High Performance Strategies for LTC Pharmacies
sponsored by Pharmacists Mutual Companies
Program Information and Preliminary Agenda

Day 1
8:00 am – 8:30 am  Continental Breakfast (no CE credit)
8:30 am – 10:00 am  Module 1: Introduction and Overview
10:00 am – 10:15 am  Break (no CE credit)
10:15 am – 12:00 pm  Module 1: Introduction and Overview (cont’d)
12:00 pm - 1:00 pm  Lunch/Exhibits (no CE credit)
1:00 pm– 2:00 pm  Module 1: Introduction and Overview (cont’d)
2:00 pm – 3:00 pm  Module 2: Efficient Pharmacy Operations I
  Purchasing and Inventory Management
  Pharmacy Management Systems
  Performance Guidelines
  Packaging, Distribution, Automation, and Delivery
3:00 pm – 3:15 pm  Break (no CE credit)
3:15 pm – 4:15 pm  Module 2: Efficient Pharmacy Operations I (cont’d)
4:15 pm – 5:15 pm  Module 3: Efficient Pharmacy Operations II
  Staffing and Workflow
  Pharmacy and Facility Regulations
  Pharmacy Home
5:15 pm  Adjourn

Day 2
8:00 am – 8:30 am  Continental Breakfast (no CE credit)
8:30 am – 10:30 am  Module 3: Efficient Pharmacy Operations II (cont’d.)
10:30 am – 10:45 am  Break (no CE credit)
10:45 am – 12:15 pm  Module 3: Efficient Pharmacy Operations II (cont’d.)
12:15 pm - 1:15 pm  Lunch/Exhibits (no CE credit)
1:15 pm – 3:00 pm  Module 4: Acquiring New Business
  Contracts & Compensation
  Acquiring New Business
  Customer Management/Maintenance
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>3:00 pm – 3:15 pm</td>
<td>Break (no CE credit)</td>
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<tr>
<td>3:15 pm – 5:30 pm</td>
<td>Module 4: Acquiring New Business (cont’d)</td>
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<td>5:30 pm</td>
<td>Adjourn</td>
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