

PRACTICAL AND IMPACTFUL

---

# TIME MANAGEMENT

1

**"I DON'T HAVE TIME ."**

Every Pharmacist

2

---

## PART ONE – IMPORTANT QUESTIONS

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

3

---

## PART TWO – THE “HOW TO”

- ▶ Making Your List
- ▶ How and What to Delegate
- ▶ Prioritization Strategies

4

## 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



5



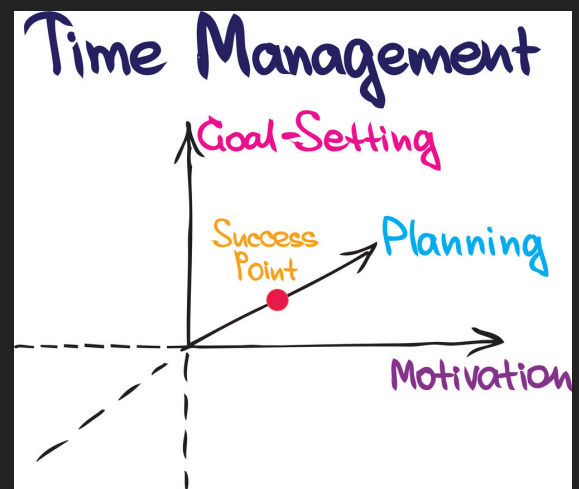
6



7

## 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



8

---

## 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

9

---

## OTHER ACTIVITIES

- ▶ Email
- ▶ Practice Transformation
- ▶ Exploring New Revenue Streams
- ▶ Reviewing Financials
- ▶ Hiring Staff

10

TEXT

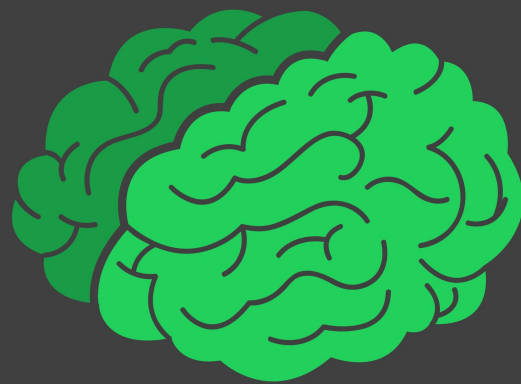
## HOW CAN BETTER TIME MANAGEMENT HELP?

- ▶ 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.

11

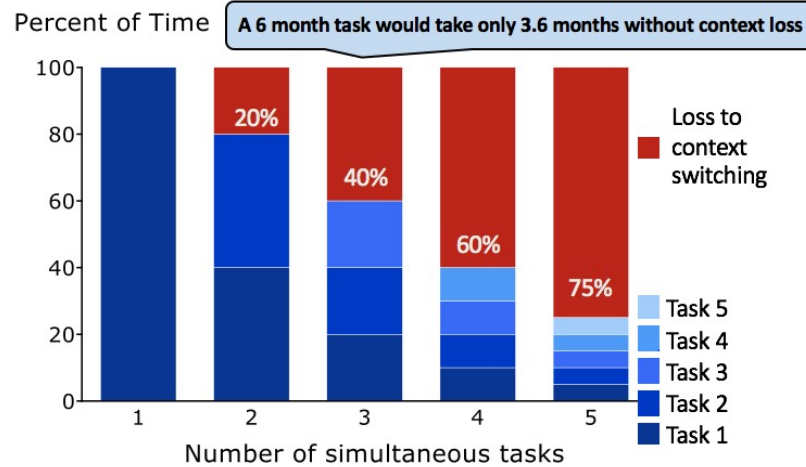
Only **2.5%** of the people has the physical ability to multitask.



slidemodel.com

12

## Fragmented Multi-tasking Kills Productivity



Source: Weinberg, Gerald M. (1992) Quality Software Management: Systems Thinking, Dorset House, p284

C L T

Copyright 2017 Collaborative Leadership Team

26

13

TEXT

**“WHEN EVERYTHING IS IMPORTANT,  
NOTHING IS.”**

Patrick Lencioni

14

## HOW TO BETTER MANAGE TIME

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

15

## 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

16

---

## 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

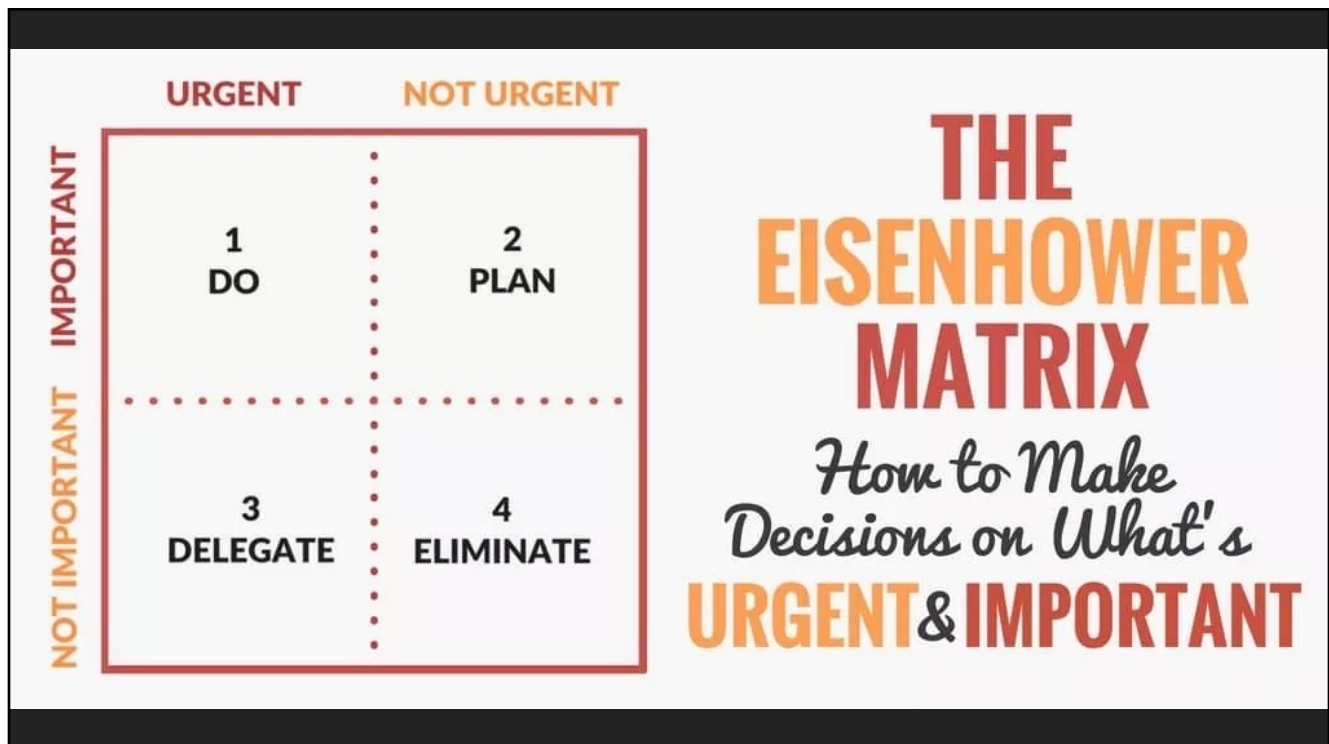
17

---

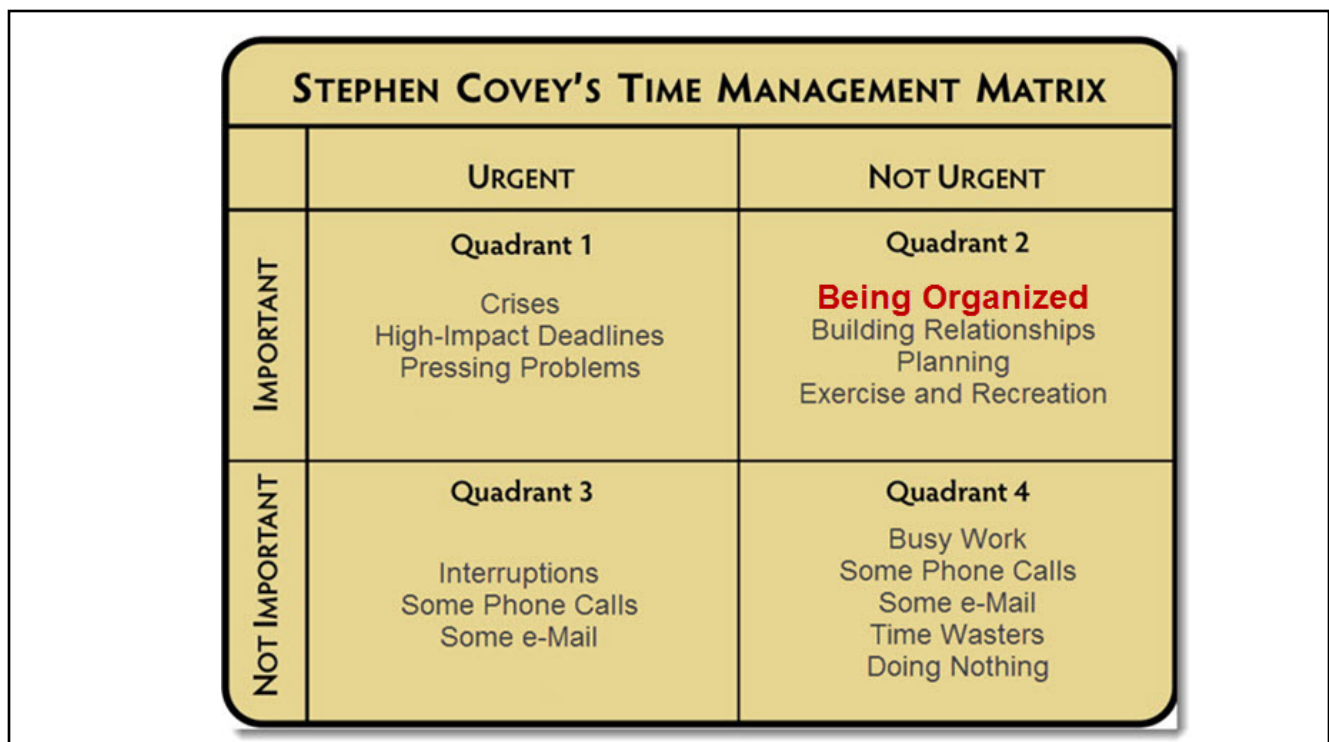
## IMPORTANT VS. URGENT (THE EISENHOWER MATRIX)

- ▶ If we can start to think about our list in terms of important vs. urgent ,we will know what to:
  - ▶ Do
  - ▶ Plan
  - ▶ Delegate
  - ▶ Eliminate

18



19



20

## ORGANIZE YOUR MATRIX

- ▶ What's Urgent
- ▶ What's Important

	Urgent	Not Urgent
Important	<ol style="list-style-type: none"> <li>1. Hire Pharmacy Manager</li> <li>2. Revamp Process for Giving Long Acting Injectables</li> </ol>	<ol style="list-style-type: none"> <li>1. Recruit Chief Medical Officer</li> <li>2. Prepare Pharmacy Budget for Next Year</li> <li>3. Prepare Quarterly Pharmacy Report</li> </ol>
Not Important	<ol style="list-style-type: none"> <li>1. Research Patient Assistance Program Software</li> <li>2. Prep for Pharmacy Inventory</li> <li>3. Research Compliance Packaging Options for PACT patients</li> </ol>	

21

## LAST STEP – FINALIZE YOUR PRIORITIES

- ▶ Focus on anything that ended up in Quadrant One
- ▶ These should be both urgent and important

22

## 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?



23

WHAT WAS MY

# ONE THING?

24



25