- LCDR Sansa Stark is an outstanding pharmacist and leader who has used her breadth and depth of experience to significantly improve the quality of care provided by the pharmacy department at Winterfell Medical Center (WMC). She has my highest recommendation for promotion to O-5.

- As Deputy Chief Pharmacist, LCDR Stark supervises more than 30 WMC employees in addition to managing the Tobacco Cessation Clinic and representing the pharmacy team on WMC’s Antibiotic Stewardship Committee.

-LCDR Stark spearheaded the integration of telemedicine services into the tobacco cessation clinic, applying for and receiving a $10,000 grant from the USDA’s Distance-Learning and Telemedicine program that covered >75% of the cost of the audiovisual communications equipment and software.

--Developed patient education pamphlets explaining how to identify and respond to smoking triggers and connect with a telemedicine provider.

--Her efforts directly contributed to a dramatic increase in patient satisfaction (75% in FY19 to 87% in FY20) and reduction in no-show rates (54% vs 22%) while improving 3-month quit rates from 22% in FY18 to 46% in FY20.

LEADERSHIP:

- LCDR Stark led the process to implement a pharmacy inventory management system.

--Within the first 6 months of use, staff logged 87% fewer out-of-stock partial fills in the outpatient pharmacy, which translated to 126 patients who did not have to make an additional trip back to the pharmacy to pick up their medication.

-Utilized strengths-based leadership training to match dept staff to the environments and clinics that best suited their skillsets, noted approximately 10% increase in output (encounters completed, prescriptions processed, etc.) while improving FY2020 department-wide quality performance measures over FY2019.

-LCDR Stark was the lead investigator of 2016 “for cause” inspection at Sunspear Wines, LLC. Her exceptional investigational work lead to the discovery of adulterated wine and a recall of 600,000 bottles.

MISSION:

-LCDR Stark serves on the WMC Antibiotic Stewardship committee, where she partnered with the infectious disease and informatics leaders to develop and implement encounter templates that augmented clinical staff decision-making regarding appropriate antibiotic therapy.

-- Retrospective review of WMC UTI cases for FY19 indicated 14% of patients received a fluoroquinolone inappropriately, a 32% reduction compared to FY18. This reduction contributed to WMC’s efforts to minimize the risks of antibiotic resistance and incidence of medication adverse effects.

-LCDR Stark was part of an unprecedented WDA compounding inspection effort in 2016 and 2017. She served on a ten-officer team that completed 100 inspections throughout Westeros and led to 30 product recalls and 50 warning letter actions.

--Selected as a member of the national WDA Compounding Inspection Training Cadre, contributing to the certification of an additional 56 officers as certified pharmacy compounding investigators.

-LCDR Stark serves on the national AHS pharmacy informatics committee, where she applies lessons learned from her ongoing master’s coursework to address current issues with AHS health record systems. She successfully advocated for the pharmacy telehealth vendor to adapt their system to allow for scanning of medication bottles by inventory equivalencies to eliminate prescription editing requirements for same medication/different NDC fills.