

Protecting Brand Value Through Strategic Program Governance

AT A GLANCE

My client, a leading pharmaceuticals company, inherited a patient access program—a critical lifeline for tens of thousands of patients—through an acquisition. The program was plagued by delays and operational complexity with multiple external supplier partners struggling to integrate, putting the reputation of multi-billion dollar assets at risk and jeopardizing a looming eligibility audit deadline. I was selected for my expertise in supplier management and project management to provide end-to-end program improvement.

WHAT I DID

My approach was to quickly assess and stabilize the program.

- **Rapid Audit & Governance:** Met with key internal and external stakeholders to clarify overarching goals, establish trust, pinpoint critical challenges, and to create a single source of truth for all program data and timelines.
- **Cross-Functional Alignment:** Facilitated high-impact planning workshops to create an interactive project plan, aligning external partners on deliverables, dependencies, timing, and risks.
- **Operational Streamlining:** I identified early solutions, preventing costly rework. I developed a streamlined process for updating control documents (e.g., SOPs), balancing continuous improvement with realistic training timelines.

I truly value Teri's input and feel like I have a trusted, unbiased partner I can lean on.

-Director, Patient Engagement

RESULTS

- **Significant Cost Reduction:** We successfully drove down the cost of serving each participant by **more than 25%** while doubling the number of patients served.
- **Enhanced Partnerships:** **Achieved 100% partner retention** and high leadership satisfaction, ensuring a cohesive and productive long-term ecosystem.
- **Patient Impact & Lasting Value:** Secured on-time program delivery, **preventing therapy disruption for tens of thousands of patients.** In addition, I provided high-impact tactical tools and frameworks that can be repurposed across other organizational initiatives.