Tuesday, October 17, 2017

10:00 – 11:30 am

Gaylord Palms Resort & Convention Center

**Implementation Planner**

From Pushback to Pushing Forward: Successful Strategies for Engaging Your Pharmacy Staff

Sponsored by Merck

Travis Wolff, PharmD, Med-World Pharmacy, Inc.

**Pharmacist and Pharmacy Technician Learning Objectives:**

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

1. Discuss successful methods for introducing new concepts to pharmacy staff to minimize pushback.
2. Evaluate methods to improve pharmacy programs based on staff input and results.
3. Describe your current culture and how it can adjust to align with changes.

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

**Disclosures:**

Tavis Wolff 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:**

**Travis Wolff**, Pharm.D. is a Board Certified Ambulatory Care Pharmacist who manages and co-owns Med-World Pharmacy in Sapulpa, OK. Dr. Wolff precepts student pharmacists and serves as a site coordinator and resident preceptor for the Tiger Drug Community Pharmacy Residency. Since buying Med-World Pharmacy, Dr. Wolff has implemented new patient services common to independent pharmacy such as Medication Therapy Management, patient education classes, prescription compounding, and immunizations. However with the new challenges presented to pharmacy owners, Dr. Wolff has become well-read in employee culture and workplace change and implementation as he has recently worked to add novel programs such as point of care testing for flu, strep, cholesterol, A1C, and patient education programs for several disease states, including becoming an accredited site for Diabetes Education, as well as designing a Smoke Cessation Program that has been recognized nationally by three different organizations. Dr. Wolff has pursued many interests to become the expert on teaching people how to do new things in pharmacy, including achieving a teaching certificate from the University of Connecticut College of Pharmacy, pursuing new and exciting ambulatory care opportunities both inside and outside of the pharmacy walls, as well as his newest endeavor as a student in the Cornell College of Business with a focus on the Psychology of Leadership. The Oklahoma Pharmacists Association awarded Dr. Wolff with the Excellence in Innovation for Pharmacy Services Award in 2017. OutcomesMTM named Dr. Wolff and his pharmacy as the Top MTM Performing Pharmacy in Oklahoma for 2015.