

# Change *Forward*

These are some of the **biggest trends** in pharmacy.

It's helpful to know what to expect in the near future, but how do you prepare? We've done a little bit of the work for you!

Creative staffing

Specialty pharmacy

Aging in place

Artificial Intelligence

## 1. Develop creative ways to retain staff

Tyson Drugs creates a pathway for technicians to grow. Erin Lomenick, a pharmacy technician at Tyson Drugs, Inc in Holly Springs, Mississippi explains how her role has evolved to a designated med sync caller: *"Rather than technicians on the bench, making sync calls, I have an office space away from the pharmacy, where I can talk to patients one-on-one with absolutely no distractions."*

### HELPFUL TIPS

1. Create a pathway for your staff to grow.
2. Consider competitive recruitment incentives.

## 2. Growth in specialty pharmacy

### HELPFUL TIPS

1. Develop the services expected of a specialty pharmacy.
2. Start small with a specific business plan and infrastructure outlining your specialty business.

*"Pharmacy services will continue to grow largely due to the continued utilization of specialty drugs."*

– Neha Patel and Shubham Si of McKinsey & Co.

## 3. Increased desire to age in place

Lindsay Dymowski Constantino, co-founder and president of Centennial Pharmacy services, uses adherence package to support patients aging in place and make monumental differences in their healthcare.

*"We're packaging the medications in a way that makes it simple for the patient and caregiver to utilize, and then were getting it out to the patient, keeping in touch with them throughout their care cycle and collaborating with the doctor..."*

– Lindsay Dymowski Constantino

### HELPFUL TIPS

1. ADHERENCE PROGRAM!  
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2. Explore partnerships with at home care providers.

## 4. The future is artificial intelligence

### HELPFUL TIPS

1. Keeping up with the latest advancements in artificial intelligence.
2. Be open to technology aiding in your decision making and business strategies.

*"The future has to be Ai. Ai can help with safety and help pharmacist be pharmacists."*

– Jon Martin COO of Gayco Healthcare



### HELPFUL LINKS

<https://www.pharmacytimes.com/view/automation-provides-pathway-to-success>

<https://www.mckinsey.com/industries/healthcare/our-insights/what-to-expect-in-us-healthcare-in-2023-and-beyond>

<https://www.ashpfoundation.org/pharmacyforecast>

<https://www.pharmacytimes.com/view/experts-outline-key-trends-for-pharmacy-in-2023>

<https://www.drugtopics.com/view/considerations-for-starting-a-specialty-pharmacy-part-1>

Email us at [BDR@parata.com](mailto:BDR@parata.com) to get things started.



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