

McKESSON

PHARMACY STRATEGIES

BOSTON • JULY 7–11, 2007 CONFERENCE

[EXTRA]
[STRENGTH]
FOR YOUR SUCCESS

CE COURSES

BOSTON • JULY 7–11, 2007

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McKESSON

Empowering Healthcare

2007 CONTINUING EDUCATION COURSES

Learning Tracks, new at this year's Conference, focus on central aspects of pharmacy practice and management to provide a more comprehensive education experience and take maximum advantage of your limited time.

Use these Learning Tracks to find the most appropriate courses for your specific interests.

			Clinical	Diabetes	Business	HME	OPP	Health Mart
SATURDAY, JULY 7, 2007								
SESSION 1								
1	Pharmaceutical Care for Patients with Diabetes*	7:30 am – 5:30 pm	BD and Bayer	X	X			
2	Delivering Medication Therapy Management Services in The Community*	7:30 am – 5:30 pm			X		X	
3	Community Aging, Assisted Living, and Long-Term Care Certificate Program Part 1*	7:30 am – 5:30 pm			X			X
SESSION 2								
4	Home Blood Pressure Monitoring: Helping Your Patients Select and Use the Right Monitor	1:30 pm – 3:00 pm		X				
5	Management of Parkinson's Disease: Opportunities to Improve Patient Adherence through Combination Therapy	1:30 pm – 3:00 pm	Novartis	X				
6	New Drugs Update	1:00 pm – 3:00 pm		X			X	
7	Osteoporosis: Clinical Presentation and Treatment Options	1:30 pm – 2:30 pm	Upsher-Smith	X				
8	Eat Your Competition Alive – Advanced Marketing Strategies for Independents	1:30 pm – 3:00 pm	Pharmacy Development Services			X		X
SESSION 3								
9	Chronic Sleep Problems	3:30 pm – 5:30 pm		X				
10	The Top 10 Mistakes Managers Make	3:30 pm – 5:30 pm			X			X
11	Issues That Impact Business Transitions in a Rapidly Changing Environment	3:30 pm – 5:00 pm	Buy-Sell a Pharmacy.com		X			X
12	Understanding Medicare Part D: Helping Seniors Make Informed Decisions	3:30 pm – 5:00 pm	Novartis			X	X	X
13	Using Self-Monitoring of Blood Glucose (SMBG) as a Tool for Patient Success	3:30 pm – 5:00 pm	Lifescan		X			
SUNDAY, JULY 8, 2007								
SESSION 1								
14	Community Aging, Assisted Living, and Long-Term Care Certificate Program Part 2*	7:30 am – 5:00 pm			X			X
15	Building Wealth: The Absolute Best Tools to Drive Performance and Value in Your Pharmacy	8:00 am – 9:30 am	Fleming & Company					X
16	Why HME Is a Front-End Profit Center	8:00 am – 9:30 am			X	X		X
17	The Pharmacist's Role in the Medication Therapy Management of Chronic Pain	8:00 am – 9:30 am	Purdue Pharma	X				
18	Diabetes Education in the Community Pharmacy	8:00 am – 9:30 am	Roche Diagnostics		X		X	
19	What's New in Cardiovascular Pharmacotherapy	7:30 am – 9:30 am		X			X	

SUNDAY, JULY 8, 2007 (CONT.)			TIME	SPONSOR	Clinical	Diabetes	Business	HME	OPP	Health Mart
SESSION 2										
20	Financial Planning and Analysis for Community Pharmacy	10:00 am – 11:30 am	Berlex			X				X
21	Integrating MTM Service into Pharmacy Practice	10:00 am – 11:30 am	Abbott Labs			X				X
22	Pharmacy Management Made Simple – The Secret to Having Less Stress and More Time Off	10:00 am – 11:30 am	Pharmacy Development Services			X				X
23	Medicare and Home Medical Equipment: A Step-by-Step Guide	10:00 am – 11:30 am					X			X
24	Top Advances in Diabetes	10:00 am – 11:30 am	Abbott Diabetes Care	X	X					
SESSION 3										
25	Mandatory Accreditation Is Here! Are You Ready?	1:00 pm – 2:30 pm					X			X
26	Controlled Substance Prescriptions and Pain Management: Striking a Balance	1:00 pm – 2:30 pm	Purdue Pharma	X						
27	Strategies and Techniques to Reduce Medication and Prescription Errors	1:00 pm – 2:30 pm				X			X	X
28	The Front End – A Critical Component for a Successful Pharmacy	1:00 pm – 2:30 pm	Adams Respiratory Therapeutics			X				X
29	Practical Application of Information Obtained from Industry Surveys	1:00 pm – 2:30 pm	Boehringer Ingelheim			X				X
SESSION 4										
30	Determination of an Equitable Selling/Purchase Price and Junior Partnership Establishment for Community Pharmacy	3:00 pm – 4:30 pm				X				X
31	Competitive Bidding and Accreditation: How to Turn These Challenges Into a Positive	3:00 pm – 4:30 pm					X			X
32	Survival Spanish and Cultural Issues for the Community Pharmacist	3:00 pm – 4:30 pm	Home Diagnostics Inc.			X				
33	Achieving Real Business Results with Automation	3:00 pm – 4:30 pm	Parata			X				X
34	Essential Fatty Acids: Benefits, Purity, and Interactions with Drugs	3:00 pm – 4:00 pm		X					X	
TUESDAY, JULY 10, 2007										
SESSION 1										
35	Tools and Strategies for Successful Long-Term Weight Loss	3:30 pm – 5:00 pm	Omron	X						
36	Successful Pharmacy Management – Lessons Learned in the Real World!	3:30 pm – 5:00 pm				X			X	X
37	Risk Management in Long-Term Care Facilities	3:30 pm – 5:00 pm	Novartis			X				
38	Utilizing Staff, Workflow, and Space to Implement Pharmaceutical Care	3:30 pm – 5:00 pm	Novartis						X	

* Certificate Programs require advance registration and additional payment. It is strongly recommended that you pre-register for all other CE Sessions to ensure admission to the class. Pre-registered attendees will be given preferential admission until 10 minutes before each session begins. On-site registrations will be accommodated as space allows.

All sessions listed here have been submitted to ACPE for accreditation. CE statements will be issued to those who are present for the entire session and complete the necessary attendance documentation.

SATURDAY, JULY 7

SESSION 1

1. Pharmaceutical Care for Patients with Diabetes

Program Goals:

This course is designed to foster pharmacists' ability to promote optimal self-management by patients with diabetes. This intensive certificate training program will highlight the pharmacist's vital role as the drug therapy expert on a diabetes healthcare team.

Learning Objectives:

- Provide comprehensive instruction in the pathophysiology of diabetes
- Teach current approaches to the medical management of diabetic patients
- Introduce pharmacists to their role as a diabetes educator
- Provide pharmacists with information about becoming a Certified Diabetes Educator, and about other diabetes management-related credentialing opportunities

Pharmacists must complete a self-study learning guide and assessment test prior to attending this session. A final exam and administrative technique evaluation will be administered at the conclusion of this program.

COURSE 1 DETAILS


 **Clinical Track**


 **Diabetes Track**


 **Time: 7:30 am – 5:30 pm**

 ACPE# 202-000-06-114-L01 • 8.0 contact hours (0.8 CEUs)

The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmaceutical education. Successful completion of the self-study learning component results in 15 hours of continuing pharmaceutical education credit (1.5 CEUs) – Universal Program Number: 202-000-05-145-H01. An additional 8 hours of continuing pharmaceutical education credit (0.8 CEU) is granted for attending and successfully completing the live training seminar – Universal Program Number: 202-000-06-114-L01. Successful completion includes obtaining 70% or better on both the self-study assessment exam and final exam and completing the continuing education registration and evaluation form. Statement of continuing education credit and Certificate of Achievement will be mailed by APhA directly to participants 4-6 weeks following the conclusion of the program

 **The self-study learning component will provide 15 contact hours (1.5 CEUs) of continuing pharmacy education. Note that 8 additional contact hours (0.8 CEUs) will be given for attending and successfully completing the live training seminar.**

 **Pharmaceutical Care for Patients with Diabetes was developed jointly by the American Pharmacists Association and the American Association of Diabetes Educators and supported in part by an unrestricted educational grant from Pfizer, Inc.**

 **Preregistration and additional payment are required for this certification program.**

2. Delivering Medication Therapy Management Services in The Community

Program Goals:

The certificate training program has been developed as a joint project by APhA and ASCP and is intended to enhance pharmacists' clinical expertise in evaluating complicated medication regimens, identifying drug-related problems, and making recommendations to patients, caregivers, and health care professionals. Through self-study modules, case studies, and hands-on patient interview and assessment practice sessions, pharmacists will obtain the clinical knowledge and skills needed to establish MTM services.

Learning Objectives:

- Assess problems in medication therapy and recommend solutions
- Describe problems unique to specific age groups
- Explain steps to implementing MTM in the community pharmacy

Program includes a required self-study component.

COURSE 2 DETAILS

 **Business Track**

 **OPP Track**

 **Time: 7:30 am – 5:30 pm**

 8.0 hours

The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmaceutical education.

 **Pre-registration and additional payment required for this certificate program**

3. Community Aging, Assisted Living, and Long-Term Care Certificate Program, Part 1

Program Goals:

This course focuses on the business side of implementing community aging, assisted living, and long-term care pharmacy services. Included in the program is access to the CAALLTC Network offering preferred vendors, business opportunities with regional facilities, premium business tools, and a communications network.

Learning Objectives:

- Conduct a marketplace SWOT analysis, assess capital needs,

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and identify business start-up cash requirements that may predict profitability


- Respond to “Request for Proposal” (RFP); design an agreement detailing services, reimbursement, and exclusions; and perform to the stated contract terms
- Counsel assisted living and long-term care residents about prescription drug plans, grievances, appeals, and coverage determination protocols; recommend transitional medications that promote positive outcomes
- Design, monitor, evaluate, and modify pharmacy dispensing workflow to maximize staff productivity
- Counsel residents about the purposes, benefits, and limitations of the Medicare Modernization Act of 2003 and various prescription drug plans

COURSE 3 DETAILS


 **Business Track**

 **Health Mart Track**

 **Time: 7:30 am – 5:30 pm**

 15.25 contact hours (1.75 CEUs)

The Professional Education Services Group is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. PESG has assigned 15.25 hours (1.75 CEUs) of continuing education credit to this program.

 **Pre-registration and attendance to both Part 1 and Part 2 are required to receive continuing education credit; partial credits will not be awarded. Additional course fee required.**

This program can be applied toward the attainment of the NIPCO Pharmacist Care Diplomat Credential.

SESSION 2

4. Home Blood Pressure Monitoring: Helping Your Patients Select and Use the Right Monitor

Speaker:

Barry Carter, Pharm. D.

Program Goals:

This course discusses the clinician’s role in the management of hypertension, especially using home monitoring techniques. The role of home blood pressure monitoring in the management of hypertension will be explained.

Learning Objectives:

- Describe the advantages and limitations of a variety of blood pressure monitors
- Evaluate patients’ needs and recommend appropriate home blood pressure monitors
- Increase knowledge of tools and strategies through patient case studies and product demonstrations

COURSE 4 DETAILS

 **Clinical Track**

 **Time: 1:30 pm – 3:00 pm**

 1.5 contact hours (0.15 CEUs)

The Professional Education Services Group is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. PESG has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

5. Management of Parkinson’s Disease: Opportunities to Improve Patient Adherence through Combination Therapy

Speaker:

Linda Gordon, Pharm. D., MS, CCP

Program Goals:

This program provides pharmacists with an overview of the management of patients with Parkinson’s Disease (PD).

Learning Objectives:

- Describe the basic pathophysiology and potential etiologies of PD
- Identify classic signs and symptoms of PD and means of diagnosis based on these symptoms
- Assess current nonpharmacologic approaches to the treatment of PD, including surgical procedures, diet, exercise, and physical therapy
- Evaluate major pharmacologic and nonpharmacologic therapies used in the treatment of PD, including those that address the issue of wearing off

COURSE 5 DETAILS

 **Clinical Track**

 **Time: 1:30 pm – 3:00 pm**

 ACPE# 799-000-07-006-L01 • 1.5 contact hours (0.15 CEUs)

The Bimark Center for Medical Education is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. Bimark has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

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6. New Drugs Update

Program Goals:

This seminar delivers key information about medications approved during 2006, including indications for use, routes of administration, and associated precautions. New drugs will be compared to established therapeutic options where possible. Patient counseling tips and practical monitoring considerations are provided.

Learning Objectives:

- List and describe drugs approved during 2006
- Compare new drugs to existing therapies
- List potential precautions and monitoring tips for new drugs

COURSE 6 DETAILS

X Clinical Track

X OPP Track

🕒 Time: 1:00 pm – 3:00 pm

📄 ACPE# 202-000-07-001-L01 • 2.0 contact hours (0.2 CEUs)
The American Pharmacist Association is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. APhA has assigned 2.0 hours (0.2 CEUs) of continuing education credit to this program.

7. Osteoporosis: Clinical Presentation and Treatment Options

Speaker:

Michelle Zachman, Pharm.D., R.Ph., Medical Education Coordinator, Upsher-Smith

Program Goals:

This program provides pharmacists with a general overview of the clinical presentation and available treatment modalities for osteoporosis, spanning anatomy and physiology of bone, risk factors, diagnostic testing, and therapeutic interventions, including pharmacotherapy, diet, and lifestyle measures.

Learning Objectives:

- Describe the normal physiology of bone metabolism and bone anatomy
- Quantify the impact osteoporosis has on society
- Recognize the risk factors associated with the development of osteoporosis

- Understand the various methods of assessing bone health and the utility of each diagnostic test
- Discuss the various options for treatment of osteoporosis with pharmaceutical agents
- Educate patients on the role of nutrition and lifestyle changes in the maintenance of bone health
- Discuss the issues surrounding the treatment of osteoporosis in men
- Discuss the issues surrounding the management of patients with osteopenia

COURSE 7 DETAILS

X Clinical Track

🕒 Time: 1:30 pm – 2:30 pm

📄 ACPE# 136-000-06-022-L01 • 1.5 contact hours (0.15 CEUs)
New Jersey Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. The NJPA has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

8. Eat Your Competition Alive: Advanced Marketing Strategies for Independents

Speaker:

Dan Benamoz, R.Ph.

Program Goals:

Want to learn how to take customers from your competition? Want to know how to prevent others from doing the same to you? Today's changing environment and shrinking pharmacy margins dictate that you must be creative — think "outside the box" — to attract new customers to your business and create more profitable business from within your existing customer base. This program will provide participants with a tested method of attracting new customers and encouraging existing customers to buy more, and more often. It will demonstrate some of the newest technological advances for marketing, many of which cost very little or are totally free of charge. If you own at least one pharmacy today, you can't afford to miss this program.

Learning Objectives:

- Explain how to uncover the hidden fortune that lies dormant within your customer base
- List effective no-cost advertising strategies
- Describe a lucrative strategy to expand your business trading radius and attract many new customers

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- Explain how to kick “word of mouth” advertising into high gear
- Discuss strategies and concepts to replace lost profits from lower reimbursements

COURSE 8 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 1:30 pm – 3:00 pm**

 ACPE# 333-000-07-001-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

SESSION 3

9. Chronic Sleep Problems

Program Goals:

This course provides an overview of common sleep disorders, including sleep apnea, sleep walking, and restless leg syndrome, and others that increase the risk of health problems, such as diabetes, cardiovascular disease, and accidents. Participants will learn skills for assessing patients’ disorders and suggesting pharmacologic and nonpharmacologic treatment options.


Learning Objectives:

- Describe common sleep disorders and associated health risks
- Discuss pharmacologic and nonpharmacologic treatment options
- Describe recently introduced sleep therapies
- Assess patients’ symptoms and refer to physicians for evaluation

COURSE 9 DETAILS

 **Clinical Track**

 **Time: 3:30 pm – 5:30 pm**

 ACPE# 202-000-07-007-L01 • 2.0 contact hours (0.2 CEUs)
The American Pharmacist Association is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. APhA has assigned 2.0 hours (0.2 CEUs) of continuing education credit to this program.

10. The Top 10 Mistakes Managers Make

Program Goals:

Equally valuable for the new pharmacy manager and the experienced manager seeking to become more effective, this session reviews the 10 traps that affect managers and offers practical strategies for improving communication with staff to increase operating efficiencies.

Learning Objectives:


- Describe 10 common management traps that reduce performance
- Discuss strategies for avoiding traps
- Explain communication skills that help improve staff performance

COURSE 10 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 3:30 pm – 5:30 pm**

 ACPE# 202-000-07-034-L01 • 2.0 contact hours (0.2 CEUs)
The American Pharmacist Association is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. APhA has assigned 2.0 hours (0.2 CEUs) of continuing education credit to this program.

11. Issues That Impact Business Transitions in a Rapidly Changing Environment

Speakers:

Tom Cook
Tony DiNicola

Program Goals:

This course helps pharmacy owners plan for and conduct the sale of their pharmacies. Through lecture and discussion, participants will assess the factors that affect the pharmacy’s profitability and market value, explore a buyer’s expectations, learn strategies for presenting the business in the most advantageous terms, and consider options for maximizing retirement income from equity in the business and rental income from owned property.

Learning Objectives:

- Describe the planning process required to successfully market and sell an independent pharmacy

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- Understand the possible impact of Medicare Part D and other changes in reimbursement that may affect the value of a pharmacy
- Understand the documentation required to present the business in the best light
- Know the critical requirements of most pharmacy buyers
- Understand the marketing process involved in the sale of a business
- Discuss sale proceeds and rent as components of retirement income

COURSE 11 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 3:30 pm – 5:00 pm**

 ACPE# 333-000-07-002-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

12. Understanding Medicare Part D: Helping Seniors Make Informed Decisions

Speaker:

Richard Stefanacci, DO, MGH, MBA, AHGSF, CMD

Program Goals:

This course provides pharmacists with an overview of Medicare Part D that prepares them to educate senior patients about this prescription benefit.

Learning Objectives:

- Demonstrate a basic understanding of Medicare Part D, including the standard drug benefit and special financial assistance available to qualified individuals
- Counsel patients regarding enrollment in Medicare Part D and selection of a drug plan
- Identify coverage status of specific medications and explain the formulary development and appeals processes
- Direct patients to available resources regarding Medicare Part D
- Describe the requirements for electronic prescribing Medicare under Part D


COURSE 12 DETAILS

 **HME Track**

 **OPP Track**

 **Health Mart Track**

 **Time: 3:30 pm – 5:00 pm**

 ACPE# 799-000-07-007-L03 • 1.5 contact hours (0.15 CEUs)
The Bimark Center for Medical Education is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. Bimark has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

13. Using Self-Monitoring of Blood Glucose (SMBG) as a Tool for Patient Success

Speakers:

Kim Kelly, Pharm.D., BCPS, FCCP, CDM

Program Goals:

This course prepares pharmacists to educate patients who have diabetes about self-monitoring skills and interpreting the results of glucose testing to adjust their self-management programs.


Learning Objectives:

- Describe the reasons why most patients with diabetes are not reaching target goals
- Describe the measures used to assess glucose control and contrast their benefits
- Describe the current guidelines on SMBG testing frequency from at least two major organizations
- Describe the relationship between SMBG testing and glucose control in patients with Type 1 and Type 2 diabetes
- Describe the best times to test blood glucose and how that data can be used to adjust therapy
- Describe the importance of glucose variability in diabetes complications

COURSE 13 DETAILS

 **Diabetes Track**

 **Time: 3:30 pm – 5:00 pm**

 ACPE# 333-000-07-023-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

SUNDAY, JULY 8

SESSION 1

14. Community Aging, Assisted Living, and Long-Term Care Certificate Program, Part 2

See course 3 for program description.


COURSE 14 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 7:30 am – 5:30 pm**

 15.25 contact hours (1.75 CEUs)

 Pre-registration and attendance to both Part 1 and Part 2 are required to receive continuing education credit; partial credits will not be awarded. Additional course fee required.

This program can be applied toward the attainment of the NIPCO Pharmacist Care Diplomate Credential. This program will provide participants with 15.25 ACPE CE contact hours (1.75 CEUs) of continuing pharmacy education.

15. Building Wealth: The Absolute Best Tools to Drive Performance and Value in Your Pharmacy

Speaker:

Steve LeFever, Chairman, Business Resource Services, Inc.

Program Goals:

This course goes beyond the basics to explore strategic financial analysis. Participants will work with a customized, pharmacy-specific case study to learn how to solve the root causes of financial problems, rather than treating the symptoms. Participants also will learn how to analyze company performance with financial ratios and how to use industry comparison analysis. A key component of the ratio analysis is the Financial Road Map, which helps pharmacy owners see how different parts of a company can drive financial performance. Participants will understand what financial statements really tell them about their pharmacy operation and learn to produce a Profit Mastery Assessment and develop an action plan to improve cash flow and profits.

Learning Objectives:

- Understand the critical need to consistently monitor financial position
- Create a practical process, using ratios, to assess financial performance and identify strengths, weaknesses, and opportunities

- Identify the causes behind unsatisfactory performance
- Understand the dynamic relationships that exist between the balance sheet and income statement
- Understand the difference between profits and cash flow
- Use financial analysis as a tool to increase cash flow and improve profits
- Develop goals and action plans to implement positive changes within the organization
- Create relationships with bankers and other financing partners

COURSE 15 DETAILS

 **Health Mart Track**

 **Time: 8:00 am – 9:30 am**

 ACPE# 107-333-07-065-L04 • 1.5 contact hours (0.15 CEUs)

The NCPA and McKesson Corporation are accredited by the Accreditation Council for Pharmacy Education as Providers of continuing pharmacy education. NCPA and McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

16. Why HME Is a Front-End Profit Center

Speaker:

Jack Evans, President, Global Media Marketing

Program Goals:

Retail home healthcare is one of the most profitable and fastest-growing segments in drug stores today. Participants will learn how home medical equipment (HME) product mix, showroom layout, merchandising, and training salespeople to sell quality-of-life solutions instead of individual products can increase sales, profits, and customer loyalty.

Learning Objectives:

- Identify and implement strategies to offset competitive bidding and other reimbursement cuts
- Merchandise HME products based upon customer disease states and home healthcare needs
- Identify demographic shifts in senior and baby boomer customers that determine their home healthcare needs
- Merchandise products to increase cross-selling opportunities
- Train salespeople to qualify customers and cross-sell products to better meet their HME needs

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COURSE 16 DETAILS

 **Business Track**

 **HME Track**

 **Health Mart Track**

 **Time: 8:00 am – 9:30 am**

 ACPE# 333-000-07-003-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

17. The Pharmacist's Role in the Medication Therapy Management of Chronic Pain

Speaker:

Kathryn Hahn, Pharm.D., Oregon State University

Program Goals:

This course will help participants understand the pharmacist's role in managing chronic pain, and show how to assess the opportunity to develop a pain management service as part of an MTM program.


Learning Objectives:

- Explain how to perform an assessment of a pain complaint, identify the most likely pathogenesis of the complaint, and establish a realistic therapeutic goal for a patient.
- Discuss principles of pharmacotherapeutic pain management and identify published guidelines for management of common pain syndromes.
- Describe the core elements of an MTM service and elements of third-party payer criteria.
- Identify ways to uncover untreated or under-treated pain and complications while providing MTM services.
- Given an actual or simulated patient with pain, conduct a medication therapy review, and complete a personal medication record, medication action plan, and intervention or referral.

COURSE 17 DETAILS

 **Clinical Track**

 **Time: 8:00 am – 9:30 am**

 ACPE# 333-000-07-011-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

18. Diabetes Education in the Community Pharmacy

Speaker:

Jonathan Marquess, Pharm.D., Institute for Wellness and Education

Program Goals:

This course surveys the increasing incidence of diabetes and examines the business prospects and process for becoming a Certified Diabetes Educator.

Learning Objectives:


- Discuss the prevalence of diabetes
- Discuss the need for diabetic education in the community pharmacy
- Explain the American Diabetes Association (ADA) Recognition Program
- List the steps involved in becoming a Certified Diabetes Educator

COURSE 18 DETAILS

 **Diabetes Track**

 **OPP Track**

 **Time: 8:00 am – 9:30 am**

 ACPE# 333-000-07-004-L01 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

19. What's New in Cardiovascular Pharmacotherapy?

Program Goals:

This course will use a case study approach to examine how the latest cardiovascular studies are influencing patient care. It provides an overview of results of ongoing and recently concluded trials to show how those results translate to clinical practice.

Learning Objectives:

- Describe the mechanisms of cardiovascular disease and optimal treatment outcomes
- Summarize the findings of recent clinical trials of new pharmacotherapies

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- Explain how new therapies are being applied in clinical practice, and the pharmacist's role in treatment

COURSE 19 DETAILS

X Clinical Track

X OPP Track

Time: 7:30 am – 9:30 am

ACPE# 202-000-07-024-L01 • 2.0 contact hours (0.2 CEUs)
The American Pharmacist Association is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. APhA has assigned 2.0 hours (0.2 CEUs) of continuing education credit to this program.

SESSION 2

20. Financial Planning and Analysis for Community Pharmacy

Speaker:

Richard A. Jackson, Ph.D., Professor and Director of Mercer's Center for Community Pharmacy Practice and Research.

Program Goals:

This course provides the pharmacy manager/owner with the skills to identify potential and actual financial problems and to determine the financial position of a community pharmacy by conducting a comparative and ratio analysis of the pharmacy's financial statements. Participants will learn how to determine the appropriate solutions to financial problems and to develop budgets and pro forma financial statements based upon these solutions.

Learning Objectives:

- Define and explain solvency, undertrading, overtrading, funded debt, inventory turnover, net working capital, net working capital turnover, and return on investment
- Define, calculate from the appropriate financial statement, and state the acceptable value for the following ratios: acid test, current ratio, net profit/sales, net profit/net worth, inventory turnover, accounts receivable collection period, and accounts payable remittance time
- Given a financial ratio, state whether it indicates solvency, efficiency, or profitability
- Given a financial ratio that is outside the acceptable range, state the possible reason(s) and recommend appropriate remedial action

- Given an income statement and balance sheet, compare the components with the appropriate values in the NCPA Digest
- Given the results of a financial analysis, develop a pro forma income statement and balance sheet based upon recommendations developed for the financial analysis

COURSE 20 DETAILS

X Business Track

X Health Mart Track

Time: 10:00 am – 11:30 am

ACPE# 333-000-07-005-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

21. Integrating an MTM Service into Pharmacy Practice

Speaker:

C. Curt Barr, Pharm.D.

Program Goals:

This course will help participants evaluate the potential for integrating an MTM service into their pharmacy practices. Participants will examine the required investment of time and cash and the practical steps to establishing an MTM service.

Learning Objectives:

- Describe options to integrate MTM into pharmacy practice
- Contrast the time allocation of MTM versus medication dispensing
- Discuss a plan to integrate MTM into practice

COURSE 21 DETAILS

X Business Track

X Health Mart Track

Time: 10:00 am – 11:30 am

ACPE# 333-000-07-006-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

SUNDAY, JULY 8

22. Pharmacy Management Made Simple — The Secret to Having Less Stress and More Time Off

Speaker:

Dan Benamoz, R.Ph.

Program Goals:

This course will help participants learn skills for taking control of their time by assessing workflow within the pharmacy and evaluating staff productivity. Participants will learn how to develop strategies for improving personal time management and communicating more effectively to motivate employees and increase overall productivity.

Learning Objectives:

- Explain why most small businesses fail to realize their full potential
- Explain the missing element needed to motivate your employees
- Learn how to help your employees do a better job with less effort
- Learn a more effective way of communicating throughout your organization
- Understand what is necessary for improving employee efficiency and productivity
- Explain how increased employee accountability enhances employee performance

COURSE 22 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 10:00 am – 11:30 am**

 ACPE# 333-000-07-007-L04 • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

23. Medicare and Home Medical Equipment: A Step-by-Step Guide

Speaker:

Bruce Brothis, President of Allegient Billing & Consulting, Inc.

Program Goals:

This session will focus on the basics of documentation, billing, and collections for home medical equipment (HME) in the retail pharmacy, including identification, data collection, documentation, and Medicare billing procedures. Participants will examine Medicare documentation requirements (Assignment of Benefits, Orders, Proof of Delivery, and Medicare Supplier Standards) and the optional documents (Advance Beneficiary Notice and Certificates of Medical Necessity) and completion instructions, and identify methods for claim submission that provide options for billing based on their volume, product mix, and technological expertise. A “time proven” strategy for managing accounts receivable will be introduced.

Learning Objectives:

- Identify items traditionally stocked by retail pharmacies that are covered by Medicare Part B
- Understand the diagnoses and conditions that qualify for Medicare Part B reimbursement of HME and supplies
- Identify and complete all documents necessary for proper reimbursement and compliance with Medicare regulations
- Explore the various methods of electronic Medicare Part B claim submission
- Understand strategies for managing accounts receivable to reduce denials and increase cash flow

COURSE 23 DETAILS

 **HME Track**

 **Health Mart Track**

 **Time: 10:00 am – 11:30 am**

 ACPE# 333-000-07-008-L04 • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

24. Top Advances in Diabetes

Speaker:

Jonathan Marquess, Pharm.D., Institute for Wellness and Education

Program Goals:

This session will survey the latest products and technologies for patients with diabetes, including blood glucose meters, insulin delivery devices, other products, and newer drug therapies.

SUNDAY, JULY 8

Learning Objectives:

- Understand the American Diabetes Association (ADA) recommended goals for glycemic control
- Describe the top advances in diabetes care
- Evaluate current blood glucose monitoring technologies

COURSE 24 DETAILS

X Clinical Track

X Diabetes Track

Time: 10:00 am – 11:30 am

ACPE# 333-000-07-009-L01 • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

SESSION 3

25. Mandatory Accreditation Is Here! Are You Ready?

Speaker:

Tom Cesar, President of the Accreditation Commission for Health Care, Inc.

Program Goals:

The presentation will provide participants with an overview of accreditation standards and the CMS Quality Standards, with an update on recent CMS rules and announcements. The presenter will summarize the content of each of the seven sections and product-specific requirements, and discuss practical steps to prepare for a site visit and typical activities during the survey.

Learning Objectives:

- Understand how new accreditation standards and the requirements of the CMS Quality Standards are integrated and streamlined for easy implementation
- Identify the steps of the accreditation process
- Know what to expect during the unannounced on-site survey

COURSE 25 DETAILS

X HME Track

X Health Mart Track

Time: 1:00 pm – 2:30 pm

ACPE# 333-000-07-10-L04 • contact hours TBD

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned X.0 hours (0.X CEUs) of continuing education credit to this program.

26. Controlled Substance Prescriptions and Pain Management: Striking a Balance

Speaker:

David Brushwood, Professor of Pharmacy Health Care Administration, University of Florida College of Pharmacy

Program Goals:

This program explores the issues of pain management and substance abuse in the United States, reviews national pain management guidelines and regulations governing the legitimate use of controlled substances, and reviews legal cases that illustrate the pharmacist's professional responsibility.

Learning Objectives:

- Describe national pain management guidelines
- Define legitimate uses of pain medications
- Summarize regulations that affect controlled substances and legal cases that define the pharmacist's responsibilities
- Discuss signs of possible fraud and misuse
- Describe appropriate responses to a questionable prescription

COURSE 26 DETAILS

X Clinical Track

Time: 1:00 pm – 2:30 pm

ACPE# 333-000-07-012-L04 • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

SUNDAY, JULY 8

27. Strategies and Techniques to Reduce Medication and Prescription Errors

Speaker:

Frederick M. Frankhauser

Program Goals:

This program helps pharmacists recognize and effectively address the issue of medication errors as a means to improving patient outcomes.

Learning Objectives:

- Define medication errors, root cause analysis, and continuous quality improvement
- List the common types of medication errors
- Discuss techniques pharmacists can utilize to reduce prescription errors
- Cite at least three benefits for implementing a CQI program

COURSE 27 DETAILS

 **Business Track**

 **OPP Track**

 **Health Mart Track**

 **Time: 1:00 pm – 2:30 pm**

 **ACPE# 333-000-07-013-L04** • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

28. The Front End — A Critical Component for a Successful Pharmacy

Speaker:

Bruce Kneeland, Consultant, Pharmacy Connections

Program Goals:

This course will help pharmacists understand how carefully managing the front end can increase profits and enhance their professional image in the community. Content includes merchandising mechanics, staff training, and low-cost advertising strategies.

Learning Objectives:

- Define the functions of curb appeal, exterior signage, interior décor, and store layout
- Explain why an effective merchandising and retail pricing program includes a complete private label selection

- List the goals of employee training to improve front end performance
- Describe cost-effective advertising strategies that generate customer referrals

COURSE 28 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 1:00 pm – 2:30 pm**

 **ACPE# 333-000-07-014-L04** • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

29. Practical Application of Information Obtained from Industry Surveys

Speaker:

Jim Wilson, R.Ph., MBA, President of Wilson Health Information, LLC

Albert Wertheimer, Ph.D., Professor and Director Center for Pharmaceutical Health Services and Research, Temple University School of Pharmacy

Program Goals:

This program will address the ways a pharmacy can distinguish itself from other pharmacies with identical copayments and dispensing policies and generate additional revenues and profits by satisfying customers' expectations, needs, and perceptions. Participants will learn how patients access and assess pharmacies, and how the pharmacy owner or manager can gather data, analyze it, and employ it to provide the optimal configuration of services to satisfy patients and create customer loyalty.

Learning Objectives:

- Evaluate customer expectations and perceptions of the pharmacy
- Evaluate and predict patient utilization patterns for new and refilled prescriptions
- Judge patient satisfaction with pharmacy services using tests and instruments to gauge patient satisfaction with convenience, pricing, and quality of service
- Identify and measure significant attributes influencing consumer loyalty

SUNDAY, JULY 8

- Generate activities and programs to drive patient loyalty and recommendations
- Test the comparative acceptance of specific services available at a pharmacy
- Ascertain when compliance-enhancing interventions are in order

COURSE 29 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 1:00 pm – 2:30 pm**

 ACPE# 333-000-07-015-L04 • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

SESSION 4

30. Determination of an Equitable Selling/Purchase Price and Junior Partnership Establishment for Community Pharmacy

Speaker:

Richard A. Jackson, Ph.D., Professor and Director of Mercer's Center for Community Pharmacy Practice and Research

Program Goals:

Participants will learn how to use widely accepted formulas to determine the fair market value for a community pharmacy, and explore options for establishing a plan for transfer of ownership to an aspiring owner with no initial investment, via a junior partnership over a period of six years.

Learning Objectives:

- Normalize financial statements for use in the valuation process
- List and describe 10 subjective factors that influence the value of a community pharmacy
- Use various formulas to calculate the fair market value for a community pharmacy based on net profit, annual sales, return on investment, and the owner's total income
- Establish a plan for the transfer of ownership via a junior partnership

- Delineate the payment schedule of the junior partner during the ownership transfer period
- Demonstrate the difference in compensation of the owner in the junior partnership versus an outright sale

COURSE 30 DETAILS

 **Business Track**

 **Health Mart Track**

 **Time: 3:00 pm – 4:30 pm**

 ACPE# 333-000-07-016-L04 • 1.5 contact hours (0.15 CEUs)

McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

31. Competitive Bidding and Accreditation: How to Turn These Challenges into a Positive

Speaker:

Jeff Baird, Esq.

Program Goals:

Competitive bidding and accreditation are a reality. Under the Medicare Modernization Act (MMA), CMS will implement competitive bidding in 10 of the nation's largest metropolitan areas during 2007, and in 80 more by 2009, with additional areas added later. The MMA also requires suppliers to meet new quality standards to obtain and retain their Medicare supplier numbers. This program will set out practical steps pharmacies can take to pass an accreditation survey and become an accredited bidder.

Learning Objectives:

- Explain, from a "nuts and bolts" standpoint, how competitive bidding will work
- List the steps a pharmacy must take to prepare itself to submit a bid
- Describe the mandatory accreditation provisions of the MMA
- Explain what a pharmacy must do to pass an accreditation survey


SUNDAY, JULY 8

COURSE 31 DETAILS

 HME Track

 Health Mart Track

 Time: 3:00 pm – 4:30 pm

 ACPE# 333-000-07-017-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

32. Survival Spanish and Cultural Issues for the Community Pharmacist

Speaker:

Myelta A. Melton

Program Goals:

Combining a survey of Hispanic cultural traditions and healthcare practices with simplified, phonics-based language training, this course helps pharmacists with no previous experience learn practical Spanish words and phrases that can enhance care and build positive relationships with Spanish-speaking patients.


Learning Objectives:

- Describe the diversity of the growing U.S. Hispanic population
- Identify cultural and socioeconomic differences in Hispanics as they relate to attitudes on healthcare and medication
- Explain the importance of homeopathic and herbal remedies in Hispanic culture
- Use the Spanish sound system to pronounce words and phrases
- Describe the four parts of a Hispanic person's name required to start a client record

COURSE 32 DETAILS

 Business Track

 Time: 3:00 pm – 4:30 pm

 ACPE# 333-000-07-018-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

33. Achieving Real Business Results with Automation

Program Goals:

This course helps pharmacy owners consider business strategy options and develop financial plans that leverage pharmacy automation to achieve results faster and with less risk. Participants will assess four strategic scenarios to explore the advantages of automation in diverse circumstances.

Learning Objectives:


- Define strategic goals and business plans to achieve them
- Set financial benchmarks for managing to business plans
- Explain the role of automation in growing prescription volume, diversifying into new service lines, expanding into new locations, and planning for sale or retirement
- Describe how pharmacies have achieved strategic goals by automating

COURSE 33 DETAILS

 Business Track

 Health Mart Track

 Time: 3:00 pm – 4:30 pm

 ACPE# 333-000-07-021-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

34. Essential Fatty Acids: Benefits, Purity, and Interactions with Drugs

Speaker:

Daniel T. Wagner, R.Ph., MBA, Pharm.D.,
Owner of Nutri-pharmacy

Program Goals:

This presentation will familiarize the pharmacist interested in integrative medicine with the importance and advantages of supplementing with essential fatty acids (EFAs). Participants will review the latest evidence regarding the health benefits of EFAs, as researched by physicians, pharmacists, and naturopathic doctors, and identify potential interactions between EFAs and other drugs and nutrients.

SUNDAY, JULY 8

Learning Objectives:

- Identify EFAs and their potential interactions with drugs and nutraceuticals
- Understand why all antidepressant drugs should be supplemented with EFAs
- Identify products with pharmaceutical-grade purity
- Identify some of the health benefits of EFAs, including cardiac health, mental clarity, emotional well-being, positive mood, joint comfort, and weight loss
- Understand the advantages and disadvantages of supplementing with EFAs, versus consuming more omega 3, 6, and 9 essential fats

COURSE 34 DETAILS

X Clinical Track

X OPP Track

Time: 3:00 pm – 4:00 pm

ACPE# 333-000-07-019-L04 • 1.0 contact hours (0.1 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.0 hours (0.1 CEUs) of continuing education credit to this program.

TUESDAY, JULY 10

SESSION 1

35. Tools and Strategies for Successful Long-Term Weight Loss

Speaker:

Renee Ahren Thomas, Pharm.D.

Program Goals:

This course uses case studies to teach pharmacists how to take an active role in counseling patients on weight-loss strategies.

Learning Objectives:

- Define the concepts of overweight, obesity, metabolic syndrome, and energy balance
- List the clinical indicators of obesity and how they are used for patient evaluation
- Describe how diet and physical activity can help patients lose weight and reduce metabolic syndrome risk factors
- Explain how self-monitoring tools are used as part of a successful weight loss program

- Identify the role of the pharmacist in helping patients lose weight
- Set appropriate weight-loss goals and recommend therapy options

COURSE 35 DETAILS

X Clinical Track

Time: 3:30 pm – 5:00 pm

1.0 contact hours (0.1 CEUs)

The Professional Education Services Group is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. PESG has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

36. Successful Pharmacy Management — Lessons Learned in the Real World!

Speaker:

Bruce Kneeland, Consultant, Pharmacy Connections

Program Goals:

This course on effective pharmacy management emphasizes the need for managers to develop policies and procedures to maximize their only sustainable competitive advantage — their store's culture. The program provides samples of mission statements, organization charts, job descriptions, and marketing plans used by successful stores. Participants will learn ways to organize and marshal the talents of store personnel and tap into the unique marketing opportunities in each community.

Learning Objectives:

- Define the elements of a store culture
- Explain the purposes and uses of the mission statement, organization chart, and job descriptions
- Identify marketing opportunities in the community
- Describe the components of an integrated community marketing plan

COURSE 36 DETAILS

X Business Track

X OPP Track

X Health Mart Track

Time: 3:30 pm – 5:00 pm

ACPE# 333-000-07-020-L04 • 1.5 contact hours (0.15 CEUs)
McKesson Corporation is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. McKesson has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

TUESDAY, JULY 10

37. Risk Management in Long-Term Care Facilities

Speaker:

Harlan Martin

Program Goals:

This course educates providers about the importance of risk management in the long-term care setting, provides practical guidance on identifying potential risk areas, and examines ways to plan and implement proactive measures to reduce facilities' exposure to liability.


Learning Objectives:

- Define risk management in the long-term care (LTC) setting; explain why risk management is important, and who is responsible for addressing and reducing risk
- Identify key risk areas in LTC facilities, including resident assessments, medication errors, allegations of abuse or neglect, and advance directives, as well as ways to identify and prevent potential risks
- Describe quality indicators identified by CMS and their meaning within an LTC facility
- Examine the importance of documentation, monitoring, follow-up, and communication in LTC risk management
- List methods for ensuring continuous quality assurance, including competent and appropriate services, effective communication, shared decision-making, and cultural and ethnic sensitivity
- Discuss the importance of cultivating leadership, teamwork, and training among providers in the LTC setting
- Assess the legal implications of risk in the LTC setting

COURSE 37 DETAILS

 **Business Track**

 **Time: 3:30 pm – 5:00 pm**

 ACPE# 799-000-07-009-L04 • 1.5 contact hours (0.15 CEUs)
The Bimark Center for Medical Education is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. Bimark has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program

38. Utilizing Staff, Workflow, and Space to Implement Pharmaceutical Care

Speaker:

Justin Wilson, Pharm. D.

Program Goals:

This course presents strategies to help pharmacists deliver quality pharmaceutical care by delegating routine tasks that can be performed by appropriately trained support staff.


Learning Objectives:

- Identify tasks that must be performed only by pharmacists
- Discuss management methods for directing and using support staff effectively
- Identify technician and support staff skill deficiencies that are correctable through appropriate training
- Examine workflow and space-design flaws that promote inefficiency and detract from quality pharmaceutical care
- Describe methods for addressing workflow and space design efficiency

COURSE 38 DETAILS

 **OPP Track**

 **Time: 3:30 pm – 5:00 pm**

 ACPE# 799-000-07-008-L04 • 1.5 contact hours (0.15 CEUs)
The Bimark Center for Medical Education is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education. Bimark has assigned 1.5 hours (0.15 CEUs) of continuing education credit to this program.

Certificate Programs **require** advance registration and additional payment. It is strongly recommended that you pre-register for all other CE Sessions to ensure admission to the class. Pre-registered attendees will be given preferential admission until 10 minutes before each session begins. On-site registrations will be accommodated as space allows.

All sessions listed here have been submitted to ACPE for accreditation. CE statements will be issued to those who are present for the entire session and complete the necessary attendance documentation.