



Enhanced Services Boot Camp
Held in collaboration with the Tennessee Pharmacists Association

Feb. 25, 2018

PRELIMINARY AGENDA

9 – 10:15 a.m.	<p>Implementation Practices: Motivating and Training Your Staff (CE)</p> <p>A pharmacy team can make or break a pharmacy. In this session, we will examine strategies for managing and motivating your staff to take that good concept from idea to implementation.</p> <ol style="list-style-type: none">1. Create strategies for hiring qualified team members to fill new positions.2. Apply best practices for engaging and training the pharmacy team to streamline operations.3. Develop mechanisms for giving feedback and managing resistance to change.
10:15 – 11:45 a.m.	<p>Workflow Best Practices (CE)</p> <p>Incorporating additional activities in an already busy and stressful environment can be overwhelming. Clinical pharmacist, lead technician, delivery driver – every member of the pharmacy team has a role to play with new opportunities in clinical services. Developing and streamlining an efficient proactive workflow and staffing model is the key to growth and long-term success.</p> <ol style="list-style-type: none">1. Discuss how an ABM program can positively affect pharmacy operations.2. Outline staffing/workflow considerations needed for enhanced service delivery.3. Create job descriptions for key roles of pharmacy team in a re-engineered practice.
11:45 a.m. – 1 p.m.	<p>Lunch and Meet and Greet With Exhibitors (Non-CE)</p>
1 – 1:45 p.m.	<p>Financial Planning: Building the Business Case for Expanded Services (CE)</p> <p>Finding the right time to expand your business, the right portfolio of services to be offered, and the right budget for each stage of pharmacy growth can be daunting. Before adding or making changes in your practice, it's important to outline a plan.</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.

1:45 – 3 p.m.	<p>Making Connections, Developing Your Brand (CE) Creating a brand and enhancing your practice image is a critical component of launching a new suite of services. This segment of the program will give you the tools and resources to get the word out to patients and physicians.</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.
3 – 3:30 p.m.	<p>Break (Non-CE)</p>
3:30 – 4 p.m.	<p>How to Make It Work: Billing for Services in Tennessee (CE) New legislation allows pharmacists to manage high-risk Medicaid patients and bill for those services in Tennessee. Find out how to get started and make it successful in your pharmacy in this program.</p> <ol style="list-style-type: none"> 1. Describe the pharmacist payment structure within the TennCare program. 2. Outline a plan for incorporating this new opportunity into the community pharmacy setting.
4 – 4:30 p.m.	<p>Update on Chronic Care Management: Opportunities and Challenges (CE) Pharmacists have the ability to enhance their patients’ care and bill Medicare using chronic care management and transitional care management codes.</p> <ol style="list-style-type: none"> 1. Discuss chronic care management and transitional care management opportunities for revenue in delivering clinical pharmacy services. 2. Demonstrate how businesses are able to implement these programs while remaining profitable.
4:30 – 5:15 p.m.*	<p>Enhanced Services Networks (CE) If you think payment reform for pharmacy services is a thing of the future, think again. Community pharmacy enhanced service networks are developing all across the country.</p> <ol style="list-style-type: none"> 1. Discuss common characteristics of pharmacies in a community pharmacy enhanced service network. 2. Discuss the role of community pharmacy in providing medication management resources to the highest risk populations. 3. Describe how pharmacies are positioning themselves to integrate with care teams to lower health care costs and participate in new models of care and reimbursement.

*Following the conclusion of the program, there will be a voluntary CPESNSM meeting for those participating or interested in participating in a CPESNSM USA network.