

ASHP Section of Pharmacy Practice Managers

The mission of the Section of Pharmacy Practice Managers is to help members manage pharmacy resources, maximize the safety of medication-use systems, develop future leaders, and promote the pharmacist's role in patient care. The Section Executive Committee has developed a strategic plan linked to the mission and goals of the Section. These goals are (1) maximizing communications and interactions with and among Section members, (2) fostering education, training, and development opportunities for managers and leaders, (3) recommending professional policy and advocacy on issues of importance to Section members, (4) supporting members in developing and managing staff and in the advancement of pharmacy practice, and (5) helping members improve adherence to ASHP practice standards and other best practices. The ASHP Section of Pharmacy Practice Managers represents ASHP's continued commitment to meeting the needs of pharmacists who lead and manage departments of pharmacy. The Section provides pharmacy directors and managers with a sense of identity within ASHP and an organizational home dedicated to meeting their special needs.

2008–2009 Section Highlights. The Section has 7721 members, with approximately 45% of the Section's members having selected the Section as their primary membership group. Section members elected Ms. Pawlicki as Chair and Ms. Killingsworth as a Director-at-Large; both will be installed at the June 2009 ASHP Summer Meeting.

Distinguished Service Awards. The Section recognized Paul Bush as the winner of the Section of Pharmacy Practice Managers Distinguished Service Award. Established in 2007, the ASHP Pharmacy Practice Sections Distinguished Service Award recognizes a member of each section whose volunteer activities have supported the Section's mission and helped advance the profession. The award was presented at the 2008 Midyear Clinical Meeting (MCM).

Conference for Leaders in Health-System Pharmacy. The Section, in collaboration with ASHP Advantage, planned and implemented another successful leadership conference. This event, which attracted approximately 400 participants, included key programs in areas such as increasing the leadership impact of pharmacists in quality initiatives, innovative staffing models, improving quality in health systems, and the future of pharmacy practice and evolving models. In addition, a pre-conference Managers' Boot Camp was introduced focusing on leadership and leveraging the national quality agenda for the expansion of pharmacy services. As part of the conference proceedings the John W. Webb Lecture Award was presented to Thomas Thielke.

Educational and Networking Opportunities. Under the leadership of Lance Swearingen, the 2007–2008 Programming Committee designed educational sessions for pharmacy managers and directors that were presented at the 2008 MCM. The topics included advancing technician careers, making the transition from clinician to manager, tools for upselling pharmacy services, and management pearls. All of these sessions were recorded and synchronized with the presentation slides so that they can be made available to members. For the 2009 MCM, the committee is planning sessions on human resource management, hazardous waste management, inpatient and outpatient prospective payment system rules and regulations, retention strategies, and the national quality agenda. The Section also planned and implemented networking sessions at the 2008 MCM on leadership with the C-suite, administrative residences, impact on managing the pharmacy enterprise and electronic health records, patient assistance programs, and the 340B program.

The Section continues to distribute a monthly electronic NewsLink that serves over 7000 ASHP members. The NewsLink

Executive Committee

James R. Rinehart, Chair (Nebraska)
 Kathleen S. Pawlicki, Chair-elect (Michigan)
 Steve S. Rough, Immediate Past Chair (Wisconsin)
 Scott J. Knoer (Minnesota)
 Paul J. Mosko (Ohio)
 Patricia J. Killingsworth (Idaho)
 James G. Stevenson, Board Liaison (Michigan)
 David Chen, Secretary

provides management paradigms, business information, relevant research, legislative updates, regulatory alerts, and health policy/health care news. The Section also continues to facilitate an electronic discussion group with approximately 1500 participants. The electronic discussion group provides a forum for Section members to exchange information and ideas on a wide variety of topics related to pharmacy management and leadership. The participant list is also used to communicate urgent information from the Centers for Medicare & Medicaid Services, the Food and Drug Administration, and The Joint Commission.

Advisory Group Reorganization. The Section reorganized its section advisory groups (SAGs) in 2008 around the following five areas: Pharmacy Business Management, Management Development, Quality and Compliance, Leadership Development, and Communication and Publications. The SAGs were successful in initiating and completing a number of projects to support the Section's members. Publications that were completed during 2008 included three Management Consultation columns for the *American Journal of Health-System Pharmacy* on leadership, self assessment, and charge master management. The completion of a comprehensive paper on workload and productivity was finalized for publication in 2009. The Section also coordinated a Webinar on the use of technicians in accomplishing medication reconciliation goals.

A significant accomplishment of the Section was the introduction of the Student Leadership Development Workshop. This workshop is a three-hour program to introduce students to leadership opportunities and network with other students interested in leadership. The program was piloted in four states in conjunction with state affiliate meetings and at one college of pharmacy. It will also be integrated into the ASHP 2009 Summer Meeting student education track. It is expected that four more states will utilize the workshop during 2009, and the Section is working with the ASHP Foundation to provide further opportunities for state affiliates to implement the program.

The SAGs are also engaged with the Center for Health-System Pharmacy Leadership on activities related to student leadership development, the Center's advisory committee, and the expansion of the Student Leadership Development Workshop. The Section's Coaches Corner was continued in 2008 with career tips for practitioners. These tips were authored by successful Section members, disseminated on the Section's and the New Practitioners Newslink services, and posted on the Section's Web page. Additional projects in process include the development of a continuing professional development curriculum for managers that is a compilation of key domains of skills required for pharmacy managers cross-walked to key readings in selected ASHP publications. This resource will be ideal for leaders who would like educational materials for staff development and succession planning. The SAGs were also instrumental in organizing networking sessions during the 2008 MCM.

Committee on Nominations

Steve S. Rough, Chair (Wisconsin); Paul W. Bush (South Carolina); David A. Kvanetz (Ohio); Scott Mark (Pennsylvania); Andrew L. Wilson (Virginia); David Chen, ASHP Staff

Programming Committee

Rafael Saenz, Chair (Pennsylvania); John Pastor (Minnesota); Lance Swearingen, Immediate Past Chair (Minnesota); Lynn Belcher (Oregon); Michael Benedict (Colorado); Stephen F. Eckel (North Carolina); Ryan Forrey (Ohio); Staci Hermann (Wisconsin); Thomas E. Kirschling (Pennsylvania); Kathleen S. Pawlicki, Executive Committee Liaison (Michigan)

Advisory Group on Pharmacy Business Management

Heather Kokko, Chair (South Carolina); Dave A. Ehlert, Vice-Chair (Minnesota); Anne T. Jarrett (North Carolina); Tammy Cohen (Texas); Karl H. Kappeler (Ohio); Laura Mark (Pennsylvania); Fred J. Payne (North Carolina); Jack Temple (North Carolina); Adam Nicholas Bauman (Florida); Howard S. Glazier (California); Paul Krogh (Minnesota); Shane Madsen (Minnesota); Chad Stashek (Oregon); Michael R. McDaniel (Alabama); Charles Cooper (Minnesota); Kathleen Moorman (Florida); Kathleen S. Pawlicki, Executive Committee Liaison (Michigan)

Advisory Group on Leadership Development

Tad Gomez, Chair (Georgia); Cyndy Clegg, Vice-Chair (Washington); Christopher Fortier, Immediate Past Chair (South Carolina); Phil W. Brummond (Minnesota); Jennifer Cimoch (Ohio); Lisa Gersema (Minnesota); Samaneh T. Wilkinson (Kansas); Karol Woltenburg (New York); Carol Woodward (West Virginia); Nannette M. Berensen (Utah); Joe Vargas (Illinois); Edward Nold (Florida); J. Sue Arnold (Oklahoma); Steve S. Rough, Executive Committee Liaison (Wisconsin)

Advisory Group on Manager Development

John E. Clark, Chair (Florida); Jennifer Tryon, Vice-Chair (Oregon); Burnis D. Breland (Georgia); Amanda Hafford (Ohio); Lindsey R. Kelley (Pennsylvania); Ross Thompson (Massachusetts); John Worden (Kansas); Michael C. Nnadi (North Carolina); Garret Newkirk (Wisconsin); Jamie S. Sinclair (Minnesota); Adam Dean Orsborn (North Carolina); Jennifer Austin (Florida); Jason A. Christensen (Wisconsin); Ronda K. Lehman (Ohio); Rick Couldry (Kansas); Robert P. Granko (North Carolina); Scott Knoer, Executive Committee Liaison (Minnesota)

Advisory Group on Quality and Compliance

Christene Jolowsky, Chair (Minnesota); Greg Polk, Vice-Chair (Michigan); Fred Massoomi (Nebraska); Bonnie E. Kirschenbaum (Colorado); Janinah Barreto-Hernandez (Ohio); Mark Thomas (Texas); Jennifer Burges (North Carolina); Kate Schaafsma (Wisconsin); Teri Wooton (North Carolina); Kevin B. Waite (Kansas); Vincent A. Lacroce (Pennsylvania); Jenny Jastrzembski (Tennessee); Carol Birk (Indiana); Brian M. Cotter (Maryland); Christian Aaron Hartman (Massachusetts); Katie McMillen (Pennsylvania); Patricia Killingsworth, Executive Committee Liaison (Colorado)

Advisory Group on Communications and Publications

Michael D. Sanborn, Chair (Texas); John S. Clark, Vice-Chair (Michigan); Scott M. Mark, Immediate Past Chair (Pennsylvania); Erin C. Hendrick (Colorado); Michael McGregory (Michigan); Sylvia M. Thomley (Wisconsin); Michael Todaro (Mississippi); Steven H. Dzierba (Texas); James E. Smeeding (Texas); Audrey Nakamura (California); Matthew Eberts (Pennsylvania); Barbara T. Irby (Massachusetts); Trinh Le (District of Columbia); Paul J. Mosko, Executive Committee Liaison (Ohio)

ASHP New Practitioners Forum

The New Practitioners Forum is led by a five-member Executive Committee appointed each year by the ASHP President-elect and approved by the Board of Directors. The Executive Committee is responsible for advising the Board and ASHP staff on the overall direction of the Forum, including member services, programs, and resources. The Executive Committee Chair participates in ASHP's strategic planning process and serves as a voting new practitioner member in the ASHP House of Delegates. Each Executive Committee member serves as a liaison to one of the Forum's five advisory groups.

Strategic Goals and Objectives. The Executive Committee established five strategic goals, with accompanying objectives, to direct the Forum's operations:

1. **Serve the unique and evolving educational and informational needs of new practitioner members.** Objectives: (1) Conduct continual assessment and analysis of evolving professional needs and the effectiveness of Forum programs to meet these needs. (2) Provide programs and publications that meet the educational and informational needs of Forum members.
2. **Cultivate professionalism in new practitioners.** Objectives: (1) Expand collaboration between Forum members and others in ASHP, including section and Pharmacy Student Forum members. (2) Provide career development tools for new practitioners. (3) Promote initiatives and accomplishments of new practitioner members. (4) Encourage new practitioner involvement on the state affiliate level.
3. **Foster leadership skills in members of the New Practitioners Forum.** Objectives: (1) Promote leadership opportunities for New Practitioners Forum members within the Forum and ASHP. (2) Provide programs and resources that promote leadership skill development.
4. **Promote membership and active involvement in the ASHP New Practitioners Forum.** Objectives: (1) Recruit, retain and promote active involvement in the Forum. (2) Enhance visibility and awareness of Forum membership benefits.
5. **Cultivate awareness and engagement of new practitioners in practice advancement initiatives and advocacy.** Objectives: (1) Create awareness and support involvement of new practitioners in legislative and professional advocacy. (2) Promote involvement in public relations initiatives. (3) Foster awareness and engagement in professional teamwork and collaborative approaches to practice.

2008–2009 Forum Highlights. Landmark achievements consistent with these goals and objectives in 2008–2009 included hosting the third Great eXpectations conference for new practitioners, awarding the second New Practitioners Forum Distinguished Service award, offering a series of Webinars addressing new practitioners' unique career development needs, launching ASHP Connect, and enhancing the New Practitioners Forum Web page with a redesigned image and enhanced content. These activities demonstrate the commitment of ASHP and the Forum to meeting the unique needs of over 4000 new practitioner members. The continual creation and provision of career development tools, leadership opportunities, practice resources, and the identification of opportunities for collaboration with the ASHP practice sections also show support for this membership group. By meeting new practitioner needs, ASHP hopes to foster professional development in new practitioners that extends into greater involvement in ASHP and state and local health-system pharmacy organizations.

Distinguished Service Award. The Forum selected Christopher Fortier as the winner of the New Practitioners Forum Distinguished Service Award. Established in 2007, the ASHP New Practitioners Forum Distinguished Service Award recognizes a member of the Forum whose volunteer activities have supported

Executive Committee

Lindsey R. Kelley, Chair (Pennsylvania)
 Michael A. DeCoske, Vice-Chair (South Carolina)
 Teresa M. Cavanaugh (Kentucky)
 Ashley M. Garrett (Kansas)
 Elaine M. Ladd (Idaho)
 John A. Armitstead, Board Liaison (Kentucky)
 Jill L. Haug, Secretary

the Forum's mission and helped advance the profession. The award was presented at the 2008 Midyear Clinical Meeting (MCM).

Advisory Group Reorganization. The Chair of the New Practitioners Forum Executive Committee appoints Forum members to advisory groups in June each year, placing 60 new practitioners in leadership positions. The advisory groups are charged with providing feedback, guidance, and assistance in achieving the Forum's strategic goals. This year, the Executive Committee re-engineered the structure of the groups by appointing a returning advisory group member to the chair position and Executive Committee members to liaison roles in each advisory group.

Advisory Group on Membership and Outreach. This group is charged with advancing the objectives set forth in strategic goal 4. This year the group concentrated on identifying new potential member audiences and increasing the awareness of membership benefits that can assist new practitioners with their career development and daily practice needs through targeted communication strategies.

Advisory Group on Communications and Public Affairs. This group is charged with advancing the objectives set forth in goal 5. Priorities this year included increasing new practitioner involvement in ASHP grassroots advocacy efforts through collaboration with the ASHP Government Affairs Division and working with the ASHP Public Relations Division to promote ASHP initiatives.

Advisory Group on Leadership and Career Development. This group is charged with advancing the objectives set forth in goals 2 and 3. Its priorities in the past year included identification of topics addressing career and leadership development for the Forum's Webinar series, exploring collaborative opportunities with the ASHP Research and Education Foundation's Center for Health-System Pharmacy Leadership, and creating a series of succinct articles focusing on leadership and career development issues for the Forum's Web page.

Advisory Group on Professional Practice. This group is charged with advancing the objectives set forth in goal 1, specific to professional practice issues. Its priorities this year have been identifying Web content pertinent to new practitioners' practice needs and highlighting new practitioners who have demonstrated practice success.

Advisory Group on Science and Research. This group is charged with advancing the objectives set forth in goal 1, specific to science and research issues. Priorities this year included identifying science and research topics for Web site enhancement, including the development of specific resources to assist new practitioners in research endeavors. The advisory group is exploring opportunities to collaborate with the ASHP Research and Education Foundation.

Meetings and Programming. The third conference specifically for new practitioners, Great eXpectations, was held August 22–24 in New York City and was enormously successful. High-tech, interactive, fresh, and fun, the conference allowed new practitioners to learn, network, and move forward in their careers. It offered