



Section of
**PHARMACY PRACTICE
MANAGERS**



Message from the Chair – May, 2011

Scott Knoer, M.S., Pharm.D.

Chair, Section of Pharmacy Practice Managers (2010-2011)

sections@ashp.org

Policy, Practice Resources, and Professional Peers

Dear Colleagues,

What an exciting start to this year! Our Section volunteers have been working hard on important issues and are constantly representing our needs as practice managers. Now we need to ask all members to put on our professional policy “hats.” It’s time to advance the profession by actively participating in the ASHP House of Delegates process. ASHP’s policies are critical to the profession. They serve as our guide, directing ASHP’s advocacy and resources to advance the role of health system pharmacists and to improve the care that we provide for our patients. As they say.... get engaged and have a say!

To see what policies are going to be discussed at the ASHP House of Delegates and voice your opinions check out the [ASHP Connect Community - House of Delegates](#).

So what else is new with our Section? A lot! Our advisory groups have created a number of new resources for practice managers to help deal with tough issues. I want to bring a few to your attention including:

Workload and Productivity Slide Sets to help educate your C-suite and pharmacy leadership team. This is such a complex topic that members from the [SAG on Pharmacy Business Management](#) took the AJHP Workload and Productivity white paper and synthesized the key points into ready to use slides sets. They include:

- [So You Want to Perform External Benchmarking](#)
- [15 Steps For Using An External Benchmarking System](#)
- [External Benchmarking](#)
- [What is Benchmarking?](#)
- [Workload and Productivity Peer Characteristic Survey](#)

[Financial Management Self-Assessment Tool for Hospitals and Health-System Pharmacies](#) has more than 80 items for you to see how you are doing on various aspects of pharmacy financial management. Have you made use of all your options to efficiently manage your finances?

PPMI Proceedings and Recommendations. The Section didn't create this document of course; it is the consensus of OUR profession and the responsibility of us all to review and act upon. At a minimum all pharmacy managers should take the recommendations and ask yourselves where do you stand...are you content with your practice model? The proceedings and briefing documents are now available ahead of print! [Download Proceedings](#)

[Recorded Webinar Networking Sessions:](#) The Section contributes to the many member-driven webinar networking sessions. If you missed any they can be accessed at the Section's Webinar Networking archive. Great information provided in a timely manner.

Now I'd like to celebrate and recognize some of our Section's leaders. Congratulations to our Section's slate of candidates for the 2011 elections!! As with all volunteer organizations we thrive as a result of having a strong dedicated group of volunteer leaders. Good luck candidates!

Chair Candidates

Patricia Killingsworth, R.Ph., BS Pharm
National Pharmacy Services Manager
Catholic Health Initiatives

Paul J. Mosko, R.Ph., M.S., FASHP
Director of Pharmacy Services
Good Samaritan Hospital and Health Center

Director-At-Large Candidates

James Hoffman, Pharm.D., M.S., BCPS
Medication Outcomes & Safety Officer
St. Jude Children's Research Hospital

Ross Thompson, M.S., R.Ph.
Director of Pharmacy Services
Tufts Medical Center

I also want to bring attention to our [Section Member Spotlights](#). These are our peers and our volunteer leaders. Take a moment and read these spotlights, I am sure you probably know a few of them. Send an e-mail to the ones you know, recognizing their contributions to the profession.

I hope you all are having a great first few months of 2011. It's hard to believe that the ASHP Summer Meeting 2011 is just a month away. If you are there, pull me aside and let me know how we can continue to make the Section better serve you and your patients.

Regards,

Scott Knoer, M.S., Pharm.D.
Chief Pharmacy Officer
Cleveland Clinic
Chair, Section of Pharmacy Practice Managers 2010 - 2011