

Re-Engineering Your Pharmacy Boot Camp

Program Agenda

Friday, May 5	
10 – 10:15 a.m.	<p>Introduction—What is the Opportunity? <i>Tripp Logan, PharmD, L and S Pharmacy</i> ACPE # 0207-0000-17-040-L04-P and # 0207-0000-17-040-L04-T (0.25 contact hours, 0.025 CEUs) Activity Type: Knowledge-Based</p> <p>Changes in health care delivery and payment along with shortages of primary care physicians have put independent pharmacy owners in a unique position to partner with physician practices to expand their clinical service offerings to better serve patients and transform their pharmacies' into health care destinations.</p> <ol style="list-style-type: none"> 1. Discuss new collaboration opportunities between prescribers and pharmacies. 2. Describe components of a re-engineered practice.
10:15 – 11:15 a.m.	<p>Workflow Best Practices <i>Ashley Branham, PharmD, Moose Pharmacy, CPESN USA</i> <i>Bri Morris, PharmD, National Community Pharmacists Association</i> ACPE # 0207-0000-17-041-L04-P and # 0207-0000-17-041-L04-T (1.0 contact hours, 0.1 CEUs) Activity Type: Application-Based</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.
11:15 a.m. – 12:30 p.m.	<p>Implementation Practices: Motivating and Training Your Staff <i>Max Caldwell, RPh, Caldwell Pharmacy</i> ACPE # 0207-0000-17-042-L04-P and # 0207-0000-17-042-L04-T (1.25 contact hours, 0.125 CEUs) Activity Type: Application-Based</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.
12:30 – 1:30 p.m.	Lunch (Non-CE)
1:30 – 2 p.m.	Meet and Greet with Exhibitors (Non-CE)
2 – 3:30 p.m.	<p>Financial Planning: Building the Business Case for Expanded Services <i>Tripp Logan, PharmD, L and S Pharmacy</i> ACPE # 0207-0000-17-043-L04-P and # 0207-0000-17-043-L04-T (1.5 contact hours, 0.15 CEUs) Activity Type: Application-Based</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.
3:30 – 4 p.m.	Break (Non-CE)

Friday, May 5 (Continued)

4 – 4:45 p.m.	<p>Finding and Creating New Opportunities (Non-CE) In this session, pharmacy owners will discuss new opportunities for revenue in delivering clinical pharmacy services—chronic care management, transitions of care, etc.—and how businesses are able to implement these programs while remaining profitable.</p>
4:45 – 5:30 p.m.	<p>Technology: Documentation and Data Mining (Non-CE) <i>Ashley Branham, PharmD, Moose Pharmacy, CPESN USA</i> <i>Joe Moose, PharmD, Moose Pharmacy, CPESN USA</i> To get <i>paid</i> for the value provided, that value must be demonstrated. Documenting clinical encounters and pharmacist recommendations is the name of the game in value-driven health care. Numerous technologies have emerged in recent years aimed to help pharmacies improve clinical workflow and document patient care plans. Learn from a community pharmacist user what technologies have attributed to business success and important considerations when looking at new technology options.</p>
5:30 – 6:30 p.m.	<p>Networking Reception (Non-CE) – Sponsored by PioneerRx</p>

Saturday, May 6

7 – 8 a.m.	<p>Breakfast (Non-CE)</p>
8 – 9:30 a.m.	<p>Enhanced Services Networks <i>Ashley Branham, PharmD, Moose Pharmacy, CPESN USA</i> <i>Joe Moose, PharmD, Moose Pharmacy, CPESN USA</i> ACPE # 0207-0000-17-044-L04-P and # 0207-0000-17-044-L04-T (1.5 contact hours, 0.15 CEUs) Activity Type: Application-Based 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.
9:30 – 11 a.m.	<p>Making Connections, Developing Your Brand <i>Jay Williams, CPESN USA</i> <i>Ashley Branham, PharmD, Moose Pharmacy, CPESN USA</i> <i>Max Caldwell, RPh, Caldwell Pharmacy</i> <i>Joe Moose, PharmD, Moose Pharmacy, CPESN USA</i> ACPE # 0207-0000-17-045-L04-P and # 0207-0000-17-045-L04-T (1.5 contact hours, 0.15 CEUs) Activity Type: Application-Based 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 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.
11 – 11:15 a.m.	<p>Break (Non-CE)</p>
11:15 a.m. – 12 p.m.	<p>Ask the Experts Panel (Non-CE) Pharmacy owner experts from across the country are here to answer your questions about workflow, marketing, staffing, or anything in between.</p>
12 p.m.	<p>Adjourn</p>