

## **Good Neighbor Pharmacy Pharmacist of the Year**

**Recipient:** N. Lois Adams, B. Pharm., C.Ph, M.B.A.  
Freedom Pharmacy & Wellness Center  
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**Bio:** N. Lois Adams otherwise known as “Mother Theresa with a briefcase”, is a licensed consultant pharmacist and Founder, President and Chief Executive Officer of the HHCS Health Group and its related corporations, which include the Cystic Fibrosis Pharmacy, Inc., Freedom Pharmacy and Wellness Centers, Medi-Paws Veterinary Pharmacy, Inc., Medical Management Enterprises, Inc., International Pharmacy Corporation, Physicians Wholesale Supply, HHCS Research Institute, Inc., Medical Care Consultants, Inc., and the Florida Ambulatory Infusion Centers, Inc. Prior to that, Ms. Adams was CEO and President of Home Health Care Services, Inc. and the Professional Strategies Group as well as Director for Inventory and Narcotic Control for the Orlando Regional Medical Center and Director of Pharmacy at other hospitals.

Ms. Adams received her Bachelor of Science degree in Pharmacy from the University of Florida, did post-graduate work at Rollins College and received her Master’s Degree in Business Administration from the University of Central Florida, where she has been inducted into the “Hall of Fame” for her many achievements and service to the community. She is also a candidate for her doctorate degree in health care administration.

Ms. Adams began her advocacy work as a student member of the American Pharmacist Association at the University of Florida at Gainesville. There, she learned the wisdom of becoming actively involved in the issues of the day, and how a pharmacist, acting in concert with others, could affect positive change for patients and the community at large. Now she works as a seasoned consultant for the health care industry and legislators at the local, state and national levels and was also a Pharmaceutical Consultant to former U.S. Congressman Bill McCollum. She is the recipient of over 30 awards for achievement in the health care field, including being the first woman in Florida ever to receive the Wyeth Bowl of Hygeia Award for her advocacy work. Other awards Lois has been given include one for Innovative Pharmacy Practice, one for Public Relations, and another for long term care ombudsman service from the Governor’s office.

Ms. Adams is a founding member of the home health section of the Florida Pharmacy Association and the Independent Pharmacy Network of Florida testifying on pharmacy/patient issues before the U.S. House Judiciary committee, and before both the Florida House and Senate. She is considered an expert on pharmacy issues for the purposes of court testimony and is often asked to intervene on patients’ behalf with insurance companies and investigates cases of abuse and wrongful deaths in the industry. She is also past President and Treasurer of the Central Florida Pharmacy Association where she helped to develop the legislative network. She has also served as the Honorary Chairman of the Republican Congressional Committee’s

Business Advisory Council and State Delegation to Washington. She recently traveled to the Capital to evaluate the effects of chemical warfare and post traumatic stress on soldiers returning from the Gulf War. Lois, along with Ross Perot, was able to shed light on this serious problem to members of Congress and get the wheels of government moving to address it.

Ms. Adams is also active in civic affairs, serving with various charities and foundations, including serving as Board President for the Center for Memory Disorders in Orlando, Florida, which Ms. Adams founded as a lasting memorial to her late mother, Helen Littlefield. In addition, she has served as founding member of the Florida Independent Pharmacy Network, Chapter President of the National Foundation for Ileitis and Colitis, member of the State of Florida Agency for Healthcare Administration Drug Utilization Review Board, Board Member of American Diabetes Association, among others. Ms. Adams also started a scholarship fund at the University of Florida College of Pharmacy called "HHCS Health Group of Pharmacies Scholarship for Entrepreneurs" where pharmacy students submit essays on topical subjects and today's healthcare environment.

Lois loves her profession and feels that the industry is in a continuous state of change and strongly recommends that pharmacists become part of the process for the betterment of their patients and businesses. She feels that pharmacists must care about their patients at the "heart level" and then become personally involved in their profession beyond office hours. She says that reform cannot be proactively affected with 9-5 pharmacists. A pharmacist needs to be visible and vocal to assist patients in finding medications and treatments and to reach the eyes and ears of those who create change. For women, pharmacy is an ideal career as it provides flexible opportunities that will work with varying schedules, allowing for a productive career and an active family life at the same time. She has been a practicing pharmacist for 48 years.

Ms. Adams meets with her patients anytime by appointment at her Freedom Pharmacy & Wellness Center located in Orlando. She educates them daily through special programs, seminars featuring specialized speakers and professors, one on one consultations and mass distribution of valuable information. She participates in many community programs and hosts events regularly in her complex such as GNP screenings and flu shots.

Freedom Pharmacy is a long time Good Neighbor Pharmacy member and an active supporter and proponent for the program. Lois supports and in most cases leads the GNP activities and initiatives that her local Orlando area GNP cluster participates in and has never missed one of the groups cluster meetings. Lois is an active participant in the groups planning board and she regularly attends ABC's annual NHCE and regional rallies and meetings. Her Freedom Pharmacy takes part in the monthly GNP television advertising on the CBS affiliate WKMG Channel 6 in Orlando. The store participates each February in the local GNP clusters Heart Health Awareness program and provides free in store cholesterol screening. In November Freedom Pharmacy participates in the special commercials and in store support materials that the local cluster does

for the National Diabetes Awareness Month campaign and provides free glucose screenings. Every March Freedom Pharmacy and the local GNP members provide free Colorectal Cancer screening kits and support the campaign with special commercials and on air health events in partnership with Channel 6 to raise awareness about this disease. In October the store and the other area cluster members promote Breast Cancer Awareness and run a series of ads in partnership with WKMG 6 on the importance of getting regular mammograms and doing self checks. For the summer months Freedom Pharmacy and the local cluster provide free hurricane maps and storm preparedness information to the community. Throughout the year Lois and Freedom Pharmacy continually bring health information and awareness to the community through these GNP programs and many other of their own in house programs.

Freedom Pharmacy is an active member of the Diabetes Shoppe program and being diabetic herself allows Lois to bring a unique perspective of caring and empathy to her many diabetic patients. Lois is NHCE certified and has taken both the Community Pharmacy Diabetes Management program and the Advanced Techniques in Diabetes Care that ABC offers. In addition Lois has made sure that all of her staff pharmacists have taken the courses and that her technicians take all appropriate courses offered so they too can offer better care and understanding to their patients. Freedom Pharmacy utilizes the IMETRIKUS system as a valuable part of helping their patients understand and control their disease. This past year Lois and her store staff raised more than \$3000.00 for the American Diabetes Association in the annual fund raising drive that her GNP cluster group participates in here in Central Florida. For this accomplishment Ms. Adams and her pharmacy staff were presented with the GNP "The Trophy of Excellence" by her cluster for their first place finish.

Ms. Adams serves as an advisor for our GNPPN program. She says that the partnership with ABC is excellent and that pharmacists are treated well. Freedom Pharmacy is accredited and has a registered therapist and nurse on staff to offer complete well-rounded care. The staff also includes 25 full time associates and several part time and pharmacist interns on a rotating basis from Nova Southeastern University, University of Massachusetts, and University of Florida College of Pharmacy,

Ms. Adams is a strong supporter of Medication Therapy Management and Medication Therapy Review Treatment. She finds that patients often come to the pharmacy overmedicated, especially those with memory disorders. Since most legislators don't understand what MTM is and why it's necessary she advocates for it every chance she gets. Another subject Lois is an advocate of is for community pharmacy's to have greater access for pharmacists to provide immunizations. She says the local pharmacy is a very convenient nonthreatening place for people and by allowing pharmacists to administer vaccinations she believes would lead to

better immunization rates and compliance. Lois and three of her pharmacists attended the Immunization Certification Course we offered this past year because of her belief that community pharmacy has an important role to play in immunizations.

For chronic conditions, Ms. Adams makes sure that every patient is tested when they come to her facility and that follow up on site and through telephone check ups are continued after the visits, all free of charge. She provides nutritional counseling and works toward holistic ways of healing as an effective means for continual healthcare. She works with the healthcare provider and caregiver as well to find efficient ways to work together for efficiency and the betterment of quality of life for the patient. Whenever possible, green and recycle procedures are implemented. Her Research Institute also conducts trials for Johnson and Johnson, Schering-Plough, Bristol Meyers Squibb, the Southwest Oncology Group, and other pharmaceutical corporations.

Knowing Lois Adams as we do here in the Central Florida area we have been privileged to witness her dedication to pharmacy, her advocacy on behalf of so many causes, and her remarkable achievements first hand. In our minds Lois Adams is what a Pharmacist of the Year should be, so we respectfully applaud her as the 2010 Good Neighbor Pharmacist of the Year Award Recipient.

**Additional Information:**

**ABC Program Participation:** Good Neighbor Pharmacy, Diabetes Shoppe, GNPPN, Prescription Savings Club, PRxO Rx, Imetrikus.

**ABC Certification Courses Taken:** Immunization Certification Course, Community Pharmacy Diabetes Management Program, Advanced Techniques in Diabetes Care,

Medication Therapy Management and numerous others we've offered at the NHCE and other venues.