

Lydia Chandra

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SUMMARY

Pharmacist with over 5 years in clinical settings, focusing on medication management and quality improvement. Developed training programs and guidelines enhancing medication adherence and optimizing patient outcomes. Skilled in data analysis, compliance auditing, and fostering collaborative relationships with healthcare providers to ensure high standards of care. Comprehensive experience in HEDIS and CMS Stars metrics contributes significantly to performance enhancements. Highly committed to improving health outcomes through strategic initiatives and effective program implementation. A consistent leader in audits reinforcing adherence to state and federal regulations while driving innovation.

EXPERIENCE

Senior Clinical Pharmacist

January 2021 - Present

HealthFirst Pharmacy

Chicago, IL

Oversee clinical pharmacy operations, emphasizing medication management and adherence strategies within a diverse clinical team. Drive the integration of best practices for HEDIS and CMS Stars compliance.

- Guided pharmacy staff in implementing improved medication adherence programs, resulting in enhanced patient care standards across all service areas.
- Analyzed comprehensive performance data to identify discrepancies, leading corrective action plans that directly influenced patient health outcomes.
- Prepared extensive training materials and conducted workshops focused on medication policies, elevating staff proficiency and increasing compliance rates.
- Executed internal audits ensuring alignment with CMS regulations and state mandates, successfully rectifying any compliance gaps discovered during assessments.
- Cultivated robust relationships with stakeholders, facilitating significant communication and joint ventures that propelled clinical improvement initiatives.
- Participated actively in cross-functional teams, fostering collaboration that simplified workflows and boosted overall effectiveness in addressing patient needs.

Clinical Pharmacist

June 2018 - December 2020

MedAssist Solutions

Peoria, IL

Delivered focused clinical pharmacy services within interdisciplinary teams, optimizing therapy regimens and promoting effective medication management protocols.

- Conducted meticulous reviews of medication therapies, tailoring specific interventions that maximized therapeutic outcomes and reduced adverse effects.
- Engineered education-focused training sessions aimed at community healthcare providers, significantly augmenting their capabilities regarding drug utilization.
- Led collaborative planning efforts aimed at developing evidence-based clinical programs, closely monitoring adherence rates and patient safety.
- Developed systems for regular quality assessments which provided actionable insights to improve clinical program outcomes continually.
- Engaged with patients through outreach efforts to promote understanding of medication safety; this initiative fostered improved adherence and health literacy.
- Utilized advanced data analytics tools to track program success, shaping future engagements. Observations led to informed clinical choices benefiting patient health.

Pharmacy Intern

June 2016 - May 2018

PharmaCare Corp

Champaign, IL

Supported the management of daily pharmacy functions, gaining hands-on experience in medication dispensing and patient interactions under licensed pharmacist supervision.

- Assisted in numerous patient counseling sessions, focusing on educating individuals about optimal use and potential side effects of medications dispensed.
- Collaborated with pharmacists on medication therapy management, sharpening clinical decision-making skills crucial for a successful pharmacy career.
- Contributed to improvement projects aimed at streamlining pharmacy protocols, yielding more efficient operational practices that benefitted both staff and customers.

- Participated actively in educational efforts targeting the safe usage of medications among local patients, enhancing community engagement around health issues.
- Supported implementation of procedural enhancements leading to better workflow efficiency, allowing for increased customer satisfaction and higher service quality.
- Continually engaged in training modules aimed at refining pharmaceutical knowledge and proficiency in delivering quality care.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois (2018, 2019)
- Recipient of the Excellence in Pharmacy Award (2026)

EDUCATION

Doctor of Pharmacy (PharmD)
University of Illinois GPA: 3.8
Coursework: Pharmacotherapy, Pharmaceutical Chemistry, Clinical Pharmacy Practice, Health Outcomes

2026
Champaign, IL

CERTIFICATIONS

- Licensed Pharmacist, State of Illinois 📅 2026
- Board Certified Pharmacotherapy Specialist (BCPS) 📅 2026

TECHNICAL SKILLS

- **Clinical Tools:** EMR Systems, Medication Management Software, Decision Support Systems
- **Analytics Platforms:** SQL, Excel, Power BI
- **Quality Assurance Tools:** Performance Dashboards, HEDIS Measures, CMS Reporting
- **Project Management Tools:** Asana, Trello, Microsoft Project
- **Training Materials:** Guidelines Development, Job Aids, Protocol Documentation
- **Healthcare Compliance:** State Regulations, Federal Regulations, CMS Guidelines
- **Communication Tools:** Microsoft Teams, Zoom, Slack
- **Education Technologies:** Webinar Platforms, e-learning Systems, Virtual Training Tools
- **Statistical Methods:** Regression Analysis, Descriptive Statistics, Quality Control Techniques
- **Presentation Software:** PowerPoint, Prezi, Google Slides

SKILLS

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|-------------------------|-----------------------------------|--------------------------|--------------------------|
| • Clinical Pharmacy | • CMS Stars Programs | • Quality Improvement | • Audit Execution |
| • Medication Management | • Patient Education | • Stakeholder Engagement | • Performance Monitoring |
| • Data Analysis | • Compliance Auditing | • Training Development | • Process Optimization |
| • HEDIS | • Interdisciplinary Collaboration | • Regulatory Compliance | |

PROFESSIONAL AFFILIATIONS

- Member, Illinois Pharmacists Association
- Volunteer, Health Outreach Program, University of Illinois

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST