and ambulatory surgical centers (ASCs), their respective associations, and all interested parties to provide ongoing education sessions regarding the PSCS administration procedure and Agency expectations. The next education session is scheduled for July 25, 2024.
 - The PSCS Team continues to be proactive in solution-based planning for potential disruptions in system functionality or use of the PSCS system. The Agency will identify areas of necessary improvement and reconfiguration after the initial 2025 surveying and reporting cycle.

Additional Update – Molly McKinstry gave an update from the Department of Children and Families. She specifically noted the work DCF was doing to automate the Baker Act reporting process. She also noted the work they were doing to improve data available to consumers related to opioid addiction, including increased data sources and links to substance use disorder facilities.

Presentation on Florida Health Finder Data Availability: Jaime Bustos shared information on the data available via the transparency websites, which included the collection frequency, legal authority to collect, data availability date, and where the data is published.

Review of Council Responsibility Matrix: Milly Hardin provided the review of the Council Responsibility Matrix, which highlighted statutory responsibilities and contracts associated with the work of the Florida Center.

Public Comments: Lisa Rawlings thanked the Council for their work. She noted that there were opportunities for the Council to recommend processes to the Agency that may reduce duplicity of data being provided to state agencies.



Meeting Summary and Next Steps: Dr. van Caulil reviewed the action items she noted from the meeting discussions.

New Action Items	Owner
Provide Federal regulation slides to members as a reminder of changes that may impact HIE in Florida.	Pamela King
Consider looking into having an environmental scan done to see where the transparency website could potentially be improved	Jaim e Bustos
Provide language to the members that they can use for inviting stakeholders to the transparency webinars	Jaim e Bustos
Reschedule Department of Education presentation for the next meeting.	Pamela King
Provide the Council with a copy of the new the 42CFR part II language.	Pamela King
Updated Florida Transparency guides with links	Jaim e Bustos
Provide Council with a copy of the slides that highlight changes that have been made to the transparency updates.	Jaim e Bustos
Add an agenda item to the next meeting for each representative to share how their work supports the Council's mission and goals.	Pamela King
Send the Council members an invitation to the July Patient Safety Culture Survey education session.	Pamela King
Provide background on the Florida Center aspects at a future meeting.	Pamela King

Adjourn:

With no further business to discuss, Ms. Kennedy moved to adjourn. With no objections, the Council adjourned at 11:45 am.

Previous Action Items and Status Updates

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Provide Federal regulation slides to members as a reminder of changes that may impact HIE in Florida.	Pamela King
Consider looking into having an environmental scan done to see where the transparency website could potentially be improved	Jaime Bustos
Provide language to the members that they can use for inviting stakeholders to the transparency webinars	Jaime Bustos
Reschedule Department of Education presentation for the next meeting.	Pamela King
Provide the Council with a copy of the new the 42CFR part II language.	Pamela King
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Add an agenda item to the next meeting for each representative to share how their work supports the Council's mission and goals.	Pamela King
Send the Council members an invitation to the July Patient Safety Culture Survey education session.	Pamela King
Provide background on the Florida Center aspects at a future meeting.	Pamela King

HIECC Report

Approval of New HIECC Member (Action Item)



Stacy Hall, MBA
Executive Vice President | CEO



Statement of Value: "I create member centered cultures that focus on relationships, loyalty, and integrity. My team engagement, development, and retention are impeccable. I optimize the "Total Value" with my business, marketing, and international business cultures expertise. I am a change agent with strategies to grow membership and engagement with an organization who is in a state of building. I deliver processes and build external relationships that position organizations as a leader in the marketplace".

NOTABLE ACHIEVEMENTS:

- ↳ **25+ years** of experience in the healthcare and pharmaceutical industry with 12 years as a senior executive team member working in close partnership with the CEO and board of directors.
- ↳ Managed departments with expenses of **\$3.5M and 17 professionals** to achieve annual corporate performance and financial goals.
- ↳ Successfully oversaw **\$5+B in direct member purchase, \$25M Generic sales revenue, and \$300M Brand sales revenue.**
- ↳ Deep understanding of the complexities of pharmacy as well as risk and threats with laser focus on exploring new opportunities while staying true to the industry.
- ↳ Led complex strategies, initiatives and programs that propelled an organization **from \$722M to \$1.578B in revenues** and over 2K members.
- ↳ Executed in-person and virtual conferences with over **300 members, 70 vendors, and 75 pharmacy students.**
- ↳ Partnered with over **75 pharmacy schools and 300 graduates** creating pathways for business acquisition and ownership.
- ↳ **Developed and executed IPC's new value proposition** and go-to-market strategy to over 6000+ member/customers and 60+ vendors.
- ↳ **Executed and hosted three national trade conferences** virtually and in-person with an increase of 75%-member, student, and vendor participation.
- ↳ Certified Association Executive (CAE), currently obtaining credits.

STACY HALL

Visionary Leader Charismatic Executive Fiscal & Organizational Manager Marketing Strategist

Authentic purposeful and passionate executive leader who enables massive growth in highly regulated landscapes. A polished communicator, articulate speaker, and presenter to a wide range of audiences with executive presence. Heads the build of sustainable strategies in programs, and solutions that capture critical partnerships, propel maximum profits, overcome economic landscape and industry changes, safeguard brand and reputation, and build long-term value and longevity. Surfaces barriers, takes strategies from concept to execution, drives organizational transformations, and continually advances processes to optimize and modernize. Expertly guides strategic planning cycles, focusing on key business drivers while challenging the status quo to advance growth-centric initiatives. Develops passionate teams in full alignment with organizational goals and forward maneuvers. A true champion and advocate for creating experiences that reflect pharmacist centered communities and people they serve. More than 10 years of executive leadership experience establishing and maintaining relationships with business executives, community leaders, and government officials and leading teams of up to eleven direct reports. Significant experience in:

- Strategic Partnership Development
- Fundraising / Public Speaking
- CRM, Google Analytics, Social Marketing
- Revenue & Profit Gains
- Transparent Communications
- Sales Forecasting & Marketing Analysis
- Organizational Growth & Optimization
- P&L, Fiscal & General Management
- Multi-Year Strategic Plans
- Diversity, Equity, and Inclusion

EXECUTIVE EXPERIENCE

FPA FLORIDA PHARMACY ASSOCIATION

The Florida Pharmacy Association founded in 1887 is a 501(c)(6) not-for-profit trade association is the state's oldest and largest professional society representing pharmacists, pharmacy technicians, and various stakeholders from across the state who support the advancement of the profession in optimizing patient care.

Executive Vice President | CEO, Tallahassee, FL February 2024 – Current
Overall management responsibility for growing an impactful professional association. While working closely with the association's Board of Directors, staff, volunteer members, industry vendors, and legislators. Inspiring innovation and ensure that the association is continually well equipped to advance its mission. Responsible for leading the association and overseeing the administration, programs, and strategic direction of the Florida Pharmacy Association.

- Board Governance
- Financial Performance and Viability
- Government and Public Relations
- Member Relations
- Association Management

RX SCHOLARSHIP FUND

A 501(c) (3) nonprofit organization dedicated to supporting the careers of pharmacy students pursuing independent pharmacy ownership to improve the lives of their patients and the communities they serve.

Executive Director, Freeport, FL Feb 2019–Jan 2023
Provided strategic leadership and managed operations. Developed fundraising strategies, oversaw the scholarship selection process, managed the budget, and disbursed funds. Represented the organization, engaged stakeholders, and cultivated relationships. Promoted the fund's mission, raised awareness, and advocated for educational access.

- Introduced, designed, and implemented a series of new strategies to increase engagement with stakeholders.
- Created and implemented a new website and created social media campaigns to reach sponsors and students.
- Executed the first two virtual 5K fundraisers and a community giveback event bringing together pharmacy students and pharmacy owners.

INDEPENDENT PHARMACY COOPERATIVE Sept 1998–Jan 2023
Independent Pharmacy Cooperative is a national group purchasing organization and secondary pharmaceutical

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wholesaler with over 130 employees serving community pharmacies in all 50 states.

SVP Pharmacy Succession & Education | Chief Culture Officer, Sun Prairie, WI 2022 - 2023
A mission to advance overall education to pharmacy students, pharmacy schools, members, and employees to open pathways for external growth and sustainability, evolve the culture of the organization, created the customer experience, elevated DEI initiatives, employee retention, and captured new partnerships.

- Led, planned, and executed the executive strategic planning process with 11 board of directors and President and CEO for 2022 to create a unified approach for engaging a next generation of leaders and increasing organizational transparency.
- Instituted universal corporate training programs for existing team members and a universal onboarding program for all new team members.
- Managed programs, relationships, and communications with 25 state pharmacy associations which resulted in increased communications and participation.
- Created and deployed individual/departmental coffee talks with over 90 team members to gain a deeper understanding of the pulse of the organization, ensure the active development of an inclusive culture, and uncover opportunities for future change and programs.
- Boosted engagement with PharmD students and universities, forming strategic partnerships with 75+ institutions and 300+ students to increase membership and transition students into future owners and members.
- Deployed marketing campaigns to create partnerships with pharmacy schools across the nation to showcase the value and uniqueness of the organization.
- Founded and deployed the first Financial Performance Group Program with over 9 pharmacy owners representing over 25 pharmacies, to elevate the financial posture of owner businesses and carving pathways to combat changes in the market and improve membership retention.
- Played integral role in earning recognition by Top Workplaces as one of the 60 top workplaces recognized in the Greater Madison area for 2022.

VP Marketing, Student Programs, GPO, & Member Relations, Sun Prairie, WI 2018 – 2022
Built up and established new divisions that included GPO, Member Relations, and Student Programs. Owned all aspects of strategic planning, \$3.5M budget management, forecasting, team development and succession planning, marketing, and program development. Managed four divisions within the organization, 17 direct reports, and national geography utilizing Customer Relationship Data Systems, Marketing Software, social media, and Virtual Conferencing software.

- Founded and evolved advocacy sustainability projects to enhance education, propel growth, and create value in organizational benefits by cross functional collaborations.
- Served as critical partner and executive as organization grew from \$722M to \$1.578B in revenue, \$142M to \$240M cash disbursements, 200 to 2K members, 8K active warehouse customers, and 40 to 181 total employees.
- Directed development of national marketing campaign that captured \$1.5M in annual sales with 54% market share for Taiga Products acquisition. Increased market brand awareness and captured immediate traction across unique Puerto Rico market.
- Reduced member relations and marketing expenses by over 30% by utilizing virtual technologies.
- Executed and hosted 3 national trade conferences virtually and in-person with an increase of 75%-member, student, and vendor participation.
- Developed and deployed the organization's first training program and playbook to close gaps in organization culture, foster change to address marketplace shifts, and advance the customer and employee experience through successful transparent relationships.
- Executed membership churn processes and founded new membership-centric position to monitor and combat churn by creating KPI's and increasing data-driven action planning and changing response to declining membership.
- Developed and instituted the IPC Student Internship program offering both in-person and virtual options, 8 students successfully completed the program resulting in 3 fulltime hires.

VP of GPO Relations, Chattanooga, TN

2013 – 2018

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Led, coached, and developed 11+ direct reports. Created and enforced travel and expense budgets, managed P&L, forecasting and top revenue generators. Designed and executed partnerships executive team partnerships, employees at all levels, and board of directors to uncover and tap into opportunities for increased profitability and sustainable growth.

- Facilitated ground-up build of the GPO function and team to reach \$17M in primary member generic sales and \$86M in generic sales. Defined and deployed all growth strategies, playbooks, and programs.
- Developed and coached bench of 11 promotable talent, developing the first succession plan within the GPO Relations department to promote upward mobility which led to 4 team member promotions. Influenced the organizational shifts to support employee KPI's and retention goals.
- Created "Regional Events" the continuing education program for pharmacist, hosting over 20 events annually that reached over 500 member pharmacists/owners.
- Developed membership churn processes for 2400+ members and founded a new membership-centric position to monitor and combat membership churn by increasing data-driven action planning and changing response to declining membership.
- Spearheaded deployment of Salesforce CRM system across the organization including member relations, sales, purchasing, finance, and member services to streamline communication with over 5500 members and promote information sharing across 50 team members.
- Headed PACE team member acquisition with 100% retention, successfully transitioning and integrating 80+ members.

Director of National Accounts Chattanooga, TN	2011 – 2013
Regional Sales Director Chattanooga, TN	2009 – 2011
Retail Merchandise Manager Sun Prairie, WI	2006 – 2009
Purchasing Coordinator Sun Prairie, WI	2003 – 2006
Buyer Assistant Buyer Sun Prairie, WI	1998 – 2003

PUBLIC SPEAKING EXPERIENCE

Executive leader who served as the face and voice of IPC with members, customers, vendors, wholesalers, and associations in meetings, seminars, and industry events. Confidently provided updates and project proposals to CEO and board of directors virtually and in-person.

Pharmacy Times & Parata Systems Next-Generation Pharmacist presenter. As the IPC representative for two years, I presented the nominees and winner of this prestigious award at a ceremony of over 100 professionals.

LBMX Executive Summit kickoff speaker to an audience of over 75 CEO's and executives of cooperatives from around the world centered on importance of culture in leadership and to surface gaps in culture initiatives and fuel forward change.

Pharmacy Crossroads guest with two IPC board members regarding the "IPC Annual Conference" what to expect and how to get involved.

IPC Webinar Series panelist on "The Great Resignation in Pharmacy" joined by three pharmacy owners as we discussed the importance of culture in the workplace and how to improve employee retention.

Independent pharmacy educator and speaker at pharmacy schools across the nation delivering informative presentations relating to the history of GPO's and independent pharmacy ownership.

Concordia University Pharmacy School panelist engaging with over 30 pharmacy students as a representative of group purchasing organizations and secondary wholesalers and how they contribute to pharmacy ownership ecosystem.

IPC Student Conference host, speaker, and corporate representative to over 60 pharmacy students and professors, and presenter of the IPC and RxScholarship awards.

IPC Advisory Board creator and presenter twice annually for 10 participants.

IPC Corporate trainer for over 120 team members, including the executive leadership, on the history of IPC, products and services, and the divisions of the organization.

Diversity, Equity, and Inclusion educational series host with guest speakers aimed at improving the health of the organization. These webinars and in-person events were held quarterly with 20-50 participants.

STACY HALL

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ADVISORY BOARD | CERTIFICATIONS | MEMBER ROLES

UW Parkside – Advisory board member for Adult Education Customer Experience Program.

Certified Association Executive (CAE) - ASAE, Washington DC, currently earning credits.

Customer Experience – UW Parkside, certification 2021.

Chief Member – A private by invitation only member network for the most powerful women executives built to drive more women into positions of power and keep them there.

ASAE Member – Organization for association management, representing both organizations and individual association professionals.

FSAE Member – Organization for Florida State Association Executives.

EDUCATION

Master of Business Administration, Edgewood College, Madison, WI

- Concentration in Marketing and an emphasis in International Business

Bachelor of Science Business Administration, Cardinal Stritch University, Milwaukee, WI

- **Member Mission and Goal Discussion**
- **Discussion of Items for Retreat Agenda**

Department of Education Resiliency



AIHICA
AGENCY FOR HEALTH CARE ADMINISTRATION

Lunch



AIHICA
AGENCY FOR HEALTH CARE ADMINISTRATION

Florida Center Updates

- Data Collection
- Data Dissemination
- HIE & Policy Unit

Public Comments



Meeting Summary

Next Steps

Adjournment



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FLORIDA AGENCY OF HEALTH
CARE ADMINISTRATION



FLORIDA AGENCY OF HEALTH
CARE ADMINISTRATION

