

Saumil J. Patel

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Healthcare Operations Executive | Pharmacy, Specialty Pharmacy, and Patient Access

SUMMARY

Licensed pharmacist (PharmD) and MIT Sloan MBA with 19 years at Walgreen Co., the last 10 in senior field leadership. As Director, I owned the P&L for a **175+ site, \$1.5B pharmacy and retail business with 5,000+ team members**, including 17 specialty pharmacies. At headquarters, I designed and launched a field operating model across **9,000+ stores** that saved **~\$300M over three years**, and I led the COVID vaccination rollout to **150,000+ long-term care facilities**. I build operating models, lead through other leaders, and use data to find where patients fall out of care.

SKILLS

P&L and Budget Ownership | Operating Model Design | Multi-Site Operations | Specialty Pharmacy | Patient Access and Reimbursement | Medication Adherence | Program Launch and Implementation | Accreditation and Regulatory Compliance | Workforce Planning and Territory Mapping | Leadership Development | Data and Analytics | Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

Director, Pharmacy & Retail Operations (Boston/Providence and MA Southwest Regions)

Walgreen Co. | Boston, MA | 2021 – 2026

Owned P&L, budget, and operations across **175+ sites, \$1.5B in annual revenue, and 5,000+ team members**, including 17 specialty pharmacies, with 15 direct reports (District Managers and Healthcare Supervisors) and a dedicated support team across Finance, HR, Asset Protection, Legal, and Compliance.

- Led the six-month program that earned **URAC accreditation across all 17 New England specialty pharmacies**, opening oncology, HIV, cystic fibrosis, fertility, and transplant programs.
- Led the specialty pharmacies through work with pharma manufacturer hub programs and product launches, including oncology, REMS-governed, and limited-distribution drugs with strict documentation and regular data reporting to manufacturers and data vendors.
- Found that 7 of 10 inbound calls came from unenrolled patients; redesigned the enrollment workflow, scripts, and site KPIs. Digital opt-in rose **51% to 78%** with a **~3% adherence lift** (#2 in the chain). Piloted a loyalty redesign that raised enrollment **45% to 60%**.
- Led footprint optimization with Finance; delivered the **highest patient retention of any region**, and the model was adopted enterprise-wide.
- Owned NPS targets and ran a weekly performance cadence with 15 leaders. Doubled certified technicians, cut turnover **~40%**, tripled READY-rated manager candidates, and built the **2nd-highest intern pipeline** in the chain.
- Kept all **175 locations** compliant with NABP and DEA requirements and rolled out DSCSA compliance across the geography.

District Manager on Special Assignment, Enterprise Strategy & Program Launch (Headquarters)

Walgreen Co. (Headquarters) | Deerfield, IL | 2020 – 2021

- Designed and launched four new roles across **9,000+ stores**, building the business case with Finance, Legal, and HR for a new field operating model and the enterprise workforce planning and territory mapping behind it for **900+ field leaders**. Result: **~\$300M in savings over three years**; replicated by CVS and Walmart.
- Led a 15-person cross-functional team to launch compliant COVID vaccination at **150,000+ long-term care facilities** across all US states and Puerto Rico. Champion of Champions Divisional Award (2021).

- Rolled out Situational Leadership (Blanchard SLII) to **900+ field leaders** through live three-day virtual sessions (2022 – 2026) and a train-the-trainer network.

District Manager, Pharmacy & Retail Operations

Walgreen Co. | Boston, MA | 2016 – 2020

Led a 17-site district with 17 direct reports and up to 400 team members. Chaired the Medication Adherence Committee and standardized patient outreach workflows across sites.

Pharmacy Manager (and Store Manager, 2016)

Walgreen Co. | Boston, MA | 2010 – 2016

Pharmacist-in-charge. Built an HIV Center of Excellence and a naloxone standing order with Boston Medical Center.

Staff Pharmacist

Walgreen Co. | Boston, MA | 2007 – 2010

Pharmacy Intern

Walgreen Co. | Boston, MA | 2007

ADDITIONAL EXPERIENCE

Co-Founder (Part-Time)

Breakthrough Health, MIT social innovation venture | Cambridge, MA | 2025 – Present

Built a hepatitis C care-coordination venture and developed its care coordination platform, with partners Hope House Addiction Services and Boston Healthcare for the Homeless; on site one night a week. MIT PKG IDEAS Social Innovation Challenge grant winner (\$2,500 plus 18 months of MIT support); **100+ patients reached in care triage to date.**

EDUCATION

Master of Business Administration (MBA)

MIT Sloan School of Management | Cambridge, MA | May 2026 | GPA 5.0

Doctor of Pharmacy (PharmD)

Massachusetts College of Pharmacy and Health Sciences | Boston, MA | May 2007

LICENSES & CERTIFICATIONS

Licensed Pharmacist, Massachusetts, License No. PH27134 | Blanchard SLII Certified Trainer (since 2021) | MIT Business Analytics Certificate | MIT Entrepreneurship & Innovation Certificate