Cross Plains, WI
Lisa Kostecki

As the daughter of a pharmacist growing up in Madison, Wisconsin, Lisa Kostecki discovered her passion for the pharmacy business at a very young age. Her father, Eugene, opened Cross Plains Pharmacy in 1972 and ever since, Kostecki knew she wanted to follow in his footsteps. “I have fond memories of spending Saturdays and school breaks at the pharmacy with my dad. As a kid, I worked as his cashier and watched him interact with patients. I absorbed and learned so much about customer service and patient care just by being there” she says.

Following graduation from the University of Wisconsin-Madison, Kostecki began her career working for a couple of independent pharmacies and then returned home to Cross Plains in 1997 to join her father in running the business. When he decided to retire his pharmacy license, she took the reins of Cross Plains Pharmacy and since then has discovered a range of possibilities for the store. Her father remains very active in the business, coming in every day to handle all of the bookkeeping. In addition to immunizations, in-store blood pressure checks, a DisposeMyMeds program and other services, Kostecki sees a great potential for growth through the implementation of a Wisconsin Pharmacy Quality Collaborative (WPQC) Medication Therapy Management program.

The WPQC MTM program, an effort of the Pharmacy Society of Wisconsin, aims to help align health plans and pharmacy initiatives to improve medication use in Wisconsin. Under the program, pharmacists can become certified to provide intervention-based services such as adding/deleting medications, monitoring drug interactions, patient adherence, and can perform comprehensive medication reviews for patients during a scheduled appointment with a pharmacist. “Patients really appreciate this one on one time” Kostecki says.

Kostecki’s pharmacy is also active in a United Way Program called Safe and Healthy Aging, which concentrates on keeping senior patients healthy in the comfort of their own homes. “Adverse drug reactions and falls in the home are very prevalent issues and I think this is an area where pharmacists can really make a difference.” Kostecki explains. Her staff pharmacist, Amy Kuker, regularly visits senior centers to perform medication check-ups to pinpoint any potential problems or concerns that they then share with the patient and their physician. “Ultimately, our goal is to identify the cause of any problems and a solution to keep patients where they want to be, in their own home” Kostecki adds.

Kostecki is adamant about staying involved in the Cross Plains community. “My dad always reminded me how important it was to be involved and give back as an independent business owner, so I always see that as a high priority” she says. Her most recent involvement has been with the Cross Plains Wellness Initiative Committee. The group is working to implement a wellness center in an effort to increase the community’s awareness about healthy living. “We hope to build a center where people of all ages can gather and participate in healthy activities,” Kostecki says.

DEMographics — Cross Plains, WI

3,641 Total Population
$61,712 Household Income Median
Source: city-data.com