



ENHANCED SERVICES BOOT CAMP

-  Improve your workflow
-  Empower your staff
-  Plan your strategy
-  Develop your brand
-  Connect with colleagues

Enhanced Services Boot Camp

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Slides and resources can be found at www.ncpa.org/bootcamp

Scan the QR code below during the program to ask questions, answer poll questions, and interact with our speakers.





Enhanced Services Boot Camp

Thursday, Dec. 2, 2021

8 a.m. – 3:15 p.m. CT

DoubleTree Hilton Little Rock and Online (Zoom)

0207-0000-21-710-L04-P/T

6 contact hours (0.6 CEUs)

Activity Type: Application-Based

Agenda

7:30 - 8 a.m.	Registration
8 - 9 a.m.	<p>What's the opportunity? <i>Joe Moose, PharmD, Moose Pharmacies, Charlotte, N.C.</i> <i>Kyle Lomax, PharmD, Owner, Southern Pharmacy, Jonesboro, Ar.</i> Independent pharmacy has demonstrated their value time and time again through the COVID-19 pandemic. Discover how to profitably expand your clinical services and build relationships with employers, health plans, and physician practices.</p> <p>Pharmacist and pharmacy technician learning objectives:</p> <ul style="list-style-type: none"> • Discuss common characteristics of pharmacies in a community pharmacy enhanced service network. • Discuss the role of community pharmacy in providing medication management resources to the highest risk populations. • Discuss clinical service opportunities brought about by the COVID-19 pandemic.
9 - 10:30 a.m.	<p>Streamlining your workflow <i>Joe Moose, PharmD, Moose Pharmacies, Charlotte, N.C.</i> Incorporating additional activities in an already busy and stressful environment can be overwhelming. Developing and streamlining an efficient proactive dispensing workflow combined with documenting the work your team does is the key to growth and long-term success.</p> <p>Pharmacist and pharmacy technician learning objectives:</p> <ul style="list-style-type: none"> • Outline staffing/workflow considerations needed for enhanced service delivery. • Discuss how a clinical medication synchronization program can positively affect pharmacy operations and health care quality. • Review a strategic approach to growing enhanced services, while ensuring quality patient care.
10:30 - 10:45 a.m.	Break

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<p>10:45 - 11:45 a.m.</p>	<p>Dollars in the door – monoclonal antibodies, oral contraceptives, and working with public health <i>Michele Belcher, RPh, Owner, Grants Pass Pharmacy, Grants Pass, Oregon</i> Pharmacy owner and NCPA President-Elect Michele Belcher has successfully collaborated with public health on multiple initiatives in her home state of Oregon that have resulted in better patient care and dollars in the pharmacy’s door. Using real-life examples, she’s here to walk you step-by-step through her strategy for engaging state partners and building sustainable clinical opportunities.</p> <p>Pharmacist and pharmacy technician learning objectives:</p> <ul style="list-style-type: none"> • Discuss best practices and lessons learned from implementing monoclonal antibodies and oral contraceptives in the pharmacy. • Outline the five key steps of building a sustainable community pharmacy-public health collaboration. • Discuss ways to overcome barriers to implementation in your pharmacy.
<p>11:45 a.m. - 12:15 p.m.</p>	<p>Point-of-care testing best practices <i>Joe Moose, PharmD, Moose Pharmacies, Charlotte, N.C.</i> Get the what, why, and how on developing a profitable testing niche from a successful peer.</p> <p>Pharmacist and pharmacy technician learning objectives:</p> <ul style="list-style-type: none"> • List the steps needed and resources available to get started with point-of-care testing. • Differentiate opportunities in point-of-care testing as it pertains to chronic disease management and acute infectious disease management. • Describe successful strategies for increasing point-of-care testing services to make it a sustainable patient care offering.
<p>12:15 - 1:15 p.m.</p>	<p>Lunch</p>
<p>1:15 - 2 p.m.</p>	<p>Staff engagement <i>Tripp Logan, PharmD, owner, L&S Pharmacy, Charleston, Mo.</i> If you want it done right, you don’t have to do it yourself. This session reviews key business tasks that can be transitioned from pharmacy owners and managers to staff members and how to teach staff business fundamentals that are imperative for growth.</p> <p>Pharmacist and pharmacy technician learning objectives:</p> <ul style="list-style-type: none"> • Discuss strategies for “getting buy in” on your pharmacy culture. • Discuss best practices for engaging and training the pharmacy team to streamline operations. • Identify mechanisms for giving feedback and managing resistance to change.

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<p>2 - 2:45 p.m.</p>	<p>Ancillary staff roles: a panel discussion <i>Tripp Logan, PharmD, Owner, L&S Pharmacy, Charleston, Mo.</i> As the role of the pharmacist continues to evolve, so should the role of the pharmacy technician. In this round-robin discussion, hear firsthand from pharmacy technicians who perform tasks other than the technical activities of preparing a prescription to be dispensed.</p> <p>Pharmacist and pharmacy technician learning objectives:</p> <ul style="list-style-type: none"> • Identify five pharmacy tasks outside of traditional prescription dispensing that are ideally suited for pharmacy technicians. • List key metrics to measure pharmacy growth. • Assess the value of creating pharmacy technician positions dedicated to medical billing.
<p>2:45 - 3:15 p.m.</p>	<p>Q & A with our presenters</p>



NCPA is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program will provide up to 6 contact hours (0.6 CEUs) of continuing pharmacy education credit. The participant will need to sign in (or log in if joining remotely), attend the session, and complete a session evaluation to receive credit for the program. Target audience: community pharmacists and community pharmacy technicians.

There are no relevant financial relationships with ACPE defined commercial interests for anyone who was in control of the content of the activity.

HOW TO CLAIM YOUR CREDIT

Claiming Live CE Credits CE Deadline: December 31, 2021

1. Log in to the [NCPA Learning Center](#) using your NCPA account credentials

NOTE: NCPA recently moved to a new learning management system. If this site looks unfamiliar to you, you may not have ever logged in to the new NCPA Learning Center. Please use your NCPA.org log-in credentials (not a previous learning center account) or [create a new account](#).

2. Click **CLAIM LIVE CE** at tab at the top of your screen and select **the Enhanced Services Boot Camp**.
3. Click **ATTENDANCE** and enter the attendance code: **ESBC2021**. If asked to confirm course enrollment, click **Confirm** and then click **ATTENDANCE**.
4. Upon entering attendance code, the **feedback questionnaire** will automatically appear. Complete the survey and then submit. *If this window does not appear, close out of the activity and return to the course details and click the feedback button to open the questionnaire.*
5. **You must complete the feedback questionnaire in order to receive credit for the course.** To confirm successful completion of the course, go to the My Dashboard page and click on the “Completed” tab of your dashboard.
6. Once all requirements for a CE are completed, NCPA will submit your credit to CPE Monitor. **Credit must be claimed by December 31, 2021 for this live session.** Your credits should be reflected on CPE Monitor within 6 weeks of completing the course. *(Please note your credits **will not** be reported to NABP if your e-profile ID and date of birth in your profile are not up to date).*



What's the opportunity?

Time: 8 – 9 a.m. CT

Speakers: *Joe Moose, PharmD, Moose Pharmacies, Charlotte, N.C.*
Kyle Lomax, PharmD, Owner, Southern Pharmacy, Jonesboro, Ar.

Take Away Points

1.

2.

3.

Next Steps:

Notes:



Streamlining your workflow

Time: 9-10:30 a.m. CT

Speaker: *Joe Moose, PharmD, Moose Pharmacies, Charlotte, N.C.*

Take Away Points

1.

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3.

Next Steps:

Notes:



Dollars in the door – monoclonal antibodies, oral contraceptives, and working with public health

Time: 10:45-11:45 a.m. CT

Speaker: *Michele Belcher, RPh, Owner, Grants Pass Pharmacy, Grants Pass, Oregon*

Take Away Points

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Next Steps:

Notes:



Point-of-care testing best practices

Time: 11:45 a.m. – 12:15 p.m. CT

Speaker: *Joe Moose, Moose Pharmacies, Charlotte, N.C.*

Take Away Points

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Next Steps:

Notes:



Staff engagement

Time: 1:15-2 p.m. CT

Speaker: *Tripp Logan, PharmD, Owner, L&S Pharmacy, Charleston, Mo.*

Take Away Points

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Next Steps:

Notes:



Ancillary staff roles: a panel discussion

Time: 2-2:45 p.m. CT

Speaker: *Tripp Logan, PharmD, Owner, L&S Pharmacy, Charleston, Mo.*

Take Away Points

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Next Steps:

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