“I DON’T HAVE TIME.”

Every Pharmacist
PART ONE - IMPORTANT QUESTIONS

▸ What is Time Management?
▸ Why is it Important?
▸ How Can it Help Me and the Pharmacies I Coach?

PART TWO - THE “HOW TO”

▸ Making Your List
▸ How and What to Delegate
▸ Prioritization Strategies
WHAT IS TIME MANAGEMENT?

▸ The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency and productivity.

▸ Planning - Looking at your schedule and blocking off time
▸ Exercising - Following through
▸ Conscious Control - be less reactionary

I'M NOT RUNNING
THIS IS NORMAL PHARMACY SPEED
WHY IS TIME MANAGEMENT IMPORTANT?

▸ The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency and productivity.

▸ Effectiveness - producing a result

▸ Efficiency - maximizing effectiveness with minimum wasted effort

▸ Productivity - profitability
MULTITASKING IN PHARMACY

▸ Prescription Verification
▸ Patient Consultations
▸ Answering the Phone
▸ Managing Patient and Employee Expectations
▸ Administering Vaccines
▸ Getting Angry Over DIR Fees and Falling Reimbursements

OTHER ACTIVITIES

▸ Email
▸ Practice Transformation
▸ Exploring New Revenue Streams
▸ Reviewing Financials
▸ Hiring Staff
HOW CAN BETTER TIME MANAGEMENT HELP?

▸ There is always going to be the demands of a pharmacist workday that you can’t control.

▸ Since we aren’t in control of all of the time in our workday, it becomes even more important to avoid pitfalls that can steal our time.

▸ It allows us to waste less time by eliminating context switching.

It can take up to 25 minutes to fully regain focus after even a short 3-minute interruption.

Only 2.5% of the people has the physical ability to multitask.
"WHEN EVERYTHING IS IMPORTANT, NOTHING IS."

Patrick Lencioni
HOW TO BETTER MANAGE TIME

▸ Make a list
▸ Decide what to delegate and/or eliminate
▸ Prioritize

MAKE YOUR LIST

▸ Lists provide organization and structure and help us stay on track
▸ Not everything on your list is created equal
▸ Don’t become obsessed with just crossing items off the list
▸ The magic happens when we know how to strategically attack our list

To-Do List
- Research Patient Assistance Program Software
- Hire Pharmacy Manager
- Revamp Process for Giving Long Acting Injectables
- Prep for Pharmacy Inventory
- Research Best Option for Compliance Packaging for PACT patient
- Prepare Pharmacy Budget for Next Year
- Prepare Quarterly Pharmacy Report
- Recruit Chief Medical Officer
CREATE A LIST OF YOUR OWN

- Ideas to get you started
  - Document and Submit eCare plans
  - Hire Pharmacy Technician
  - Enroll patients in diabetes management program
  - Schedule patients for COVID vaccine
  - Document COVID vaccine administration
  - Enroll patients in MedSync program

IMPORTANT VS. URGENT (THE EISENHOWER MATRIX)

- If we can start to think about our list in terms of important vs. urgent, we will know what to:
  - Do
  - Plan
  - Delegate
  - Eliminate
### Stephen Covey’s Time Management Matrix

<table>
<thead>
<tr>
<th>Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URGENT</strong></td>
<td><strong>NOT URGENT</strong></td>
</tr>
<tr>
<td>Quadrant 1</td>
<td>Quadrant 2</td>
</tr>
<tr>
<td>Crises</td>
<td>Being Organized</td>
</tr>
<tr>
<td>High-Impact Deadlines</td>
<td>Building Relationships</td>
</tr>
<tr>
<td>Pressing Problems</td>
<td>Planning</td>
</tr>
<tr>
<td></td>
<td>Exercise and Recreation</td>
</tr>
<tr>
<td>Quadrant 3</td>
<td>Quadrant 4</td>
</tr>
<tr>
<td>Interruptions</td>
<td>Busy Work</td>
</tr>
<tr>
<td>Some Phone Calls</td>
<td>Some Phone Calls</td>
</tr>
<tr>
<td>Some e-Mail</td>
<td>Some e-Mail</td>
</tr>
<tr>
<td></td>
<td>Time Wasters</td>
</tr>
<tr>
<td></td>
<td>Doing Nothing</td>
</tr>
</tbody>
</table>
ORGANIZE YOUR MATRIX

▸ What’s Urgent
▸ What’s Important

<table>
<thead>
<tr>
<th></th>
<th>Urgent</th>
<th>Not Urgent</th>
</tr>
</thead>
</table>
| Important | 1. Hire Pharmacy Manager  
  2. Revamp Process for Giving Long Acting Injectables | 1. Recruit Chief Medical Officer  
  2. Prepare Pharmacy Budget for Next Year  
  3. Prepare Quarterly Pharmacy Report |
| Not Important | 1. Research Patient Assistance Program Software  
  2. Prep for Pharmacy Inventory  
  3. Research Compliance Packaging Options for PACT patients | |

LAST STEP – FINALIZE YOUR PRIORITIES

▸ Focus on anything that ended up in Quadrant One
▸ These should be both urgent and important
THE ONE THING

▸ When more than one thing ends up in quadrant one in my Eisenhower matrix, I use the approach in this book.

▸ What’s the ONE THING you can do that by doing such will make everything easier or unnecessary?

WHAT WAS MY ONE THING?
HIRING A PHARMACY MANAGER