



ThoughtSpot

ThoughtSpot 2024 Continuing Education Schedule

Support for continuing education at ThoughtSpot is provided by Cencora.

New for 2024! Three offerings of NCPA's Shoot the Breeze®:

Shoot the Breeze® is an opportunity for pharmacy owners to converse about everything that cannot be discussed in accredited continuing education sessions. In these peer-moderated sessions the floor is yours to network with like-minded individuals and find recommended partners to elevate your business. Come ready to share your questions, stories of success, and find solutions to your current challenges. This non-CE activity offers a free-flowing conversation moderated by industry peers that is unmatched and offers a unique experience for every attendee.

Regular CE sessions and Shoot the Breeze® sessions will be available on a first come, first served basis. Registration is required for certificate courses and workshops (see below).

Please review our [CE FAQs](#) carefully for key details and additional information.

Workshops

Wednesday, July 24

2-5 p.m. [CPR - Basic Life Support](#) (registration required, \$50 cancellation fee*)

Thursday, July 25

8 a.m.-12 p.m. [Opportunities in Diabetes Care](#) (registration required, \$99 cancellation fee*)

1-5:30 p.m. [Introduction to Long-Term Care](#) (registration required, \$99 cancellation fee*)

Friday, July 26

1-4 p.m. [CPR - Basic Life Support](#) (registration required, \$50 cancellation fee*)

To register for one of the workshops above, follow these steps:

- Log back into the ThoughtSpot [registration website](#) using the confirmation code you received via email when you registered.
- Click "My Registration" in top right corner.
- Complete the required steps.

If you haven't registered for ThoughtSpot, [click here](#) and complete your registration.

*Registrations cancelled after July 8, 2024, will incur a cancellation fee. Extenuating circumstances will be considered on a case-by-case basis. To cancel, you must email ThoughtSpot@travelhq.com.



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Live Continuing Education & Shoot the Breeze®

Regular CE sessions and Shoot the Breeze® sessions will be available on a first come, first served basis. Please plan to arrive early as space is limited. Unless noted, CE sessions are accredited for pharmacists and technicians. Shoot the Breeze® sessions do not provide CE credit. Click on a session title to see full program details.

Wednesday, July 24

2-3 p.m.

- [Ten words that move the needle: Improving your pharmacy's financial & operational performance](#)
 - **This session will be repeated Friday, July 26, 1-2pm**
- [Using 'Farmacology' to Empower Wellness](#)
- [Leveraging Technicians to Expand Sync Services](#)

3:30-4:30 p.m.

- [Expanding Your Market Share: Using Social Media to Attract New Patients](#)
- [The ROI for Adding UTI, Nutrient Depletion, and other Unique Point-of-Care Tests to Your Service Portfolio](#)
- [Hidden in Plain Sight: Examining Often Overlooked Expenses](#)

5-6 p.m.

- [Engineering a Healthier Workflow](#)
- [What's all the Buzz with GLP-1 RAs? Utility in Diabetes and Weight Loss Management \(pharmacist CE credit only\)](#)
- [NCPA's Shoot The Breeze® - Employee Excellence \(non-CE\)](#)

Thursday, July 25

8-9 a.m.

- [Navigating the Road to Pharmacy Ownership: Insights and Strategies for Success](#)
- [Caring for Our Aging Population: How to Get Started with Long Term Care at Home](#)
- [Adapting to Change: How the Inflation Reduction Act Will Affect Your Pharmacy](#)
 - **This session will be repeated Thursday, July 25, 1-2 p.m.**

9:30-10:30 a.m.

- [The Next Frontier: Integrating Technology into your Pharmacy](#)
- [Diving into the World of Medical Billing](#)
 - **This session will be repeated Thursday, July 25 2:30-3:30 p.m.**
- [Compounding Success: Understanding Key Regulations and Best Practices for Building Your Business](#)



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11 a.m.-12 p.m.

- [DSCSA: Ensuring Compliance from Start to Finish](#)
- [Pharmacogenomics: Instilling Personalized Medicine into the DNA of Your Pharmacy](#)
- [NCPA's Shoot The Breeze® - Pharmacy Workflow \(non-CE\)](#)

1-2 p.m.

- [Adapting to Change: How the Inflation Reduction Act Will Affect Your Pharmacy](#)
 - **Repeat Session from Thursday, July 25, 8-9 a.m.**
- [It's the Little Things! Integrating Social Determinants of Health into Your Pharmacy](#)
- [The Pharmacy Journey into Value-Based Care Opportunities](#)

2:30-3:30 p.m.

- [Better than Revenge: Turning Legal Challenges into Advocacy Triumphs](#)
 - **This session will be repeated Friday, July 26, 7:30-8:30 a.m.**
- [Driving Change: Strategies for Employee Development, Communication, Training, and Recognition](#)
- [Diving into the World of Medical Billing](#)
 - **Repeat Session from Thursday, July 25th, 9:30-10:30 a.m.**

4-5 p.m.

- [The Often Untapped Gold Mine: Maximizing Front-End Sales](#)
- [Old Bugs, New Tricks: The Latest on Vaccines, Immunization Schedules, and Community Health](#)
- [NCPA's Shoot The Breeze® - Non-Dispensing Revenue Streams \(non-CE\)](#)

Friday, July 26

7:30-8:30 a.m.

- [340B Program of the Future: Challenges and Opportunities](#)
- [Ensuring Excellence: Navigating the Nuances of Pharmacy Audits](#)
 - **This session will be repeated Friday, July 26, 1-2 p.m.**
- [Better than Revenge: Turning Legal Challenges into Advocacy Triumphs](#)
 - **Repeat Session from Thursday, July 25, 2:30 – 3:30 p.m.**

1-2 p.m.

- [Small Change Big Difference: Creating the Sustainable Health Equity Service Line](#)
- [Ten words that move the needle: Improving your pharmacy's financial & operational performance](#)
 - **Repeat Session from Wednesday, July 24, 2-3 p.m.**
- [Ensuring Excellence: Navigating the Nuances of Pharmacy Audits](#)
 - **Repeat Session from Friday, July 26, 7:30-8:30 a.m.**



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NCPA is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education (CPE). Participants must attend the CPE activity and enter a CPE claiming code, that will be shared at the end of each CPE activity, into the NCPA Learning Center in order to receive CPE credit.

Workshops

CPR - Basic Life Support

ThoughtSpot | July 24, 2024 2 p.m. – 5 p.m. or July 26, 2024 1 p.m. – 4 p.m.
Marriott World Center | Orlando, Fla. | Magnolia 13-15

ACPE Universal Activity Number: 0207-0000-24-503-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 3.0 (0.3 CEUs)

Cost of Activity: \$75 per person - **\$50 cancellation fee after July 8th**

Overview:

The American Heart Association's (AHA) Basic Life Support (BLS) course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations, and provide early use of an AED. The AHA's BLS Course is designed for healthcare professionals and other personnel who need to know how to perform CPR and other basic cardiovascular life support skills in a wide variety of in-facility and prehospital settings.

Pharmacist and Pharmacy Technician Learning Objectives:

- Practice high-quality CPR for adults, children, and infants.
- Define AHA Chain of Survival, specifically the BLS components.
- Describe the importance of early use of an AED.
- Model effective ventilations using a barrier device.
- Explain the importance of teams in multi-rescuer resuscitation and performance as an effective team member during multi-rescuer CPR.
- Demonstrate relief of foreign-body airway obstruction (choking) for adults and infants.

Pharmacist Competencies: Problem-solving process, communication

Pharmacy Technician Competencies: Patient safety and quality assurance

Instructor(s): Tina Ackler, business owner, Angelmedic CPR



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required components of the CE activity and complete a questionnaire to receive credit for the program. Target audience: pharmacists and pharmacy technicians.

Introduction to Long-Term Care

ThoughtSpot | July 25, 2024 | 1–5:30 p.m.
Marriott World Center | Orlando, Fla. | Magnolia 13-15

ACPE Universal Activity Number: 0207-0000-24-521-L04-P/T
Target Audience: Pharmacists and Pharmacy Technicians
Activity Type: Application-Based
Contact Hours: 4.25 (0.425 CEUs)
Cost of Activity: \$299 per person - **\$99 cancellation fee after July 8th**

Overview:

The number of individuals using paid long-term care services is predicted to double to 27 million by the year 2050. Pharmacies are an important part of the care continuum needed to meet the rapidly increasing demand. This long-term care primer provides participants with the necessary knowledge to add long-term care services onto their existing community pharmacy. Learn the key regulatory and operational distinctions that govern the care of long-term care patients and gain basic tools for evaluating your local market.

Schedule:

Thursday, July 25	
12:30-1 p.m.	Registration (non-CE)
1-1:45 p.m.	Intro and Defining Long Term Care
1:45-2:45 p.m.	Anatomy of an LTC Patient (including institutional, HCBS and LTC at Home)
2:45-3 p.m.	Break (non-CE)
3-4 p.m.	LTC Pharmacy Operations
4-4:45 p.m.	Drivers of Margin
4:45-5:30 p.m.	Acquiring Business



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Pharmacist and Pharmacy Technician Learning Objectives:

- Review the types of care, services, and support that define long-term care.
- Describe the medical and non-medical needs of long-term care patients.
- Discuss the various definitions of long-term care based on state and federal classifications.
- Categorize types of long-term care patients.
- Examine service considerations based on patient type.
- Compare and contrast 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.
- Recognize how technology is utilized within long-term care.
- Select appropriate technology based on the service level offered.
- 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.
- 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.

Pharmacist Competencies: Person-centered care, Population health and wellness

Pharmacy Technician Competencies: Order entry and processing and federal requirements

Instructor(s):

Paul Shelton, president, PharmaComplete Consulting Services

Kelly Knight, director of regulatory affairs, PharmaComplete Consulting Services



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Opportunities in Diabetes Care

ThoughtSpot | July 25, 2024 | 8 a.m. – 12 p.m.
Marriott World Center | Orlando, Fla. | Magnolia 13-15

ACPE Universal Activity Number: 0207-0000-24-510-L01-P/T
Target Audience: Pharmacists and Pharmacy Technicians
Activity Type: Application-Based
Contact Hours: 3.75 (0.375 CEUs)
Cost of Activity: \$299 per person - **\$99 cancellation fee after July 8th**

Overview:

Diabetes, particularly Type II diabetes, remains one of the most prevalent and costly diseases in the United States. With a growing number of individuals affected, the need for effective management strategies is critical. Community pharmacists are uniquely positioned to play a pivotal role in the care of patients with diabetes. This program aims to equip pharmacists and technicians with the knowledge and tools necessary to optimize diabetes management and increase revenue opportunities within their pharmacy settings.

Throughout the program, participants will be guided through recent advancements and changes in diabetes care. Additionally, the program will highlight over five opportunities for pharmacies to enhance revenue streams while simultaneously improving patient outcomes. By leveraging these opportunities, community pharmacies can not only enhance the quality of care provided to patients with diabetes but also strengthen their pharmacy's financial viability. Through proactive engagement and a comprehensive approach to diabetes management, pharmacists can make a significant impact on the health and well-being of their communities.

Schedule:

Thursday, July 25, 2024	
7:30 – 8 a.m.	Registration (Non-CE)
8 – 9 a.m.	Clinical review and guideline updates
9 – 9:30 a.m.	Diabetes Prevention Program (DPP)
9:30 – 10 a.m.	Diabetes self-management education and support (DSMES) and DSMT



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10 – 10:15 a.m.	Break (Non-CE)
10:15 – 11:15 a.m.	Over-the-counter product sales
11:15 a.m. – 12 p.m.	Case Studies

Pharmacy Technician Learning Objectives

- Detail steps for a pharmacy to provide point of care testing for A1c and blood glucose.
- Review the 2024 Standards and Operating Procedures for Diabetes Prevention Program (DPP).
- Provide an overview on how to earn CDC recognition for DPP at your pharmacy.
- Recognize steps to bill for Diabetes Self-Management Training (DSMT) And DPP.
- List vitamin and supplement evidence and potential recommendations for patients with diabetes.
- Discuss steps for a pharmacy to provide diabetic shoe and sock fitting.
- Evaluate opportunities in over-the-counter sales of diabetes-related products.
- Describe marketing pearls for targeting patients with diabetes.
- Discuss new technology trends affecting ideal care for patients with diabetes.
- Outline the potential opportunity for pharmacy involvement in other diabetes-related reimbursement opportunities.
- Calculate potential return on investment for development of a variety of diabetes related services.

Competencies: Patient safety and quality assurance and medications

Pharmacist Learning Objectives:

- ALL PHARMACY TECHNICIAN LEARNING OBJECTIVES
- Summarize key updates in pharmacologic treatment recommendations in the ADA Standards of Care in Diabetes – 2024.
- Recall dosing and administration considerations for injectable medications.
- Review the 2022 National Standards for Diabetes Self-Management Education and Support (DSMES).
- List the steps for a pharmacy to earn recognition (ADA) or accreditation (ADCES) for DSMES services.
- Construct a patient-specific care plan, given a patient case.

Competencies: Person-centered care

Instructor(s):

Nicole Pezzino, PharmD, BCACP, CDCES, associate professor of pharmacy practice at Wilkes University, Nesbitt School of Pharmacy

director of community-based pharmacy residency program and pharmacist at Weis Pharmacy

Jessica Orloski, PharmD, co-owner, Crestwood Pharmacy



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[Click Here to Return to top of CE Schedule](#)





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required components of the CE activity and complete a questionnaire to receive credit for the program. Target audience: pharmacists and pharmacy technicians.

Live Continuing Education & Shoot the Breeze®

340B Program of the Future: Challenges and Opportunities

The 340B federal drug discount program has seen remarkable growth and challenges over the past 4 years. With growth and challenges come expected changes to how both policies and operations. A critical access component of the 340B program is contract pharmacy. Our journey through this evolution over the decades will lead us to today and what to expect tomorrow as a stakeholder in the 340B community. Whether you are a pharmacy participating or considering participating, understanding the landscape is essential to building a business plan and strategy for a successful future. Contract pharmacies support the 340B programs intent to provide our nation's health-care system valuable pharmacy services to underserved communities. Are you ready for the future?

ACPE Universal Activity Number: 0207-0000-24-526-L03-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Jonathan Grooms, MBA, 340B ACE, senior director contract pharmacy relations, *Good Neighbor Pharmacy*

Learning Objectives:

1. Examine the evolution of the 340B program.
2. Discuss likely adjustments to the 340B program on the horizon.
3. Describe recent administrative, judicial, and legislative changes that affect 340B.
4. Detail strategies for implementing 340B into your pharmacy practice.

Pharmacist Competencies: Problem-solving process, advocacy

Pharmacy Technician Competencies: Federal requirements

Adapting to Change: How the Inflation Reduction Act Will Affect Your Pharmacy

The Inflation Reduction Act, passed in 2022, presents a number of policy and market changes that will impact pharmacies on top of other policies in areas such as Medicaid. Significantly, there will be changes in Medicare Part D design in 2025 and the implementation of Medicare negotiated pricing in 2026. This will likely impact the resources needed by pharmacies.



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ACPE Universal Activity Number: 0207-0000-24-513-L03-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): David Senior, MPH, senior vice president, Market Economics, *Good Neighbor Pharmacy*; and Monica Pham, JD, MPA, head of public policy, *Good Neighbor Pharmacy*

Learning Objectives:

1. Recall pharmaceutical related provisions in the Inflation Reduction Act of 2022.
2. Recognize uncertainties are facing various channel stakeholders from the Inflation Reduction Act.
3. Describe how the Inflation Reduction Act may impact pharmacies operationally and financially.
4. Discuss prospective channel payer concerns from related drug pricing regulatory actions including Medicaid Rebate Caps and court rulings.

Pharmacist Competencies: Advocacy, Problem-solving process

Pharmacy Technician Competencies: Federal requirements

Better than Revenge: Turning Legal Challenges into Advocacy Triumphs

The landscape of pharmacy is rapidly changing. Hear from Advocacy Center Experts Jessica Satterfield, PharmD, MBA and Katie Krell, MPH about key regulatory and legislative updates and how you can use your voice to advocate for community pharmacy.

ACPE Universal Activity Number: 0207-0000-24-522-L03-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Jessica Satterfield, PharmD, MBA, associate director, policy and pharmacy affairs, National Community Pharmacists Association; and Kaite Krell, MHA, associate director, congressional affairs, National Community Pharmacists Association

Learning Objectives:

1. Identify state and federal legislation from the 118th Congress affecting community pharmacy.
2. Describe how recent regulatory changes are affecting community pharmacies.
3. List three strategies for engaging your elected officials about issues affecting your pharmacy.

Pharmacist Competencies: Advocacy, communication

Pharmacy Technician Competencies: Federal Requirements



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Caring for Our Aging Population: How to Get Started with Long Term Care at Home

With the population of older adults comprising nearly 20 percent of the population, now is the time to jump into the long-term care (LTC) business. Not only can LTC add an additional revenue stream your pharmacy, it meets people where they are and improves quality of life. Paul Shelton has been helping pharmacies build their LTC business for more than 15 years. He has seen it all and wants to help you begin your journey. Come find out how to qualify patients, prevent audits, bill for long-term care services, and how you can add new revenue to your bottom line.

ACPE Universal Activity Number: 0207-0000-24-512-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Paul Shelton, president, PharmaComplete Consulting Services

Learning Objectives:

1. Detail the process of adding an LTC pharmacy into your existing community pharmacy.
2. Discuss key differences between long-term care and traditional community patients.
3. Describe the patient care documentation process in an LTC pharmacy setting.

Pharmacist Competencies: Patient-centered care

Pharmacy Technician Competencies: Patient safety and quality assurance

Compounding Success: Understanding Key Regulations and Best Practices for Building Your Business

The new USP standards went into effect in November 2023, necessitating changes to workflow and sanitization, and other compounding regulations remain in a state of flux. Uncertainty remains with compounded bioidentical hormone therapy (cbHT) and the guidance for industry (GFI #256). If you dabble in compounding and are interested in growing your practice, join NCPA's Steve Postal, JD, and pharmacy owner Jen Palazzolo, PharmD, to understand the regulatory landscape and gain implementation tips.

ACPE Universal Activity Number: 0207-0000-24-515-L07-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Jennifer Palazzolo, BSP Pharm, owner, Flatirons Family Pharmacy, and Steve Postal, JD, director, policy and regulatory affairs, National Community Pharmacists Association

Pharmacist Learning Objectives:



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1. Describe key compounding regulatory policies and advocacy efforts related to hormone therapy, animal care, and insanitary conditions.
2. Explain a compounder's role in mitigation of drug shortages and adverse event reporting.
3. Detail workflow considerations for compliant compounding.
4. Summarize best practices for building a profitable compounding service.

Pharmacist Competencies: Problem-solving process

Pharmacy Technician Learning Objectives:

1. Describe key compounding regulatory policies and advocacy efforts related to hormone therapy, animal care, and insanitary conditions.
2. Detail workflow considerations for compliant compounding.
3. Summarize best practices for building a profitable compounding service.

Pharmacy Technician Competencies: Order entry and processing

Diving into the World of Medical Billing

With record low reimbursements, fluidity of funds has become a concern for many pharmacy owners. Medical billing could be your answer to improving cash-flow and differentiating yourself from the competition. Join billing expert Mary Stoner and learn what services can be offered through medical billing and what you need to know to get set up for success.

ACPE Universal Activity Number: 0207-0000-24-514-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Mary Stoner, CEO and president, Electronic Billing Services Inc.

Learning Objectives:

1. Recognize medical billing opportunities with or without provider collaboration.
2. Compare and contrast prescription benefit and medical benefit billing.
3. Review critical recent updates for provider enrollment.
4. Describe technology and workflow considerations for executing successful medical billing.

Pharmacist Competencies: Interprofessional collaboration, person-centered care

Pharmacy Technician Competencies: Order entry and processing

Driving Change: Strategies for Employee Development, Communication, Training, and Recognition

Discover the art of change management as we explore innovative employee engagement strategies in the areas of communication, training, and recognition. Discover the essential steps to successfully implement these dynamic approaches in your workplace. Unleash your pharmacy's potential and revolutionize your team's success in this interactive session.



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ACPE Universal Activity Number: 0207-0000-24-523-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Brian Perkins, CPhT, business coach, *Good Neighbor Pharmacy*

Learning Objectives:

1. Explain the importance of change management in driving employee development, communication, training, and recognition.
2. List implementation steps to incorporate change management within your pharmacy.
3. Demonstrate effective methods for motivating teams and fostering employee engagement.

Pharmacist Competencies: Communication, Professionalism

Pharmacy Technician Competencies: Order entry and processing

DSCSA: Ensuring Compliance from Start to Finish

Pharmacies were given a one-year extension to implement policies and procedures that would comply with the Drug Supply Chain Security Act. As a community pharmacy worker, your responsibility is to ensure medication's journey is tracked and documented from the time it is purchased until the time it leaves your pharmacy with a patient. The time to get your pharmacy compliant is NOW! Join us to learn what DSCSA requires of community pharmacies and the integral role each pharmacy team member plays.

ACPE Universal Activity Number: 0207-0000-24-517-L03-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Gregg Gorniak, Vice President – Manufacturer Operations & Data Service | Secure Supply Chain Lead, *Good Neighbor Pharmacy*

Learning Objectives:

1. Review the Drug Supply Chain Security Act (DSCSA) and its effect on pharmacy requirements.
2. List steps to determine if a trading partner is an authorized trading partner.
3. Outline a procedure for inspecting products and notifying the FDA of any illegitimate product found.
4. Evaluate your pharmacy's needs with respect to storing, accessing, and producing transaction tracing data.

Pharmacist Competencies: Interprofessional collaboration

Pharmacy Technician Competencies: Order entry and processing, federal requirements

Engineering a Healthier Workflow

Eliminating unnecessary steps can reduce costs, save time, and minimize frustration. All members of your team from the Pharmacist-in-charge, to the delivery driver, to the pharmacy technician have a monumental impact efficiency and effectiveness workflow. Listen to how pharmacy owner Joe Moose has used civil engineers to identify opportunities for improvement and increased clinical service offerings.



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ACPE Universal Activity Number: 0207-0000-24-509-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Joe Moose, PharmD, owner, Moose Pharmacy

Learning Objectives:

1. Evaluate the efficiency and effectiveness of your current workflow.
2. Identify opportunities for improvement in your existing workflow.
3. List strategies and resources for workflow improvement.
4. Demonstrate strategies to promote stakeholder buy-in.

Pharmacist Competencies: Problem-solving process

Pharmacy Technician Competencies: Order entry and processing

Ensuring Excellence: Navigating the Nuances of Pharmacy Audits

Pharmacy audits from pharmacy benefit managers (PBMs) are on the rise and continue to plague independent pharmacies. Understanding the many facets of the audit process, including triggers, trends, and prevention strategies will enable your pharmacy to be more successful in an audit situation. Time will be spent discussing the unique challenges drug procurement and biosimilar interchangeability present on audits.

ACPE Universal Activity Number: 0207-0000-24-527-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Tracie Acosta, CPhT, manager, provider network quality compliance, *Good Neighbor Pharmacy*, and Trenton Thiede, PharmD, MBA, president, PAAS National

Pharmacist Learning Objectives:

1. Compare and contrast the different audit types.
2. Explain methods to prepare for pharmacy audits.
3. Examine drug procurement challenges.
4. Evaluate the interchangeability of biosimilars.

Pharmacist Competencies: Problem-solving process, communication

Pharmacy Technician Learning Objectives:

1. Compare and contrast the different audit types.
2. Explain methods to prepare for pharmacy audits.
3. Examine drug procurement challenges.

Pharmacy Technician Competencies: Federal requirements, order entry and processing



ThoughtSpot

Expanding Your Market Share: Using Social Media to Attract New Patients

Currently, only 10 percent of the population use independent pharmacies for their healthcare needs. There is an art to creating awareness of your products and services and expanding your market share. Join Taylor Mitchell, CPhT and Tanner Mitchell, PharmD of Mitchell Drug, and marketing and communications expert Erin Rexroth to learn how you can use social media to increase community engagement.

ACPE Universal Activity Number: 0207-0000-24-505-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Erin Rexroth, associate director, marketing, National Community Pharmacists Association; Tanner Mitchell, PharmD, pharmacist in charge, Mitchell's Drug Stores/Mitchell's Cost Plus Pharmacy; Taylor Mitchell, CPhT, marketing and human resource manager, Mitchell's Drug Stores/Mitchell's Cost Plus Pharmacy

Learning Objectives:

1. Describe five key marketing strategies.
2. Analyze the needs of your community.
3. Compare and contrast the effectiveness of social media posts and patient testimonials.
4. Estimate the return of investment for various marketing strategies.

Pharmacist Competencies: Communication

Pharmacy Technician Competencies: Patient safety and quality assurance

Hidden in Plain Sight: Examining Often Overlooked Expenses

Pharmacy owner Jay Phipps of Phipps Pharmacy focuses on often-overlooked areas of his business to stay competitive in today's market. He has tips and tricks to help you optimize various facets of your business. Whether it's negotiating contracts, looking at the cost of vials and labels, or maximizing profitability on clinical services, there are dollars hidden in plain sight. Walk away with an action plan to enhance your profitability.

ACPE Universal Activity Number: 0207-0000-24-506-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Jay Phipps, PharmD, FACA, FACVP, president and CEO, Pharmacy Gladiator

Learning Objectives:

1. Identify unused subscription services in your business.
2. Explain key operational areas that impact efficiency and cost effectiveness.
3. Describe negotiation strategies to utilize when contracting with vendors and service providers.

Pharmacist Competencies: Communication, problem-solving process.

Pharmacy Technician Competencies: Order entry and processing



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It's the Little Things! Integrating Social Determinants of Health into Your Pharmacy

Pharmacies are a pillar of the community and for some, the only option for health care. Learn how second-generation pharmacy owner Zarina Jalal of Lincoln Pharmacy in Albany, N.Y., engages patients and has adapted her workflow to identify and alleviate barriers to care. Health outcomes are dependent on multiple elements including employment status, social support systems, and of course access to quality care. See how your pharmacy can find partners and improve the health of your community!

ACPE Universal Activity Number: 0207-0000-24-520-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Zarina Jalal, PharmD, supervising pharmacist, Lincoln Pharmacy

Learning Objectives:

1. Define social determinants of health.
2. Develop workflow adjustments to address health inequities.
3. Summarize ways to engage community partners who can provide services and financial support to your patients and pharmacy.

Pharmacist Competencies: Cultural and structural humility, interprofessional collaboration

Pharmacy Technician Competencies: Patient safety and quality assurance

Leveraging Technicians to Expand Sync Services

There's a strong likelihood the cash flow you need is sitting on your shelves. Enrolling patients on high-dollar medications in your med sync program now can help put those dollars back in your bank account. Technician leaders of Flip the Pharmacy's Max My Sync series, such as Tiffany Capps, CPhT and Chelsea Anderson, RPhT train pharmacies every week on how to take med sync programs from a headache to a standard business practice. Join her to uncover quick and effective workflow tips to make the most of your synchronization program today, targeting high-dollar products and boosting your bottom line.

ACPE Universal Activity Number: 0207-0000-24-504-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Tiffany Capps, CPhT, pharmacy operations and communications lead, CPESN® USA and Chelsea Anderson, CPhT, chief financial officer, Tyson Drugs, Inc

Learning Objectives:

1. Describe direct correlation between shelf inventory and cash flow.
2. Identify target patients for your med sync program in workflow and based on pharmacy management system reports.



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3. Discuss proactive, forecasting techniques to enhance productivity and minimize replenishment-related disruptions to patient care.

Pharmacist Competencies: Problem-solving process

Pharmacy Technician Competencies: Order entry and processing

Navigating the Road to Pharmacy Ownership: Insights and Strategies for Success

Explore the essential elements of successful pharmacy ownership in this dynamic presentation by pharmacy loan officer Bobby Glaze, PharmD. During this CE session you will learn about the effect of cash flow management on business valuations and discover financing options for acquisitions and expansions. Whether you are a first-time buyer or a seasoned entrepreneur, uncover key considerations and best practices for navigating independent pharmacy acquisitions. From valuation methodologies to practical lessons learned, this can't miss session provides actionable strategies to thrive in pharmacy ownership.

ACPE Universal Activity Number: 0207-0000-24-511-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Bobby Glaze, PharmD, pharmacy loan officer, First Financial Bank

Learning Objectives:

1. Identify common accounting pitfalls to avoid as a small business.
2. Describe cash flow of the business including a review of its impact on valuations.
3. Explain financing opportunities for acquisitions and expansions.

Pharmacist Competencies: Leadership, problem-solving process

Pharmacy Technician Competencies: Federal requirements

Old bugs, new tricks: the latest on vaccines, immunization schedules, and community health

Each year, the health care system grapples with increased infections and hospitalizations that disproportionately affect vulnerable populations such as infants and adults over the age of 60. In light of the introduction of new preventive measures and vaccines, pharmacy professionals need to be equipped with background on their approved indications, clinical trial results, recent clinical guideline recommendations, and considerations for use. New evidence, including real-world data, can also signify methods and strategies for the implementation of vaccines in the evolving clinical landscape.

In this session, we will explore the key differences between newly approved agents, their place in therapy based on 2024 immunization recommendations, and best practices for discussing vaccines in diverse community pharmacy settings. Given that vaccination rates can be affected by many factors, including cultural, social, and political influences, the session will incorporate interactive case studies to also address opportunities for overcoming vaccine fatigue and hesitancy.



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ACPE Universal Activity Number: 0207-0000-24-525-L06-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Nick Howard, PharmD, health outcomes & market access fellow, *Good Neighbor Pharmacy*; and Tasmina Hyderi, PharmD, MBA, BCGP, associate director, digital solutions, *Good Neighbor Pharmacy*

Pharmacist Learning Objectives:

1. Summarize the clinical trial results and considerations for use of newly approved agents.
2. Review 2024 immunization schedules and recommendations based on expert consensus guidelines.
3. Review guidance for administration of vaccines.
4. Apply strategies for discussing vaccines with patients in the pharmacy setting to improve overall community health outcomes.

Pharmacist Competencies: Communication, person-centered care, population health and wellness

Pharmacy Technician Learning Objectives:

1. Review guidance for administration of vaccines.
2. Apply strategies for discussing vaccines with patients in the pharmacy setting to improve overall community health outcomes.

Pharmacy Technician Competencies: Patient safety and quality assurance, order entry and processing

Pharmacogenomics: Instilling Personalized Medicine into the DNA of Your Pharmacy

Personalized medicine is the next frontier of health care. Medical plans are always looking for ways to limit risk while optimizing efficacy. Discover how Marianna Wilbur, PharmD, of the Avant Institute has improved patient outcomes while driving business into the pharmacy. Plus, get the details on a new national payer opportunity from CPESN's director of practice transformation and clinical programs Cody Clifton, PharmD. In this can't miss session, you learn how to implement pharmacogenomic services in your pharmacy and improve the health care of the future.

ACPE Universal Activity Number: 0207-0000-24-518-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Cody Clifton, PharmD, director of practice transformation and clinical programs, CPESN Networks; and Marianna Wilbur, PharmD, MHA, population health and practice development pharmacist, Avant Pharmacy and Wellness Center

Learning Objectives:

1. Recognize disease states where pharmacogenomics can be used in clinical decision making.



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2. Describe current payment models for pharmacogenomic testing, interpretation, and clinical decision making.
3. Explain the role of pharmacogenomics in promoting health equity.
4. Define the role of pharmacists and pharmacy technicians in pharmacogenomic services.

Pharmacist Competencies: Cultural and structural humility, person-centered care

Pharmacy Technician Competencies: Patient safety and quality assurance

Small Change Big Difference: Creating the Sustainable Health Equity Service Line

While the “frontline public health workers who are trusted members of and/or have a close understanding of the communities served” description could apply to any member of your team, it truly is the definition of a community health worker. Hundreds of pharmacies in CPESN’s Health Equity special purpose network have built new revenue and partnership opportunities by training and rebranding their existing technician workforce as CHWs. You have been helping patients access community resources for years – it is time you empower your staff and get paid for it by using common terminology that the rest of the industry understands.

ACPE Universal Activity Number: 0207-0000-24-528-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Jake Galdo, PharmD, MBA, BCPS, BCGP, CEO of Seguridad and managing network facilitator of CPESN Health Equity and Richard Logan, PharmD, clinical community pharmacist, Logan & Seiler, Inc.

Learning Objectives:

1. Explain how community health worker training can support workforce development.
2. Examine the disease and social need burden for a local community.
3. List funding sources that can assist in promoting health equity in your pharmacy.
4. Describe the business case for clinically integrated networks in addressing social determinants of health.
5. Create a job description for a health equity expert in a local community pharmacy.

Pharmacist Competencies: Cultural and structural humility, interprofessional collaboration, person-centered care

Pharmacy Technician Competencies: Patient safety and quality assurance

Ten words that move the needle: Improving your pharmacy’s financial & operational performance

Get ready to level up your pharmacy’s financial and operational game! Join us for a session that dives into ten powerful strategies that will transform your pharmacy’s performance. Unlock the secrets of revenue generation and cost management and leave with a toolkit of actionable strategies to supercharge your pharmacy’s success.

ACPE Universal Activity Number: 0207-0000-24-502-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)



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Instructor(s): John Marshall, CFA, CPA, business coach, *Good Neighbor Pharmacy*

Learning Objectives:

1. Discuss current financial averages and trends within the independent pharmacy industry.
2. Explain the most common sources of pharmacy revenues and expenses.
3. Define specific actions and strategies to improve a pharmacy's financial and operational performance.

Pharmacist Competencies: Problem-solving process

Pharmacy Technician Competencies: Order entry and processing

The Next Frontier: Integrating Technology into Your Pharmacy

As society continues to advance, the pharmacy profession must keep pace. Automation, artificial intelligence, pharmacy management systems and electronic medical records can improve operational efficiency leading to increased profits. Innovation and technology can also present new challenges. Join pharmacy owner Ashley Moose, PharmD; and NCPA senior director of professional affairs Lisa Schwartz, PharmD, to hear real life examples and learn how technology can complement your pharmacy operations while minimizing the threat of cyber-attacks.

ACPE Universal Activity Number: 0207-0000-24-516-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Ashley Moose, PharmD, owner and pharmacy manager, Moose Pharmacy of Monroe; and Lisa Schwartz, PharmD, senior director, professional affairs, National Community Pharmacist Association

Learning Objectives:

1. List cost-effective technologies that can be used to streamline workflow and maximize efficiency.
2. Recognize real-life examples of technology utilization in pharmacy operations.
3. Discuss the advantages and disadvantages of artificial intelligence use in community pharmacy.

Pharmacist Competencies: Problem-solving process, Scientific Thinking

Pharmacy Technician Competencies: Order entry and processing

The Often Untapped Gold Mine: Maximizing Front-End Sales

Community pharmacies are a destination for medication, both prescription and over-the-counter, beauty supplies, gifts, and even a quick snack. Take an hour to move from the back of the pharmacy and focus on the consumer goods offered at the front of your store. With low reimbursements from PBM's you can't afford to rely solely on revenue from prescription medications. Hear from David Wendland, an industry expert with over 30 years of experience, how you can improve your front-end sales to increase your business' overall profit margins.

ACPE Universal Activity Number: 0207-0000-24-524-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians



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Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Dave Wendland, vice president, strategic relations, Hamacher Resource Group

Learning Objectives:

1. Discuss ways to utilize data to identify self-care needs of your patient population.
2. Describe merchandising strategies for increasing patient access to self-care items and consumer goods.
3. List marketing tactics to increase foot traffic and engage patients and consumers.

Pharmacist Competencies: Communication, population health and wellness

Pharmacy Technician Competencies: Patient safety and quality assurance

The Pharmacy Journey into Value-Based Care Opportunities

In this continuing education course participants will delve into the transformative journey of the healthcare industry, with a focus on the profound changes brought about by the CMS Final Rule in 2024. Pharmacies are experiencing unprecedented challenges and a shifting profit landscape. This is requiring pharmacy staff members to get creative on how they will navigate through the industry. The evolution of healthcare will be discussed, and pharmacy support staff can gain insights into the next phase. The course aims to equip pharmacy professionals with the knowledge and skills needed to adapt to the changing environment. It emphasizes the integration of technology to empower support staff members, enabling them to operate at their peak capabilities. The priority will be focused on engaging with patients, improving both their well-being and the potential for financial wins in the pharmacy. This course will provide pharmacy support staff with the tools and knowledge necessary to navigate the challenges of today's healthcare industry while unlocking additional revenue opportunities for sustained success.

ACPE Universal Activity Number: 0207-0000-24-519-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Nicholas Dorich, PharmD, associate director, pharmacy accounts, Pharmacy Quality Solutions, Inc.

Learning Objectives:

1. Review historical milestones shaping the value-based care landscape.
2. Identify non-dispensing clinical service opportunities.
3. List ways to incorporate health care technology into daily operations.
4. Discuss strategies your pharmacy can implement to ensure patient-centered care and financial viability.

Pharmacist Competencies: Problem-solving process, person-centered care

Pharmacy Technician Competencies: Order entry and processing



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The ROI for Adding UTI, Nutrient Depletion, and other Unique Point-of-Care Tests to Your Service Portfolio

Pharmacy owner Jen Palazzolo has made point-of-care testing opportunities a foundation for driving new cash-based revenue through her doors. Join for a showcase of unique opportunities for expansion that you may not have considered, and leave with ideas for how these services can lead to paid consults and personalized supplement recommendations.

ACPE Universal Activity Number: 0207-0000-24-507-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Knowledge-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Jennifer Palazzolo, BSPHarm, owner, Flatirons Family Pharmacy

Pharmacist Learning Objectives:

1. List untapped opportunities for expanding your service portfolio with unique point-of-care tests.
2. Discuss effective strategies to implement point-of-care testing services while optimizing workflow, appointments, and curbside testing.
3. Describe how adding unique point-of-care testing opportunities can lead to additional pharmacist consultations and personalized supplement recommendations.

Pharmacist Competencies: Population health and wellness

Pharmacy Technician Learning Objectives:

1. List untapped opportunities for expanding your service portfolio with unique point-of-care tests.
2. Discuss effective strategies to implement point-of-care testing services while optimizing workflow, appointments, and curbside testing.

Pharmacy Technician Competencies: Patient safety and quality assurance

Using 'Farmacology' to Empower Wellness

Learn the basics of functional medicine to better help your patients understand the importance of nutrition, supplements, and exercise and gain effective techniques to market your services. "The pharmacist can do nutrition; the nutritionist cannot do pharmacy." In this session, Dr. Kathy examines the fascinating ways food can impact medication effectiveness and patient outcomes. By leveraging this knowledge, you can expand your business model and establish your pharmacy as a go-to destination for consumers seeking true wellness.

ACPE Universal Activity Number: 0207-0000-24-501-L04-P/T

Target Audience: Pharmacists and Pharmacy Technicians

Activity Type: Application-Based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Kathy Campbell, PharmD, owner, Medicap Pharmacy Owasso



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Pharmacist Learning Objectives:

1. Summarize two mechanisms by which food impacts drug effectiveness.
2. Review three nutrition-focused product offerings for your pharmacy.
3. Describe the role of technicians in supporting supplement recommendations.
4. Outline a business model for offering pharmacist-led lifestyle management.

Pharmacist Competencies: Population health and wellness

Pharmacy Technician Learning Objectives:

1. Review three nutrition-focused product offerings for your pharmacy.
2. Describe the role of technicians in supporting supplement recommendations.
3. Outline a business model for offering pharmacist-led lifestyle management.

Pharmacy Technician Competencies: Patient safety and quality assurance

What's all the Buzz with GLP-1 RAs? Utility in Diabetes and Weight Loss Management *(CE credit for pharmacists only)*

With more than 70 percent of Americans considered overweight or obese, many patients are seeking a magic bullet. A total of seven glucagon-like peptide 1 receptor agonists (GLP-1 RAs) exist for diabetes management and three have an additional indication for weight loss management. Sorting through nuances of this class can be trying. Join Nicole Pezzino, PharmD, BCACP, CDCES, professor at Wilkes University and pharmacist at Weis Pharmacy, to discuss the pharmacologic effects of GLP-1 RAs and their impact on patient health.

ACPE Universal Activity Number: 0207-0000-24-508-L01-P

Target Audience: Pharmacists only

Activity Type: Application-based

Contact Hours: 1.0 (0.1 CEUs)

Instructor(s): Nicole Pezzino, PharmD, BCACP, CDCES, associate professor of pharmacy practice at Wilkes University, Nesbitt School of Pharmacy, and director of community-based pharmacy residency program and pharmacist at Weis Pharmacy

Pharmacist Learning Objectives:

1. Compare the pharmacologic properties for GLP-1 RAs relevant for community pharmacists.
2. Identify patient counseling and clinical pearls that can complement the use of GLP-1 RAs.
3. Create a care plan for a patient presenting to the community pharmacy requiring a GLP-1 RA.

Pharmacist Competencies: Person-centered care, scientific thinking

NCPA's Shoot the Breeze® - Non-Dispensing Revenue Streams (Non-CE)

Gather community pharmacy teams from around the country in one room and what do you get? You get a gold mine of successful money-making ideas and a networking group like no other. Join us for a free-flowing



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conversation moderated by industry peers where everyone shares non-dispensing revenue ideas that are working well in their business and brings home successful, implementable ideas!

NCPA's Shoot the Breeze® - Pharmacy Workflow (Non-CE)

Got a question about your pharmacy's workflow? Ask it! Have a pearl to share? Share it! Join other community pharmacy teams from across the country for a free-flowing, non-CE conversation with each other, moderated by industry peers. Workflow best practices, technology, vendor partners, everything is on the table. Discover firsthand what's working well in other pharmacies and bring home achievable concepts that will transform your business.

NCPA's Shoot the Breeze® - Employee Excellence (Non-CE)

Join us for an peer-moderated non-CE dialogue with your peers on what is working, what's not, and what solutions teams have found to continue to succeed. Whether you are a pharmacy owner looking to motivate your team or a technician ready to take on new challenges, come "shoot the breeze" with us.