

Pharmacy's Vital Role:

Maximizing opportunities for healthcare success

An executive roundtable discussion at Becker's Annual Meeting April 2024

In discussions about the evolution of the pharmacy sector, the role of specialty pharmacies in patient care is taking center stage. Major areas of focus include patient follow-up, care transitions and engagement.

Four key takeaways were:

1 Health systems are exploring innovative strategies to address labor shortages and retain staff.



Strategies include:

- Creating professional ladders for pharmacists so they can grow their careers within the organization, while working at the top of their license.

Other strategies include:

- Building an early pipeline and an internal float pool of new pharmacy technicians.

2 Leveraging technology can help retain staff and improve workflow efficiency.

Inspired by the work-from-home momentum of the COVID era, some health systems are **offering pharmacists:**



- 10-hour shifts for four days a week instead of 8-hour daily shifts.
- Authorization to make clinical calls from home and to use technology such as Microsoft Teams for meetings.

3 Health systems are expanding residency programs to train specialized talent and improve retention rates.



Things like:

- Partner with schools of pharmacy to train techs.
- Active involvement at universities to promote benefits of pharmacy career.

4 Health systems are exploring ways to improve outpatient and retail services, such as central fulfillment and mail order.



Challenges include:

- Getting buy-in from leadership.
- High cost of renting or building a large space.