



Education Programming

Thursday, Feb. 19

General Session

8 a.m. – Noon

Welcome and Overview of the 2026 Multiple Locations Conference

NCPA President Kristen Riddle, PharmD, owner, American Home Pharmacy

Current Pharmaceutical Market Trends and Issues

Using current market data, this session explores the key pharmaceutical trends and issues driving market performance today. It will highlight how pricing pressures, supply chain challenges, and evolving industry dynamics are impacting independent pharmacies and what these trends may mean for the future.

Scott Biggs, director of supplier services, IQVIA

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.

Jay Phipps, PharmD, MBA, FACA, FACVP, owner, Phipps Pharmacy

The Winning Business Plan Concept for Plum Creek Pharmacy and Wellness Club

The team of student pharmacists from the University of Texas at Austin College of Pharmacy, who won the 2025 Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition, will present their award-winning concept for an independent pharmacy designed as a comprehensive health and wellness destination. The presentation highlights a holistic approach to health that integrates pharmacy services with wellness and fitness programming through a cash-based membership model.

Casey Carswell, Hannah Lerma, Rachel Helbling (team captain), PharmD candidates, the University of Texas at Austin

A Tool for Identifying Pharmacy Shortages

First launched in 2022 and publicly available as of 2025, the updated interactive mapping tool reveals that approximately one in eight U.S. neighborhoods — representing millions of Americans — persistently lack convenient access to pharmacy services. NCPA’s Jessica Satterfield will showcase how this tool can be used to assess what communities will be affected by recent and future closures, and how you can use this data to prepare for and inform your next business decision.

Jessica Satterfield, PharmD, MBA, associate director of policy and pharmacy affairs, NCPA

Chasing the Right Dollars: How to Choose Your Next Pharmacy Service

With new funding opportunities emerging across public health and payer-driven initiatives, pharmacies must be strategic about where they invest their time and resources. This session explores how to assess grant and funding opportunities, like the Rural Health Transformation Program to determine which pharmacy services make business sense.

Richard “Tripp” Logan, III, PharmD, owner, SEMO Rx Pharmacies, lead luminary, CPESN® Community Health

Scaling Impact Through Remote Patient Monitoring and Chronic Care Management

Remote patient monitoring and chronic care management are unlocking new clinical and financial opportunities across the health care ecosystem. In this panel, experts will discuss practical lessons learned, common challenges, and best practices for deploying and scaling effective programs.

Richard “Tripp” Logan, III, PharmD, owner, SEMO Rx Pharmacies, lead luminary, CPESN® Community Health

Amina Abubakar, PharmD, AAHIVP, CEO, Avant Pharmacy and Wellness

Joe Moose, PharmD, co-owner, Moose Pharmacy, director of strategy and luminary development, CPESN USA

Pharmacist and Pharmacy Technician Learning Objectives:

1. Identify key pharmaceutical market trends and issues influencing current market performance.
2. Discuss opportunities for multistore owners to thrive in response to changing market trends.
3. Outline strategies for promoting innovation among pharmacy teams to enhance service offerings.
4. Describe enhanced services opportunities for expanding wellness-focused patient care offerings.
5. Identify the key data sources and indicators used by the mapping tool to assess pharmacy access at the neighborhood level.
6. Review how mapping-based access data can inform service gaps and future business planning.

7. Summarize current public health and payer-driven funding opportunities available to pharmacies.
 8. Discuss how strategic pursuit funding opportunities, like the Rural Health Transformation Program, can support pharmacy sustainability and growth.
 9. Define remote patient monitoring (RPM) and chronic care management (CCM) and their roles in patient care.
 10. Summarize best practices for deploying and scaling effective RPM and CCM programs.
-

Friday, Feb. 20

General Session

8 a.m. – Noon

From Wish to Win: Pharmacy's New Era

For almost a decade, NCPA's top priority has been to change the pharmacy payment model. PBMs have benefited from the complex, convoluted, and clandestine current model — much to the detriment of patients, providers, and taxpayers. Well, as the old saying goes, “be careful what you wish for” because 2026 is teed up for the pharmacy payment model to see unprecedented change.

Douglas Hoey, pharmacist, MBA, CEO, NCPA

Artificial Intelligence's Role in Reshaping Independent Pharmacy

From automation to decision support, artificial intelligence is reshaping health care delivery. This session will offer a broad overview of AI concepts, explore current health care applications, and discuss how independent pharmacies can thoughtfully adopt AI to enhance efficiency, care quality, and long-term sustainability.

Harry Travis, BS Pharm, MBA, president, the Travis Group, LLC

Bretton Walberg, RPh, owner, Walberg Family Pharmacies

How Policy Changes Are Shaping Today's Pharmacy Labor Market

Pharmacy employers are navigating a perfect storm: staffing shortages, burnout, increasing workload, and evolving legal and policy requirements. Join human resources attorney Deborah Kelly as she dives into the real-world challenges of hiring and retaining pharmacists and technicians. Attendees will walk away with practical strategies to attract, screen, and support their teams while staying compliant.

Deborah Kelly, PhD, JD, MA, partner, Manatt, Phelps & Phillips, LLP

The Latest Industry Trends 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

Pharmacist and Pharmacy Technician Learning Objectives:

1. Recognize the major policy, market, and regulatory forces driving anticipated payment model changes in 2026.
2. Define key artificial intelligence concepts and terminology relevant to health care and pharmacy practice.
3. List potential benefits and limitations of adopting AI in pharmacy settings.
4. Summarize considerations for thoughtfully integrating AI technologies to support efficiency, care quality, and long-term sustainability.
5. Describe the potential benefits and risks of using AI in the hiring and screening process, including discrimination concerns.

6. Explain key changes in employment law and policy impacting hiring, retention, and pay transparency.
 7. Recognize practical steps pharmacy employers can take to protect their business and remain legally compliant to current HR and employment law changes.
 8. Review at least three current market forces shaping the independent pharmacy landscape.
 9. Describe how pharmaceutical manufacturers are implementing strategies to enhance patient access to branded products.
 10. Identify current challenges facing patients, community pharmacists, wholesale distributors, and pharmaceutical manufacturers with brand products today.
-

Saturday, Feb. 21

General Session

8 a.m. – Noon

Key Legislative and Regulatory Priorities for 2026

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, senior vice president of policy and pharmacy affairs, NCPA

Navigating the Latest Pharmacy Payment Models

From the Inflation Reduction Act's Medicare drug negotiation program and everything in between, independent pharmacies are facing a rapidly shifting financial landscape driven by new policies and payment models. Join as we break down key changes and explain what they mean for pharmacy revenue, margins, and strategy.

John M. Coster, PhD, RPh, former director of the division of pharmacy, Centers for Medicare & Medicaid Services

The Current Administration, Congress and the Future of Health Care

Join for a big-picture look at the current administration's health care agenda and the broader political forces shaping policy decisions, including congressional action. Attendees will gain context on recent changes and hear a forward-looking perspective on where health care policy may head next.

John Martin, Capitol Counsel, LLC

Advocacy Discussion with Q&A

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

Lead More, Do Less: The Power of Delegation

In case you didn't know, you don't have to do it all. This session will explore how effective delegation allows leaders to focus on high-impact work while empowering their teams to take greater ownership. Attendees will learn practical strategies to identify what to delegate, who to delegate to, and how to build accountability and confidence across the pharmacy team. The result is a more engaged staff, improved efficiency, and a more sustainable leadership model.

Jackie Boyle, PharmD, MBA, BCACP, FASHP, associate dean of student success and practice transformation, associate professor of pharmacy practice, Northeast Ohio Medical University

Making the Most of Your MLC Experience

As the Multiple Locations Conference comes to a close, reflect on key takeaways, identify the most impactful opportunities for your business, and learn practical ways to drive change once you return home. We'll discuss how to prioritize your next steps, strategies for getting your team on board, and

how you can turn conference learnings into sustained action and measurable results for your business.

Kelley Babcock, co-founder, Leadership Growth Formula

Pharmacist and Pharmacy Technician Learning Objectives:

1. Review the current administration and its anticipated influence on health care.
2. Outline strategies for pharmacies to prepare for and respond to current health care policy changes.
3. Recognize the current status of PBM reform.
4. Summarize major trends in pharmacy policy that may influence pharmacy operations.
5. Identify key legislative and regulatory initiatives expected to impact pharmacy practice and payment in 2026.
6. Discuss the current status of the Medicare Drug Price Negotiation Program and what to anticipate in the years ahead.
7. Define the role of effective delegation in optimizing workflow efficiency.
8. Review best practices for identifying tasks and responsibilities that can be delegated to others.
9. Outline communication techniques for effectively delegating tasks among pharmacy teams.
10. Summarize strategies for turning conference learnings into sustained action and measurable results for your business.

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.