



## COMPLETED GRANT SYNOPSIS

### The Key to Impacting Community Pharmacists Future: People Management, Conflict Management and Leadership Development

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#### Objectives

1. This project will provide content and coaching that will allow pharmacists to grow, strengthen and develop in the areas of people management, conflict management and leadership development.
2. Teach pharmacists how to enhance their communication so that they can better interact with and influence patients, staff, supervisors, healthcare professionals, business leaders, payers and political leaders.

#### Methods

Design	<ul style="list-style-type: none"> <li>• Direct Coaching of Flip the Pharmacy Cohort 2 Teams Via ZOOM Meetings to Address Specific and Individual Team Needs</li> <li>• Coaching and Training on Predetermined Topics via Webinar (live or recorded)</li> </ul>
Study endpoints	<ul style="list-style-type: none"> <li>• Reduce the pains and stress associated with workload</li> <li>• Reduce the pains and stress associated with managing people and conflict</li> <li>• Build a framework to improve engagement between pharmacist/staff, pharmacist/patient, coach/pharmacy champion</li> <li>• Apply skills to increase likelihood of being reimbursed for clinical services either by the patient or insurance company</li> </ul>

#### Results

- 24 Flip the Pharmacy Cohort 2 Teams Participated in Direct Coaching
- 2 Recorded Webinar Trainings Provided (Understanding How to Manage People Effectively, How to Have Hard Conversations)
- 1 Live Webinar Provided (Practical and Impactful Time Management for Pharmacists)

#### Conclusion

Pharmacists are wonderful with using motivational interviewing and recognizing the difference(s) in patient personalities when it comes to engagement. However, the idea of addressing their team in the same way is still a foreign concept. Equipping pharmacists and coaches with the right questions (often times, why oriented questions) has been a powerful tool when motivating and engaging pharmacists in the practice transformation process. Throughout the program, a common theme heard from pharmacists is that they “don’t have time.” It was established that by using proven prioritization and delegation strategies, pharmacists could spend more time working on the things that mattered most to them and reduce their stress level at the same time. No doubt, lack of payer programs for practice transformation services provided a lack of intrinsic motivation for several pharmacies involved in the Flip the Pharmacy. Again, we looked at strategies to help increase motivation. Reminding pharmacies that increasing medsinc and adherence percentages were tangible ways to improve the bottom line even if the pharmacy wasn’t being paid for the e-care plan submitted. Bottom line: Coaches have the ability to drive change when they understand how to properly engage and motivate the pharmacists and pharmacies they serve.