

Melissa Chase, Vice President of Central Operations for Pharmacy at Consonus Pharmacy, leads initiatives that elevate patient safety, optimize medication systems, and support senior care communities. Her passion for improving care quality began with a personal experience at 17 after surviving a traumatic car accident, an experience that came with not just an injury but lack of compassionate nursing care. That moment inspired a lifelong mission to ensure no one else feels unseen in their time of need.

Melissa began as a staff and charge nurse at a trauma hospital in Portland, Oregon, after graduating from Linfield School of Nursing. She transitioned into long-term care, where she found a deep, lasting connection to serving seniors. Over the years, she has advanced in leadership roles, including Nurse Consultant, Director of Nurse Consulting, and now Vice President.

Today, Melissa leads Consonus's Patient Safety Team, a role held by her mentor, Neil Marshall. Taking the reins from Neil, she has championed system-level improvements and frontline education that continue his legacy of compassionate, proactive care.

Driven by the belief that improving even one process can save a life, Melissa returned to school to earn a Master's in Nursing Informatics. Her advanced training enables her to integrate clinical insight with innovative technology, building safer and more efficient systems of care.