



Program Descriptions

2019 QS/1 Customer Conference – Hershey, PA
Hershey Lodge | May 8-10, 2019

CONTINUING EDUCATION TRACK

KEYNOTE: GET SWITCHED ON! (1.5 CEU) | Thursday 8:20-9:50 AM

AUDIENCE: All conference attendees

SPEAKER: Chip Eichelberger

The ability to “Get Switched On” and be at your best consistently is essential to compete and excel in today’s marketplace. This high-energy, interactive session challenges everyone to acknowledge the difference between good and GREAT. This is an interactive experience, not a speech!

Chip will challenge you to take a hard look at your attitude and current results. This program will get you plugged back in and switched on! How can you be a catalyst and bring your “A Game” consistently to perform at your best? When it is “show time” you need to be “show ready.”

Learning Objectives:

- Identify 3 keys to getting switched on.
- Renew energy and learn how your energy impacts your success.
- Reevaluate your long-term vision, game plan, mindset, and what is really important.

BUSINESS ANALYTICS: IDENTIFYING & MONITORING KEY PERFORMANCE INDICATORS FOR YOUR PHARMACY (1.0 CEU) | Thursday 10-11 AM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Ray Johnson, CPA, MBA, Executive Vice President & Chief Financial Officer – Smith Technologies and General Manager – QS/1

Learn to quantify your pharmacy’s success by measuring profitability, sales volume, cash flow, and productivity. Identify specific measures you should monitor for your pharmacy. Review formulas for improving sales volume and growth, metrics to calculate profitability, how to calculate productivity and operating efficiency, and formulas to measure cash flow, working capital, and asset management efficiency.

Learning Objectives:

- Identify Key Performance Indicators (KPI) you should monitor for your pharmacy.
- Recognize the value of identifying trends and developing action plans around your KPI.
- Learn to assess the financial position of your pharmacy.

DRUG SUPPLY CHAIN SECURITY ACT (DSCSA): PHARMACY IMPACT (1.0 CEU) | Thursday and Friday 11 AM-Noon

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Brad Pine, Senior Director, Compliance – Smith Drug Company

Do you know what you are legally required to track and trace for drug products that come in and out of your pharmacy? This session will help you understand and comply with the requirements under the federal track-and-trace law, also known as the DSCSA. Find out what you need to know to protect your business from civil and criminal fines and penalties.

Learning Objectives:

- Describe illegitimate products and threats to the drug supply chain.
 - Discuss current DSCSA requirements for pharmacies.
 - Review common misconceptions and questions about DSCSA requirements.
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PHARMACY AT THE CENTER OF COLLABORATIVE CARE (1.0 CEU) | Thursday 3-4 PM and Friday 1-2 PM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: John Pugh, Pharm.D., R.Ph., Owner – Prosperity Drug Company

Building a collaborative relationship with local physicians and hospitals is a natural extension of clinical services offered by the pharmacy. Once a pharmacy establishes working lines of communication with local providers, it has a tremendous opportunity to share other pertinent clinical information. This session will describe the design and implementation of a highly successful model based in a community pharmacy.

Learning Objectives:

- Identify the basic research necessary before reaching out to providers.
 - Review methods to win over physicians.
 - Discuss the implementation process.
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NCPDP NEW SCRIPT STANDARD: WHAT DOES IT MEAN FOR PHARMACY? (1.0 CEU) | Thursday 4-5 PM and Friday 2-3 PM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Crystal Ratliff, PhT, CPM, Vendor Relations Product Manager – Smith Technologies

NCPDP's SCRIPT Version 2017071 includes important functionality and transactions identified by the industry as vital enhancements that will improve patient safety, clinical decision-making, and business and administrative efficiencies for all stakeholders – for the ultimate benefit of patients and healthcare providers. The new SCRIPT Standard for electronically submitted prescriptions goes into effect January 1, 2020. Learn how this new standard will impact your pharmacy.

Learning Objectives:

- Identify implementation date for NCPDP New SCRIPT Standard.
- Describe changes in the standard that directly impact pharmacy workflow.
- Pinpoint measures the pharmacy must take in preparation for the new standard.

COMMUNITY PHARMACY ENHANCED SERVICES NETWORK (CPESN®) (1.5 CEU) | Friday 8-9:30 AM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Trista Pfeifferberger, Pharm.D., MS, Director of Operations and Quality – CPESN USA

Get the latest information on CPESN and its direction. Hear from CPESN USA leadership on how processes are evolving and how this concept differentiates community pharmacy. Learn how you can help and benefit from this clinically integrated network of pharmacies.

Learning Objectives:

- Identify the criteria for a clinically integrated network.
 - Identify core service sets for pharmacy participation in CPESN USA.
 - Describe the shared benefits of patients, payers, and pharmacies involved in an enhanced service network.
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LEGISLATIVE UPDATE: WHAT TO EXPECT IN 2019 (1.0 CEU) | Friday 9:45-10:45 AM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Brad Kile, Ph.D., President – The Dumbarton Group

Join Brad as he shares his insight on what's happening inside the Washington beltway and how it impacts pharmacy. Also, get the latest updates on legislative changes and proposals.

2019 Policy Landscape

- 116th Congress
- White House Administration

Key Pharmacy Policy Issues

- Pharmacist Provider Status
- Drug Pricing Transparency
- Medicare Part D
- FDA Oversight and USP
- HIPAA

Learning Objectives:

- Identify status of Pharmacist Provider Status.
 - Explain proposed actions on DIR fees.
 - Identify key points of congressional focus on pricing.
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PHARMACY AUDIT PREPAREDNESS (1.0 CEU) | Friday 11 AM-12 PM and 2-3

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Trenton Thiede, R.Ph., Vice President – Pharmacy Audit Assistance Service (PAAS National®)

Audits continue to plague pharmacies. New tactics and traps are constantly being applied to pharmacy audits to maximize penalties imposed by pharmacy benefit managers (PBMs). With margins already being razor thin, pharmacies can ill afford to have takebacks from an audit. This presentation includes common audit discrepancies affecting pharmacies and the latest strategies employed to recoup pharmacies' profits. Time will be spent looking at Medicare Part D and LTC audit challenges as well. Attend this seminar for the latest information on keeping your pharmacy safe from pharmacy audits.

Learning Objectives:

- Identify practices in your pharmacy that are most likely to trigger an audit and learn how to avoid them.
- Identify and describe the current industry audit trends.
- Explain and evaluate Medicare Part D audit challenges.
- Explain and evaluate LTC audit challenges.
- Discuss how pharmacy employees can incorporate audit prevention strategies into pharmacy work flow.

QS/1 PRODUCTS & INTERFACES TRACK

NRX UPDATES | Thursday 10-10:50 AM and Friday 11-11:50 AM

AUDIENCE: NRx users, pharmacists, technicians, pharmacy owners, and management

SPEAKER: Michael Dodd, Pharm.D., CPM, NRx Assistant Product Manager – QS/1

Learn what enhancements were in recent service packs, what's in the forecast, and receive a refresher of the medication synchronization process. Plus, engage in a group discussion on ways to improve your workflow processes.

ESSENTIAL INTEGRATION: INTERFACES & SERVICES UPDATE | Thursday 11-11:50 AM and Friday 1-1:50 PM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Crystal Ratliff, PhT, CPM, Vendor Relations Product Manager – Smith Technologies

Receive an overview of QS/1's most-popular interfaces and gain insight on new interfaces being explored to work with our pharmacy management systems. You can also discover new and existing services to help you increase productivity, reduce errors, and expand your market base.

THE INTERSECTION: PHARMACY & SPECIALTY MEDS | Thursday 11-11:50 AM

AUDIENCE: All conference attendees interested in exploring the specialty medication market

SPEAKER: Jessica Swanger, Retail Products Interface Analyst – QS/1

Michael Dodd, Pharm.D., CPM, NRx Assistant Product Manager – QS/1

The use of specialty medications is on the rise. This session provides a review of interface options that can help pharmacies break into the specialty medication market and optimize patient care.

IMPROVE WORKFLOW WITH POINT-OF-SALE & ATTRACT CUSTOMERS WITH REFILL OPTIONS THAT KEEP THEM MOBILE | Thursday 3-3:50 PM and Friday 2-2:50 PM

AUDIENCE: All attendees

SPEAKER: Justin Buckland, PhT, CPM, Point-of-Sale Product Manager – QS/1

Get the latest updates on QS/1's unique Point-of-Sale system that can be integrated into your workflow to improve efficiency. Bring everything together from the frontend to behind-the-counter. Incorporate QS/1's RetrieveRx and your frontend will work with speed and precision that improves patient safety. Create a website with CornerDrugstore.com and add mobility with mobileRx to engage customers and lead to an overall positive experience.

FORWARD-THINKING DESIGN & EASY TO USE...WELCOME SHARPRX | Thursday 3-3:50 PM and Friday 1-1:50 PM

AUDIENCE: All attendees

SPEAKER: Tommy Shovlin, MBI, Lead Product Analyst – QS/1

Our latest pharmacy management system, SharpRx, is intuitive and affordable. See if this streamlined, smart, and fast solution is the answer you've been looking for.

QS/1 CLIENT SERVICES: ENHANCING THE CUSTOMER EXPERIENCE | Thursday 4-4:50 PM

AUDIENCE: All attendees

SPEAKER: Mario Oliver, Client Services Vice President – Smith Technologies

QS/1 is focused on its customers' needs and always looking for ways to serve them better. In launching a new support model, there were challenges, but we're listening to feedback and acting. This session will focus on changes made in Client Services (aka Customer Support) to improve the overall customer experience.

SHARPRX: ON THE MOVE | Thursday 4-4:50 PM and Friday 2-2:50 PM

AUDIENCE: SharpRx users and others interested in SharpRx

SPEAKER: Rich Muller, MBA, Senior Director & SharpRx Product Manager – QS/1

See the latest updates to SharpRx and review the roadmap for features and functionality.

BUSINESS/INDUSTRY TRACK

PRE- AND POST-EDIT (PPE) PROGRAMS: FIND THAT “NEEDLE IN THE HAYSTACK” |

Thursday 10-10:50 AM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Angie Smith, Account Executive – QRx Edit Assurance, LLC

Identify incorrectly billed and reimbursed claims and the root cause to prevent it from reoccurring. Pharmacy adjudication is complicated, fast moving, and is completed on a real-time system where pharmacy technicians may not understand all the compliance regulations, reimbursement expectations, supply chain options, and formulary options for margin optimization. Learn how to use real-time feedback and compliance, performance, and reimbursement alerts to help guide the pharmacy at the point-of-sale.

CPESN: ENGAGEMENT & ENROLLMENT INFORMATION | Thursday 10-10:50 AM and Friday 11-11:50 AM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Trista Pfeifferberger, Pharm.D., MS, Director of Operations and Quality – CPESN USA

Speak with CPESN representatives about the enrollment process and network opportunities for your pharmacy.

NOT IF, BUT WHEN: DISASTER PREPAREDNESS | Thursday 10-10:50 AM and Friday 11-11:50 AM

AUDIENCE: Pharmacy owners and management

SPEAKER: Ron Peeler, Technical Sales – Smith Technologies

Take a proactive approach to disaster planning and recovery. Ron will review and explain processes your pharmacy needs in place to protect against data loss in the event of a natural or man-made disasters.

THE VALUE OF BUSINESS ANALYTICS WITH MEVESI | Thursday 11-11:50 AM and Friday 1-1:50 PM

AUDIENCE: Pharmacy owners and management

SPEAKER: Tyler Daniel, Sales Representative – Integra

Use integrated data sources from prescriptions, point-of-sale, accounting, and claims to instantly analyze aspects of your business in real time. Learn to access and interpret accounting data to increase revenue production, improve productivity, and enhance customers' experiences.

HIPAA ESSENTIALS | Thursday 11-11:50 AM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Jo Walker, CHA, CHP, HIPAA Compliance Officer – Smith Technologies

Receive an overview of essential areas of HIPAA compliance for healthcare providers, including privacy, breach, and recent Office for Civil Rights enforcement activities. We will also discuss recent industry topics regarding contracts and Business Associate Agreements and what you should look out for to protect your pharmacy and patient data.

PHARMACIST eCARE PLAN GAINING TRACTION | Thursday 3-3:50 PM and Friday 1-1:50 PM

AUDIENCE: Pharmacists, technicians, pharmacy owners, and management

SPEAKER: Jon Bell, PhT, CPM, Product Manager – QS/1

The Pharmacist eCare Plan is a standardized document that facilitates the exchange of information between healthcare providers and pharmacists. The goal is to improve patient outcomes, increase patient medication adherence, and reduce overall healthcare costs. If you want to be on the forefront of improving pharmacist/provider communication and collaboration on top of optimizing patient care, attend this session.

EXPANDING INTO LONG-TERM CARE: CONSIDERATIONS FOR YOUR PHARMACY | Thursday 3-3:50 PM

AUDIENCE: pharmacists, technicians, pharmacy owners, and management

SPEAKER: Tyler Daniel, Sales Representative – Integra

If you are thinking about expanding into LTC, you don't want to miss this session. Be informed about the opportunities and risks associated with entering this complex, growing market.

PHARMACOGENOMICS: COMMUNITY PHARMACY CAN LEAD THE WAY | Thursday 4-4:50 PM and Friday 2-2:50 PM

AUDIENCE: All conference attendees

SPEAKER: Attis Healthcare

Because pharmacists are the most assessible members of the patient healthcare team, they are ideally suited to offer pharmacogenomic screenings. Learn how this vendor partner's interface assists with the initiation and management of a pharmacy-based pharmacogenomics program.

PRESCRIPTION DRUG MONITORING PROGRAMS (PDMPS) & YOUR PHARMACY | Thursday 4-4:50 PM

AUDIENCE: All attendees

SPEAKER: Dan Steadman, MBA, MIS, PhT, Quality Assurance Technician – Smith Technologies

Prescription Drug Monitoring Programs were created to curb the opioid epidemic gripping the U.S. The intention of the state-based electronic database is to track controlled substance prescriptions, but states monitor different drugs and have different reporting requirements. This session will focus on reporting options and common issues encountered by pharmacies.

CPESN LOCAL NETWORK MEETINGS | Friday 3-3:50 PM

AUDIENCE: All attendees

SPEAKER: Local network leaders and luminaries

Meet your local CPESN facilitators and luminaries to get the most recent updates on the happenings in your area.

LTC TRACK

PRIMECARE & WEBCONNECT UPDATES | Thursday 10-10:50 AM and Friday 11-11:50 AM

AUDIENCE: PrimeCare users and/or pharmacies that use WebConnect

SPEAKER: Ryan Hobbs, PrimeCare Assistant Product Manager – Integra

PrimeCare users are some of the most advanced users of LTC pharmacy software. Their customers are also among the most demanding. What improvements have been or will be made to assist PrimeCare pharmacies serve their customers even better? Come and find out as Ryan discusses past, present, and some future enhancements.

PRIMECARE/DOCUTRACK INTEGRATED WORKFLOW | Thursday 11-11:50 AM

AUDIENCE: PrimeCare users

SPEAKER: Daniel Hollifield, Sr. Account Representative – Integra

PrimeCare's Workflow can help your pharmacy run more efficiently by segmenting different parts of the filling process: from order entry to delivery. DocuTrack adds another layer of efficiency because you can eliminate hardcopies. An electronic image can be associated with an order in PrimeCare for quick reference. Take your workflow to the next level with PrimeCare/DocuTrack integration.

PRIMECARE INTERFACES UPDATE | Thursday 3-3:50 PM

AUDIENCE: All attendees who are interested in new or existing interfaces with PrimeCare

SPEAKER: Lisa Fowler, Sr. Interface Analyst – Integra

The flexibility and comprehensiveness of PrimeCare allow for both real-time and batch data processing. From compliance packaging and facility deliveries to triage documentation and electronic medical administration records, PrimeCare interfaces have you covered. Learn how the interaction between your system and others allows LTC pharmacies to increase efficiency and productivity in day-to-day processes.

PRIMECARE BILLING MATRIX & INVOICE CATEGORIES | Thursday 4-4:50 PM

AUDIENCE: PrimeCare users

SPEAKER: Daniel Hollifield, Sr. Account Representative – Integra

PrimeCare provides LTC pharmacies several different billing options. The Billing Matrix has been available in the system for many years and enhancements make it an ever-better tool. Skilled nursing facilities are likely to have different requirements than assisted living facilities. So, billing options can be set up for each facility, giving the pharmacy more flexibility to meet the needs of the facilities they service. Discover how the Billing Matrix can work for you and learn about a recent enhancement – Invoice Categories – that gives the pharmacy more sorting and totaling options for the charge accounts facilities use.

PRIMECARE ROUNDTABLE | Friday 1-1:50 PM

AUDIENCE: PrimeCare users

SPEAKER: PrimeCare specialists

Attend this session for an opportunity to network with other pharmacy professionals and talk about relevant topics that impact LTC, as well PrimeCare best practices and tips/tricks. Each roundtable will be led by one PrimeCare specialist and discuss one topic.