

NCPA Business of Long-Term Care, Sponsored by Pharmacists Mutual Online Conference Agenda*

What packaging should I investigate? What regulations must I follow? How do I set up a relationship with the facility in my area? How does this differ from my community business? Do I need another physical location? Get these burning questions answered and more during **The Business of Long-Term Care Workshop**, presented by the NCPA Innovation Center. It is an intensive crash course on owning and operating a long-term care pharmacy. **Find out what you need to know to grow your long-term offering from a few to a few thousand beds.**

On-Demand Pre-Requisites (8.5 hours)

Watch on-demand, on your schedule ahead of the February 27-28 event.

The Business of Long-Term Care Workshop – on-demand pre-requisites set the foundation for participants by discussing the basics of long-term care pharmacy. Participants will receive a customized workbook, based on their market area**, to complement the Get access to this material starting February 1, 2021.

On-demand topics include:

- **Defining Long-Term Care**, including common LTC terminology and understanding a shifting marketplace, federal and state definitions, and the continuum of care.
- **Anatomy of the LTC Patient**, including types of LTC patients and why patient type is important.
- **Community vs. LTC**, including key differences between the LTC and community pharmacy settings and the criteria for LTC pharmacies.
- **LTC Pharmacy Operations**, including workflow models, packaging methodologies, technology, and more.
- **Drivers of Margins**, including the role of group purchasing organizations and PSOs, pricing and reimbursement models, and more.
- **Acquiring Business**, including meeting the needs of a diverse patient population, market evaluation, questions to ask and tips to develop relationships.

Business of Long-Term Care Workshop (9.5 hours)

Saturday, Feb. 27-Sunday, Feb. 28

Saturday, Feb. 27

1 – 1:30 p.m. ET

Defining Long-Term Care provides insight in how long-term care is defined across various stakeholders, government agencies, and regulatory bodies, along with where long-term care fits within the continuum of care.

1:30 - 2 p.m. ET

Anatomy of the LTC Patient reviews the types of patients that long-term care pharmacies service, as well as how patient type impacts workflow, service level, and other factors.

Saturday, Feb. 27 (Continued)

*Full CE information available on page 3.

**Must register and complete the registration survey by January 11 to receive a customized workbook. Registrants after this date will receive a general workbook to complete the program.

2 – 2:30 p.m. ET ***Community vs. Long-Term Care*** describes how LTC differs from community pharmacy, the options for entering LTC, and the basic requirements for becoming a LTC pharmacy.

2:30 – 4:30 p.m. ET ***LTC Pharmacy Operations*** examines the key operational drivers within an LTC pharmacy. This section will review the life cycle of a LTC prescription, along with how workflow, packaging, technology and regulations affect how pharmacies deliver care to their patients.

4:30 – 5:30 p.m. ET ***Drivers of Margin*** gives foundational knowledge regarding access to pricing and reimbursement by discussing LTC group purchasing organizations (GPOs) and pharmacy service administration organizations (PSAOs), as well as common payer types and reimbursement methodologies within LTC. This section will identify the process for calculating margin using patient type and payer type.

5:30 – 6:30 p.m. ET ***Happy Hour with the Exhibitors***
Connect with your peers, industry experts, and partners during this online networking hour.

Sunday, Feb. 28

1 – 2 p.m. ET ***Drivers of Margin*** gives foundational knowledge regarding access to pricing and reimbursement by discussing LTC group purchasing organizations (GPOs) and pharmacy service administration organizations (PSAOs), as well as common payer types and reimbursement methodologies within LTC. This section will identify the process for calculating margin using patient type and payer type.

2 - 6 p.m. ET ***Acquiring Business*** prepares participants for the journey of acquiring business to establish or grow their long-term care operation. This section provides the basic tools for participants to evaluate their local market, create a plan for engaging potential customers, and execute on their plan.

6 – 7 p.m. ET ***Happy Hour with the Exhibitors***
Connect with your peers, industry experts, and partners during this online networking hour.

Speakers:

Paul Shelton – President, PharmaComplete Consulting Services

Theresa Hametz - VP LTC Solutions, PharmaComplete Consulting Services

NCPA Business of Long-Term Care Workshop

Online

February 27 1 – 6:30 p.m. ET

February 28 1 – 7 p.m. ET

0207-0000-21-100-L04-P

0207-0000-21-100-L04-T

18 contact hours (1.8 CEUs)

Activity Type: Application-Based

Pharmacists and Pharmacy Technician Learning Objectives:

Upon completion of this activity, participants will be able to:

- Review the types of care, services, and support that define long-term care and address the medical and non-medical needs of long-term care patients.
- Describe the various definitions of long-term care based on state and federal classifications.
- Examine the components that encompass the healthcare continuum of care.
- Categorize long-term care patient types and compare service considerations by type.
- Distinguish between various patient types and the coinciding differences in service levels.
- Compare and contrast the key differences between long-term care and community pharmacy settings.
- Outline the criteria for accessing long-term care pharmacy pricing and reimbursement.
- Identify key operational considerations for entering into long-term care or growing long-term care business.
- Diagram the basic process loop of a long-term care pharmacy.
- Compare and contrast prescription packaging methodologies.
- Recognize how technology is utilized within long-term care, how it affects service level, and improves patient outcomes.
- Summarize important regulatory considerations which apply specifically to long-term care pharmacy.
- List the key operational costs associated with operating a long-term care pharmacy.
- Describe the role and function of group purchasing organizations and PSAOs in the long-term care market.
- Review the differences between GPOs and buying groups.
- Recognize key factors in identifying the best GPO and PSAO partner for your long-term care pharmacy.
- Differentiate between common payer types in long-term care pharmacy.
- Calculate reimbursement using the methodologies of various payer types for brand and generic products.
- Estimate the potential margin realized within a long-term care pharmacy using patient type, payer type, contract type and service level.
- Perform a market analysis of potential competition and prospective customers.
- Develop a plan for identifying and engaging key stakeholders along with strategies for developing relationships with key stakeholder groups.
- Explain the key questions to ask when speaking to potential and current customers.
- Analyze your LTC pharmacy business for aspects that differentiate you from the competition and design a marketing concept to create market awareness.



NCPA is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program will provide 18 contact hours (1.8 CEUs) of continuing pharmacy education credit. The participant will need to attend all required components of the CE activity including on-demand prework, full live workshop, any assignments, and complete a questionnaire to receive credit for the program. Target audience: community pharmacists and community pharmacy technicians.