

**Kent Kikuchi, RPh., MBA**

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**HEALTHCARE PROFESSIONAL**

Accomplished and dedicated professional with twenty nine years of healthcare leadership experience on Kauai. Successful in driving transformational change in operational areas by fostering strong alliances with health care providers and key stakeholders of the organization. Honest and ethical decision-maker with high standards for legal and regulatory compliance. Experience in budgeting and finance with a proven track record of financial results. Provides visionary leadership and implements strategic solutions to improve operational efficiency and growth. Excellent communication and interpersonal skills that provide the foundation to effectively network, collaborate, negotiate, and maintain positive partnerships with internal and external stakeholders. Builds and retains solid leadership teams to achieve operational excellence in quality, service, employee engagement, satisfaction, and patient care. Serve on professional committees and boards for regulatory agencies, corporations, non-profit organizations, academic student programs, and youth athletics.

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**HEALTHCARE EXPERIENCE**

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*Wilcox Medical Center (Hawai'i Pacific Health)*  
*72-bed Community Hospital*

2012 – 2019

**DIRECTOR — ANCILLARY SERVICES**

- Leadership for Wilcox Medical Center inpatient and outpatient pharmacy, imaging, rehabilitation, cardiac services and cardiac rehab departments. Provide imaging and pharmacy support for Kaua'i Medical Clinic and Satellites. Lead and support ancillary managers, supervisors and more than 120 clinical and clinical support employees.
- Plan and implement strategic initiatives to optimize clinical operations to deliver excellence in quality, patient care, service, employee engagement, financial performance and growth.
- Develop strategies to align with Hawai'i Pacific Health sister organizations to maximize cost reductions and establish clinical best practices.
- Streamlined ancillary operations to improve operational efficiency to decrease cost and increase margin by consolidating clinic and hospital imaging centers, rehab center and oncology/infusion center.
- Top 89 percentile according to Gallup Employee Engagement Survey with less than one percent vacancy factor for all ancillary departments.
- Served as Wilcox Hospital Emergency Operations Center (HEOC) Incident Commander, Section Chief and Branch Director for emergency management situations.
- Capital Improvements – Design and implement after hour retail pharmacy, USP 797/800 renovation, cardiac rehab center, cardiac service redesign, imaging waiting room, imaging diagnostic room renovation, imaging women's center, CT and MRI renovation, urgent care clinic imaging center, relocate rehabilitation department, new infusion/oncology center.
- Capital Equipment - 320 cardiac CT slice, Stereotactic digital mammography, digital MRI upgrade, digital bone density, digital ultrasound system, digital echocardiography system, Pyxis automated dispensing unit upgrade, Epic medical and pharmacy EMR upgrade and RFID barcoding system.
- Clinical Service Enhancements - Clinical pharmacist patient rounding service, automated, antimicrobial stewardship, anticoagulation service, pharmacy chemotherapy/infusion service, 340B drug purchase program. Community benefit initiatives include after hour retail pharmacy and cardiac rehab center.
- In 2018 total revenue for all ancillary departments increased by 20 million (18%) over the previous year. Total drug savings were \$1.3 million through GPO contract negotiations/compliance and 340B savings. Negotiated capital equipment contracts that resulted in over \$400k in savings compared to ECRI best pricing.
- Last year redesign workflow and staffing model to improve patient access and decrease patient waitlist for MRI, ultrasound, mammography, rehab center, cardiac services and cardiac rehab. Cardiac rehab visits increased by 73% over the previous year and waitlist decreased from 5 weeks to less than 1 week.

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## ***Wilcox Medical Center (Hawai'i Pacific Health)*** *72-bed Community Hospital*

2001 – Present

### **DIRECTOR — PHARMACY**

- Leadership for Wilcox Medical Center and Kaua'i Medical Clinic pharmacy operations. Responsible for clinical pharmacy services, budget, revenue, drug and capital contracts, drug formulary, policies and compliance to legal and regulatory requirements.
- Facilitated and streamlined all pharmacy operations to align with Hawai'i Pacific Health organizations for standardization and cost reductions.
- Drug contract negotiations and formulary management to streamline inventory and decrease drug expenditures for Wilcox, Kaua'i Medical Clinic and Hawai'i Pacific Health.
- Renovated the inpatient pharmacy to comply with USP 797 IV clean room and biohazard requirements.
- Automated the pharmacy operations by implementing automated dispensing units (Pyxis), Epic Electronic Medical Record (EMR) and Computer Physician Order Entry (CPOE) to optimize safety and improve operational efficiency.
- Develop and implement pharmacy policies and procedures for Kaua'i Medical Clinic drug procurement and contract management for main physician clinic and satellites.
- Formed and facilitated a multidisciplinary medication safety team that designed new workflow pathways to improve medication safety and improve patient care.
- Top 95 percentile according to Gallup Employee Engagement Survey with no staffing vacancies.
- Serve as Hospital Emergency Operations Center (HEOC) Section Chief, Branch Director and Unit Leader.

## ***McKesson Medication Management, LLC (Contract Services for Wilcox Medical Center)***

1999 – 2001

### **DIRECTOR — PHARMACY**

- Leadership and support for Wilcox Medical Center and Kaua'i Medical Clinic and Satellites pharmacy operations. Responsible for clinical pharmacy services, budget, revenue, drug and capital contracts, drug formulary, policies and compliance to legal and regulatory requirements.
- Design a perpetual narcotic system to ensure accountability and compliance to state and federal regulations.
- Introduce a new medication management process to improve medication distribution and accountability for the inpatient care units, outpatient units and long-term care.
- Introduced a closed drug formulary system to control drug expenditures and decrease inventory cost.
- Purchase a new pharmacy computer system to meet the year 2000 requirements and to comply with clinical, billing and legal requirements.
- Implemented a crash cart and anesthesia tray system to improve accountability and billing.
- Justify and present to the Board of Directors a plan for additional space and replacement of outdated equipment. Plan approved for a new pharmacy and new equipment.
- Optimized pharmacy staffing to best support the operations of the pharmacy operations.

## ***Kaua'i Veterans Memorial Hospital (Hawai'i Health Systems Corporation)***

1994 – 1999

### **DIRECTOR — PHARMACY**

- Leadership and support for Kaua'i Veterans Memorial Hospital inpatient pharmacy.
  - Develop new pharmacy policy and procedures to comply with legal and regulatory requirements.
  - Introduced a closed drug formulary system to control drug expenditures and decrease inventory cost.
  - Worked with the other Hawai'i Health System Corporation (HHSC) Pharmacy Directors to establish a group purchasing organization with Minnesota Multi-state to leverage better drug contracts.
  - Implemented new automated pharmacy computer system from a manual pharmacy process.
  - Introduced an automated method of unit dose packaging to improve efficiency to individualize patient dosing to improve safety and decrease waste.
  - Introduced new IV delivery system to increase stability, decrease waste, and save on drug cost.
  - Created a new Total Parenteral Nutrition System to improve patient safety and optimize clinical care.
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## *Safeway Pharmacy – Kapaa (Retail Pharmacy)*

1990 – 1994

### MANAGER/STAFF — PHARMACIST

- Employed as a staff pharmacist and helped to build the retail pharmacy customer base.
- Promoted to manager of pharmacy operations and responsible for drug inventory, drug contract, staffing, over the counter section, and implemented adjudicated billing system.
- Assisted in the development of a new retail pharmacy policy and procedure manual to comply with legal and regulatory requirements.
- Worked with local physician providers to streamline prescription wait times by faxing in prescriptions.
- Purchased new retail pharmacy computer system for improved accountability and service.
- Purchased billing software to automate and adjudicate insurance claims from a manual billing process.

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## EDUCATION

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### Master of Business Administration (MBA)

University of Phoenix, Phoenix, AZ

### Bachelor of Pharmacy

Washington State University, Pullman, WA

### Pre-Pharmacy

University of Hawai'i at Hilo, Hilo, HI

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## LICENSURE

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### Pharmacy License — State of Hawaii

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## COMMUNITY LEADERSHIP

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### Dean's Advisory Council Member - 2008 to present

University of Hawaii at Hilo Daniel K. Inouye College of Pharmacy

### Advisory Member for Pharmacy Industry - 2010 to present

State of Hawaii DCCA Regulated Industries Complaints Office

### Supervisory Member - 2016 to present

Gather Federal Credit Union

### Board of Director – 2016 to 2018

Kaua'i Junior Golf Association

### Board of Director - 2006 to 2012

Hawaii Pharmacist Association

### Board Member - 2005 to 2009

State Board of Pharmacy

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## AWARDS

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### Pharmacist of the Year - 2005

Hawaii Pharmacists Association

### Student Pharmacist of the Year - 1989

Washington State University

### Athlete Scholar of the Year - 1985

University of Hawaii at Hilo

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