

# Workforce Needs for the Profession's Expanding Roles: Challenges and Opportunities

## Joint Commission of Pharmacy Practitioners

November 2, 2022

*The goal of this meeting is to examine and evaluate the challenges and opportunities in addressing pharmacy workforce needs to accommodate the expanding roles of the profession. Following this meeting, attendees will be able to distinguish trends in recruitment and retention of the pharmacy workforce, describe evolving and expanded pharmacist and technician roles while aligning the education, training and qualifications to fulfill these roles, and formulate strategies to improve the workforce shortage, professional satisfaction, and retention.*

8:00 AM Executive Session for CEOs

Continental Breakfast

8:45 AM Welcome and Introductions

Reflection questions for today's discussion:

What are the top priorities for JCCP organizations to support recruiting and retaining pharmacists and pharmacy technicians in the profession?

What kinds of resources (e.g., professional roadmaps, career ladder guides) can be developed to navigate career and practice advancement?

9:00 AM Keynote Presentation (moderator: Lynette Bradley-Baker)

**Examining the healthcare workforce: Today's landscape and in the future**

***Bianca K. Frogner, Ph.D.*** (in-person)

Director, Center for Health Workforce Studies, University of Washington

9:45 AM Session 1: **Well-being, Burnout, and Workload Management**  
(Moderator: Doug Scheckelhoff)

Current state of Well Being

PWC interim survey/focus groups  
David Mott - virtual

Table discussion

- Top three things JCCP orgs could focus on (posed to the speaker and broader group)

10:45 AM **Break**

10:55 AM Session 2: **Updates on the Pharmacy Workforce Pipeline** (moderator: Joni Cover)

PCIC update on enrollment and pharmacy school applications - **Libby Ross, MA**

Update on postgraduate training and residency match - **Janet Silvester, PharmD, MBA**

Workforce needs for the future: Recommendations from the 2022 BPEP Summit - **Melissa Corrigan, BPharm, CAE**

Q&A with 3 speakers

Discussion

- What can individual organizations do to increase awareness of opportunities within the profession to promote the value of the profession to the public and perspective students?
- How do we increase professional engagement, professional identity formation, and help with socialization of student pharmacists?
- How can organizations support student pharmacists through their pharmacy curricula journey (i.e. SDOH, mental health, mentorship, etc.)?
- What are organizations doing to support community pharmacy practice sustainability, enhancement, and achievement of a tangible vision?

12:00 PM

**Luncheon**

1:00 PM

Session 3: **Pharmacy-specific workforce shortages: Technicians**

(moderator: Brigid Groves)

Setting the Stage– Brigid Groves

Investing in pharmacy technicians means better patient care – **Jill Spivey/ Bill Schimmel, PTCB**

Technician authority modifications at the state level– **Julie Lanza, CPhT, NABP** (virtual)

Advanced technician role example: directing clinical services – **Christine Cline-Dahlman, BFA, CPhT-ADV** (virtual)

Moderated group discussion

2:00 PM

Session 4: **Pharmacists in Transition** (moderator: Kathy Pham)

Panel discussion on pharmacists' professional development for career transitions (Zoom)

- **Evelyn R. Hermes-DeSantis, Pharm.D., BCPS**, Director of Research and Publication, phactMI™
- **Mary Ann Kliethermes, B.S., Pharm., Pharm.D., FAPhA, FCIOM** Director, Medication Safety and Quality, ASHP
- **Klodiana Myftari, PharmD, BCACP**, Assistant Professor of Pharmacy Practice, Midwestern University
- **Jaime Montuoro, PharmD**, Pharmacy Director, Smith's Food and Drug Stores

Q&A/Discussion

2:50 PM

Wrap Up and Key Takeaways (Kathy Pham and Doug Hoey)

3:15PM

Adjournment of Meeting