



Education Programming

Thursday, Feb. 20

General Session

8 a.m. – Noon

Welcome and Overview of the 2025 Multiple Locations Conference NCPA President Jeff Harrell, PharmD, CEO, Cascadia Pharmacy Group

Lead Like Lasso: 10 Key Lessons for Inspiring, Motivating, and Empowering Your Team

It's not often we can look to Hollywood for management lessons; however, using the series of Ted Lasso, HR experts Brian Butcher and Andrew Esposito will provide you with a playbook for improving the employee experience. From recruitment tactics to retention strategies, this session will leave you feeling empowered to take the Ted Lasso approach to crafting a culture your pharmacy team will want to invest in.

**Brian Butcher, Esq., president and CEO, Clemans, Nelson & Associates Inc.,
Andrew Esposito, Esq., director of operations, Clemans, Nelson & Associates Inc.**

Take 5!

Pharmacy peers will take five minutes to tell you about something they do in their pharmacy that is working well for them. Then, you'll have 10 minutes to interact, ask questions, and offer suggestions. When time runs out, it's on to the next one. You'll love this fast-moving time full of expense-reducing and revenue-generating tips.

**Ashley Moose, PharmD, owner, Moose Pharmacy, director of network development, CPESN®,
Jessica Strobl, PharmD, vice president of pharmacy services, Lewis Drug**

Shopper Insights and Retail Opportunities To Strengthen Your 2025

Join Debbie Kelly for the latest consumer insights and retail trends influencing shoppers today and creating opportunities for tomorrow. From your role in garnering patient trust to the top health trends impacting buying habits, this session will leave you thinking creatively about how to meet a patient's evolving needs as a consumer while also building your business.

Debbie Kelly, director of insights, WSL Strategic Retail

Scaling Success: Best Practices for Implementing New Services Across Multiple Locations

Pharmacists Crystal Bryan and Tara Pfund have pioneered practice transformation in independent pharmacies over the last several years. They are ready to share real-life examples and the top lessons they've learned about successfully implementing and maintaining new services at multiple locations. They'll walk through how you can examine your workflows from the top down and implement strategies to allow success at every location.

**Tara Pfund, PharmD, chief strategy officer, Cascadia Pharmacy Group,
Crystal Bryan, PharmD, chief clinical officer, Cascadia Pharmacy Group**

Payer-Pharmacy Network Partnerships

Pull up a chair to hear what this panel has to say about the latest insights on partnerships with national pharmacy networks. Learn about the barriers to implementing pharmacy-provided services and take a deeper look at innovations focused on improving health care delivery, outcomes and cost savings.

**Alison Haas, PharmD, director of value-based contracting, CPESN USA
Shannon Steele, RPh, MSc, pharmacy community program manager, CareSource
Cody Jordan, value-based programs lead, Humana Healthy Horizons: Ohio Medicaid**

Pharmacist and Pharmacy Technician Learning Objectives:

1. Review the role of company culture in the employee experience.
2. Summarize 10 key management lessons from Ted Lasso and how to incorporate these lessons into daily operations.
3. Outline opportunities for optimizing utilization of pre-paid benefit cards in the pharmacy.
4. Discuss strategies for partnering with facilities to provide immunizations and increase vaccination rates.
5. Recall key consumer insights and retail trends influencing purchasing habits.
6. Outline strategies for pharmacies to respond to current trends influencing consumer behavior.
7. Discuss approaches for leveraging centralized office support to develop best practices for multiple locations.
8. Summarize key challenges when implementing new services across multiple locations and the role of strategic planning in mitigating them.
9. Describe health plan needs and barriers to implementing pharmacy-provided services.
10. Summarize collaborative strategies to enhance community pharmacy engagement in patient care.

ACPE UAN: 0207-0000-25-700-L04-P/T

3.75 contact hours (0.375 CEU)

Activity Type: Knowledge-Based

Friday, Feb. 21

General Session

8 a.m. – Noon

Securing Your Pharmacy: A Cyber-Savvy Approach to HIPAA Compliance

In today's digital world, cybersecurity is critical for protecting patient information and maintaining compliance. In this session we will walk through essential cybersecurity performance goals, key HIPAA safeguards required under the Security Rule, and how to effectively conduct a HIPAA security risk assessment. Whether you're new to cybersecurity or seeking to update your knowledge, this session will ensure your pharmacy is equipped to manage and protect sensitive information.

Trent Thiede, PharmD, MBA, president, PAAS National

Liberty Hill Pharmacy and Wellness Center: A Case Study, by the University of Texas at Austin Student Business Plan Competition Team

A team of student pharmacists from the University of Texas at Austin College of Pharmacy (the first-place finishers in the 2024 Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition) will share their award-winning concept for a pharmacy practice specializing in point-of-care testing, pharmacogenomics, and functional medicine services.

Jennifer Lines, Quinn Mosgrove (team captain), Bruno Onwukwe, William Elizondo, PharmD candidates, University of Texas at Austin

Update on Medicare Drug Price Negotiation Program Implementation: What Community Pharmacies Need to Know

This session will guide pharmacies on how to obtain refunds from manufacturers for selected Medicare Part D drugs subject to a negotiated maximum fair price, effective January 2026. Walk away with an outline of the steps pharmacies must take before 2026 to prepare, including enrollment in the Medicare Transaction Facilitator, and preview next steps of the Medicare drug negotiation program for 2027 and 2028.

John M. Coster, PhD, RPh, senior technical adviser, Medicare Drug Rebate and Negotiation Group, Center for Medicare, Centers for Medicare & Medicaid Services

A Look Behind the Industry Curtain with Bill Roth

Bill Roth will share what he hears and sees from pharmaceutical manufacturers, payers, wholesale distributors, traditional pharmacies, cash-based pharmacies, and online telehealth providers.

William Roth, general manager and managing partner, Blue Fin Group, an IntegriChain Company

Industry Roundtable

NCPA CEO Douglas Hoey leads a discussion with Bill Roth and a panel of pharmacy owners as they answer your top questions and discuss implications of market trends and challenges.

William Roth, general manager and managing partner, Blue Fin Group, an IntegriChain Company, Justin Heiser, PharmD, president and CEO, Thrifty White Health, Sarit Roy, president and CEO, OnPoint Pharmacy

Pharmacist and Pharmacy Technician Learning Objectives:

1. Describe essential cybersecurity performance goals for community pharmacies.
2. Define HIPAA safeguards required under the Security Rule.
3. Review components of a HIPAA security risk assessment.
4. Identify the drugs covered by Medicare Part D that will be subject to Maximum Fair Prices (MFPs) starting in January 2026.
5. Describe the process for pharmacies to enroll in the Medicare Transaction Facilitator (MTF), which will process manufacturer refunds to pharmacies for these drugs.
6. Summarize the options for manufacturers to return refunds to pharmacies and the processes that will be established to help pharmacies track manufacturer refunds.
7. Discuss at least three current marketplace dynamics shaping the independent pharmacy landscape.
8. Outline strategies pharmaceutical manufacturers are using to improve patient access to brand products.
9. Summarize the challenges facing patients, community pharmacists, wholesale distributors, and pharmaceutical manufacturers with brand products today.
10. Identify opportunities for multistore owners to thrive in response to changing market trends.

ACPE UAN: 0207-0000-25-701-L04-P/T

3.75 contact hours (0.375 CEU)

Activity Type: Knowledge-Based

Saturday, Feb. 22

General Session

8 a.m. – Noon

Practical Strategies for Preventing Burglaries and Break-Ins

Whether an internal diversion or the work of an external thief, it's never a good feeling to find out your pharmacy has been robbed. In this session, the Arkansas State Board of Pharmacy's executive director, John Kirtley, will share the latest trends in pharmacy break-ins and burglaries, leaving you with practical and actionable tips for protecting your pharmacies.

John Kirtley, PharmD, executive director, Arkansas State Board of Pharmacy

Looking Ahead

NCPA CEO Douglas Hoey hits on some of the top trends — both new and old — that he expects to affect the business health of community pharmacies and their patients in the near future.

Douglas Hoey, pharmacist, MBA, CEO, NCPA

New Congress, New Administration

John Martin joins us from Capitol Counsel, NCPA's outside consulting firm, to provide the latest updates from Washington, D.C., and insights into what to expect with the new administration.

John Martin, Capitol Counsel, LLC

Key Legislative and Regulatory Changes Ahead

Ronna Hauser, NCPA's senior pharmacy affairs and policy lead, will share a birds-eye view of the political landscape. Get a real-time update on legislation and regulations that could reshape pharmacy payment and practice for the next decade — for better or worse.

Ronna Hauser, PharmD, NCPA senior vice president, policy and pharmacy affairs

Advocacy Discussion with Q&A

Our speakers come together to interact with each other and take your burning questions.

Transforming Insights into Action

As we wrap up the formal programming, we'll explore how to leverage the insights gained from the conference to drive tangible improvements in your pharmacies. From leadership lessons and implementing new services across multiple locations to staying ahead with the latest industry trends, you'll learn how to maximize the impact of your Multiple Locations Conference experience long after the event ends.

Kelley Babcock, co-founder, Leadership Growth Formula

Pharmacist and Pharmacy Technician Learning Objectives:

1. Summarize current burglary and break-in trends impacting pharmacies.
2. Discuss practical strategies for protecting pharmacies from drug losses in the event of a burglary or break-in.
3. Outline at least three current trends in the pharmacy market.
4. Discuss how evolving pharmacy market trends will impact patient care.

5. Review how independent pharmacies can respond to market trends to support their patients.
6. Review the incoming administration and its anticipated influence on health care.
7. Summarize the latest legislation updates important to the daily operations of independent pharmacies.
8. Outline how proposed legislation could affect the pharmacy payment model.
9. Discuss the current status of PBM reform.
10. Summarize trends and opportunities pertinent to multistore owners.
11. Discuss strategies for leveraging meeting learnings into actionable improvements within your pharmacy.

ACPE UAN: 0207-0000-25-702-L03-P/T

3.75 contact hours (0.375 CEU)

Activity Type: Knowledge-Based

NCPA is an accredited provider of continuing pharmacy education by the Accreditation Council for Pharmacy Education. This program is eligible for up to 11.25 contact hours (1.125 CEUs) of continuing pharmacy education. Participants need to attend and participate in the sessions, provide an attendance code, and complete an activity evaluation to receive credit for the program — target audience: community pharmacists and community pharmacy technicians.