



## **Luminary-of-the-Year Finalist: John Croce**

John Croce is the first back-to-back CPESN Luminary-of-the-Year finalist. In 2019, he received the most award nominations of any luminary, by a wide margin.

John is the lead facilitator and lead luminary for CPESN Upstate NY.

John is also the driving force behind the formation of the limited liability corporation of CPESN NY, which includes all three CPESN networks in the state. They were also approved as an Independent Practitioners Association. Both allow for commercial and value-based payment contracts. Having built these entities, CPESN NY was able to secure a CDC 1815 grant on identifying and referring diabetes patients to Diabetes Self-Management Education and Support.

John embodies the true spirit of collaboration that many feel is the most valuable part of participation in CPESN Networks. He is willing to connect with other CPESN luminaries from across the country and share his network's approach as well as their successes and missteps.

John led CPESN Upstate NY to its first payer contract. Ten pharmacies in the Albany area completed a 12-month New York State Medicaid contract providing pharmacy care management to behavioral health patients. Initial PDC scores were 90% or higher for all participating pharmacies. The network is now working on a 12-month PDC analysis and working with the Medical Director to obtain medical cost savings. Based on the initial success of the project, CPESN NY has been asked to hold a poster session at the NYS Medicaid Population Health Symposium in Manhattan in November 2019.

"There have been highs and lows along our CPESN journey," shared John. "Knowing that there are so many other great pharmacists and pharmacy owners pushing the CPESN movement forward gives me the energy to keep going. I'm excited about the future!"

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## **Biography**

John is a 1984 graduate of Albany College of Pharmacy. While there, he started his career in community pharmacy and his family with fellow classmate – and wife of 34 years – Karen Snyder. Together, they’ve raised three children and have one granddaughter.

John started his pharmacy career at an independent pharmacy in his home town. Following pharmacy school, he accepted a position with Fays Drugs in 1986 and was later promoted to District Manager. In 1997, he continued as a Regional Pharmacy Manager with Eckerd’s Drug, being awarded several financial and teamwork awards in 1997 and 1998. In 2000, John was promoted to District Operational Manager, managing total store operations for 45+ pharmacy locations. In 2002, he was awarded District Operations Manager of the year.

In March 2005, with much support from family and friends, John and his former colleague, Paul Pagnotta, opened Four Corners Pharmacy in Delmar, New York in 2005.

John is proud to have been a member of the New York State Board of Pharmacy from 2007 to 2017. He had served as chair of the state’s practical exam for 3 years and was also the Chairman of the Board for the 2013-2014 session. He continues to serve as an extended member of the Board. John also was appointed to the New York State Medicaid Pharmacy Advisory Committee and serves to this day. John is a member of the Albany County Medical Reserve Corp and participated in the first County wide H1N1 vaccination clinic in 2009.

John was awarded the 2018 NCPA Excellence in Innovation Award, in large part due to his work with the Upstate NY CPESN network.