GPS

NCPA®
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

Growth. Performance. Success.

NCPA 2025 ANNUAL CONVENTION

1

Inventory and Sync: The Foundation of Pharmacy Profitability

NCPA 2025 Annual Convention and Expo

2

Speaker

JOE WILLIAMS

CO-FOUNDER

APEX PHARMACY CONSULTING

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

3

Disclosure Statement

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

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

4

Pharmacist and Technician Learning Objectives

1. Explain how synchronization improves inventory turnover, cash flow, and workflow efficiency.
2. Identify strategies for implementing and sustaining a synchronization program.
3. Describe ways to align staffing and pharmacy services with synchronization workflows.

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

5

Inventory: Your Biggest Expense

- Inventory is not just stock—it's your cash sitting on shelves.
- Lean inventory = healthier cash flow
- Goal: Turn product, not warehouse it.
- Most stores can reduce inventory by 25–40% with sync.

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

7

Why Sync Is Non-Negotiable?

- You can't control inventory or service without it.
- Sync drives forecastable workload and demand.
- It's not a refill program—it's an operational model.
- Sync = precision → lower waste, fewer out-of-stocks, better cash control.

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

8

Start With Your Top 20 NDCs

- 80% of inventory cost comes from 10% of your NDCs.
- Sync those first: high-cost chronic medications, SGLT2 inhibitors, DPP-4 inhibitors, etc.
- Set reorder points to -1 whenever possible.
- Use pharmacy management software tools to automate and minimize reorder points.
- You'll see cash return to the bank in 30 days.

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

9

Staffing Smarter with Sync

- Sync days = predictable labor needs
- Part-time techs can be scheduled to fill on specific days.
- One pharmacist can check for multiple locations via hub-spoke.
- Align staff to sync workflow, not chaos.

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

10

Appointment-Based Integration

- Know when patients are coming—plan accordingly.
- Bundle vaccines, MTM, Medicare consultations and other services around sync fills.
- Improves care, revenue, and performance measures.
- ABM only works if sync is the foundation.

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

11

Operational ROI in Action

- Sync allows for central fill, fewer pharmacists per store.
- Eliminates duplication and waste in small stores.
- Inventory centralized = control at scale
- Result: lower payroll, higher efficiency, better margins.

12

Patient Buy-In: Be Direct

- Set the tone: 'This is how we do business.'
- Sync is not optional for maintenance meds.
- We sync to serve you better—not to make you mad.
- It’s okay to let go of a few to serve the many.

13

Building a Sync Culture

- Empower techs to own sync metrics.
- Celebrate wins: fewer calls, faster fills, smoother days.
- Make sync the rule, not the exception.
- Involve every team member in the system.

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

14

Roadmap: What to Do This Week

1. Pull a list of your top 20 high-cost meds.
2. Enroll those patients in sync immediately.
3. Clean-up your reorder points.
4. Hold a team huddle and explain the why.
    - You need to say it so much and so often, they can quote you. BE A BROKEN RECORD!
5. Schedule vaccines and other clinical services as a bundle for your sync dates.

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

15

Inventory Metrics That Matter

- Inventory Turnover Ratio = Annual COGS ÷ Current Inventory
- Target: 12+ turns/year for fast-moving items
  - Higher turns means better cash flow, as long as service doesn't decline
- Monitor dead stock: anything untouched in 90+ days
  - If you own multiple stores, you should be constantly leveling
- Use pharmacy management software reports to identify stagnant inventory

16

Reorder Points Done Right

- Avoid manual guesswork—use your software's automation tools
- Set reorder point to -1 for synced meds: triggers order after paid claim
- Use EDI with multiple wholesalers for flexibility and speed
  - The more the merrier! Two areas of attention should be primary buying agreement and daily minimums at secondaries to avoid unnecessary shipping charges.
- Clean data = smarter, more accurate ordering
  - This goes back to culture, "This is how we do things"

17

Remember: You're a customer too!

- Avoid buying agreements that handcuff your operation.
- Few stores have the volume to dictate pricing, make sure your agreements provide the necessary flexibility needed to reduce your cost of goods.
- Push back on agreements that don't allow for intelligent purchasing.
    - You're a business owner, don't sign deals that don't allow you to act like one.

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

18

Remember: You're a customer too!

- Transparency matters—don’t trade one PBM for another
- Good secondary partners are EDI-capable and service-focused
    - Most primary agreements allow for outside purchases, maximize every dollar.

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

19

Quiz: Financial Benefit of MedSync

What are the financial benefits of implementing MedSync?

A. Increased patient counseling time
B. Reduced inventory and improved cash flow
C. Ability to offer more OTC products
D. Higher reimbursement rates per prescription
E. All of the above

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

20

Quiz: High-Cost Medications

How does syncing your top 20 high-cost medications impact inventory value?

A. It has no effect on inventory value
B. It increases carrying costs
C. It allows you to remove unnecessary stock
D. It decreases medication adherence

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

22

Quiz: Turnover Ratio

What is an ideal inventory turnover ratio for a well-run pharmacy?

A. 1–3
B. 4–6
C. 8–10
D. 12 or more

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

24

Quiz: Central Fill Advantages

Which of the following are advantages of a central fill model? (Select two)

A. Higher labor costs
B. Inventory compression at spoke stores
C. Better workflow predictability
D. Greater need for pharmacist staffing at all locations

NCPA
NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

26

Quiz: Buy-In Importance

Why is staff and patient buy-in critical to synchronization success?

A. It reduces the number of prescriptions filled
B. It ensures pricing compliance
C. It promotes long-term system adherence
D. It increases brand recognition

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

28

Case Study: Unlocking ROI with MedSync

- Acquired independent pharmacy with $400,000+ in unsynced inventory
- Negotiated a purchase cap at $250,000 — seller kept overage
- Synced over 1,000 patients within 4 months
- Reduced inventory to ~$140,000 through sync and better control
- Freed $100,000+ in cash flow from shelves to bank
- Despite 20% lower revenue, gross profit increased by 39%
- Net profit increased 6x through leaner, smarter operations

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

30

Case Study: Central Fill Model Powered by Sync

- Converted 5 full-service pharmacies into a hub-spoke model
- Automation at the hub: central fill + barcode image verification
- Synced patients across all stores routed through central fill
- Spoke stores reduced inventory by over 50% — only essentials stocked
- Pharmacist workload balanced, staff scheduled around sync days
- Result: reduced payroll, increased efficiency, consistent care

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

31

Contact Information

Joe Williams

Co-Founder, Apex Pharmacy Consulting

Joe.Williams@themedsmart.com

NCPA NATIONAL COMMUNITY PHARMACISTS ASSOCIATION

33