

## October 2014 Team Member Profile Management

## [NAME REDACTED] — Support & Account

[NAME REDACTED] possesses many exemplary leadership qualities, including boundless energy, decisive decision-making and highly engaged collaboration. A longtime member of the McKesson family, she passionately exhibits these and other key qualities every day and in every customer interaction.

As the Executive Director, Support & Account Management, [NAME REDACTED] is responsible for creating positive customer outcomes across all BPS foundational products. She and her teams closely partner with VARs and BPS customers to provide them timely, accurate and beneficial information covering cross-functional product stability, particularly for Practice Partner® v11.0. “Our driving goal is to ensure that our customers are positioned for success to meet regulatory requirements that allow them to provide the highest level of patient care using our solutions,” she emphasized.

[NAME REDACTED] fully understands the value of a meaningful provider-partner relationship — she has been both. Twenty years ago, [NAME REDACTED] joined McKesson after being a successful McKesson customer. She had a strong partnership with her McKesson account manager, who informed her that he was moving into sales and asked if she wanted to assume his account management role in the Ambulatory group. Seizing the opportunity, [NAME REDACTED] made her mark in diverse leadership roles in areas such as implementations, customer management and account management, culminating as Director of Services with Horizon Ambulatory Care for three-and-half years. “That was the most challenging but educational role I’ve ever held,” she noted. “I learned a lot, and it fully prepared me to return to BPS as an Executive Director.”

Although all of her McKesson roles have been extremely rewarding, [NAME REDACTED] relishes the account management experience and being part of BPS. She thrives on interacting with, and serving, our customers. “My teams and I truly enjoy connecting with our customers to define and achieve strategies that best help us to help them be successful.”

Born and raised in St. Paul, MN, [NAME REDACTED] now resides in nearby Oakdale. And her free-time schedule is just as packed as her work one. She and her husband, Steve, have three grown children and nine precious grandchildren who create memories daily. They enjoy spending quality time with them and watching them participate in softball, dance, hockey, volleyball, baseball and basketball.