

Application Form**Profile****Hayley**

First Name

Park

Last Name

Middle Initial

Home Address

Suite or Apt

Moraga

City

CA

State

94556

Postal Code

Primary Phone

Email Address

District Locator Tool**Resident of Supervisorial District:** District 2**Kaiser Permanente**

Employer

**Vice President, NCAL
Pharmacy Services**

Job Title

Length of Employment

6 years

Do you work in Contra Costa County? Yes No**If Yes, in which District do you work?****How long have you lived or worked in Contra Costa County?**

3 years

Are you a veteran of the U.S. Armed Forces? Yes No**Board and Interest****Which Boards would you like to apply for?**

Advisory Council on Aging: Submitted

Seat Name

Consumer

Have you ever attended a meeting of the advisory board for which you are applying?

Yes No

If Yes, how many meetings have you attended?

Education

Select the option that applies to your high school education *

High School Diploma

College/ University A

Name of College Attended

University of Toronto

Degree Type / Course of Study / Major

PharmD

Degree Awarded?

Yes No

College/ University B

Name of College Attended

Northwestern University

Degree Type / Course of Study / Major

MBA

Degree Awarded?

Yes No

College/ University C

Name of College Attended

Degree Type / Course of Study / Major

Degree Awarded?

Yes No

Other Trainings & Occupational Licenses**Other Training A****Certificate Awarded for Training?**

Yes No

Other Training B**Certificate Awarded for Training?**

Yes No

Occupational Licenses Completed:

Qualifications and Volunteer Experience**Please explain why you would like to serve on this particular board, committee, or commission.**

I am seeking to serve on a health-related board in Contra Costa County because I believe deeply in advancing equitable, accessible, and coordinated care for our communities. Having spent my career in pharmacy leadership and integrated health-system transformation, I have seen firsthand how strategic governance, strong community partnerships, and aligned leadership can meaningfully improve health outcomes. Contra Costa County is at a pivotal moment, with significant opportunities to strengthen behavioral health, chronic disease management, preventive care, and community-based support.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

I have previously served on the prescription drug affordability stakeholder council in Maryland.

Upload a Resume

Would you like to be considered for appointment to other advisory bodies for which you may be qualified?

Yes No

Do you have any obligations that might affect your attendance at scheduled meetings?

Yes No

If Yes, please explain:

I work full time and may have some conflicts but I will make every effort to attend all meetings.

Are you currently or have you ever been appointed to a Contra Costa County advisory board?

Yes No

If Yes, please list the Contra Costa County advisory board(s) on which you are currently serving:

If Yes, please also list the Contra Costa County advisory board(s) on which you have previously served:

List any volunteer or community experience, including any advisory boards on which you have served.

Maryland prescription drug affordability stakeholder council

Conflict of Interest and Certification

Do you have a familial or financial relationship with a member of the Board of Supervisors? (Please refer to the relationships listed under the "Important Information" section below or Resolution No. 2021/234)

Yes No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relationships?

Yes No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

I Agree

Important Information

1. This application and any attachments you provide to it is a public document and is subject to the California Public Records Act (CA Government Code §6250-6270).
2. All members of appointed bodies are required to take the advisory body training provided by Contra Costa County.
3. Members of certain boards, commissions, and committees may be required to: (1) file a Statement of Economic Interest Form also known as a Form 700, and (2) complete the State Ethics Training Course as required by AB 1234.
4. Meetings may be held in various locations and some locations may not be accessible by public transportation.
5. Meeting dates and times are subject to change and may occur up to two (2) days per month.
6. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.
7. As indicated in Board Resolution 2021/234, a person will not be eligible for appointment if he/she is related to a Board of Supervisors' member in any of the following relationships:
 - (1) Mother, father, son, and daughter;
 - (2) Brother, sister, grandmother, grandfather, grandson, and granddaughter;
 - (3) Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
 - (4) Registered domestic partner, pursuant to California Family Code section 297;
 - (5) The relatives, as defined in 1 and 2 above, for a registered domestic partner;
 - (6) Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

Hayley Y. Park, Pharm.D, MBA

Moraga, CA | h.park@me.com | 312.758.7223 (cell) | www.linkedin.com/in/parkhayley

Summary

Strategic, people-centered pharmacy executive with over 20 years of progressive leadership across acute care, outpatient, mail order, call center pharmacy settings and pharmacy benefit management. Known for translating complexity into clarity and executing high-impact strategies that advance quality, access, and affordability within an integrated care and coverage system.

Recognized for building effective strategies that align regional execution with national priorities – leveraging deep operational expertise, data-driven insights, and a human-centered approach to scale innovation. Collaborator who cultivates relationships with physician leaders, labor partners, operational executives, and frontline teams to co-create solutions and deliver results that last.

Experience

Kaiser Permanente, Oakland, CA

Vice President, Pharmacy Operations, Northern California (NCAL) 2022 to present

- **Architected a regionally led, locally executed strategic plan** to expand medication care services across 14 services areas, achieving a 5-Star CMS rating in adherence, medication therapy management and statin use in persons with diabetes by aligning operational execution with enterprise quality goals.
- **Improved team engagement and culture of health** year over year for a workforce of 5,000+ pharmacy team members, driving inclusive leadership, well-being, and performance across inpatient, ambulatory, retail and specialty settings.
- **Partnered with The Permanente Medical Group** to exceed drug utilization savings targets, integrating pharmacy strategy with clinical care pathways and financial stewardship to improve outcomes and affordability.

Executive Director, Pharmacy Operations, Mid-Atlantic States (MAS) 2019 to 2022

- **Led KPMAS transformation of pharmacy benefit design** in collaboration with health plan product team, national pharmacy and Executive Medical Director, MAPMG:
 - Standardized the Rx benefit exception process to rationalize the number of plans available.
 - Increased reimbursement revenue through carve-out pricing strategies that leveraged non-member rate
 - Optimized external pharmacy network to internalize prescription volume
 - Restructured formulary tiers to drive utilization of preferred drugs
 - Aligned Medicare Part B cost-sharing to market benchmarks
 - Implemented clinical prior authorizations for high-cost therapies to improve utilization management and affordability.
- Delivered superior drug trend performance: -0.9% (2020), 4.4% (2021), and 3.1% (2022) – outperforming the KP national average and demonstrating sustainable cost containment through strategic benefit redesign.

Walgreens Boots Alliance, San Mateo, CA

Director of Pharmacy and Retail Operations 2017 to 2019

Regional Healthcare Director 2013 to 2019

- **Expanded leadership scope** from Regional Healthcare Director to Director of Pharmacy and Retail Operations in a Fortune 50 company, demonstrating readiness for enterprise leadership.

Oversaw **full store operations for 65 pharmacy and retail locations** (\$600M+ revenue, 2000+ employees) with P&L responsibility, driving pharmacy performance, exceeding revenue targets, and achieving top-quartile leadership effectiveness (88% People Pulse Survey).

- **Broadened operational and strategic acumen** by leading large-scale change in pharmacies across multi-state markets (Northern California, Hawaii, Reno) **spanning 650 stores and \$2B in revenue**. Directed 10+ cross functional teams focused on clinical quality, regulatory readiness, labor efficiency, specialty pharmacy, and workflow optimization – elevating pharmacy performance in test stores by 17% in 6 months.
- **Spearheaded integrated business and clinical strategies** through strategic partnerships with health systems, FQHCs, and payers; launched 5 specialty sites, closed \$2M+ in acquisitions, and scaled 340B and managed care initiatives. Championed frontline engagement (+11% YoY) and created a scalable model for pharmacy transformation aligned to care delivery, access, and affordability.

Experience

St. Anthony's Hospital, Lakewood, CO

Director of Pharmacy

2010 to 2012

- **Transformational pharmacy leader** reporting to the Chief Medical Officer, led pharmacy operations for a 350-bed, Level 1 trauma hospital pharmacy department with 100+ staff and a \$10M budget, overseeing relocation to a new facility, driving workflow redesign, automation, and quality initiatives that reduced preventable errors by 40%, achieved TJC accreditation, and implemented a decentralized clinical pharmacy model.

Safeway, Denver, CO

Regional Pharmacy Manager

2008 to 2010

- **Multi-site operations leader** with P&L accountability for 29 Safeway pharmacy departments and 150+ FTEs, launching a KPI dashboard to exceed performance goals and expanding community outreach through immunization programs and partnerships with urgent care, senior, and long-term care facilities.

McKesson

2005 to 2008

Director of Outcomes, Superior, CO

2006 to 2008

Pharmacy Director, Chicago, IL

2005 to 2006

Assistant Pharmacy Director, Merrillville, IN

2005 to 2005

- **Established and led a cross-functional team** responsible for driving clinical outcomes across \$100M+ Medicaid diseases management contracts, supporting over **700 call center nurses nationwide**.
- **Secured NCQA accreditation** by deploying Six Sigma quality initiatives and developing robust analytics/reporting infrastructure to measure and sustain performance.
- Championed a **data-driven culture** by integrating outcomes measurement into operational workflows, elevating population health management and care coordination for vulnerable members.

Deloitte, Chicago, IL

Senior Consultant

2004 to 2005

- Outlined and launched operational reengineering and cost savings strategies for environmental, patient care, and contract services departments. Generated \$22M in system-wide savings by implementing a 5% reduction in force.

Policy & Advisory Leadership

- Member, **Maryland Prescription Drug Affordability Stakeholder Council** (2022-2025): Appointed to a 26-member council advising the Maryland Prescription Drug Affordability Board (PDAB), the nation's first state-level entity dedicated to reducing prescription drug costs. Contributed to policy development and affordability strategies impacting statewide medication access.
- Member, **Medication Therapy Management (MTM) Advisory Group**, Pharmacy Quality Alliance: Collaborated with national stakeholders to enhance MTM service quality and measurement, focusing on Medicare Part D programs. Engaged in initiatives to standardize documentation, improve patient-centered care, and integrate health information technology.

Education & Licenses

- **Education:** Master of Business Administration degree, Northwestern University, Kellogg School of Management, Evanston, Illinois. Fellowship in Pharmacoeconomics, University of Illinois at Chicago, and Walgreens Health Initiatives (Pharmacy Benefit Management) Chicago, Illinois. Doctor of Pharmacy degree, University of Toronto, Toronto, Ontario. Bachelor of Science degree in Pharmacy, University of Toronto, Toronto, Ontario.
- **Licenses:** Registered Pharmacist: California, expires 2026; Illinois, expires 2026; Ontario, expires 2025.