

SAN DIEGO GASLAMP QUARTER

ENGAGE

JUNE 5-7

ATTENDEE PROSPECTUS

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2020

BE INVIGORATED

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WHAT'S NEW?

Knock out your CE credits with Connect classes! This year, we are offering over **20 hours of CE credits** for sessions during the main show.

Preshow NCPA Innovation Center Enhanced Services Boot Camp, **(7.5 contact hours)**

Preshow Avant Institute Clinical Services Workshop **(4.5 contact hours)**

Keynote speaker Dr. Henry Legere III, Founder and CEO of Reliant Immune Diagnostics and its telemedicine app, MDBox.

A vendor exhibit full of the latest technology and products for your pharmacy

Two INCLUDED **3-hour JumpStart sessions** with FRESH CONTENT on Med Sync and Care Plans



WHERE TO?

Engage with us this year while we explore vibrant downtown San Diego, resting alongside the California coastline. A stay at the Manchester Grand Hyatt brings waterfront views, a breathtaking sky lounge, delicious eats, and upscale amenities. Just a quick walk over to the Gaslamp Quarter and you will find the streets buzzing with live music, bars, and food for every appetite. The hotel is also minutes away from Seaport Village, the San Diego Zoo, and historic Old Town San Diego.

Come enjoy the beautiful weather, get inspired, and be invigorated!

[Manchester Grand Hyatt](#)

1 Market Place

San Diego, CA 92101

**OVER
20 CE**

JUNE 5-7

**CONNECT
2020**

**Conference
Only**

\$449

+

7.5 CE

JUNE 4

NCPA Boot Camp

\$350

or

4.5 CE

JUNE 4

Avant Institute

\$450

NCPA Boot Camp

Ready to step up your game? The NCPA Innovation Center's Enhanced Services Boot Camp returns to PioneerRx Connect 2020 with "Beyond the Basics". This intensive course is designed to help assess and expand your current enhanced services by building onto the material covered last year at Connect 2019.

Didn't make it to the Boot Camp last year?

No problem.

This lineup of speakers will bring you up to speed and send you home eager to start expanding your own pharmacy's services. Our team of industry-leader faculty will answer the nitty gritty questions about care planning, pharmacy workflow, and much more. Get the tools you need to plan, execute, and thrive at the peer-to-peer Enhanced Services Boot Camp.

Avant Institute

The Avant Institute brings The Art of Successful Implementation of Clinical Programs to PioneerRx Connect 2020. Our program includes pre-recorded CPE to be completed as pre-work followed by a practical live training led by Amina Abubakar and Olivia Bentley. This program focuses on stabilizing your foundation in the pharmacy without having to rely on the revenue from collaboration. We explore methods for optimizing your team, building your confidence in care coordination, utilizing your connection with the community, and bringing additional value as a pharmacy specialist for the healthcare system. This is not a one-size-fits-all model, so join us in San Diego for the fully immersive practical training on the implementation of clinical services and gain the skills necessary to leave with a solution for your ROI.

\$900 in value offered to Pioneer attendees at 50% discount (\$450)

10 Great Habits For a Healthy Pharmacy

CE

Speaker: Mark BonDurant, RPh

Imagine a pharmacy where phones are not ringing off the hook, patients are happy, and the staff understands the pharmacy's mission and vision. Learn 10 great habits that if you implement each week, month, quarter and year, you will have a pharmacy that is safe, profitable, legal and a great place to work.

Objectives

- Discuss key tasks to run a successful pharmacy each day, week, month, quarter and year
- Discuss how to assign tasks to the appropriate staff member and build an accountable pharmacy team
- Establish a plan to introduce these habits in your pharmacy and make them stick

Adherence Packaging Best Practices

CE

Speaker: Joe Moose, PharmD

There's no question that adherence packaging needs to be a goal in every pharmacy. This session will dive into actionable ways that you can develop an adherence packaging strategy that works best for your pharmacy and your patients.

Objectives

- Discuss adherence packaging and its role in improving patient adherence
- Examine how Moose pharmacies have streamlined adherence packaging using technology (i.e. automation, PioneerRx)
- Recommend action items for pharmacies who are interested in establishing adherence packaging services

Beyond the Basics: Transitions of Care as a Clinical Service

CE

Speaker: Rannon Ching, PharmD

Are you catching all the warning signs? Practicing efficient medication therapy management can help you contribute to your transitioning patients' improved outcomes and overall quality of life. Learn how to cultivate provider and patient relationships to ensure smooth transitions of care.

Objectives

- Understand the required elements of transitions of care in regards to workflow, data collection, and patient-facing interventions
- Evaluate the unique needs of your patients and staff, and specific components for incorporating a transition of care service
- Design and implement a transition of care service that fits into your pharmacy workflow, patient demographic, and provider relationships

Bridging the Communication Gap with Your Local Medical Community

CE

Speaker: Amina Abubakar, PharmD, AAHIVP

Ever felt daunted by the thought of promoting your clinical services to other providers within your medical community? By having open communication with local medical providers, community pharmacists can offer the best, well-rounded care to patients. Discover how to develop strategic relationships within your medical community for increased quality of care, and find revenue benefits along the way!

Objectives

- Describe the expanding role of pharmacists within the medical community
- Discuss strategies for optimized communication to providers
- Apply communication strategies to build relationships with your medical community

Care Plans Jumpstart 2.0 - Workflows

CE

Speaker: Mimi Baker, PharmD & Rannon Ching, PharmD

Practice at the top of your license by optimizing health outcomes with care plans. This in-depth session will focus on how to implement clinical documentation within your workflow, evaluate the roles of each pharmacy staff in care planning, and discuss real-life use cases of managing chronic disease states from a pharmacy just like yours. See how you can make a tremendous impact on your patients' health while tracking value-based reimbursement for your services.

Objectives

- Identify key efficiencies to improve your clinical documentation workflow
- Evaluate the roles and key tasks of each pharmacy staff in care planning
- Synthesize care plans for common chronic disease states using workflow best practices for care planning

Cash Flow Planning for Technology and Equipment in Your Pharmacy

CE

Speaker: *Scotty Sykes, CPA, CFP*

Adding new technology to your pharmacy improves your bottom line in the long run - but it can be hard to look past that intimidating price tag. This session will help you understand fundamentals for equipment cash flow planning, best practices for understanding your needs, how to plan for additional debt, and what tax planning strategies to consider. Get the assurance you need to take the next step towards growing your business.

Objectives

- Discuss the fundamentals of pharmacy cash flow
- Discuss best practices for determining your technology and equipment needs
- Identify how to add and manage debt in your pharmacy
- Examine tax planning strategies for equipment and technology additions

Crash Course on Compounding

CE

Speaker: *Christy Cohn, PharmD*

Looking to mix things up? Join us for a session on streamlining your compounding practice with the tools in your pharmacy system. From inventory tracking to accurate billing, you will have compounding down to a science!

Objectives

- Describe batch compounding and incorporating med sync in this workflow
- Identify opportunities for improved compounding practices
- Develop an actionable strategy to transition your compounding workflow

Create Your Own Powerhouse Team

CE

Speaker: *Amina Abubakar, PharmD, AAHVP & Rx Clinic Team*

Your team is one of the greatest tools you can have. Discover the full potential of your technicians by maximizing their role in the pharmacy. In this session, you'll learn ways to utilize individual strengths and delegate tasks in order to create a well-oiled machine.

Objectives

- Discuss job structuring and how this method can improve staff morale and engagement
- Examine opportunities to engage pharmacy teams in key success drivers like inventory control, star ratings, and front-end operations
- Create an action plan for implementation at the pharmacy

Defend Against DIR Fees

CE

Speaker: Ashley Duggins, PharmD & Ken Duggins

The fight for DIR reform continues, but how are you being proactive on the homefront? Learn how the tools in your pharmacy software can guide you towards monitoring fees to protect your pharmacy's bottom line.

Objectives

- Discuss DIR fees and its implications on pharmacies' bottom line
- Examine how Prevo has managed DIR fees, both inside the pharmacy and out
- Develop a plan to start tackling DIR fees

Digging Through Data: Search Grids and Custom Reports

Speaker: Gina Groves, Support Leader

How are you taking steps to improve your pharmacy's performance? The first step is understanding the trends in your current performance. Your pharmacy system records data that can be powerful when used correctly. Learn how to analyze your data by building custom reports and identifying key areas for improvement.

Objectives

- Apply tailored search grids to optimize workflow
- Describe how to use search grids for live analysis in many areas of your pharmacy
- Explain how to customize your reports to reflect the data you need

From Consultation to Client: How to Convey Value

CE

Speaker: Blaire Thielemeier, PharmD

A free consultation is the perfect opportunity to gain a new loyal customer. Learn how to extend the conversation to showcase the true value of your pharmacy and convey the benefits of becoming a regular client.

Objectives

- Identify a system for attracting the right clients for your program
- Learn to structure a free consultation call
- Practice transitioning from consultation to paying clients

Fuel Your Front End

CE

Speaker: Josh Rimany, RPh, FACA, IFMCP

The front-end of your pharmacy holds several opportunities for growth - but only if you manage it right. Join this session for a look into some best practices and how your pharmacy system can help you run your front-end efficiently.

Objectives

- Discuss tools for managing inventory and sales for multiple suppliers
- Identify OTC opportunities during workflow
- Assemble a plan for increasing pharmacy profitability through identified OTC opportunities

Get a Heads Up with Categories, Rx Edits and Triggers

Speaker: Gina Groves, Support Leader

Get your pharmacy software to work for you! Internal alerts and automation can be customized along every step of your workflow to keep you on track. Learn all the ways you can use Categories, Rx Edits, and Rx Triggers for your pharmacy's specific needs.

Objectives

- Discuss the Category function and how to create a Category
- Discuss the Rx Edit and Rx Trigger functions, and how these functions operate simultaneously with a Category
- Develop a custom Rx Edit paired with an Rx Trigger and Categories for targeted decision support and reduce errors in workflow

Medical Billing

CE

Speaker: Aaron Garst, PharmD

It is no secret that community pharmacists play a vital role in care coordination and chronic care management. Community pharmacists billing for these services is the next frontier. Find out how to expand the scope of paid clinical services your pharmacy provides and develop an action plan to fit your model.

Objectives

- Discuss community pharmacist-provided annual wellness visits and chronic care management services
- Explain how community pharmacists can play a role in transitional care management services
- Outline a plan that implements collaborative services for physician partners while remaining profitable

Payment Models for Pharmacists. What's Working and What's still a Unicorn?

CE

Speaker: Troy Trygstad, PharmD, MBA, PhD

Independent pharmacists play a critical role in patient outcomes through high-touch, high-value care. Explore the future of alternative, performance-based payment models and how it can apply to the services at your pharmacy.

Objectives

- Describe emerging payment models for pharmacists
- Recognize how pharmacists demonstrate value in these systems
- Discuss the critical roles of technology solutions and workflow to be a successful service provider. =

Personalize Patient Care with Health Coaches

CE

Speaker: Brent Talley, PharmD

Total patient care transcends filling prescriptions. Leverage your staff to take an active role in your patients' health by assigning health coaches. See how your software can help facilitate the necessary tasks and strengthen patient relationships.

Objectives

- Discuss how health coaches can help cultivate patient relationships, improve patient outcomes, and boost workflow efficiencies
- Examine strategies for assigning health coaches to patients, from employee buy-in to patient buy-in
- Construct a phased plan to incorporate health coaches into workflow

Point-of-Care Testing Opportunities

CE

Speaker: Brad White, RPh

Looking to expand your pharmacy's services but don't know where to start? Find out how to seamlessly incorporate point-of-care testing as an added value for your patients and choose the right strategy for your pharmacy.

Objectives

- Identify patient and prescriber opportunities in point of care testing (POCT)
- Determine legal and operational requirements to offer POCT services
- Examine current and future payment models for POCT services

See What's In Stock for Your Pharmacy

Speaker: Mitch Archer, *Senior Systems Analyst*

Are you utilizing all the available tools in your software to efficiently manage your inventory? It doesn't have to be as tedious and time-consuming as you think. See how you can find areas to improve your process and save valuable time for your pharmacy.

Objectives

- Discuss best practices in maintaining accurate inventory
- Explain how to use inventory features in PioneerRx
- Develop an action plan for improved inventory control for your pharmacy

Signed, Sealed, Delivered: Coordinating Delivery Services

CE

Speaker: Hashim Zaibak, *PharmD*

Deliver on your promises to your customers. In this session, we will dive into how you can streamline a delivery service in your own pharmacy and expand on the valuable impact of meeting patients where they live. Explore key technology that can optimize and coordinate your process.

Objectives

- Discuss the critical role of delivery drivers and how they facilitate improved patient experience and outcomes
- Give examples of services that can be identified and offered at delivery
- Examine technology tools to implement a successful delivery service

Start the Conversation with Patient Messaging

CE

Speaker: Joe McKamey

Get connected with your patients! Secure and efficient communication is key for improving adherence and increasing patient engagement. Explore ways to implement patient messaging without disrupting your workflow.

Objectives

- Discuss patient engagement and its role in improving patient experience and health outcomes
- Examine how Marcrom's Pharmacy has engaged patients using tools (i.e. RxLocal app)
- Demonstrate how streamlined communication with patients can improve overall workflow

Sync Your Way To Success: Med Sync Jumpstart

CE

Speaker: Micah Lansford, PharmD & Will Tuft, Director of Education

Still have questions or hesitations on implementing your med sync program? This comprehensive course will go over everything you need to know about getting your pharmacy in sync. Learn from a pharmacy that more than doubled its sync enrollment from 800 to 1800 in just a month and half! Get your staff on board, identify eligible patients and use your software to facilitate a smooth process from start to finish. Your med sync journey starts here!

Objectives

- Describe how to integrate your pharmacy's mission and quality measures into a successful *Med Sync* program
- Discuss how to propagate a cascade of efficiencies from Med Sync
- Apply the "opting out" behavior method approach to enrollment

The Perfect Balance: Ensure Proper Ordering

Speaker: Mitch Archer, Senior Systems Analyst

Proper ordering is a delicate balance. The integrated tools in your software can save you from over or under stocking, while ensuring you find the best prices available. Learn how to adjust settings based on your pharmacy's needs and keep your inventory rotating smoothly.

Objectives

- Discuss strategies to lower the ordering, holding, and shortage cost of your inventory
- Explain how to use reorder points and ordering tools in PioneerRx
- Develop an action plan for improved ordering processes for your pharmacy

Unlock the Power of Pharmacy Portal

Speaker: Gina Groves, Support Leader

Get a focused look into your pharmacy's operations by understanding the trends in your data and learning what metrics to monitor. Discover potential areas for growth and improvement by tracking key financial reports in the pharmacy portal.

Objectives

- Discuss the Pharmacy Portal and key data for consideration
- Analyze your pharmacy's performance through KPIs
- Construct realistic goals for improvement by insight provided in the Portal

Tips and Tricks

Speaker: Will Tuft, *Director of Education*

Need some new tricks up your sleeve? Join us for a look into some of the latest features and improvements to our software that you and your team may have missed. It's time to upgrade your workflow!

Objectives

- Discuss the latest PioneerRx New Features
- Identify efficiencies in everyday tasks
- Synthesize a plan to implement PioneerRx New Features to elevate your pharmacy

KEYNOTE SPEAKER



HENRY LEGERE III MD

Dr. Henry Legere is the founder and creator of the MDBox platform. He graduated from the University of California at Berkeley where he studied Chemistry and Economics prior to attending medical school at Columbia University College of Physicians and Surgeons in New York City. After residency at the University of California Irvine, he completed an immunology fellowship at Harvard Medical School, Brigham and Women's Hospital. Dr. Legere founded one of the largest Immunology practices in the United States and believes in the central role the pharmacy should play in the healthcare ecosystem. MDBox is a platform where most health care visits can start and end at a pharmacy counter leveraging the connected devices we already use every day.



AARON GARST *PharmD*

Aaron Garst, PharmD, graduated Summa Cum Laude from ETSU Bill Gatton College of Pharmacy and went on to pursue an Executive Fellowship at the Tennessee Pharmacists Association, where he cultivated a passion to lead the pharmacy profession into emerging models of care. Dr. Garst went on to own a consulting company that specialized in implementing pharmacist-provided services and included roles with the Community Pharmacy Enhanced Service Network (CPESN®) and the Community Pharmacy Transformation (CPhT) pilot program in Tennessee. Dr. Garst is currently a clinical pharmacist at Galen Medical Group, a multispecialty physician group in Chattanooga, Tennessee.



AMINA ABUBAKAR *PharmD, AAHIVP*

PIONEERRX EXPERIENCE: 8 YEARS

Amina Abubakar is the owner and manager of Rx Clinic Pharmacy in Charlotte, NC. She graduated from the Philadelphia College of Pharmacy at the University of the Sciences in 2005. She is both the founder and President of the Avant Institute of Clinicians, where her passion for furthering the impact and success of clinical pharmacy services is realized through online learning, webinars, and consultations with pharmacies across the United States. The institute offers online training as well as Advanced Learning Immersion Experience (ALIE), a simulation lab for those seeking to experience first hand pharmacist-led clinical services. She is a clinical pharmacist, Certified HIV Specialty Pharmacist, and a preceptor to UNC Chapel Hill residents and students from several schools of pharmacy. She serves as a board member for Pharmacogenetics Center of Excellence, a non-profit dedicated to advocacy for the profession of pharmacy in pharmacogenetics. Amina also advocates for pharmacists by engaging with policy makers all over the country on Pharmacogenomics. She was invited to the White House Office of Science and Technology Policy and to the FDA to discuss the role of pharmacists in pharmacogenomics. Amina serves as a Luminary for CPESN® USA, where she helps other community pharmacists to facilitate the advancement of CPESN networks. She has fostered an environment that showcases the significance and impact of community pharmacists by collaborating with medical providers and expanding pharmacist-led clinical services in her community.



ASHLEY DUGGINS *PharmD*

PIONEERRX EXPERIENCE: 7 YEARS

Ashley Duggins, a native of Asheboro, is co-owner and pharmacy manager of Prevo Drug. She graduated from UNC Chapel Hill in 2002 with her Doctorate of Pharmacy degree. After gaining her degree, Ashley began her career as a pharmacist with Prevo Drug in 2003. She worked as a staff pharmacist until 2013 when she and her husband took ownership of Prevo. Ashley specializes in bio-identical hormones (BHRT) and health coaching. She is also the pharmacy manager for Enclara Pharmacia-Hospice of Randolph. Ashley is very committed to community involvement. She is currently a member of the Randolph County Opioid Collaborative Committee, Asheboro Randolph Chamber of Commerce, serves on the Board of Directors for Uwharrie Charter Academy and on July 18th 2018 was elected to serve on the North Carolina Board of Pharmacy. She and her husband, Ken, have two wonderful children, and spend most of their time away from work supporting them and their various activities.



BLAIRE THIELEMIER *PharmD*

Blair Thielemier, PharmD is an independent consultant pharmacist living in Arkansas with her husband and two children. She is the founder of Pharmapreneur Academy, an online e-Course and Community where she helps pharmacist-entrepreneurs leverage clinical expertise into clinical business models. She hosts and produces the Elevate Pharmacy Virtual Summit, is the author of How to Build a Pharmacy Consulting Business, and facilitates in-person Business Planning Workshops and Mastermind Retreats for female Pharmapreneurs across the country.



BRAD WHITE *RPh*

PIONEERRX EXPERIENCE: 6 YEARS

Brad White is a second-generation pharmacist and co-owner and Vice President of Medicine Center Pharmacies in Canton, Ohio. He graduated from Purdue University in 1996 with a Bachelor of Science in Pharmacy. Brad is a member of PCCA, IACP, NCPA, and the Ohio Pharmacists Association. In addition to founding a PCAB Accredited Non-Sterile Compounding Pharmacy, his passion is to create efficient systems to streamline pharmacy operations, develop clinical services, and diversify revenue streams beyond dispensing. Brad leveraged the power of the PioneerRx Software Central Server to create a Central Fill using existing robotic automation for Med Sync patients and scaling adherence packaging. His team implemented a successful point of care testing and screening program in early 2019 including acute infectious testing, chronic disease screening, and chronic disease monitoring.



BRENT TALLEY *PharmD*

PIONEERRX EXPERIENCE: 8 YEARS

Brent Talley is the owner of Hayes Barton Pharmacy in Raleigh, NC. With over 13 years of pharmacy experience, Brent understands the importance of exploring ways to keep his pharmacy innovative in an ever-evolving market. Brent and his team have been successful with implementing many of PioneerRx's features such as custom Rx Edits and Rx Triggers as well as the Med Sync program to introduce more efficiency into their workflow and augment their daily processes. Brent gives credit to his team of pharmacists and very talented technicians for the implementation of these programs and knows that further success only comes with a well-built and trained team. He believes some of PioneerRx's key programs can help facilitate team growth and is excited to see how his pharmacy and staff evolve with the changing pharmacy market.



CHRISTY COHN *PharmD*

PIONEERRX EXPERIENCE: 2 YEARS

Christy Cohn is the pharmacy manager at Klein’s Pharmacy and Klein’s Custom Compounding in Cuyahoga Falls, OH. She graduated from the James L. Winkle College of Pharmacy at the University of Cincinnati and began her professional pharmacy career as a pharmacy manager with CVS inside Target in Stow, OH. She began working in Klein’s USP 800 non-sterile compounding lab when she joined the team in early 2018 and has played an active role in the compounding lab growing over 600% in the last three years through collaborative practice agreements, marketing, and utilizing PioneerRx to identify patients who could benefit from compounding services. She serves as a preceptor to the local Northeast Ohio Medical University, where she provides rotation options for both retail and compounding pharmacy.



HASHIM ZAIBAK *PharmD*

PIONEERRX EXPERIENCE: 5 YEARS

Dr. Zaibak started his career as a Pharmacist in 1999 after graduating from the University of Illinois-Chicago. With over fifteen years of experience, he has seen the industry from multiple vantage points. Hashim is the owner of Hayat Pharmacy in Milwaukee, Wisconsin and runs 16 pharmacies. Aside from Hashim’s experience, he is well known as a helpful educated medical counselor. He dedicates time to giving health education presentations and teaching patients proper medication administration. Dr. Zaibak has over six years of experience as a Clinical Instructor to help train pharmacy students from six pharmacy schools in the Wisconsin and Illinois area (Concordia University, Rosalind Franklin University, University of Wisconsin, University of Illinois, Midwestern University, and MCW School of Pharmacy). As recognition of Hashim’s excellent service to the community, he was named the 2014 Pharmacist of the Year by Pharmacy Development Services and Health Mart’s 2014 Pharmacy of the Year.



JOE MCKAMEY

PIONEERRX EXPERIENCE: 1 YEARS

Joe McKamey has been the General Manager at Marcrom’s Pharmacy for 14 years. While he is not a pharmacist, he is hands-on and deeply involved in the day to day operations. Ray Marcrom, the owner of Marcrom’s Pharmacy, states that Joe grasped the business and big picture of pharmacy faster than any non-pharmacist he had ever encountered. Joe has served on the AmerisourceBergen Regional Advisory Board. He also created a weight loss program recognized by Cardinal Health, AmerisourceBergen, Pharmacy Times, and many other local and regional outlets. He has spoken on several occasions about the importance of engaging patients/customers via technology and social media. While there are many aspects to running a pharmacy, one of Joe’s main personal aims is to make sure Marcrom’s Pharmacy is viewed as being on par or better than the competition regarding technology. He believes not being a pharmacist gives him extra insight as to how a normal patient or customer feels. Joe understands it is vital to engage both young and “seasoned” patients alike utilizing technology.



JOE MOOSE *PharmD*

PIONEERRX EXPERIENCE: 8 YEARS

An internationally recognized trailblazer in the area of innovation in healthcare delivery focused on community pharmacy, Joe Moose is a clinical pharmacist, the Director of Strategy & Luminary Development with CPESN USA, and co-owner of Moose Pharmacy and its six locations across North Carolina. Joe received his Doctor of Pharmacy from Campbell University. He serves as a primary preceptor with the University of North Carolina Eshelman School of Pharmacy Residency Program. Joe has spoken internationally on the subjects of community-based pharmacy value and building a high-performance network of community-based pharmacies. Joe also serves as the Lead Community Pharmacy Coordinator for Community Care of North Carolina. In this role, he has built a network of over 200 high-quality community pharmacies that strive to offer enhanced value to payers. Under his leadership, Moose Pharmacy has also partnered with the City of Charlotte and Union County, NC to oversee employees enrolled in disease management programs. The pharmacy industry continues to recognize Joe for his impact on the pharmacy practice. He is the recipient of the Next Generation Pharmacist of the Year Award, Next Generation Entrepreneur of the Year Award, APhA Community Pharmacy Residency Excellence in Precepting Award, NCPA National Preceptor of the Year, NCPA Willard B. Simmons Community Pharmacist of the Year Award and the Bowl of Hygeia. Joe once found a baby while duck hunting in North Dakota and it has led to his life-long passion for helping to care for others. Joe enjoys spending time on the ocean and “hanging out” with his sons, Spears and Walt.



JOSH RIMANY *RPh, FACA, IFMCP*

PIONEERRX EXPERIENCE: 8 YEARS

Josh Rimany graduated from the University of Connecticut with a Bachelor's of Science degree in Pharmacy in 1998. In 2008, Josh and his wife Jamie opened an independent pharmacy in the Dilworth area of Charlotte, NC. He has completed several specialty compounding courses, where he earned certificates in Bio-Identical Hormone Restoration, Pain Management, and Lifestyle Medicine. He is a fellow of the American College of Apothecaries and a member of many national industry organizations, including the National Community Pharmacists Association, the International Academy of Compounding Pharmacists, and the Institute for Functional Medicine. In 2013, Josh started Charlotte's first and only integrative pharmacy, Dilworth Drug & Wellness Center, which was featured in the September 2015 issue of America's Pharmacist. Josh is co-founder of Pharmacy Evolutions, an organization bringing Clinical Nutrition and Functional Medicine education, programming, implementation, and mentoring to the practice of community pharmacy. He is a certified Functional Medicine practitioner through the Institute for Functional Medicine.



KEN DUGGINS

PIONEERRX EXPERIENCE: 7 YEARS

Ken Duggins is the co-owner of Prevo Drug along with his wife Ashley. He was born and raised in Asheboro. Following high school, Ken served 4 years in the U.S. Air Force as an Avionics Technician. He graduated from UNC Greensboro in 2003 with a Bachelor of Science from the Bryan School of Business majoring in business administration and minoring in marketing. Ken & Ashley purchased Prevo Drug in 2013. Prior to coming to Prevo, Ken spent 11 years as a Territory Manager and Regional Sales Representative in the cabinet hardware industry. Ken manages all business aspects and accounting for Prevo Drug. Ken and Ashley have two wonderful children, and spend most of their free time attending their various activities.



MARK BONDURANT *RPh*

PIONEERRX EXPERIENCE: 2 YEARS

Mark BonDurant is celebrating his 40th year in the pharmacy profession. In his 38 years with Clark's Rx in Dayton, Ohio he has experienced many roles including staff pharmacist, store manager, supervisor, and chief operating officer. For the last 18 years he has been a partner in the business and has overseen operations while growing from three to sixteen stores and managing over 200 employees. He presently is the Chief Consultant for Independent Rx Consulting specializing in operational issues and due diligence. Mark is an adjunct professor of pharmacy management at The University of Cincinnati and has presented at the Ohio Pharmacists Association convention, 2018 RBC, 2018 NCPA Convention, the Independent Rx Boot Camp, and others. Mark is also a published songwriter with his work recorded by the bluegrass entertainers of the year and performed on the Grand Ole Opry stage.



MICAH LANSFORD *PharmD*

PIONEERRX EXPERIENCE: 5 YEARS

Micah Lansford is a pharmacist and second generation owner of Roden-Smith Pharmacy in Clovis, NM. He is a 2011 Graduate from Texas Tech University and 2015 Graduate from Creighton University School of Pharmacy. He has flipped every aspect of the pharmacy since 2015, starting with conversion to PioneerRx in August 2015. He has over 3,000 patients enrolled in Med Sync, and plans to have over 4,000 before Connect 2020. Med Sync has opened doors to financial, workflow and time efficiencies at Roden-Smith that continue to make being a pharmacist more enjoyable and impactful each day.



RANNON CHING *PharmD*

PIONEERRX EXPERIENCE: 4.5 YEARS

Rannon Ching is the PIC at Tarrytown Pharmacy, an independent pharmacy that's been serving the community of Austin, TX, since 1941. Rannon completed his undergraduate prerequisites and his Doctor of Pharmacy degree at the University of Texas at Austin in 2014. He manages and operates Tarrytown Pharmacy, an Austin-based independent pharmacy, and their numerous advanced clinical services; including their PGY-1 community pharmacy residency, immunization and point-of-care testing program, third and fourth-year IPPE and APPE UT College of Pharmacy students, and health-care facility relations. The Texas Pharmacy Association awarded him with the 2019 Excellence in Innovation award, which recognizes an individual who has demonstrated innovative pharmacy practice resulting in improved patient care and/or advancement of the profession of pharmacy. Rannon was also honored with the 2019 Distinguished Young Alumnus Award from the UT Austin College of Pharmacy Alumni Association. He currently serves as the Speaker-Elect for the Texas Pharmacy Association's House of Delegates.



SCOTTY SYKES *CPA, CFP*

Scotty began his career at Sykes & Company, P.A. shredding paper in the 1990s. Scotty is heavily involved in the community pharmacy industry and is a frequent speaker on pharmacy accounting and complex tax matters. He has published several pharmacy accounting and tax related articles in America's Pharmacist, the official magazine of the National Community Pharmacists Association (NCPA) and Elements, the official magazine of the PBA Health organization. Scotty is a Certified Public Accountant and Certified Financial Planner. He received his B.S. in Business Administration and M.S. in Accountancy from the University of North Carolina at Wilmington. Scotty is a member of the American Institute of Certified Public Accountants and North Carolina Association of Certified Public Accountants, and is a corporate member of the National Community Pharmacists Association. Outside of Sykes & Company, P.A., Scotty is actively involved in the community through local economic advisory boards and is a founder and current President of The George & Alex Memorial Foundation which raises scholarship money for high school seniors. He enjoys church on Sundays, is a scratch golfer and loves to spend every minute with his childhood next-door neighbor and wife, Carole and their son Pete.



TROY TRYGSTAD *PharmD, MBA, PhD*

Troy Trygstad is the Vice President of Pharmacy Programs for Community Care of North Carolina (CCNC), an organization providing medical homes for 1.4 million Medicaid recipients. Under his direction at CCNC, the Network Pharmacist program has grown to include more than 80 pharmacists involved in activities ranging from patient-level medication reconciliation to practice-level health information technology adoption to network-level management of pharmacy benefits. He is also the Project Director for a CMMI Round 2 Innovations award that tests new models of payment and pharmacy connectivity to primary care providers and the Medical Neighborhood that includes over 250 pharmacies in North Carolina. This work has helped spawn community pharmacy enhanced services networks in more than 40 states. He serves as the Executive Director of that effort through CPESN USA, LLC, a group clinically integrated networks of pharmacies. Trygstad received his PharmD and MBA degrees from Drake University and a PhD in Pharmaceutical Outcomes and Policy from the University of North Carolina. He proudly practices in a community pharmacy setting on nights and weekends, serves as a board member for the American Pharmacists Association Foundation and the Pharmacy Quality Alliance, and is Editor-In-Chief of Pharmacy Times.

◀ — PIONEERRX SPEAKERS — ▶



GINA GROVES *Support Leader*

PIONEERRX EXPERIENCE: 12 YEARS

One of the original members of the PioneerRx team, Gina Groves serves as a Support Leader with over 10 years of pharmacy technician background. Gina helped pilot the current support model as the first on-staff pharmacy technician having 12 years of hands-on experience working with PioneerRx. Along with leading her support team, Gina also develops training curriculum for universities across the country who have implemented PioneerRx as their chosen pharmacy software. Locally, Gina sits on the board of representatives for the Pharmacy Technician Program at Remington Technical College in Shreveport where she acts as an advisor for curriculum development. Gina's extensive background well equips her to provide knowledgeable software support and training, with an emphasis on top-notch customer service.



MIMI BAKER *PharmD, Pharmacist*

PIONEERRX EXPERIENCE: 2 YEARS

Mimi Baker earned her Doctor of Pharmacy in 2016 from the Medical College of Virginia/VCU in Richmond, VA. Her desire to facilitate transitions of care in community pharmacies for high-risk, discharged patients led her to pursue a PGY-1 Community-Based Pharmacy Practice residency at Johns Hopkins in Baltimore, MD. She then learned how to leverage health information technology for continuity of care and analytics during her PGY-2 Pharmacy Informatics residency at Lipscomb University College of Pharmacy in Nashville, TN, with HealthIT at Vanderbilt University Medical Center as her primary practice site. At PioneerRx, Mimi enhances clinical features and helps create content for PioneerRx education.



MITCH ARCHER *Senior Systems Analyst*

PIONEERRX EXPERIENCE: 17 YEARS

Mitch Archer is the Senior Systems Analyst for PioneerRx. He draws upon his 37 years of technological experience and software development to apply solutions to the complexities of the pharmaceutical industry. Over the past 17 years, he has approached every challenge at PioneerRx with candor and confidence. Mitch helps implement actual customer ideas and suggestions into the software. He often makes personal visits to pharmacies to ensure they're utilizing ordering, inventory, and other complex processes to their greatest potential. His extensive wisdom and down-to-earth attitude always put customers at ease.



WILL TUFT *Director of Education*

PIONEERRX EXPERIENCE: 9 YEARS

Will creates the video content found on our online learning platform and also provides in-depth software and hardware training to our Support teams and customers. A seasoned road warrior and former Installer, Will has guided many pharmacies through their successful transition to PioneerRx. Will has had the privilege to meet many of the faces at our pharmacies and develop great understanding of the needs of the independent pharmacy community and the practical application of PioneerRx.

1. Where can I register myself or other members of my team?

Select the Gas Lamp Connect icon near the Call Request button. From the PioneerRx Connect window, select Register. From there, register each attendee for the appropriate sessions. Note: ALL REGISTRATIONS ARE FINAL. No cancellations or refunds. Attendee substitutions will be allowed.

2. When do Connect classes begin and end?

The standard Connect conference breakfast will be served in the Grand Hall exhibit area. Connect Classes will be held in the Harbor Ballroom from 8am - 5pm on Friday and Saturday June 5-6 and from 8am - 11am Sunday, June 7.

3. How much is the registration fee?

General Connect registration is \$449/attendee this year.

4. How much is registration for the Enhanced Services Boot Camp, and when is it?

This session is an added component outside of the standard Connect curriculum. Registration is an additional \$350 per attendee. The boot camp will be held from 8am - 5pm on Thursday, June 4th in the Harbor Ballrooms. Note: This NCPA-sponsored session is worth 7.5 contact hours.

5. How much is registration for the Avant Institute Clinical Services Workshop, and when is it?

This session is an added component outside of the standard Connect curriculum. Registration is an additional \$450 per attendee. The boot camp will be held from 8am - 5pm on Thursday, June 4th in the Harbor Ballrooms. This course also includes pre-recorded CPE to be completed as pre-work and then a practical live training led by Amina Abubakar and Olivia Bentley. *Note: This is worth 4.5 contact hours.*

6. Can I attend the boot camp or workshop without attending Connect?

No. Those who register for one or both of the additional sessions must also be registered for Connect.

7. I only want to attend a couple of classes. Do I have to pay the full registration fee?

All attendees will be charged a flat \$449 registration fee for Connect, regardless of the number of classes attended. Additional charges apply for the additional boot camp and workshop.

8. Are the Med Sync and Care Plans JumpStarts really included with Connect registration this year?

Yes! All Connect registrants are welcome to attend either JumpStart.

9. How do I pay the registration fees?

Registration fees will be billed to your pharmacy's May statement.

10. What are the hotel accommodations this year?

[Manchester Grand Hyatt San Diego](#)

1 Market Place

San Diego, California 92101 United States

Rooms must be booked by May 5 (5:00 p.m. EST) in order to receive the discounted rate, starting at \$269/night. **Use code: G-PRRX**

Disclaimer: Taxes and resort fees will be applied by the Manchester Grand Hyatt and have not been included in the nightly rate.

11. Is on-site parking available at the hotel?

Yes, on-site self parking costs \$40 per night with in/out privileges or valet parking costs \$55 per night with in/out privileges.

12. Will transportation be provided?

The Manchester Grand Hyatt San Diego does not provide an airport shuttle. Uber and Lyft services are available in San Diego.

13. I live within driving distance of the hotel. Do I still need to book a room?

No, attendees are not required to stay at the hotel; however, Connect registration fees still apply.

14. Who handles my travel preparations?

You do. Plane fare/other travel expenses are not included in any Connect fees, and PioneerRx is not responsible for booking or managing transportation and room reservations.

15. When will the Vendor Exhibit take place?

Attendees will have 3 different opportunities to meet with vendors this year:

Friday, June 5 from 12:00 p.m. - 2:00 p.m.

Friday, June 5 from 5:00 p.m. - 7:30 p.m.

Saturday, June 6 from 12:00 p.m. - 2:00 p.m.

16. When will a class schedule be provided, and do I need to “reserve a spot” in specific Connect classes?

A finalized class schedule will be released early March. Other than the additional boot camp and workshop, attendees do not need to pre-register for Connect classes.

17. Which meals will be provided during the standard Connect conference?

The following meals are provided to all Connect attendees:

Friday - breakfast, lunch, evening hors d'oeuvres

Saturday - breakfast & lunch

Sunday - breakfast

Note: Please reach out to education@pioneerrx.com with specific dietary needs/ restrictions. If possible, accommodations will be made.