

Third Party Trends: New Wrinkles to Expect During an Audit

Every pharmacy owner knows the story... you receive an audit notification, PBM comes in to your pharmacy, they leave with lots of your money. The story seems to be happening more and more and recent trends have shown PBMs leaving with more pharmacy money than ever. So, the big question is how do you change the story? This session will not only help you identify audit triggers and give you safeguards to protect your bottom line, but will also provide the tools you need for audit survival.

Evaluating Pharmacy Technology—A Decision Making Tool

Technology savvy peers will help you explore when and how to adopt workflow technology and how these technologies should be deployed within your pharmacy and implemented with staff. What steps do you take and when do they make sense for your pharmacy and your bottom line. This program will delve deeply to mine answers that go beyond sales sheets and give true life points of value to owners and pharmacists.

Social Media: On-Site Learning Lab

If you haven't started — let's get it done! Facebook, Twitter, Tweet, Blog, Linked In... and the list goes on — the Internet is a pervasive influence on the lives of most of America, your family, your patients, and your community. Learn what does this powerful, paperless marketing tool have to offer your business and how can you make the most of it.

How Low Can You Go: Tackling your Costs?

Think outside the box to lower your costs and improve your bottom line. This program takes a practitioners eye view on store purchases and asks "How low can you go?" "Is this necessary?" "Can I get it cheaper?" "How do I empower trusted staff members to research and make purchase decisions?" Take-home tips from this program will give you ideas for finding deals on common purchases such as printer paper, toner cartridges, vials, labels and suggestions for periodically re-evaluating prices on these items.

Merchandising to Improve Image and Sales

There is a place for everything and everything in its place.... don't put merchandise where it fits — put it where it belongs! This program will bring you insight and observations from successful independent pharmacy front-ends featuring take-home tools, layouts, and floor plans that will enable you to easily and effectively improve front-end sales and overall store image with your store's customers. You will be inspired to go back home and start getting your share of OTC sales and profit and bring big improvements to the front-end of the store while staying inside the boundary of a small budget.

Human Resources — Department of One?

Most pharmacy owners wear many hats in the course of the business day and the human resources can be one of the most frustrating. How do you find good people and how do you make sure that they stay good people for your business? This program will deliver key points to finding staff members with the right stuff and guide you through how to discipline employees and keep them committed to the vision of your pharmacy.

Training and Motivating for Superior Customer Service

Tough economic times call for savvy business owners who can take advantage of all of their resources. A key resource for your community pharmacy business is your staff and the relationship that they have with your patients. This program discuss the secrets of a superior customer service attitude on your pharmacy team and how this customer focus can build enthusiasm and loyalty in your patients that not only keeps them coming back, but turns them into your best word of mouth advertising.

Exit Strategies for Your Pharmacy

Most pharmacy owners don't get too many opportunities to sell their business. Negotiating with a more experienced buyer could cost you a lot of money if you don't know what you are doing. This program will teach you how to determine the true value of your business and how to get more for it when you are ready to sell. If you're thinking ahead to the day when you'll no longer run your business, you will not want to miss this program!

Managing Your Pharmacy Finances for Maximum Growth I & II

Creating and maintaining an outstanding economic story for your pharmacy requires that you not only have access to accurate and timely financial data, but also have access to current pharmacy data. This session will help you to monitor and manage gross margins and identify key indicators for profitability in your community pharmacy for stability and growth.

To 340B or Not to 340B that is the Question: An In Depth Examination of the Opportunity

340B is an interesting concept that has gotten a lot of press, but to be successful, somehow you have to understand it, put a proposal together that enables you to negotiate a price; manage inventory; and structure a formulary that satisfies the financial interests of your pharmacy and your 340B covered entity partner. This program goes beyond the surface to dive deep into what makes 340B tick and how it can work in your business.

NCPA Technology Seminar

Back by popular demand! This cutting edge program brings you the latest technologies and issues that are hot in the profession of pharmacy: Electronic Prescribing of Controlled Substances, Mobilized Pharmacists, HITECH and its impact on pharmacy, Health Care Reform and Connectivity, Workflow, Evaluating Technology Systems and more. You won't want to miss it!