

8 – 9 a.m.	<p>What is the Opportunity with Enhanced Services Networks? (CE) 1 hour</p> <ol style="list-style-type: none"> 1. Discuss the role of community pharmacy in providing medication management resources to the highest risk populations. 2. Describe how pharmacies integrate with care teams to lower health care costs.
9 – 11 a.m.	<p>Financial Planning: Building the Business Case for Expanded Services (CE) 2 hour</p> <ol style="list-style-type: none"> 1. Identify how to account for clinical pharmacist time and what services will bring in new income to help the pharmacy grow. 2. Discuss common financial considerations when offering any new pharmacy service.
11 – 11:15 a.m.	<p>Break</p>
11:15 a.m.– 12:45 a.m.	<p>Workflow Best Practices (CE) 1.5 hour</p> <ol style="list-style-type: none"> 1. Discuss best practices for engaging and training the pharmacy team to streamline operations. 2. Discuss how an ABM program can positively affect pharmacy operations. 3. Review how to incorporate documentation into workflow
12:45-1:45 p.m.	<p>Lunch</p>
1:45 – 3:15 p.m.	<p>Workflow Best Practices (CE) 1.5 hour</p> <ol style="list-style-type: none"> 1. Outline staffing/workflow considerations needed for enhanced service delivery. 2. List job responsibilities for key roles of pharmacy team members in an enhanced services pharmacy.
3:15-3:30 p.m.	<p>Break</p>
3:30 – 5 p.m.	<p>Making Connections, Developing Your Brand (CE) 1.5 hour</p> <ol style="list-style-type: none"> 1. Articulate your pharmacy elevator speech. 2. Create a plan to build relationships with other health care professionals in your area that can lead to opportunities for your pharmacy.