

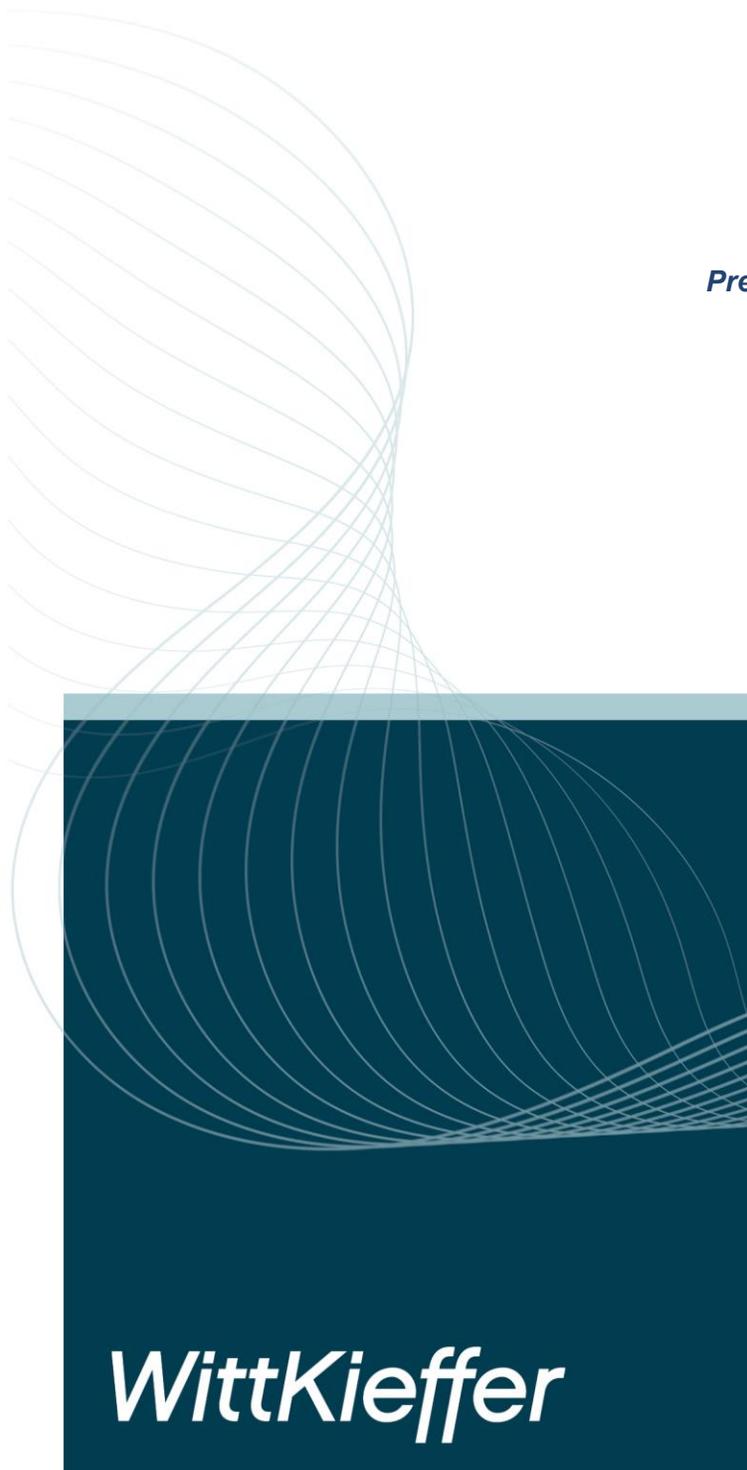
ORLANDO HEALTH®

Director, Specialty Pharmacy

Leadership Profile

October 2025

Prepared by Courtney MacKinnon | Stephen Davis



WittKieffer

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The Opportunity

Orlando Health is seeking a dynamic and forward-thinking leader to serve as Director, Specialty Pharmacy. This is a transformative opportunity to lead and expand a high-impact specialty pharmacy program within one of Florida's most respected and fastest-growing healthcare systems. The Director will be responsible for driving innovation, operational excellence, and strategic growth across specialty pharmacy services, ensuring optimal patient access to complex therapies and alignment with Orlando Health's mission of delivering exceptional care.

The Director will report to the Senior Director of Ambulatory Pharmacy Services and will lead efforts to realize the enterprise-wide vision for specialty pharmacy. This includes driving innovation in medication access, patient engagement, and therapeutic management. The role involves close collaboration with pharmacy leadership, clinical teams, payers, and external partners to develop and implement strategies that strengthen care coordination, maximize the impact of the 340B program, and improve the utilization of specialty medications.

Established in 2021, the Orlando Health Specialty Pharmacy is experiencing rapid expansion, with projected revenue expected to more than double within the next five years. This growth will be driven by both the development of new facilities and broader system-wide advancement. The ideal candidate will bring a proven history of successfully managing and scaling specialty pharmacy operations, with a strong emphasis on leveraging technology and implementing standardized processes to enhance efficiency.

The ideal candidate will be a licensed pharmacist holding a Pharm.D. or equivalent degree, with a minimum of five years of progressive leadership experience in specialty or hospital pharmacy operations. They will possess comprehensive expertise in regulatory compliance, 340B program oversight, and specialty drug procurement. A demonstrated ability to foster collaborative partnerships, lead multidisciplinary teams, and drive quality improvement initiatives is essential. The successful candidate will stand out for their strategic mindset, financial acumen, and unwavering dedication to advancing patient-centered care.

Organization Overview

Orlando Health

Orlando Health is a private, not-for-profit healthcare organization comprised of twenty-four hospitals and emergency departments throughout Central Florida. Orlando Health is home to the area’s only Level One Trauma Centers for adults and pediatrics and is a teaching hospital system with 3,888 beds. Areas of clinical excellence are orthopedics, heart and vascular, cancer care, neurosciences, surgery, pediatric specialties, neonatology, and women’s health.

The majority of residency training is conducted at the Orlando Health downtown campus (Orlando Health Orlando Regional Medical Center, Orlando Health Arnold Palmer Hospital for Children, Orlando Health Winnie Palmer Hospital for Women and Babies, and the Orlando Health Cancer Institute).

Founded more than 100 years ago, Orlando Health is a private, not-for-profit healthcare organization with a long tradition of serving its many and varied communities across Florida, Puerto Rico, and now Alabama. With physicians in more than 105 specialties, the healthcare system attracts patients from across the state, region, and nation.

The healthcare system encompasses award-winning hospitals, stand-alone emergency departments, behavioral health care, skilled nursing facilities, rehabilitation services, and urgent care locations. Our network of primary care physicians and specialists extends from Florida to Alabama and Puerto Rico.

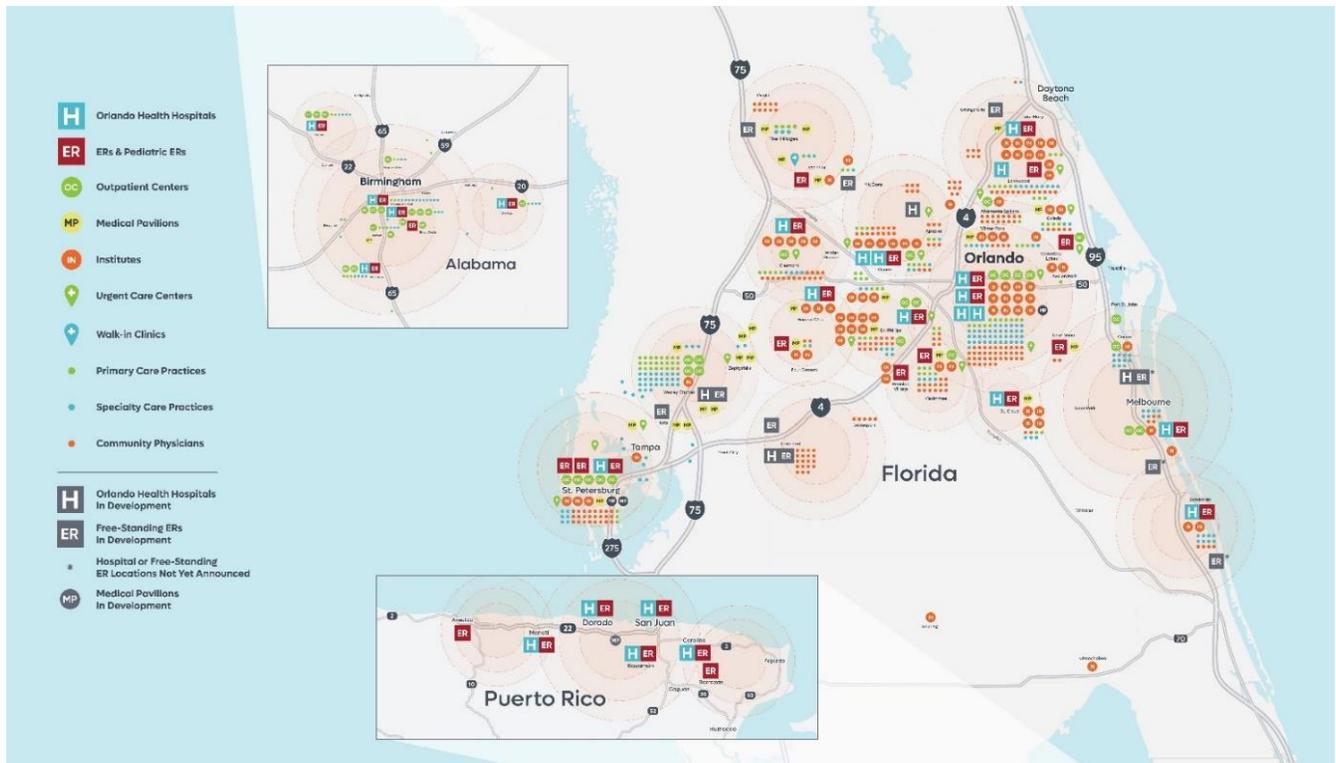
Orlando Health is nationally recognized for its pediatric and adult trauma programs, high-performing community hospitals, and specialty hospitals. Each year, we welcome more than 20,000 babies across the system and care for the most fragile in one of the nation’s largest neonatal intensive care units.

The most advanced care is offered through our specialty institutes that connect clinical excellence, education, and research programs in our core services. With a robust graduate medical education program that hosts more than 475 residents and fellows each academic year, Orlando Health continues its pioneering research that includes therapies for end-stage breast cancer, identifying biomarkers to detect traumatic brain injury, and offering first-in-the-world expanded access for an experimental advanced melanoma treatment.

Last year, the healthcare system had a total community impact of more than \$2 billion through charity care, community benefit programs and services, and community-building activities.

At-A-Glance





Orlando Health Orlando Regional Medical Center



Orlando Health Orlando Regional Medical Center is the primary training location during residency. OHORMC is one of the largest tertiary facilities in the region and offers the most advanced care available for all surgical, medical, rehabilitative, and emergency needs served by a highly qualified team of physicians, nurses, and clinical staff, as well as the very latest in technology and diagnostic imaging capabilities. An 808-bed hospital in downtown Orlando, it is also one of the state’s six major teaching hospitals. OHORMC is home to the area’s only Level One Trauma Center, serving Central Florida counties and caring for adult patients as well as pediatric patients at the neighboring Orlando Health Arnold Palmer Hospital for Children. OHORMC is also home to the region’s only American Burn Association (ABA) verified Burn Center.

Orlando Health Arnold Palmer Hospital for Children



Orlando Health Arnold Palmer Hospital for Children is a 156-bed facility dedicated exclusively to children’s needs. It encompasses a wide range of pediatric subspecialties and is a major referral center for families across Florida. The Bert Martin’s Champions for Children Emergency Department & Trauma Center at Arnold Palmer Hospital is part of the only Level One Trauma Center in the area and was the first facility in Central Florida to provide emergency care exclusively for pediatric patients.

Orlando Health Winnie Palmer Hospital for Women & Babies



Orlando Health Winnie Palmer Hospital for Women & Babies, built in 2006, is a 285-bed state-of-the-art facility dedicated to women's health with labor and delivery rooms, postpartum and high-risk antepartum units, and full gynecology and reproductive services. It specializes in high-risk births and is one of the busiest labor and delivery centers in the U.S.

Orlando Health Dr. P. Phillips Hospital



Orlando Health Dr. P. Phillips Hospital is a full-service medical/surgical facility near Orlando's tourism corridor. It serves visitors from around the world and residents of southwest Orange County. The hospital provides a complete continuum of care to patients across multiple specialties and is also one of Orlando Health's busiest ERs.

Orlando Health Cancer Institute



Orlando Health Cancer Institute is a leading cancer treatment center and a pioneer in cancer care, providing the latest research, advanced treatments, cutting-edge technology, coordinated care, and compassionate support and services. As part of a fully integrated statewide cancer treatment and research network, it is not only one of the largest clinical and basic cancer research centers in the world, but also one of the top cancer care providers in Florida.

Specialty Pharmacy Services Overview

Scope and Patient Population

Orlando Health Scripts Specialty Pharmacy provides medications to patients with complex, chronic, or rare medical conditions, such as cancer, rheumatoid arthritis, Crohn's disease, and multiple sclerosis. These medications are often expensive, require special handling, and are not typically available at retail pharmacies. Orlando Health Scripts Specialty Pharmacy offers access to these medications for both adults and children, supporting conditions that demand advanced clinical oversight and personalized care.

Core Services

Patient Management and Clinical Support

- Personalized medication management by pharmacists, pharmacy technicians, and patient assistance coordinators.
- Telephonic and in-person consultations, including 24/7 access to pharmacists.
- Clinical assessments, refill reminders, patient education, side effect management, and adherence programs.
- Quality of life assessments and screening for social determinants of health.

Reimbursement and Financial Assistance

- Insurance investigation, prior authorization, and appeals processing.
- Coordination with manufacturers, external reimbursement programs, and financial assistance foundations.
- Delivery of medications and ancillary supplies directly to patients' homes.

Care Coordination

- Collaboration with providers to optimize therapy outcomes.
- In-home medication training and administration, including home infusion services when appropriate.

Accreditation and Quality

Orlando Health Scripts Specialty Pharmacy is double-accredited, demonstrating a commitment to high standards and continuous improvement. Accreditation by organizations like URAC and ACHC is essential for network access and is mandated by payers and pharmaceutical manufacturers. Quality metrics tracked include dispensing accuracy, turnaround time, call answer speed, abandonment rates, and patient/provider satisfaction surveys - all reflecting strong performance and patient-centered care.

Operational Model

Orlando Health Scripts Specialty Pharmacy operations require strategic leadership focused on developing and expanding service lines through collaborative partnerships with payers, providers, and manufacturers. Success in this area depends on maintaining strict compliance with regulatory, legislative, and accreditation standards, while fostering continuous improvement through detailed data analysis, performance reporting, and active engagement in quality management initiatives.

The Specialty Pharmacy at Orlando Health aims to provide high-touch, patient-centered care for complex therapies. This includes ongoing education, monitoring, and support throughout the treatment process, as well as addressing barriers to starting and continuing therapy, such as financial, clinical, and logistical challenges. The goal is to improve patient outcomes, increase satisfaction, and enhance value for the health system.

Position Summary

Reporting Relationships

The Director, Specialty Pharmacy will have two direct reports and report directly to the Senior Director, Ambulatory Pharmacy Services.

Responsibilities

The successful Director, Specialty Pharmacy candidate will:

Essential Functions

- Oversee all of Orlando Health's specialty pharmacy services to ensure the best patient outcomes, financial stability, and compliance with regulations.
- Lead the deployment and execution of a comprehensive strategic roadmap for specialty pharmacy services, aligning with organizational goals and market trends.
- Pursue opportunities to expand the service line, including new specialty pharmacy ventures and partnerships with payers, providers, and manufacturers.
- Work with leadership to assess and adopt innovative care models that increase patient access, improve outcomes, and promote revenue growth.
- Track national and regional trends in specialty pharmacy and ambulatory care to proactively position the organization as a leader in value-based pharmacy services.
- Oversee an expanding network of specialty locations, ensuring consistency in performance, compliance, and patient experience across all sites.
- Develop and implement scalable operational frameworks to support expansion from current sites to additional locations, including the integration of new technologies, staffing models, and workflow optimization.
- Ensure accreditation and compliance efforts for specialty and infusion services, maintaining alignment with URAC, ACHC, and other regulatory bodies.
- Build strong relationships with key stakeholders and promote collaborative execution of all department and organizational action plans to meet the strategic goals and objectives of Orlando Health.
- Develop and implement targeted marketing initiatives to help patients, physicians (drive physician loyalty), employer groups, and others recognize and easily access Specialty Pharmacy's services.
- Ensure the department stays compliant with all regulatory, legislative, legal, educational, and technical requirements related to pharmacy practice within the facility.
- Assist with developing and implementing policies and procedures, and ensure the pharmacy stays compliant with accreditation standards related to pharmacy.
- Development of key pharmacy performance metrics and participation as a member of the Quality Management Committee or other related committees.
- Contribute to the development and management of the department budget.

- Maintain consistent, punctual attendance in accordance with Orlando Health policies, the ADA, FMLA, and other applicable federal, state, and local regulations.
- Ensure adherence to all Orlando Health policies and procedures.

Other Related Functions

- Collaborate and develop relationships throughout all levels of the organization.
- Review and respond to regulatory and legal matters when requested, in accordance with OH policies and procedures.
- Exhibit a high degree of emotional intelligence.
- Possess the ability to recruit, retain, and develop highly skilled professional staff.

Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Earn the trust and respect of the pharmacy departmental employees, the senior leadership team, the managers/directors, and physicians within Orlando Health.
- Gain an understanding of the ongoing and key initiatives involving the pharmacy. See that initiatives/activities are in place to continually improve efficiency, reduce costs, and improve medication/patient safety.
- Collaborate with Pharmacy leadership to implement strategic plans for launching new specialty pharmacy satellite locations.
- Manage and leverage the 340B program for specialty pharmacy. Stay current with 340B, FDA, and payer regulations.
- Grow patient access through new medical group and service line integrations. Increase market share and revenue through targeted outreach and payer engagement.
- Standardize operations to reduce costs and improve margins. Streamline prior authorization and refill processes.
- Ensure timely delivery and adherence support for high-cost or complex therapies.
- Implement personalized care models and patient education programs.
- Monitor and improve adherence, satisfaction, and clinical outcomes. Review KPIs such as inventory turnover, reimbursement rates, and patient retention.
- Leverage Technology and Data Analytics to monitor the overall performance of the Specialty Pharmacy.
- Maintain standards for URAC, ACHC, or other specialty pharmacy accreditations.
- Work closely with clinical teams, payers, and external partners.
- Align pharmacy goals with broader organizational initiatives.
- Stay current on specialty pharmacy trends and industry standards.

Candidate Qualifications

Education/Certification

- A pharmacy degree (Bachelor's or Ph.D.) is required.
- Must be licensed by the Florida Board of Pharmacy and renewed every two years. License must be current and unrestricted.

Knowledge and Work Experience

- Minimum of five (5) years of experience in the outpatient, specialty, or hospital pharmacy setting.
- Minimum three (3) years of experience in operational leadership and team management within a Pharmacy.
- Knowledge of Microsoft Office products, including Word, Excel, PowerPoint, and other graphics or presentation software.
- Must command thorough knowledge of the organization's management practices and pharmacy laws.
- Proven success using data-driven decision-making to improve outcomes and financial performance.

Leadership Skills and Competencies

- Visionary thinker with the ability to translate strategy into operational execution.
- High emotional intelligence and collaborative leadership style with strong influencing skills.
- Resilient change agent who can lead through ambiguity and complexity.
- Credible and confident communicator with executive presence and board-level experience.
- Values alignment with Orlando Health's mission, vision, and commitment to community impact.

The Community

Orlando, Florida



Located in the heart of Central Florida, **Orlando** is a vibrant, diverse city that blends innovation, community spirit, and opportunity. While globally recognized for its world-class attractions, Orlando is equally known for its strong civic infrastructure, inclusive leadership culture, and exceptional quality of life.

A cornerstone of the region's community impact is **Orlando Health**, a not-for-profit healthcare network that has served Central Florida for over a century. With more than 25,000 team members and physicians, Orlando Health is a leader in both clinical excellence and community outreach. In 2023 alone, it contributed over **\$1.3 billion in community benefits**, including charity care, education, and wellness initiatives.

Equally influential is **Walt Disney World**, which has shaped the region's identity and economy for over 50 years. As one of the largest single-site employers in the U.S., Disney employs over **80,000 cast members** and generates more than **\$40 billion in annual economic impact** for Florida. Beyond its economic contributions, Disney is deeply committed to philanthropy and social impact. Through initiatives like the **Disney VoluntEARS** program and partnerships with organizations such as **Make-A-Wish**, **Habitat for Humanity**, and **Central Florida Community Arts**, Disney has donated millions and supported thousands of volunteer hours to uplift local communities.



Orlando also fosters leadership through programs like **Leadership Orlando**, the largest community leadership initiative in the U.S., and through civic-minded organizations such as the **Junior League of Greater Orlando** and **Second Harvest Food Bank**. These institutions cultivate leaders who are deeply invested in the region's social and economic well-being.

Beyond professional opportunities, Orlando is consistently ranked among the **best places to live** in the U.S. Residents enjoy a **low cost of living**, **no state income tax**, and **year-round sunshine**. The city offers a rich cultural scene, top-rated healthcare, and access to over 35 colleges and universities. Its central location makes weekend getaways to beaches or natural springs easy, while its growing job market in healthcare, tech, and hospitality continues to attract professionals and families alike.

With its blend of opportunity, community spirit, and quality of life, Orlando is not just a place to live—it's a place to lead.

Procedure for Candidacy

Please direct all applications, nominations and inquiries to the WittKieffer consultants assisting Orlando Health with this recruitment, preferably via e-mail, to Stephen Davis or Courtney MacKinnon, preferably via e-mail, to courtneym@wittkieffer.com or the WittKieffer Candidate Portal, which can be accessed [here](#).

Stephen Davis

Senior Partner

sdavis@wittkieffer.com**781.564.2624****Courtney MacKinnon**

Senior Associate

courtneym@wittkieffer.com**502.644-2566**

Orlando Health values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.

The material presented in this leadership profile should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from Orlando Health documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.

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