



Using Your Most Valuable Resource – Your Staff

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Disclosures

Tripp Logan, PharmD is receiving an honorarium for this program. Tripp Logan is a board member of the NCPA Innovation Center. The conflict of interest was resolved by peer review of slide content.

Learning Objectives

1. Create job descriptions for key roles of pharmacy team in a re-engineered practice.
2. Discuss strategies for hiring qualified team members to fill new positions.
3. Identify best practices for engaging and training the pharmacy team to streamline operations.

Learning Assessment

Question 1

Which of the following should be considered when engaging staff with expanded pharmacy services?

- a) Ability of current staff to fill service needs
- b) If staff incentives will be a part of new service
- c) Foster feelings of program ownership within key pharmacy staff
- d) All of the above

Learning Assessment

Question 2

Which of the following is the most important part of launching a new expanded pharmacy service?

- a) Hiring new staff
- b) Reaching program goals within the first month
- c) Clearly communicating program goals with staff
- d) Completely avoiding failure in all aspects of the program

Learning Assessment

Question 3

*Which of the following **would not** be a positive incentive for a staff member participating in your expanded service program?*

- a) A Fifty dollar bill
- b) Increase in workload
- c) A picture in the local newspaper
- d) A cake and ice cream party at the pharmacy

Job Descriptions

- Everyone needs a defined set of duties
- Prioritize duties to eliminate confusion
- Consider program specific duties & descriptions
- Ownership of a program does not mean other duties are not required.

Remember:

If its everyone's job its no one's job

Job Descriptions

Create Staff Ownership and Pride in Expanded Service Programs

Examples:

- Front-End Manager
- Patient Care Coordinator
- Patient Care Programs Manager
- Third Party Processing Manager
- Billing and Program Manager
- “Project or Program” Director/Manager
- Inventory Manager



Staff Development Strategies

- Consider promoting from within
- Often easier to train a new clerk and bump everyone else up the ladder



Staff Development Strategies

- Staff typically embraces responsibility, even if not excited at first
- Important to have staff members OWN a program or duties
- Must stress importance of program, metrics, & goals to ensure ownership

Goal = *I ♥ my job*

Staff Development Strategies

- Must look at ROI for new hires
- New program does not always = New Hire
- When hiring always consider internal balance (team approach)
- Hiring is never a sure thing, but much easier when looking for a defined skill set



Streamlining Operations

- Define **Crystal Clear** Goals
- Ensure continuous internal program support
- Ensure program sustainability OR a firm endpoint



Streamlining Operations

- Consider project specific goals
- Staff incentives often help
 - Monetary incentives
 - Recognition (individual or group)
 - Group incentives
 - Be creative



Don't Be Afraid to Fail

Engage
Educate
Target
Impact
Incentivize
Repeat

Take Home Message



**If it is everyone's job it
is no-one's job and
communication is key!**

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Questions?

Thank You!!!

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