

MEGHANN CHILCOTT, MBA, MS

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INNOVATION AND TECHNOLOGY EXECUTIVE

Specializing in Healthcare Technology

An influential, path-carving executive Chief Information Officer known for navigating high-tech business transformation from concept to maintenance mode, then leading the next innovation project. Leads by example to foster innovation and collaboration while breaking down roadblocks to empower organizations and teams for success.

Implements innovative tools, dashboards, resources, and technologies to drive performance, automation, and productivity. Brings an expansive, multi-industry professional network of decision-makers.

Career Snapshot: Led global teams of 30+ staff | Managed budgets of \$25M | Keynote Speaker

KEY STRENGTHS

*Strategic Planning and Vision ▪ Future-State Technology & Innovation ▪ Technical Project Management
Innovative Tools & Dashboards ▪ Streamlined Business Systems ▪ Process Improvements ▪ Cost Savings
Robotic Automation ▪ EDI Technology ▪ Inventory Systems ▪ VOIP Central Call Center Technologies
Cross-functional Team Leadership ▪ Due Diligence ▪ Stakeholder Relations ▪ Regulatory Compliance*

EDUCATION | CERTIFICATION

(MBA) Master of Business Administration ▪ Florida Metropolitan University ▪ Tampa, FL

(MS) Master of Science ▪ Biomedical Informatics ▪ Nova Southeastern University School of Osteopathic Medicine ▪ Fort Lauderdale, FL

(BS) Bachelor of Science ▪ Information Technology ▪ University of West Florida ▪ Pensacola, FL

Lean Six Sigma Green Belt Certification

AWARDS

CIO of the Year 2019 ▪ Tampa Bay Business Journal ▪ Tampa, FL

Businesswoman of the Year 2019 ▪ Tampa Bay Business Journal ▪ Tampa, FL

Rising Star in Health & Wellness 2019 ▪ Drug Store News ▪ Tampa, FL

PROFESSIONAL EXPERIENCE

BENZER PHARMACY | TAMPA, FL

1 YEAR – LEAVING DUE TO REORGANIZATION, POSITION ELIMINATED

Chief Technology and Marketing Officer

2018 to Present

Enables scalable business growth with modern high-tech solutions, driving system-wide improvements to automation, productivity, efficiency, and performance. Heads the vision, strategy, and technical roadmap while negotiating with stakeholders on budgets and deliverables. Oversees cross-functional teams spanning corporate and store technology, marketing, procurement, managed care, repairs and maintenance, process improvement, and business analytics. Leads, mentors, and motivates a high-performance team of 32 staff.

KEY ACCOMPLISHMENTS

- **Developed a partnership with Uber Health** to support the pharmacy-patient relationship; led the Public Relations and Communications strategy for the innovative program rollout.
- **Developed HUB application for prescription distribution** allowing for direct manufacturer programs and increasing scripts at store level by 15%.
- **Implemented new ERP for Finance and Accounting team**, which bridged significant inter-department gaps and eliminated the need for costly consultants.
- **Restructured the development team**; built data mart for vendor access to near-real-time Rx30 data.

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PROFESSIONAL EXPERIENCE CONTINUED

ORDER INSITE | NASHVILLE, TN

1 YEAR – 1 YEAR CONTRACT

Senior Vice President

2017 to 2018

Directed sales, branding, and strategic partnerships. Led new company branding complimented by a rebuilt online and mobile experience to align with corporate strategy and priorities. Enabled data capture and analysis with the implementation of HubSpot CRM; streamlined and standardized the end-to-end customer lifecycle.

KEY ACCOMPLISHMENTS

- **Headed the CRM system implementation** impacting Sales and Marketing, including project planning, requirements gathering, documentation for full product technical specs, and a user manual.
- **Delivered an increase in leads by leveraging the CRM tool** within industry conferences which delivered dynamic content, and automated communications; delivered a increase in conference meetings.
- **Ran full project lifecycle management for a large grocery customer** resulting in the “fastest and best IT implementation they have experienced” per their CIO.

FRED'S PHARMACY INC | MEMPHIS, TN

3 YEARS – COMPANY DIRECTION CHANGE TO ELIMINATE PHARMACY- LEFT DUE TO LAYOFFS

Vice President of IT Innovation

2016 to 2017

Directed healthcare technology strategy, (BI) Business Intelligence, pharmacy contract management, pharmacy U&C pricing, capital/expense budgeting, and project management. Led large-scale, multi-site technology integrations and migrations with comprehensive end user training and support. Represented the company throughout the State Pharmacy Board approval process for new technologies.

KEY ACCOMPLISHMENTS

- **Implemented a pharmacy data warehouse** over a multi-phase project delivering new capabilities and reporting dashboards; enabled management with real-time insights to performance.
- **Conducted all due diligence for a potential acquisition (M&A)**, ensuring 100% preparation for go-live, including 40 vendor contracts, project plans, resources, and SOP's.
- **Developed a partnership with Merit Health Systems** for telehealth technology in Mississippi.
- **Led the project planning and implementation of a new pharmacy pricing tool** managing U&C pricing, adjusting for seasonality, and regionality of prescription medications.
- **Built and managed a pharmacy systems team** to support enterprise-wide technology modernization projects, resulting in 400+ conversions over 13 months and HITECH compliance.

Vice President of Pharmacy Systems

2014 to 2016

Built the Pharmacy IT department, which included formation of departmental strategy and a focus on pharmacy support and technological growth. Deployed and installed 367 pharmacy IVRs to ensure compliance; supported all retail pharmacies and 3 specialty pharmacies, including a (BI) Business Intelligence division that supplies business analytics for both the retail and specialty divisions. Worked with SVPs of retail and specialty to identify gaps and implement innovative solutions.

KEY ACCOMPLISHMENTS

- **Led the end-to-end migration of a wholesaler** from Amerisource Bergen to Cardinal including EDI / CSOS processes; defined project scope, resources, and milestones through completion.
- **Streamlined the acquisitions process** for full systems conversion including software, hardware, support, interfaces, data migration, and training of systems.
- **Replaced legacy pharmacy system with Enterprise Pharmacy System** utilizing full workflow methodologies, including a training center which operated as a full-scale store.
- **Designed a triple replicating backup process** to minimize disruption during system failures.

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PROFESSIONAL EXPERIENCE CONTINUED

NAVARRO PHARMACY | MIAMI, FL

9 YEARS – LEFT DUE TO CVS ACQUISITION

Director of Navarro Health Services

2013 to 2014

Established the Pharmacy IT department from the ground up, which included formation of Oversee operations and training program within a 21-employee bilingual call center. Oversaw the processing of 85,000+ prescriptions per month. Owned all strategic planning, development, staffing, management, and financial performance of the Medication Adherence Service program. Managed the end-to-end processes within pharmacy central fill facility and pharmacy mail order.

KEY ACCOMPLISHMENTS

- **Managed, coordinated, and executed action plans for daily operations**, establish work priorities, and ensure customer inquiries were resolved while meeting cost, productivity, and quality goals
- **Administered call center software** and modify to provide operational efficiencies.
- **Increased central fill daily output by 18%**; increased efficiency and productivity of system and staff.
- **Developed and executed strategies** to drive mail order program design and business growth.

Director of Pharmacy Systems

2008 to 2013

Pharmacy Systems Administrator

2005 to 2008

Developed and executed strategic plans to drive efficiency and productivity across all aspects of Pharmacy IT operations. Managed technical project management lifecycle and the pharmacy billing system. Oversaw pharmacy inventory levels of ~\$10M; served as key technical resource and mentor to drive staff development and engagement. Streamlined and modernized business systems, orchestrated change management, and drove continuous improvements across multiple sites.

KEY ACCOMPLISHMENTS

- **Instrumental in creating and implementing the US's 1st bilingual mobile application** on the market and only 2nd to launch a mobile pharmacy app behind the industry's top chain pharmacy.
- **Redirected the industry and set a bar for excellence as the 1st US pharmacy chain** to fully deploy an Enterprise Pharmacy System, including biometrics for HIPAA compliance across 32 sites.
- **Played a lead role in implementing Electronic Health Records** that incorporated patient records across 32 sites; oversaw the complex, large-scale project and delivered on-time and within budget.
- **Directed the design and implementation of in-house average cost application** to determine cost during the ordering process through multiple vendors for accuracy of gross margin calculation.
- **Served as IT project lead for a central fill pharmacy implementation**, including fully automated prescription filling of 3,000 prescriptions.

PROFESSIONAL AFFILIATIONS

Board Advisor: MemberCare

Advisor: American Society of Pharmacovigilance, Committee on Cybersecurity for Executive Education University of South Florida

Member: Forbes Technology Council, Emerging Technology Council, Cohost of FutureDose.Tech – Pharmacy Podcast Network, WBL (Women Business Leaders of the U.S. Health Care Industry Foundation)

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SPEAKING ENGAGEMENTS (complete list available upon request)

Keynote Speaker: The International Summit on Healthcare, Pharmacy, and Industrial Revolution, 2018

“Technology’s impact on the future of Pharma,” 2018

Keynote Speaker: AbsoluteAR ACE Conference, 2017

“A Retail Perspective on Industry Challenges”

Keynote Speaker: NGRetail Summit, 2017

“How to Maximize the Impact of Customer Data Analytics”

Panel Member: 6th Annual NASP Annual Meeting and Educational Conference, 2018

“Selecting Digital Technologies for Your Specialty Pharmacy”

Panel Member: SINC IT EAST, 2016 & 2017

“Women in Technology”

PUBLICATIONS

FORBES

Piecing Together the Pharmacy Technology Puzzle: A Primer for Independent Pharmacists (March 2019)

The Growing Trend of Pharmacy Automation (Nov 2018)

Texting Patients? Avoid These Pitfalls (Aug 2018)

Rise of The Machines: The Future of Data Science and Machine Learning (July 2018)

Understanding Data Aggregation in The Pharmacy Industry (July 2018)

Elevating Care and Improving Outcomes: The Need for A Specialty Information System (July 2018)

Technology Is Helping Pharmacies Combat the Opioid Epidemic (June 2018)

Determining the Return on Investment on A New Software Purchase (May 2018)

How Data Analytics and Artificial Intelligence Are Changing the Pharmaceutical Industry (May 2018)

Seven Artificial Intelligence Advances Expected This Year (April 2018)

Four Internal Marketing Tips That Will Help You Sell New Software (April 2018)

11 Tech Leaders Share How They’ll Overcome Their Biggest Challenges This Year (March 2018)

Cutting-Edge Education: 13 Ways to Leverage Technology for Learning (March 2018)

11 Common Myths About Blockchain And Cryptocurrency You Shouldn’t Believe (March 2018)

Taking Medication Adherence Technology To Task (June 2019)

SYNC MAGAZINE

Blueprints for Innovation (2018)

PHARMA BOARDROOM

The ‘Pharmacist’ Will See You Now (April 2019)

Evolutionary Trends in Pharmacy Technology (March 2019)

The Pharmacy in 2019 (Jan 2019)

Amazon to Enter Electronic Medical Record Space (Dec 2018)

AI and Machine Learning Takes on the Burden of Billing and Coding (Nov 2018)

The Pharmacy of the Future (Oct 2018)