Saturday, October 14, 2017

9:45 – 11:15 am

Gaylord Palms Resort & Convention Center

**Implementation Planner**

Bridging the Gap From Rehab to Home

Gabe Trahan, Senior Director of Store Operations and Marketing, NCPA

Steve Fettman, RPh, Davies Pharmacy

Brenda Palumbo, Klein’s Pharmacy

**Pharmacist and Pharmacy Technician Learning Objectives:**

Upon completion of this activity, participants will be able to:

1. Discuss the mobility concerns and necessary safeguards for patients moving from rehabilitation to the home environment.
2. Describe services the community pharmacy can offer that are of value to the patient and the caregiver.
3. Outline resources for training both pharmacy staff and caregivers to improve patient “at home” safety and comfort.

**Slides and resources to share with your team can be found at** [www.ncpanet.org/convention](http://www.ncpanet.org/convention)

**Disclosures:**

Gabe Trahan is the Senior Director of Store Operations and Marketing with NCPA. The conflict of interest was resolved by peer review of the slide content.

Steve Fettman declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

Brenda Palumbo declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

NCPA’s education staff declares no conflicts of interest or financial interest in any product or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

**What do you want to walk away with from this session?**

**Notes:**

**Take-Away Points:**

**Questions that I have:**

**Speaker Bio:**

In his role as NCPA's Senior Director of Store Operations and Marketing, **Gabe Trahan** has worked with hundreds of community pharmacies of all sizes to help them improve their images and ultimately boost front-end profits. From conducting in-store and virtual consultations to presenting at educational workshops and writing extensively on front-end retailing, Gabe has established himself as the leading expert in effective and innovative front-end design and merchandising.

Before joining NCPA in 2011, Gabe gained retail and wholesale experience in the drug store industry, working for Burlington Drug Company, a regional wholesaler, as the Director of Retail Services, and before that for City Drug Stores, a 14-store, independently owned chain of pharmacies. During that time, Gabe also worked as an independent consultant.

Gabe is a much sought-after speaker on merchandising and has presented at numerous workshops and seminars for NCPA and other pharmacy organizations and wholesalers. He has conducted hundreds of in-store consultations for community pharmacies as far away as Sitka, Alaska and Puerto Rico and many cities and towns in between, helping the store owners and staff to redesign floor plans, solve inventory issues, and improve merchandising and marketing with original techniques.

Gabe has published many resources for pharmacy owners and front-end staff. He created the [Store Report Card and the Retail Fairy Test](http://www.ncpanet.org/innovation-center/front-end-overhaul/staff-training-videos) to help store owners methodically work through their stores from the outside to the back room, looking for ways to improve sales. He is the author of the Daily Pharmacy Planning Guide, now in its third edition. He has also been quoted in periodicals such as Drug Store News, Pharmacy Times, and Elements magazine. Gabe pens a monthly column in [America’s Pharmacist magazine](http://www.ncpanet.org/newsroom/americas-pharmacist), contributes tips for NCPA’s bimonthly [Profit Makers newsletter](http://www.ncpanet.org/innovation-center/front-end-overhaul/profit-makers), posts daily tips from his Twitter account ([@NCPAGabe](http://twitter.com/ncpagabe)), and publishes new content on the [Front-End Overhaul webpage](http://www.ncpanet.org/innovation-center/front-end-overhaul) weekly.

**Steve Fettman,** R.Ph, received his BS in Pharmacy from the University of Cincinnati School of Pharmacy in 1986. Steve purchased the family independent pharmacy business in Canton, Ohio from his father in 2002 and expanded its operations and services, including the erection of a medical building.

Davies celebrated their 50th year anniversary in 2013 by phasing some exciting and innovating front-end renovations and patient services. In 2014 Davies installed a FastPak EXP System. This implementation was so successful that it prompted an in-depth feature article in the January/February 2015 issue of ComputerTalk Magazine for the Pharmacist. In 2014, Davies Pharmacy was nominated for a Pharmacy of the Year award by AmeriSourceBergen and in July 2014 Davies was recognized as one of the top 3 Good Neighbor Stores. Recently, Davies Pharmacy began construction on their external storefront renovations with an anticipated final restoration to be completed in early 2016.

**Brenda Palumbo**, Vice President of Klein's Medical and Administration, has been with Klein's Pharmacies and Medical Equipment for more than 14 years. Brenda has held several positions over those 14 years including: pharmacy technician, intake coordinator, assistant manager, director of operations. Working her way through the company has awarded her the exposure and ability to understand the business and operation sides of both pharmacy and medical equipment.