



Workflow WEDNESDAYS

PS³ - Business Development

Topic: Beyond the Bench

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Key Insight

Pharmacy Services Support Staff is critical to the success of pharmacy practice transformation and the sustainability of enhanced services. Click [HERE](#) to watch the recorded PS3 Webinar.

The Flip the Pharmacy program aims to transform community pharmacies away from point in-time prescription-level care to longitudinal patient-level care.

Domain 3: Developing New Roles for Pharmacy Services Support Staff

Gone are the days of limiting pharmacies to two types of roles- Pharmacist & Pharmacy Technicians

Pharmacy technicians are uniquely positioned to identify and engage patients who would benefit from pharmacist patient care services - given that patients frequently approach pharmacy technicians before interacting with the pharmacist.

➔ Click [HERE](#) to access publicly available FtP Domain 3 resources

Identify & Remove Barriers for Improved Patient Care

- The ability to find and suggest innovations is a valuable skill for pharmacy technicians. Being able to offer insight into potential improvements is important.
- Understand the industry and be able to communicate the benefits of change is key.

Technician Tip: Step back & assess your role. Determine how YOU can remove barriers to optimize patient care & focus on ways YOU can contribute to practice transformation.

What Does it Take? Hard Skill + Soft Skills

- **Hard Skills** - technical knowledge or training that you have gained through career experience or education. (i.e. data entry, medical billing, adherence packaging)
- **Soft Skills** - personal habits and traits that shape how you work, on your own and with others. (i.e. problem-solving, adaptability, willingness to learn, teamwork)



Click [HERE](#) to find all of the **Flip the Pharmacy** change packages and other practice transformation resources

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