



ASHP 2012 Summer Meeting & Exhibition
June 9-13, 2012
Baltimore Convention Center
Baltimore, Maryland

Leadership Learning Community

Getting Beyond Competent: Transforming People and Practice to Achieve Excellence

Are We There Yet? Pushing Your Department Forward via a Robust Competency and CPD Program

The future pharmacy practice model aims high, moving pharmacists away from traditional roles and pushing them into higher-functioning roles at the bedside. Not all of your staff are high-performers. This session will explore how you can use competency and continuous professional development (CPD) as tools to advance your staff to a higher level of practice.

Constructing the Tools and Leading the Plan for Getting Beyond Competent

In this session, experts will demonstrate how to use your department's strategic priorities and various data to drive what skills to target in your staff development initiatives. You will learn best practices for turning individual deficiencies into positive outcomes for both your staff and department.

Focus on Pharmacy Technicians: Pushing the Practice Model Forward

We can't push the practice model forward without being freed from the work that can be accomplished by high-functioning technicians. Using a list of competencies and templates, you will work with experts to design a customized education and measurement plan for your technicians, as well as a plan for making CPD a lifelong habit your technicians pursue.

Focus on Pharmacists: Pushing the Practice Model Forward

The next step in practice model change hinges on pharmacists being competent to meet your institution's priorities. In this session, you will work with experts using templates and your list of competencies to design a customized education and measurement plan for your pharmacists, as well as a plan for making CPD a lifelong habit your pharmacists adhere to.

Future Practice: Aiming for Excellence

One thing is for certain with the future: it will bring more opportunities and challenges for your department and for the profession as a whole. Are you prepared? Experts will explore future models for transforming staff and achieving excellence, as well as challenges you will face implementing your competency and CPD plans.

Applying Crucial Conversations in Pharmacy Leadership

Attendees will apply principles and strategies for conducting effective crucial communications in challenging pharmacy interactions that include providing feedback to employees, resolving conflicts, handling difficult people, and delivering bad news.