



Evelyn Hermes-DeSantis, Pharm.D.,BCPS

Evelyn R. Hermes-DeSantis, PharmD, BCPS, is the Director for Research and Publications for phactMI and Professor Emerita at the Ernest Mario School of Pharmacy at Rutgers, the State University of New Jersey. She is dedicated to advancing and elevating the practice of medical information.

phactMI is a non-profit association representing medical information leadership of 30+ pharma companies. phactMI is an industry-wide consortium that focuses on increasing the awareness, credibility, and access to medical information. At phactMI, Evelyn has overseen and conducted numerous projects that have resulted in presentations and publications; precepted and mentored fellows; and has provided continuing education programs focused in medical information.

Prior to joining phactMI, Evelyn was a Clinical Professor at the Ernest Mario School of Pharmacy at Rutgers, the State University of New Jersey, and Director of Drug Information Services at Robert Wood Johnson University Hospital. In her role she was dedicated to training student pharmacists, residents, and fellows in medical information skills including medical literature evaluation and application. Her research focused in the area of provision of drug information services within institutions, the relationship between hospital and industrial pharmacy practice, and education of pharmacists. She also has expertise in research study procedure design. She worked with the Rutgers Industry Pharmacy Fellowship program and mentored numerous fellows on their research project over the years.

Evelyn received both a bachelor's degree (BS) in Pharmacy and a doctorate in pharmacy (PharmD) from Rutgers, The State University of New Jersey. She then completed a Drug Information specialty residency at the Medical College of Virginia Hospital in Richmond, Virginia prior to working at the University of Utah Hospital Drug Information Service for a few years.



Mary Ann Kliethermes, B.S. Pharm, Pharm.D.,FAPhA, FCIOM

Mary Ann Kliethermes graduated from University of Michigan in 1977 with a Bachelor of Science in Pharmacy and from the Philadelphia College of Pharmacy and Science with a Doctor of Pharmacy in 1981. She initially practiced within the institutional setting where her work included development of clinical pharmacy services and programs that entailed pharmacokinetic dosing, nutritional support and adverse drug event reporting. She was actively involved in P & T committee, ICU rounds and drug utilization reviews. After 10 years Mary Ann took a next step into Home Care Pharmacy, where through part-ownership of a home infusion company she was able to develop innovative clinical pharmacy services around antibiotic therapy, nutritional support and adverse drug events. She has worked as a consultant for the Illinois Pharmacy Foundation and was instrumental in developing the pharmacist immunization program in Illinois.

In 2001 Mary Ann entered academia and served as Manager of the Medication Therapy Management Clinic at the University of Illinois – Chicago, developing and expanding the initial concept of a multiple medication refill clinic. The referral based MTM clinic served approximately 150 patients with multiple conditions and multiple medications. Pharmacy Services was to optimize medication therapy including assistance with access, adherence, continuity of care, monitoring for drug related problems and therapeutic effect, and patient education. In 2008 she accepted the position of Vice-Chair - Ambulatory Care at the Chicago College of Pharmacy, Midwestern University where she earned tenured professor. Her responsibilities included supporting practice faculty and educating students through advancement of clinical services, mentoring and scholarship, focusing on practice-based research for evaluating patient outcomes and the health care impact of pharmacists in the ambulatory setting, particularly integrated into the new models of care such as Accountable Care Organization models. Her current position is Director of Medication Safety and Quality at the American Society of Health-System Pharmacists. Her major projects are Standardize 4 Safety and antimicrobial surgical prophylaxis guidelines. Her expertise is in pharmacist reimbursement, medication optimization, safety and quality attainment associated pharmacist services particularly in new health care models and value-based payment systems.

Mary Ann has actively participated in organizational work throughout her career at the state and national level. She has served as Chair of the Section of Home, Ambulatory and Chronic Care for the American Society of Health-System Pharmacists (ASHP) and has represented ASHP for the Joint Commission, the Physician Consortium for Performance Improvement and CMS. Mary Ann has been involved with the Pharmacy Quality Alliance (PQA) since its inception and has served as co-chair and/or a member of numerous workgroups. She has served as the chair of the PCMH/ACO SIG for the American Pharmacist Association and has represented pharmacy at the Analytic Methods and Options for Generating National Estimates of Patient Safety Events in Ambulatory Care Settings Technical Expert Panel convened by ASPE of HHS and the Lewin group. Mary Ann is actively involved with GTMRx, serving on several workgroups and co-chair of the telehealth workgroup. Mary Ann has been awarded Pharmacist of the Year, Shining Star Award and the Amy Lodolce Mentorship Award from ICHP, the Distinguished Service Award and Distinguished Leadership in Health-System Pharmacy Practice from ASHP, CCP Outstanding Faculty Award and the Daniel B. Smith Practice Excellence award from APHA.



Klodiana Myftari, PharmD, BCACP

Klodiana Myftari, PharmD, BCACP is an Assistant Professor of Pharmacy Practice at Midwestern University, Chicago College of Pharmacy. She received a Doctor of Pharmacy degree and completed PGY1 residency with a focus on community and ambulatory care pharmacy from the University of Illinois at Chicago, College of Pharmacy. Dr. Myftari has over a decade of leadership experience in the implementation of pharmacists' services in community pharmacy, ambulatory care, and population health management.

She is currently the Lead Population Health Pharmacist for RUSH HEALTH ACO and clinical pharmacist at Rush University Medical Center. She is leading the implementation and evaluation of pharmacist services and optimizing medication use in population health management via digital medicine, telehealth, and traditional face-to-face practice models. Dr. Myftari is an active member of state and national organizations. She is the Midwestern University representative with Pharmacy Quality Alliance (PQA).



Jaime Montuoro, PharmD

Jaime Montuoro, PharmD is the Pharmacy Director for Smith's Food and Drug Stores, a division of The Kroger Company. Dr. Montuoro's area of responsibility includes 138 Smith's pharmacies in seven states in the Intermountain West, which employ over 400 pharmacists and 1,000 pharmacy technicians. Dr. Montuoro obtained her Doctor of Pharmacy degree from the University of Utah College of Pharmacy. She completed a community pharmacy residency with Jewel-Osco Pharmacy/Albertsons, Inc. and the University of Illinois at Chicago. Her career is dedicated to advancing the role of the community pharmacist so that they can better help patients live healthier lives.