

PHARMACY: Pharmacist-in-charge, Cave's Drug Store, Kingsport, Tenn.

AGE: 36

EDUCATION: Appalachian College of Pharmacy, 2010.

FAMILY: Husband, Robert; sons, Lucas, 6, and Joshua, 3.

TRAILBLAZER: Ashley, who grew up in Gate City, Va. (less than 20 miles from Kingsport), was the first member of her family to graduate from college.

PATH TO PHARMACY: "When I was growing up, I'd go to the pharmacy, and I always wondered what they were doing back there. Whatever it was, it looked like they enjoyed it. I got a job there and I knew I'd like to be a pharmacist. My parents really encouraged me."

PHARMACY PASSION: Her patients. "I love getting to know the patients. They're part of the family. I worked at an independent, then moved to a chain. I learned that you have to be able to talk to people to really help them. I'd worked at an independent and I knew how things could be. So, I went back."

TRANSFORMATIVE: Cave's Drug Store is a CPESN® USA pharmacy and has been part of the Flip the Pharmacy initiative since 2020. "Before Flip the Pharmacy, the only clinical services we offered were seasonal flu shots. With changes to our workflow, we've been able to engage pharmacy technicians in vaccine administration and screening. Now, we average about 30 vaccines per day." Cave's now offers enhanced clinical services and has enrolled more than 150 patients in its medication synchronization and adherence packaging programs. "Patients are thrilled that we can work with their doctor."

NCPA'S VALUE TO ME: "It's a great resource for us. NCPA stands up for us."

Ashley Bates, PharmD

Photo by Drew Robinson Photography