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community
pharmacist.

Advancing Your Service Portfolio – A Team Effort

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Disclosure

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



Pharmacist and Technician Learning Objectives

1. List common pharmacy tasks that do not require a pharmacist license.
2. Define key roles for ancillary staff in supporting enhanced service delivery.
3. Discuss best practices for motivating and encouraging your team members to take on new responsibilities.



Importance of Getting the Most Out of Your Team

- Creating a platform for growth
- Accomplishing your vision for the highest level of patient care
- Motivating a team to perform above and beyond their call of duty
- Preventing “burn out” from the pharmacist
- Strengthening relationships with patients and providers
- Cultivating “Positive” Culture



Expansion of Pharmacy Services

Clinical Services

- Medication Review
- Anticoagulation Services
- Diabetes/Cholesterol/Mental Health/Osteoporosis Clinics



Vaccination Programs/Clinics

- Travel Clinics



Medical Supplies

- Diabetic Shoes
- Durable Medical Equipment





Expansion of Clinical Services

March 1, 2010

CMS officially mandates Part D plans to offer Comprehensive Medication Review (CMR) by a pharmacist or other qualified provider at least those targeted and enrolled in the MTM Program

April 5, 2017

California: First state to grant pharmacists Provider Status

April 8, 2020 (PREP Act)

U.S. Department of Health and Human Services Authorizes Licensed Pharmacists to Order and Administer COVID-19 Tests under the Public Readiness and Emergency Preparedness Act



Updated Laws and Regulations

September 3, 2020

Expanded pharmacists and pharmacy interns as qualified “covered persons” to order and administer COVID-19 vaccinations

October 21, 2020

HHS allowing pharmacy staff to order and administer COVID-19 tests, COVID-19 vaccinations, and pediatric immunizations to patients 3 years and older



Updated Laws and Regulations

September 9, 2021

Authorized to Order and Administer COVID-19 Therapeutics

- This allows for COVID-19 therapeutics given PO, SC, or IM, including current and future medications that are approved, authorized, cleared, or licensed to treat or prevent COVID-19. Licensed pharmacists, licensed or registered pharmacy interns, and qualified pharmacy technicians who meet the criteria in the amendment are also authorized to administer certain COVID-19 therapeutics.
- This Amendment standardizes the authority for pharmacists to order and administer COVID-19 therapeutics nationwide.

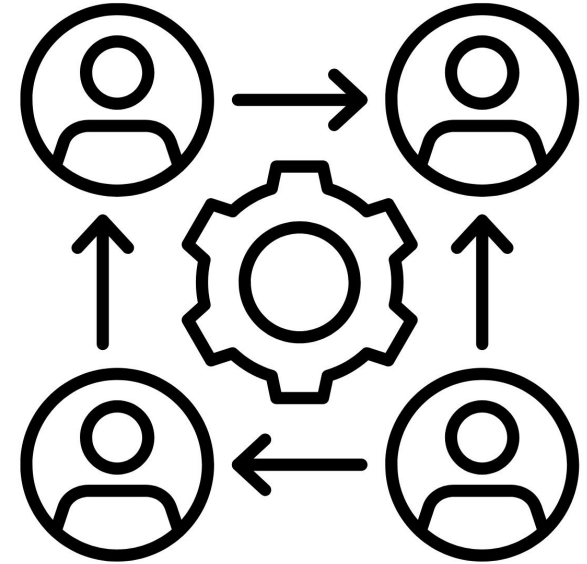


What do your ancillary staff do?



Tasks That Do Not Require A Pharmacist

- Intake
- Processing/Adjudication Claims
- Filling of prescriptions (Refills and calling MD for refill too soon)
- Answering Calls
- Calling patients for pick up
- Calling insurance for insurance rejects/prior authorizations
- Pick up of medications
- Assistance with front end sales





POLL QUESTION:

- Does a pharmacist or pharmacy owner do one or more of the tasks listed in the previous slide?

- 1) YES

- 2) NO



Are there opportunities for your staff to do more and the pharmacist to do less but spend more time on the business?



Key Roles for Staff: Enhanced Service Delivery

Administrative Roles

Coordinator of Care

- Initial medication reconciliation and confirmation of medication lists
- Initial screenings for MTM/CMR
- Check appointments
- Prepare forms to be completed/Check out

Immunizations

- Schedule patients
- Prepare/provide all initial paperwork and screening forms for patients
- Provide COVID-19 testing and administer full service ACIP recommended vaccines



Key Roles for Staff: Enhanced Service Delivery

Marketing/Account Representative

- Advancing relationships with providers of care, including physicians, medical assistants, other ancillary medical staff
- Coordinating of prior authorization services
- Coordinating delivery of medications to patients





Motivating Team Members

Communication is KEY!





Motivating Team Members

Important to ASK and LISTEN and TAKE ACTION on what your individual team members want

Typical WANTS:

- Opportunity to grow/learn
- Opportunity to have a voice/to be heard in the operation
- Provided an idea of your vision/goals
- Advancement
- More money
- A trip to Disneyland



POLL QUESTION

What is the average length of time an employees stays with company?

- 1) 2 year
- 2) 4 year
- 3) 5 year
- 4) 10 year



Workplace Average Length of Stay

- According to NPR that has changed even more drastically
- “Great Resignation” mindset
- Staff are looking for jobs with more money, flexibility, and “happiness”





Motivating Team Members

- The job is not just a job.
- It's an opportunity that will benefit both the company and the employee.
- If it was just a job, then they can work anywhere





The Pharmacist Mindset

- As a pharmacist, you feel you need to do more
- The center of the pharmacy's universe
- You need to build a team, an army, if you wish to achieve the dream

If not, you will BURN out



Empowerment

- Shift responsibilities to allow your ancillary staff and team member to be held accountable for those responsibilities
- Advocate on behalf of your staff to allow an expanded range of roles for your team
 - Growth
 - Incentive
 - Stronger team building
- Invest in Training and Education of your team



Empowerment

- Do not say “You should know this”
- Reduce Micromanagement
- Mistakes happen
 - How does your team learn if they are afraid to try new things
- Do not focus on weakness, but **STRENGTHS**
 - Ensure those strengths become aligned with the Company’s goals as well as their goals



**It is not enough for
pharmacy
owners/entrepreneurs to
just dream their dream
but dream the dream
with their teams!**





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