



Susan Hayes, D.Crim.J., AHFI, CPhT, LPD

**Chief Executive Officer Pharmacy
Investigators and Consultants
Lake Zurich, Illinois**

Dr. Susan Hayes has over 40 years of experience in the health care consulting/pharmacy benefit management industry. As a founder of Pharmacy Investigators and Consultants (PIC), a Women's Business Enterprise (WBE), and co-founder of Pharmacy Outcomes Specialists (POS), its predecessor firm, she is responsible for the strategic direction of the firm and specific sales, proposal, product pricing and development. The firm specializes in pharmacy benefits consulting to employers, unions and government agencies and fraud, waste and abuse investigation services to managed care entities and payment organizations. Dr. Hayes is also the director of the Health Informatics master's degree program for Roosevelt University, College of Science, Health and Pharmacy. In that role, Susan engages staff, develops curriculum and counsels students in the program. As an assistant professional practice professor, she also teaches various courses, including Healthcare Theory and Healthcare Analytics courses. Dr. Hayes has a bachelor of science degree in criminal justice from Northeastern Illinois University; a master's degree in criminal justice from Boston University, Metropolitan College; and a doctoral degree in criminal justice from the University of Portsmouth, United Kingdom. She is a certified registered pharmacy technician and a licensed private detective in the state of Illinois. In 2012, she earned her accredited healthcare fraud investigator (AHFI) designation from the National Healthcare Anti-Fraud Association.