

Continuing Education

Courses 2018

Continuing Education Courses



Sunday, July 8

Speakers

1:00 pm – 3:00 pm

Quality Matters	Elliott Sogol , PhD, RPh, FAPhA, VP Professional Relations, Pharmacy Quality Solutions, Durham, NC	X				
Following the Script: The Power of Persuasion and Consultative Selling	Randy P. McDonough , PharmD, MS, CGP, BCPS, FAPhA, Co-Owner and Director of Clinical Services, Towncrest, Solon Towncrest, and Towncrest Compounding Pharmacies, Iowa City, IA					X
The Opioid Crisis: What You Can Do	Katy Brown , PharmD, Program Manager Lead, Telligen, West Des Moines, IA	X				
The Evolving Role of the Pharmacy Technician: How Your Pharmacy Can Benefit	Christine Cline-Dahlman , BFA, CPhT, Director of Education and Training, The Institute for Wellness and Education, Inc., Woodstock, GA	X				
Motivational Interviewing: A Step Beyond Patient Counseling	Nora Stelter , PharmD, Associate Professor, Pharmacy Practice, Drake University College of Pharmacy & Health Sciences, Des Moines, IA				X	

3:30 pm – 5:00 pm

Gamechangers in Pharmacy	Geoffrey Wall , PharmD, FCCP, BCPS, CGP, Professor, Drake University Des Moines, IA	X				
Med Sync Out of Sync? Get Back on Track and Optimize Results	John Gregg , PharmD, Chief Operations Officer, Thrive Pharmacy Solutions, Prosper, TX			X		
More Than Just a Logo: How to Manage Your Image	Elise Kern , VP - Insights and Analytics, TideSmart Global, Falmouth, ME	X				
Healthcare Trends and Quality	Mindy Smith , RPh, BSPHarm, Vice President Pharmacy Practice Innovation, PrescribeCare MSO - wholly owned subsidiary of PrescribeWellness, Leesburg, VA	X				
Opportunities for Growth: Building a Business with Long-Term Care	Bri Morris , PharmD Director, Director Strategic Initiatives, National Community Pharmacists Association, Alexandria, VA					X

Monday, July 9

9:00 am – 10:00 am

Maximizing Front-End Opportunities with OTC Recommendations	Miranda Wilhelm , PharmD, Clinical Associate Professor, SIUE School of Pharmacy, Edwardsville, IL				X	
Legislative and Regulatory Update	Mark Kinney , RPh, Senior Vice President Government Relations, Independent Pharmacy Cooperative, Louisville, CO	X				
Digital Development: Creating a Strong Online Presence	TBD	X				
Implementing Clinical Guidelines to Build Collaborative Services	Randy P. McDonough , PharmD, MS, CGP, BCPS, FAPhA, Co-Owner and Director of Clinical Services, Towncrest, Solon Towncrest, and Towncrest Compounding Pharmacies, Iowa City, IA					X
It's All in the Genes: Pharmacogenomics and Personalized Medication Plans	James Lee , PharmD, Clinical Assistant Professor, University of Illinois Health, University of Illinois at Chicago Pharmacy, Chicago, IL	X				

Legend:

Get educated on the challenges and opportunities

Engage the patient during pickup

Monitor clinical and financial performance

Build deeper partnerships

Adopt med sync for your pharmacy

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10:30 am – 12:00 pm		Opportunities**	Clinical/financial**	Med sync**	Engage patients**	Partnerships**
What's New: The 2018 Immunization Update	Miranda Wilhelm, PharmD, Clinical Associate Professor, SIUE School of Pharmacy, Edwardsville, IL	X				
Adapting to Adopt Change	Sarah Ennis, President, SparkPoint, Inc., Des Moines, IA.	X				
Effective Delegation = Maximized Growth	Kelley Babcock, VP Member Performance, Pharmacy Development Services, Palm Springs, FL	X				
Level Up Your Financial Knowledge	John Gregg, PharmD, Chief Operations Officer, Thrive Pharmacy Solutions, Prosper, TX		X			
Empowering Your Team to Get Initiatives Off the Ground	Hashim Zaibak, PharmD, President/CEO Hayat Pharmacy, Milwaukee, WI	X				
1:30 pm – 3:00 pm		Opportunities**	Clinical/financial**	Med sync**	Engage patients**	Partnerships**
Immunization Administration Training and Refresher	Miranda Wilhelm, PharmD, Clinical Associate Professor, SIUE School of Pharmacy, Edwardsville, IL				X	
Teamwork Makes the Dream Work: Building and Engaging Your Team	Sarah Ennis, President, SparkPoint, Inc., Des Moines, IA					X
Medication Therapy Management: How to Integrate into Your Daily Practice	Marsha Millonig, BSPHarm, MBA, President & CEO, Catalyst Enterprises, LLC, Eagan, MN				X	
Financial Tune Up	Steve LeFever, MBA, CFE, Chairman, Profit Mastery, Hobart, WA		X			
Where Do I Start? Preparing Your Pharmacy to Implement Successful Services	Catherine Brown, PharmD, Pharmacy Owner, Main Street Pharmacy, Savannah, TN East Main Pharmacy, Adamsville, TN				X	
Tuesday, July 10						
7:45 am – 8:45 am		Opportunities**	Clinical/financial**	Med sync**	Engage patients**	Partnerships**
Optimizing Diabetes Control: A Review of Insulin Therapies	Jonathan G. Marquess, PharmD, CDE, President/CEO, The Institute for Wellness and Education, Inc., Acworth, GA					X
Transitioning into Transitional Care	Josh Borer, PharmD, Pharmacy Owner, Rex Pharmacy, Atlantic, IA					X
Sharpen Your Inventory Management Skills	Hashim Zaibak, PharmD, President/CEO, Hayat Pharmacy, Milwaukee, WI		X			
Enhancing Patient Care By Preventing Nutrient Depletion	Dennis Song, BSPHarm, Flower Mound Pharmacy & Herbal Alternatives, Flower Mound, TX				X	
Yes You Can! How Community Pharmacies Have Successfully Implemented Enhanced Patient Care	Bruce Kneeland, RPh, Community Pharmacy Specialist	X				

Legend:

Get educated on the challenges and opportunities	Engage the patient during pickup
Monitor clinical and financial performance	Build deeper partnerships
Adopt med sync for your pharmacy	

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Wednesday, July 11

7:45 am – 8:45 am

Buying and Selling a Pharmacy: Planning for the Future	Jim Springer , Vice President RxOwnership, Valrico, FL		X			
Pharmacy Credentialing – Create Your Plan	Allyson Schlichte , PharmD, MBA, BCACP, Fairview Medication Therapy Management Operations Lead and MTM Provider, Fairview Uptown Clinic, Minneapolis, MN	X				
What Your Accountant Isn't Telling You	Tom Shay , CSP Principal, Profits Plus Solutions, St Petersburg, FL		X			
Be On Point: Advancing Care with Point-of-Care Testing	Elizabeth Skoy				X	
Don't Be an Easy Target: Protecting Your Pharmacy from Robbery	Jeff Hartshorn , Crime Prevention Specialist, Community Response Officer, West Des Moines Police Department, West Des Moines, IA	X				

8:00 am – 10:30 am

Women in Pharmacy – Own It! Moving Forward Together Changes the Future for All	Tammy McDonald , Regional VP, RxOwnership Christine Lee-Wilson , Owner, Professional Pharmacy, Baltimore, MD Diana Arouchandova , Owner, Clinicare Pharmacy, Northridge, CA Dawn Lieber Sasine , Pharmacy Manager					X
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9:00 am – 10:00 am

Quality Matters	Elliott Sogol , PhD, RPh, FAPhA, VP Professional Relations, Pharmacy Quality Solutions, Durham, NC	X				
Optimizing Diabetes Control: A Review of Insulin Therapies	Jonathan G. Marquess , PharmD, CDE President/CEO, The Institute for Wellness and Education, Inc., Acworth, GA					X
Legislative and Regulatory Update	Mark Kinney , RPh, Senior Vice President Government Relations, Independent Pharmacy Cooperative, Louisville, CO	X				
Yes You Can! How Community Pharmacies Have Successfully Implemented Enhanced Patient Care	Bruce Kneeland , RPh, Community Pharmacy Specialist	X				
Effective Delegation = Maximized Growth	Kelley Babcock , VP Member Performance, Pharmacy Development Services Palm Springs, FL	X				

Legend:

Get educated on the challenges and opportunities

Engage the patient during pickup

Monitor clinical and financial performance

Build deeper partnerships

Adopt med sync for your pharmacy

Sunday, July 8

Quality Matters

1:00 pm – 3:00 pm

2 hours (0.2 CEU) live

Speaker:

Elliott Sogol, PhD, RPh, FAPhA,

VP Professional Relations, Pharmacy Quality Solutions,
Durham, NC

The shift to quality-based incentives has fully emerged and value-based healthcare is here to stay. Attend this session to ensure your team is up to date on quality performance measures as well as how to positively impact measures by leveraging quickly accessed resources. Build a culture of quality in your pharmacy—where every member of the team knows their role in driving performance and patient outcomes.

Learning objectives - Pharmacist:

- Review key pharmacy quality measures that pharmacies can impact now.
- Outline how to best position your pharmacy for success in quality improvement programs and value-based reimbursement opportunities.
- Create processes to incorporate quality performance-focused actions into the pharmacy's workflow process.
- Review methods to help prioritize work so your team can quickly impact measures and become proactive vs. reactive.
- Develop a pharmacy-specific action plan to positively impact performance.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-067-L04-P

Following the Script: The Power of Persuasion and Consultative Selling

1:00 pm – 3:00 pm

2 hours (0.2 CEU) live

Speaker:

Randy P. McDonough, PharmD, MS, CGP, BCPS, FAPhA,
Co-Owner and Director of Clinical Services, Towncrest, Solon
Towncrest, and Towncrest Compounding Pharmacies,
Iowa City, IA

Pharmacist or salesman? Many pharmacists and pharmacy technicians are uncomfortable “selling” services to patients. However, by recommending items to patients with a more consultative approach, pharmacists can focus on having conversations with patients and determine a solution to their problem. This session will explore how to use your power of persuasion and interviewing skills to make the sale!

Learning objectives - Pharmacist:

- List the steps in the consumer buying process and how it relates to the pharmacy patient.
- Discuss the concept of consultative selling.
- Identify pharmacy services that may be opportunities for additional sales and improved outcomes.
- Describe opportunities for pairing prescription medications and over-the-counter items to benefit patients.

Learning objectives - Pharmacy Technician:

- List the steps in the consumer buying process and how it relates to the pharmacy patient.
- Review the concept of consultative selling.
- List pharmacy services that may be opportunities for additional sales and improved outcomes.
- Describe opportunities to support the pharmacist and patient with over-the-counter products.

COURSE DETAILS

X Partnerships

Pharmacist ACPE# 0107-9999-18-068-L04-P

Pharmacy technician ACPE# 0107-9999-18-068-L04-T

Sunday, July 8

The Opioid Crisis: What You Can Do

1:00 pm – 3:00 pm

2 hours (0.2 CEU) live

Speaker:

Katy Brown, PharmD,
Program Manager Lead, Telligen,
West Des Moines, IA

The misuse of and addiction to opioids is a national crisis. Every day more than 115 Americans die after overdosing on opioids. This has serious effects on public health, as well as social and economic welfare — so much so, it has been classified as a “national emergency” by the president. Pharmacists play a vital role in patient access to opioids, opioid drug abuse prevention, and assistance.

Learning objectives - Pharmacist:

- Define the scope of the opioid crisis.
- Explore existing educational resources to combat opioid harm including tools for screening, assessing risk, and quality improvement.
- Review the CDC Guidelines for Prescribing Opioids for Chronic Pain.
- Explore federal and state rules that impact opioid harm-reduction strategies.
- Explore community pharmacist’s role in opioid safety related to quality-based measures.

Learning objectives - Pharmacy Technician:

- Define the scope of the opioid crisis .
- Explore existing educational resources to combat opioid harm including tools for screening, assessing risk, and quality improvement.
- Review the CDC guidelines for prescribing opioids for chronic pain.
- Explore federal and state rules that impact opioid harm-reduction strategies.
- Discuss opportunities for community pharmacist collaboration related to quality-based payment incentive programs.

COURSE DETAILS

Opportunities

Pharmacist ACPE# 0107-0107-9999-18-069-L01-P

Pharmacy technician ACPE# 0107-9999-18-069-L01-T

The Evolving Role of the Pharmacy Technician: How Your Pharmacy Can Benefit

1:00 pm – 3:00 pm

2 hours (0.2 CEU) live

Speaker:

Christine Cline-Dahlman, BFA, CPhT,
Director of Education and Training,
The Institute for Wellness and Education Inc.,
Woodstock, GA

The role of the pharmacy technician has always been critical to the success of a pharmacy — including advancing patient care. Shifting the responsibilities of pharmacy technician to meet the needs of the current pharmacy landscape is vital for continued success. Both pharmacists and technicians should attend this session to learn from an experienced community pharmacy technician as she shares examples from her daily engagement in the patient-care process. This session will explore the three areas within community pharmacy where technicians most actively serve — front Store, dispensing, and clinical services.

Learning objectives - Pharmacist:

- Identify the catalyst that facilitates the current evolution of pharmacy technician performance.
- List the three most active areas specific to community pharmacy where technician performance most benefits the practice and the patient.
- Describe the forward movement for technician job performance and responsibilities.
- Recognize the benefits for community pharmacy practice awarded by the forward professional development of technicians, including the following: efficient workflow, revenue growth, and Star quality patient care.
- Describe the opportunities to advance technicians in pharmacy practice.

Learning objectives - Pharmacy Technician:

- Identify the catalyst that facilitates the current evolution of pharmacy technician performance.
- List the three most active areas specific to community pharmacy where technician performance most benefits the practice and the patient.
- Describe the forward movement for technician job performance and responsibilities.
- Recognize the benefits for community pharmacy practice awarded by the forward professional development of technicians, including the following: efficient workflow, revenue growth, and Star quality patient care.
- Describe the opportunities to advance technicians in pharmacy practice.

COURSE DETAILS

Opportunities

Pharmacist ACPE# 0107-9999-18-070-L04-P

Pharmacy technician ACPE# 0107-9999-18-070-L04-T

Sunday, July 8

Motivational Interviewing: A Step Beyond Patient Counseling

1:00 pm – 3:00 pm

2 hours (0.2 CEU) live

Speaker:

Nora Stelter, PharmD,
Associate Professor, Pharmacy Practice
Drake University College of Pharmacy & Health Sciences,
Des Moines, IA

How does our communication with patients impact outcomes? Effective patient counseling creates an information exchange and isn't just an information dump. Changing the way we communicate with our patients from an "expert" approach to a "coach" approach can improve patient outcomes and pharmacy performance. Join us for an interactive session focusing on building practical skills. You'll leave this CE better equipped to lead patient conversations. Participants will practice skills via patient scenarios common to the community pharmacy setting.

Learning objectives - Pharmacist:

- Compare the traditional patient communication with the health coaching model of communication.
- Describe key skills needed to drive engaging, patient-focused conversations.
- Discuss strategies to assist patients in strengthening their own motivation for change.
- Review methods to overcome common barriers to adherence.

COURSE DETAILS

X Engage patients

Pharmacist ACPE# 0107-9999-18-071-L04-P

Gamechangers in Pharmacy

3:30 pm – 5:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Geoffrey Wall, PharmD, FCCP, BCPS, CGP,
Professor, Drake University,
Des Moines, IA

This activity will explore the expanding roles of community pharmacists in today's healthcare system and the potential liability exposures associated with these expansions. Hear discussion as we explore potential best practices to minimize these risks in your pharmacy.

Learning objectives - Pharmacist:

- List selected Gamechangers that affect your practice.
- Describe reasons the selected Gamechangers were chosen and how they affect the way pharmacists care for patients.
- Describe possible solutions to the clinical problems listed.
- Assess the clinical trials used to support this presentation.
- Apply the information presented to your specific practice.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-072-L01-P

Sunday, July 8

Med Sync Out of Sync? Get Back on Track and Optimize Results

3:30 pm – 5:00 pm

1.5 hours (0.15 CEU) live

Speaker:

John Gregg, PharmD,
Chief Operations Officer,
Thrive Pharmacy Solutions,
Prosper, TX

Is your med sync program “out of sync”? This session will explore how pharmacies can get their existing med sync programs back on track and maximize results. Learn ways to overcome challenges and hear real-life examples of how med sync can improve your practice!

Learning objectives - Pharmacist:

- Review the value of medication synchronization to both the pharmacy and the patients.
- Describe how and why all pharmacy team members should participate in medication synchronization.
- Explore challenges in expanding a medication synchronization program and discuss methods to overcome these obstacles.
- Create an action plan to get back on track with med sync at your pharmacy.

Learning objectives - Pharmacy Technician:

- Review the value of medication synchronization to both the pharmacy and the patients.
- Describe how and why all pharmacy team members should participate in medication synchronization.
- Explore challenges in expanding a medication synchronization program and discuss methods to overcome these obstacles.
- Create an action plan to get back on track with med sync at your pharmacy.

COURSE DETAILS

X Med sync

Pharmacist ACPE# 0107-9999-18-073-L04-P

Pharmacy technician ACPE# 0107-9999-18-073-L04-T

More Than Just a Logo: How to Manage Your Image

3:30 pm – 5:00 pm

2.0 hours (0.2 CEU) live

Speaker:

Elise Kern,
VP - Insights and Analytics,
TideSmart Global,
Falmouth, ME

What does your brand say about your business? Image can be a huge factor in the success of your pharmacy. Customers create their own perceptions of your business from many different factors. These may include your name, your store appearance and your website, to name just a few. Attend this session for tools and tips you can use immediately to ensure you are creating the best impression on your customers.

Learning objectives - Pharmacist:

- Identify top consumer-facing store image touchpoints.
- Discuss current consumer brand impressions from recent research.
- Describe best practices in consumer-facing content.
- Investigate potential pitfalls in your current image.
- Compose a strategy and tactics to improve your pharmacy's public image.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-074-L04-P

Sunday, July 8

Healthcare Trends and Quality

3:30 pm – 5:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Mindy Smith, RPh, BSPHarm,
Vice President Pharmacy Practice Innovation,
PrescribeCare MSO - wholly owned subsidiary of PrescribeWellness,
Leesburg, VA

In this session, you will learn about current healthcare trends that are influencing change within community pharmacy practice. This includes opportunities related to driving value-based payment models. This session will showcase ways community pharmacies are providing medication management services and how technology is driving the pharmacists' patient care process. We'll also discuss the value of adopting and driving the Pharmacist eCare Plan standard to connect community pharmacists within the healthcare team.

Learning objectives - Pharmacist:

- List current healthcare trends that are influencing change within community pharmacy practice.
- Evaluate value-based payment models and quality measures and how they apply to community pharmacy practice.
- Explore ways community pharmacies are providing longitudinal medication management services and how technology is driving the pharmacists' patient care process and community pharmacy care management.
- Examine evidence that demonstrates how community pharmacy is impacting adherence and other quality performance measures through the implementation of medication synchronization, population health management and patient engagement services.
- Analyze the value of adopting and driving the Pharmacist eCare Plan standard to overcome interoperability and connect community pharmacists within the healthcare team.

COURSE DETAILS

 **Opportunities**

Pharmacist ACPE# 0107-9999-18-075-L04-P

Opportunities for Growth: Building a Business with Long-Term Care

3:30 pm – 5:00 pm

2.0 hours (0.2 CEU) live

Speaker:

Bri Morris, PharmD,
Director Strategic Initiatives,
National Community Pharmacists Association,
Alexandria, VA

Pharmacy services can impact outcomes at long-term care facilities and allow you to grow your pharmacy business. During this session, attendees will review reasons why a long-term care facility should choose to partner with your pharmacy. Attendees will share tips and methods to initiate a successful relationship with a long-term care facility as well as focus on growing a current partnership. Leave this session with an action plan to start or expand a long-term care service.

Learning objectives - Pharmacist:

- Explain how pharmacy services can positively impact healthcare outcomes at a long-term care facility.
- Describe services that a pharmacy may be able to provide to a long-term care facility.
- Discuss characteristics of a long-term care facility that are ideal for a partnership.
- Create a process to implement or expand an existing long-term care pharmacy service into your business.

COURSE DETAILS

 **Partnerships**

Pharmacist ACPE# 0107-9999-18-090-L04-P

Monday, July 9

Maximizing Front-End Opportunities with OTC Recommendations

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Miranda Wilhelm, PharmD,
Clinical Associate Professor, SIUE School of Pharmacy,
Edwardsville, IL

If you are in the independent pharmacy business, you know how important it is to keep your patients and your bottom line healthy. To accomplish both of these goals, offering easy solutions to meet all of your patients' healthcare needs is key. Many patients frequently turn to over-the-counter (OTC) products to manage minor ailments and chronic conditions. Is an OTC product the best option for your patients' needs? And when an OTC product is appropriate, are your patients finding the right products and using them safely? In this case-based session, learn expert insights from recent literature on OTCs and self-care skills. Update your knowledge to be sure you are ready to supply your patients with the best products and expert advice to reinforce your value.

Learning objectives - Pharmacist:

- Explore the value of offering the right mix of non-prescription medications and self-care products to meet niche market offerings.
- Educate your team on patient demographics that could benefit from OTC medication advice.
- Develop patient interviewing skills needed to determine patient problems and the ability to recommend a solution.
- Practice recommending OTC medications by working through selected case studies.

COURSE DETAILS

 **Engage patients**

Pharmacist ACPE# 0107-9999-18-076-L01-P

Legislative and Regulatory Update

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Mark Kinney, RPh,
Senior Vice President Government Relations,
Independent Pharmacy Cooperative,
Louisville, CO

This session will provide an update on recent federal and state government policy decisions, including how new laws and regulations will impact the practice of pharmacy. New developments in Medicare Part D, opioid prescribing and Medicaid Managed Care will be discussed.

Learning objectives - Pharmacist:

- Discuss the implications of the CMS pharmacy regulation changes for the 2019 Medicare Part D plan year.
- Review new legislative requirements for prescribing opioids for chronic pain.
- Discuss state legislative developments relating to reimbursement for pharmacy services.
- Review state legislative developments relating to Medicaid Managed Care.
- Provide an overview of market changes in the healthcare industry and their impact on community pharmacy.

Learning objectives - Pharmacy Technician:

- Discuss the implications of the CMS pharmacy regulation changes for the 2019 Medicare Part D plan year.
- Review new legislative requirements for prescribing opioids for chronic pain.
- Discuss state legislative developments relating to reimbursement for pharmacy services.
- Review state legislative developments relating to Medicaid Managed Care.
- Provide an overview of market changes in the healthcare industry and their impact on community pharmacy.

COURSE DETAILS

 **Opportunities**

Pharmacist ACPE# 0107-9999-18-077-L03-P

Pharmacy technician ACPE# 0107-9999-18-077-L03-T

Monday, July 9

Digital Development: Creating a Strong Online Presence

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

TBD

In today's digital age, the majority of consumers search for businesses online. Having a strong online presence is crucial to your marketing strategy and your business success. This session will address ways to develop a digital online marketing strategy from your social media, your business website, plus digital listings on Google and Yelp. Using these principles will assist attendees in reaching more customers than ever before!

Learning objectives - Pharmacist:

- Describe why a strong digital presence is required in today's marketplace to drive new business and enhance current business.
- Review strategies to enhance your digital presence, making it more efficient and useful for your patients.
- Outline specific steps to increase your social media presence.
- Discuss digital advertising and how it can be more efficient and measurable compared to newspaper or radio for increasing awareness of your business, attracting new patients leading to increases in revenue.

COURSE DETAILS

 Opportunities

Pharmacist ACPE# 0107-9999-18-078-L04-P

Implementing Clinical Guidelines to Build Collaborative Services

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Randy P. McDonough, PharmD, MS, CGP, BCPS, FAPhA, Co-Owner and Director of Clinical Services, Towncrest, Solon Towncrest, and Towncrest Compounding Pharmacies, Iowa City, IA

Need help staying current on recent changes in clinical practice guidelines? This session is for you! Through a series of practical case applications, this session will provide an interactive review of recent updates in clinical practice guidelines such as hormone replacement therapy, anticholinergic burden in the elderly and diabetes. Attend this session for quick, practical summaries of what's changed and how to apply these changes to your patients in community practice. This session will also review best practices for communicating recommendations to build collaborative partnerships with local providers.

Learning objectives - Pharmacist:

- Outline strategies to ensure medication optimization.
- Review current clinical guidelines especially pertinent to community pharmacy practice.
- Discuss best practices for collaboration through application of guidelines.

COURSE DETAILS

 Partnerships

Pharmacist ACPE# 0107-9999-18-080-L01-P

Monday, July 9

It's All in the Genes: Pharmacogenomics and Personalized Medication Plans

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

James Lee, PharmD,
Clinical Assistant Professor, University of Illinois Health,
University of Illinois at Chicago Pharmacy,
Chicago, IL

Now that genetic testing is more readily available, interpreting results and applying information correctly is more important than ever. This activity will describe the rationale for precision medicine and pharmacogenomic testing. Hear discussion on the role of direct-to-consumer genetic testing; its benefits, limitations and implications; as well as the pharmacist and pharmacy team's role in guiding genetic testing and patient education.

Learning objectives - Pharmacist:

- Describe the background and rationale for precision medicine.
- Identify opportunities and challenges to pharmacogenomic testing expansion.
- Describe current and potential future strategies for incorporating pharmacogenomics into medication plans.
- Describe the pharmacist's role in genetic testing and patient education.

Learning objectives - Pharmacy Technician:

- Describe the background and rationale for precision medicine.
- Identify opportunities and challenges to pharmacogenomic testing expansion.
- Describe the pharmacist's role in genetic testing and patient education and how the pharmacy technician can support this role.

COURSE DETAILS

Opportunities

Pharmacist ACPE# 0107-9999-18-079-L04-P

Pharmacy technician ACPE# 0107-9999-18-079-L04-T

What's New: The 2018 Immunization Update

10:30 am – 12:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Miranda Wilhelm, PharmD,
Clinical Associate Professor,
SIUE School of Pharmacy,
Edwardsville, IL

Recommendations regarding adult and pediatric immunizations are updated frequently. This session will discuss the new 2018 Advisory Committee on Immunization Practices (ACIP) recommendations as well as new vaccines to the market. Included in the discussion will be influenza vaccine considerations in preparation for the 2018–2019 season as well as patient cases to review recommended vaccines based on the most current immunization schedules.

Learning objectives - Pharmacist:

- Discuss the 2018 Advisory Committee on Immunization Practices (ACIP) recommendations regarding adult and pediatric immunizations.
- Review zoster vaccine considerations such as vaccine safety and efficacy as it relates to the newly approved zoster vaccine.
- Review influenza vaccine considerations such as nomenclature, characteristics, schedule, contraindications and precautions in preparation for the upcoming season.
- Evaluate a patient's immunization history to determine appropriate vaccine recommendations based on the appropriate immunization schedule.

COURSE DETAILS

Opportunities

Pharmacist ACPE# 0107-9999-18-081-L06-P

Monday, July 9

Adapting to Adopt Change

10:30 am – 12:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Sarah Ennis,

President,
SparkPoint, Inc.,
Des Moines, IA

One thing you can always count on is change. Pharmacy leaders need to be prepared for change. This session will explore how all team members can lead successful change by adapting their approach. Attendees will explore changes occurring in their pharmacies and assess their team members' willingness to embrace this change.

Learning objectives - Pharmacist:

- Recognize the skills and traits needed to successfully lead change.
- Discuss the steps in facilitating change.
- Explore ways to motivate change and deal with resistance to change.
- Determine ways to sustain change in your practice.
- Assess current team members and situations where change is required and determine how you will change your approach to navigate change successfully.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-082-L04-P

Effective Delegation = Maximized Growth

10:30 am – 12:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Kelley Babcock,

VP Member Performance,
Pharmacy Development Services,
Palm Springs, FL

We know delegation is important, but do you know how it directly impacts your pharmacy business? Attend this session to learn how effective delegation skills lead to maximized business growth opportunities. Delegation will create efficiencies as well as develop your staff.

Learning objectives - Pharmacist:

- Determine where the majority of your pharmacy staff's time is being spent on a daily basis.
- Evaluate team development opportunities through effective delegation.
- Discuss methods to implement delegation effectively at your pharmacy.
- Review the correlation between delegation and business growth.
- Develop an action plan for improving and practicing delegation skills.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-083-L04-P

Monday, July 9

Level Up Your Financial Knowledge

10:30 am – 12:00 pm

1.5 hours (0.15 CEU) live

Speaker:

John Gregg, PharmD,
Chief Operations Officer,
Thrive Pharmacy Solutions,
Prosper, TX

Throw out old dogma in how you view your finances. Learn new ways to view what drives success in your pharmacy. When it comes to financial accounting, most pharmacies hire a professional accountant. That's great to balance the books, but they aren't going to be experts on how to grow your business and maximize profit. To really drive your business and grow your profit, you need to measure and alter the right metrics that deliver the most value. Attend this session to learn from an experienced pharmacist owner and ensure you are maximizing value.

Learning objectives - Pharmacist:

- Review key accounting principles that impact the pharmacy business.
- Discuss average industry financials and how to use these values as a reference.
- Identify key metrics to understand your expense rate.
- Classify the economics of prescriptions, patients and practices.

COURSE DETAILS

X Clinical/financial

Pharmacist ACPE# 0107-9999-18-084-L04-P

Empowering Your Team to Get Initiatives Off the Ground

1:30 pm – 3:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Hashim Zaibak, PharmD,
President/CEO Hayat Pharmacy,
Milwaukee, WI

Is time a rate-limiting step to getting new initiatives off the ground at your pharmacy? How can we empower our teams and create more efficiencies to build our businesses? Learn from a pharmacist owner about what works in practice. Stop adding items to your list and start checking things off! This session will review practical tips so you can organize your tasks and accomplish goals in no time.

Learning objectives - Pharmacist:

- Discuss common challenges and barriers to implementing new services or goals into your pharmacy operations.
- Outline effective methods of organizing tasks and involving the pharmacy team to accomplish goals.
- Discuss methods to develop a reporting structure to accomplish project goals.
- Outline a plan to encourage team involvement that contains specific roles and accountability tools.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-085-L04-P

Monday, July 9

Immunization Administration Training and Refresher

1:30 pm – 3:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Miranda Wilhelm, PharmD,
Clinical Associate Professor,
SIUE School of Pharmacy,
Edwardsville, IL

Need a quick refresher course on administering vaccines? This hands-on workshop includes a review of screening questions for contraindications and precautions that should be addressed prior to vaccine administration. This is the 8th and final module in the CEI Immunization Administration Training for Pharmacists. The live training workshop includes a review of screening questionnaires for contraindications and precautions prior to vaccine administration, medical management of emergencies, and tips for vaccine administration technique. Participants will also practice administering intramuscular and subcutaneous injections.

Learning objectives - Pharmacist:

- Choose a site, route of administration, and appropriate administration supplies for vaccines based on the type of vaccine and the patient.
- Demonstrate patient screening and immunization history technique to identify patients needing immunization.
- Appropriately position the patient to avoid secondary injury if fainting occurs.
- Demonstrate appropriate intranasal, subcutaneous and intramuscular vaccine administration technique.
- Counsel regarding appropriate care after administration.

COURSE DETAILS

 **Engage patients**

Pharmacist ACPE# 0107-9999-18-086-L06-P

Teamwork Makes the Dream Work: Building and Engaging Your Team

1:30 pm – 3:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Sarah Ennis,
President,
SparkPoint, Inc.,
Des Moines, IA

It is said that “teamwork makes the dream work.” Teamwork is essential to an efficient, productive pharmacy. To build the best team, members must be actively engaged in their work and committed to the common goals. In this session, learn how to build a committed, engaged team to ensure your pharmacy’s “dream works.”

Learning objectives - Pharmacist:

- Define teamwork and its importance in the pharmacy setting.
- Explore ways to build a positive team culture and develop a set of common values and norms.
- Discuss strategies to improve communication to engage your team.
- Review methods for reward and positive reinforcement as well as ways to provide feedback.
- Create an action plan to build and strengthen engagement in your team.

Learning objectives - Pharmacy Technician:

- Define teamwork and its importance in the pharmacy setting.
- Explore ways to support a positive team culture.
- Discuss strategies to improve communication across the pharmacy team.
- Review methods for reward and positive reinforcement as well as ways to provide feedback.
- Create an action plan to build and strengthen engagement in your team.

COURSE DETAILS

 **Partnerships**

Pharmacist ACPE# 0107-9999-18-091-L04-P

Pharmacy technician ACPE# 0107-9999-18-091-L04-T

Monday, July 9

Medication Therapy Management: How to Integrate into Your Daily Practice

1:30 pm – 3:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Marsha Millonig, BSP Pharm, MBA,
President & CEO, Catalyst Enterprises, LLC
Eagan, MN

Pharmacy teams are exploring the many ways medication therapy management (MTM) services can enhance their practice and improve patient care. This session is based on 100 MTM Tips for the Pharmacist, a collection of practical advice about professional and patient care skills, and a timely resource for pharmacists who want to develop or expand their MTM services. This session will focus on how to incorporate MTM into workflow and make it part of daily tasks.

Learning objectives - Pharmacist:

- Discuss opportunities for integration of MTM services into your pharmacy.
- Describe the steps for providing a complete medication review (CMR).
- Review successful methods for prescriber communication.
- Identify additional opportunities for revenue that can be generated during the MTM process.
- Create an action plan for integrating MTM into your pharmacy's workflow.

Learning objectives - Pharmacy Technician:

- Discuss opportunities for integration of MTM services into your pharmacy
- Describe the steps for providing a complete medication review (CMR).
- Outline the technician's role in supporting CMR components.
- Review successful methods for prescriber communication.
- Create an action plan to support MTM in your pharmacy's workflow.

COURSE DETAILS

X Engage patients

Pharmacist ACPE# 0107-9999-18-092-L04-P

Pharmacy technician ACPE# 0107-9999-18-092-L04-T

Financial Tune Up

1:30 pm – 3:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Steve LeFever, MBA, CFE,
Chairman, Profit Mastery,
Hobart, WA

Attend this session to learn more about the financial fundamentals that are key to running a successful pharmacy. Attendees will review fundamental concepts such as the use of a balance sheet, profit and loss statement, and cash flow tools. Additionally, we will focus on particular accounts and how they impact each other. This course isn't just for owners but great for a team approach to financial health!

Learning objectives - Pharmacist:

- Define key financial tools needed to monitor and grow the pharmacy business.
- Describe benefits of a balance sheet and profit and loss statement.
- Discuss various cash flow tools to assist with the pharmacy's financial health.

COURSE DETAILS

X Clinical/financial

Pharmacist ACPE# 0107-9999-18-XXX-L04-P

Monday, July 9

Where Do I Start? Preparing Your Pharmacy to Implement Successful Services

1:30 pm – 3:00 pm

1.5 hours (0.15 CEU) live

Speaker:

Catherine Brown, PharmD,
Pharmacy Owner,
Main Street Pharmacy, Savannah, TN,
East Main Pharmacy, Adamsville, TN

How can you best prepare your community pharmacy practice site to implement successful services? Which services should you start with? Attend this session for practical approaches that will allow you to set your pharmacy up for success. Attendees will leave with a checklist to evaluate their pharmacy prior to initiating services.

Learning objectives - Pharmacist:

- Review methods to determine which services are best for your community pharmacy location.
- Describe common pitfalls of initiating new services and learn how to prevent these issues through appropriate planning.
- Discuss best practices for establishing communication with your local community partners.

COURSE DETAILS

 **Engage patients**

Pharmacist ACPE# 0107-9999-18-093-L04-P

Tuesday, July 10

Optimizing Diabetes Control: A Review of Insulin Therapies

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Jonathan G. Marquess, PharmD, CDE
President/CEO, The Institute for Wellness and Education Inc.,
Acworth, GA

Insulin has been around for almost 100 years and over recent decades, insulin therapy has progressed to a vast array of different formulations. Attend this session to review treatment algorithms for managing type 2 diabetes and ensure you are up to date on new forms of insulin.

Learning objectives - Pharmacist:

- Analyze the impact of diabetes on your patient populations and local communities.
- Review the American Diabetes Association's recommended goals for glycemic control, blood pressure and lipid management.
- Describe treatment algorithms for managing type 2 diabetes.
- Discuss insulin products and their use, dosage and titration.
- Identify key interventions that will positively impact outcomes for your patients with diabetes.

COURSE DETAILS

 **Partnerships**

Pharmacist ACPE# 0107-9999-18-094-L01-P

Tuesday, July 10

Transitioning into Transitional Care

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Josh Borer, PharmD,
Pharmacy Owner, Rex Pharmacy,
Atlantic, IA

Everyone talks about transitional care, but how do we actually provide it? Attend this session to gain practical information on how to implement transitional care into your community pharmacy. Hear the challenges and opportunities directly from a community pharmacy owner. Additionally, you'll learn methods to assist with growing partnerships to collaborate with other teams in the transitional continuum.

Learning objectives - Pharmacist:

- Define transition of care and how it relates and impacts community pharmacy.
- List ways community pharmacist teams can positively impact outcomes by participating in transition of care.
- Discuss possible challenges to implementing transitional care programs and strategies to overcome identified barriers.
- Identify steps to implement a transition of care program.

COURSE DETAILS

X **Partnerships**

Pharmacist ACPE# 0107-9999-18-095-L04-P

Sharpen Your Inventory Management Skills

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Hashim Zaibak, PharmD,
President/CEO, Hayat Pharmacy,
Milwaukee, WI

The importance of inventory management is key to any pharmacy business. Balancing a well-stocked pharmacy with managing your cash flow is a business necessity of today's world. Attend this session for practical tips on keeping your inventory, your patients and your business all healthy.

Learning objectives - Pharmacist:

- Review the importance of inventory management to your pharmacy's success.
- Describe how in-stock items and cash flow can be balanced.
- Discuss tips to master a healthy inventory.
- Review the role of the pharmacy technician to achieving inventory goals.

Learning objectives - Pharmacy Technician:

- Review the importance of inventory management to your pharmacy's success.
- Describe how in-stock items and cash flow can be balanced.
- Discuss tips to master a healthy inventory.
- Review the role of the pharmacy technician to achieving inventory goals.

COURSE DETAILS

X **Clinical/financial**

Pharmacist ACPE# 0107-9999-18-096-L04-P

Pharmacy technician ACPE# 0107-9999-18-096-L04-T

Tuesday, July 10

Enhancing Patient Care By Preventing Nutrient Depletion

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Dennis Song, BSPHarm,
Flower Mound Pharmacy & Herbal Alternatives,
Flower Mound, TX

Patients often ask questions related to the use of vitamins and minerals. Do you know the answers? Do you know where to find the answers if you don't know? This course will review clinical practice guidelines that suggest the addition of vitamins and minerals, as well as evidence relating to nutrient depletion that may occur from chronic medication use. Case studies will be reviewed to guide you in making appropriate treatment recommendations for patients in your practice!

Learning objectives - Pharmacist:

- Describe clinically significant medication/nutrition depleted combinations
- Review appropriate nutritional supplements to treat drug-induced nutritional deficits
- Identify possible barriers and solutions, as well as counseling points, to use while recommending nutritional supplements
- Outline steps to incorporate nutritional counseling at your pharmacy

COURSE DETAILS

X Engage patients

Pharmacist ACPE# 0107-9999-18-107-L01-P

Yes You Can! How Community Pharmacies Have Successfully Implemented Enhanced Patient Care

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Bruce Kneeland, RPh,
Community Pharmacy Specialist

Based on his visits and interviews with scores of pharmacies across the country, Bruce Kneeland has seen first-hand how community pharmacies are providing, and getting paid for providing, patient-centered care. Some of these services are being supported by third-party reimbursement and some are being paid for by the patients or by their family or caregiver. This program will provide details on how these pharmacies decided which services to provide, where they got the support they needed to implement the program, and how providing these enhanced care services have had a synergistic effect on their traditional dispensing services.

Learning objectives - Pharmacist:

- Define enhanced pharmacy care services
- Discuss patients, and caregivers, reimbursement options and decisions
- Review how pharmacies decided on services to provide to their patient populations
- Describe common obstacles and what worked to overcome challenges to providing patient care services
- Outline the impact to the pharmacy's financial health

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-097-L04-P

Wednesday, July 11

Buying and Selling a Pharmacy: Planning for the Future

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Jim Springer,

Vice President, RxOwnership,
Valrico, FL

Have you ever thought it might be time to sell your pharmacy? Or are you interested in adding an additional location? Or perhaps you are first-time buyer looking to maximize your talents and business know-how by buying your own independent pharmacy. This session will explore the ins and outs of pharmacy ownership. Whether you are on the buying side or selling side, careful planning and preparation are keys to being a successful entrepreneur.

Learning objectives - Pharmacist:

- Review strategies to grow your business by buying other independent pharmacies or moving into other areas of business.
- Recognize personal goals, attributes and attitudes that can be factors in your decision to either sell your pharmacy or buy a pharmacy.
- Develop an exit plan for selling to maximize the value of your pharmacy and the proceeds, and to continue your commitment to the community.
- Develop a plan for buying including creating a business plan, determining location, and seeking advice and mentorship.

COURSE DETAILS

 **Clinical/financial**

Pharmacist ACPE# 0107-9999-18-098-L04-P

Pharmacy Credentialing – Create Your Plan

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Allyson Schlichte, PharmD, MBA, BCACP,
Fairview Medication Therapy Management Operations Lead and
MTM Provider, Fairview Uptown Clinic,
Minneapolis, MN

Credentialing, privileging and enrollment – what's it all mean? Attend this session to define common terms circulating around pharmacy credentialing. Attendees will also explore why credentialing is important to value-based payment and the relevance to community pharmacy practice settings.

Learning objectives - Pharmacist:

- Review the differences between credentialing, privileging and enrollment.
- Discuss why credentialing and privileging are important in the transition to value-based payment models.
- Describe why pharmacy owners may want to implement a credentialing and privileging process in their pharmacies.
- Discuss the role of peer review and personal development plans as they pertain to credentialing and privileging.

COURSE DETAILS

 **Opportunities**

Pharmacist ACPE# 0107-9999-18-099-L04-P

Wednesday, July 11

What Your Accountant Isn't Telling You

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Tom Shay, CSP, Principal,
Profits Plus Solutions,
St. Petersburg, FL

The 2018 tax code changes will prompt multiple conversations between a pharmacy owner and their accountant. Pharmacy owners many not maximize their accounting partnership because they are not asking the right questions. Attend this session to gain the skills needed to actively participate in a conversation with an accountant at a subject-matter expert level.

Learning objectives - Pharmacist:

- Review why improved financial understanding is warranted for pharmacy business owners.
- Review various formats of financial information in a way that is easy to understand.
- Discuss methods to reset expectations of your accounting relationship.
- Describe which additional financial tools should be created to assist in pharmacy management.

COURSE DETAILS

 **Clinical/financial**

Pharmacist ACPE# 0107-9999-18-100-L04-P

Be On Point: Advancing Care with Point-of-Care Testing

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Elizabeth Skoy

Point-of-care services can improve patient outcomes by providing faster results and therefore earlier therapeutic intervention. How can you implement or expand these services in your pharmacy? This session will explore the basics of point-of-care testing and provide information on how to improve your existing services. Leave this session with valuable information for creating an implementation plan or improvement of point-of-care services in your practice setting.

Learning objectives - Pharmacist:

- Describe requirements for obtaining a CLIA certificate of waiver.
- Identify common point-of-care tests performed in the pharmacy and review how to determine which ones to implement at your site.
- Review strategies to implement point-of-care services at the pharmacy.
- Outline a plan to promote point-of-care testing to providers and patients local to your pharmacy.

Learning objectives - Pharmacy Technician:

- Describe requirements for obtaining a CLIA certificate of waiver.
- Identify common point of care tests performed in the pharmacy and review how to determine which ones to implement at your site.
- Review strategies to implement point-of-care services at the pharmacy.
- Outline a plan to promote point-of-care testing to providers and patients local to your pharmacy.

COURSE DETAILS

 **Engage patients**

Pharmacist ACPE# 0107-9999-18-108-L04-P

Pharmacy technician ACPE# 0107-9999-18-108-L04-T

Wednesday, July 11

Don't Be an Easy Target: Protecting Your Pharmacy from Robbery

7:45 am – 8:45 am

1.0 hours (0.1 CEU) live

Speaker:

Jeff Hartshorn,

Crime Prevention Specialist, Community Response Officer,
West Des Moines Police Department,
West Des Moines, IA

In the news today, there are an increasing number of reports of pharmacy break-ins. How can you protect yourself, your pharmacy team and your business? Attendees will explore what to do in the event of robbery as well as what steps can be taken to improve security. Leave this session with a list of actionable items that help safeguard your pharmacy.

Learning objectives - Pharmacist:

- List common factors that contribute to pharmacy robberies.
- Identify strategies and preventative measures that can be employed to protect your pharmacy.
- Describe what actions to take in the event of a robbery.
- Formulate a plan for robbery training for your employees and inclusion in your pharmacy's policies and procedures.

Learning objectives - Pharmacy Technician:

- List common factors that contribute to pharmacy robberies.
- Identify strategies and preventative measures that can be employed to protect your pharmacy.
- Describe what actions to take in the event of a robbery.
- Formulate a plan for robbery training for your employees and inclusion in your pharmacy's policies and procedures.

COURSE DETAILS

Opportunities

Pharmacist ACPE# 0107-9999-18-101-L04-P

Pharmacy technician ACPE# 0107-9999-18-101-L04-T

Women in Pharmacy – Own It! Moving Forward Together Changes the Future for All

8:00 am – 10:30 am

2.5 hours (0.25 CEU) live

Speakers:

Tammy McDonald,

Regional VP, RxOwnership

Christine Lee-Wilson,

Owner, Professional Pharmacy,
Baltimore, MD

Diana Arouchandova,

Owner, Clinicare Pharmacy,
Northridge, CA

Dawn Lieber Sasine,

Pharmacy Manager,
Tuxedo Pharmacy, Student, Class of 2019,
Mercer College of Pharmacy,
Atlanta, GA

Leslee Kern, Owner,

R&S Drug Stores,
Duncan, OK

The face of pharmacy is changing. Over the past few decades, more women than men have entered the profession. This unique session will explore strategies for women to excel in independent pharmacy. Attendees will gain insight and perspective from women panelists and hear about their professional journeys, as well as be able to network with other women in pharmacy.

Learning objectives - Pharmacist:

- Discuss the benefits of mentorship and how both the mentor and mentee can learn from each other.
- Identify various ways to expand and grow your business.
- Develop and fine-tune leadership skills needed to succeed and inspire others.
- Prioritize your goals and responsibilities to achieve a more manageable work/life balance.
- Explore strategies and plans to become a pharmacy owner.

COURSE DETAILS

Partnerships

Pharmacist ACPE# 0107-9999-18-102-L04-P

Wednesday, July 11

Quality Matters

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Elliott Sogol, PhD, RPh, FAPhA,
VP Professional Relations,
Pharmacy Quality Solutions,
Durham, NC

The shift to quality-based incentives has fully emerged and value-based healthcare is here to stay. Attend this session to ensure your team is up to date on quality performance measures as well as how to positively impact measures by leveraging quickly accessed resources. Build a culture of quality in your pharmacy — where every member of the team knows their role in driving performance and patient outcomes.

Learning objectives - Pharmacist:

- Review key pharmacy quality measures that pharmacies can impact now.
- Outline how to best position your pharmacy for success in quality improvement programs and value-based reimbursement opportunities.
- Create processes to incorporate quality performance-focused actions into the pharmacy's workflow process.
- Review methods to help prioritize work so your team can quickly impact measures and become proactive vs. reactive.

COURSE DETAILS

 **Opportunities**

Pharmacist ACPE# 0107-9999-18-109-L04-P

Optimizing Diabetes Control: A Review of Insulin Therapies

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Jonathan G. Marquess, PharmD, CDE
President/CEO, The Institute for Wellness and Education Inc.,
Acworth, GA

Insulin has been around for almost 100 years and over recent decades, insulin therapy has progressed to a vast array of different formulations. Attend this session to review treatment algorithms for managing type 2 diabetes and ensure you are up to date on new forms of insulin.

Learning objectives - Pharmacist:

- Analyze the impact of diabetes on your patient populations and local communities.
- Review the American Diabetes Association's recommended goals for glycemic control, blood pressure and lipid management.
- Describe treatment algorithms for managing type 2 diabetes.
- Discuss insulin products and their use, dosage and titration.
- Identify key interventions that will positively impact outcomes for your patients with diabetes.

COURSE DETAILS

 **Partnerships**

Pharmacist ACPE# 0107-9999-18-103-L01-P

Wednesday, July 11

Legislative and Regulatory Update

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Mark Kinney, RPh,

Senior Vice President Government Relations,
Independent Pharmacy Cooperative,
Louisville, CO

This session will provide an update on recent federal and state government policy decisions, including how new laws and regulations will impact the practice of pharmacy. New developments in Medicare Part D, opioid prescribing and Medicaid Managed Care will be discussed.

Learning objectives - Pharmacist:

- Discuss the implications of the CMS pharmacy regulation changes for the 2019 Medicare Part D plan year.
- Review new legislative requirements for prescribing opioids for chronic pain.
- Discuss state legislative developments relating to reimbursement for pharmacy services.
- Review state legislative developments relating to Medicaid Managed Care.
- Provide an overview of market changes in the healthcare industry and their impact on community pharmacy.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-104-L03-P

Yes You Can! How Community Pharmacies Have Successfully Implemented Enhanced Patient Care

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Bruce Kneeland, RPh,

Community Pharmacy Specialist

Based on his visits and interviews with scores of pharmacies across the country, Bruce Kneeland has seen first-hand how community pharmacies are providing, and getting paid for providing, patient-centered care. Some of these services are being supported by third-party reimbursement and some are being paid for by the patients or by their family or caregiver. This program will provide details on how these pharmacies decided which services to provide, where they got the support they needed to implement the program, and how providing these enhanced care services have had a synergistic effect on their traditional dispensing services.

Learning objectives - Pharmacist:

- Define enhanced pharmacy care services.
- Discuss patients, and caregivers, reimbursement options and decisions.
- Review how pharmacies decided on services to provide to their patient populations.
- Describe common obstacles and what worked to overcome challenges to providing patient care services.
- Outline the impact to the pharmacy's financial health.

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-105-L04-P

Wednesday, July 11

Effective Delegation = Maximized Growth

9:00 am – 10:00 am

1.0 hours (0.1 CEU) live

Speaker:

Kelley Babcock,

VP Member Performance,
Pharmacy Development Services,
Palm Springs, FL

We know delegation is important, but do you know how it directly impacts your pharmacy business? Attend this session to learn how effective delegation skills lead to maximized business growth opportunities. Delegation will create efficiencies as well as develop your staff.

Learning objectives - Pharmacist:

- Determine where the majority of your pharmacy staff's time is being spent on a daily basis
- Evaluate team development opportunities through effective delegation
- Discuss methods to implement delegation effectively at your pharmacy
- Review the correlation between delegation and business growth
- Develop an action plan for improving and practicing delegation skills

COURSE DETAILS

X Opportunities

Pharmacist ACPE# 0107-9999-18-106-L04-P