



# agenda

**Hospital Pharmacy**  
**fall VIRTUAL conference**  
October 26–November 19, 2020



titlesponsor



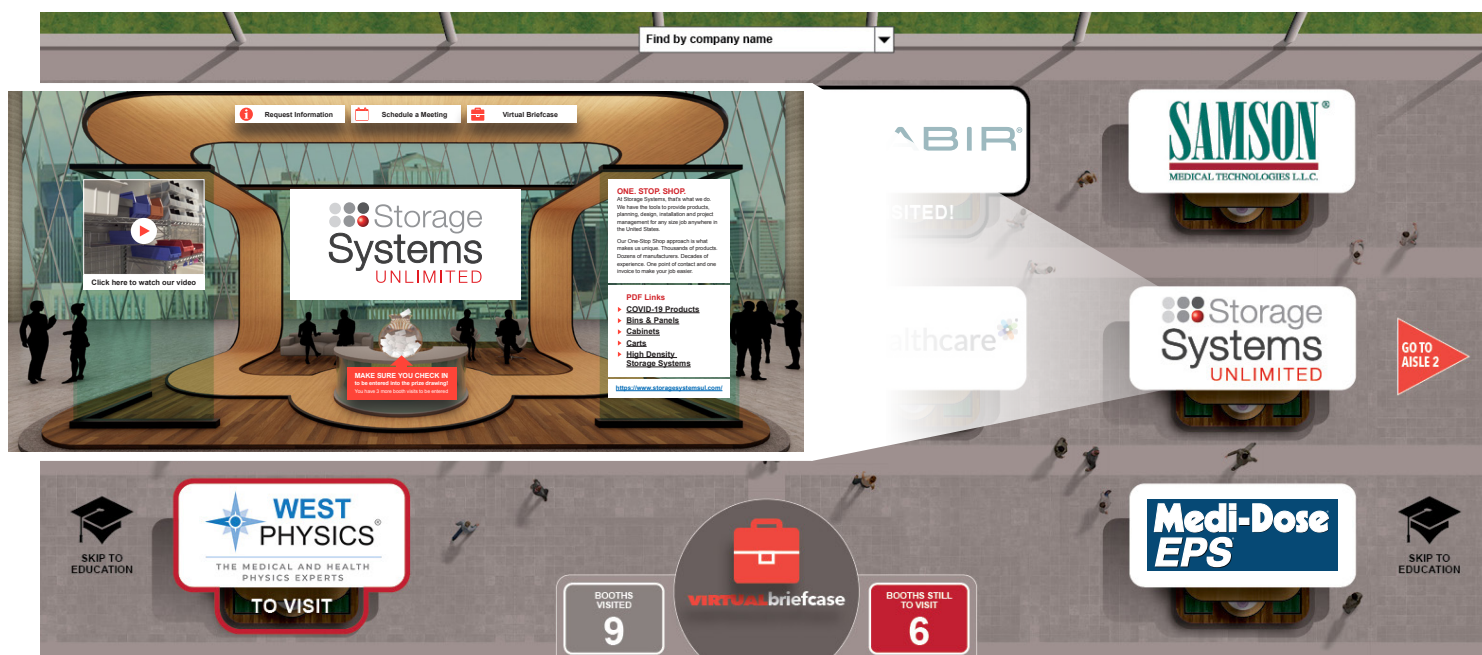
titlesponsor

VIRTUAL suppliershowcase sponsors

# VIRTUAL suppliershowcase

**Medi-Dose  
EPS**

**SAMSON**<sup>®</sup>  
MEDICAL TECHNOLOGIES L.L.C.



**OPEN DURING THE ENTIRE CONFERENCE**

Health Connect Partners' Virtual Supplier Showcase provides a format for hospital decision makers to research, learn about, and connect with suppliers in a unique virtual space. Each virtual booth features the supplier organization and highlights their solutions, products, and technologies. This new platform is designed to give hospital providers and supplier organizations the ability to directly interact in a customized environment.

In addition to providing the platform, Health Connect Partners is focused on driving high-quality traffic to each Virtual Supplier Showcase booth—just like we do during our in-person Supplier Showcase events. The Virtual Supplier Showcase is open for visits any time during the conference dates and is a required stop on the way to the educational sessions. Each provider executive will be encouraged to participate in a fun, interactive virtual experience allowing them to learn and request information along their journey through the Virtual Supplier Showcase. The more booths they check in at, the more entries they will have in the prize drawing.

Best of all: the Virtual Supplier Showcase platform allows provider executives to directly request information, and schedule meetings with suppliers through our virtual meeting platform. Providers have a choice of requesting a meeting during the Virtual Reverse Expo or selecting a specific date and time for an on-demand meeting outside of the Virtual Reverse Expo times.

*To maximize this experience for everyone, only Providers and Supplier attendees from companies with a Virtual Showcase will be able to access the showcase area.*

## **Building a Culture of Engaged Employees**



### **Susan Reilly Salgado, Ph.D.**

Susan Reilly Salgado is a consultant, speaker, and thought leader whose expertise lies at the intersection of organizational culture and customer experience. Susan leverages 20+ years of academic and professional experience to help clients build remarkable teams who can deliver remarkable customer experiences.

Susan's work in this field began in the mid-1990s, when she was a regular guest of Danny Meyer's acclaimed restaurants in the Union Square Hospitality Group (USHG). Susan was inspired by the consistently exceptional customer experiences she had across Danny's many businesses, and set out to understand the secret of his success by studying the USHG restaurants for her doctoral dissertation. The result of her analysis was a model that explained the impact of effective leadership on organizational culture.

Upon completing her dissertation in 2003, Susan was invited to join USHG as its first-ever Director of Culture and Learning. In this role, she created and implemented the company's leadership training programs, which were a fundamental component of the company's success in growing its culture throughout significant growth, including the creation and scaling of the Shake Shack brand. In 2010, she partnered with Danny Meyer to open a consultancy, Hospitality Quotient, and in 2017 founded her own firm, Grason Consulting, to provide consulting and training services.

Susan's consulting work and speaking engagements have allowed her to work with companies across more than 20 different industries, such as Delta Airlines, Hyatt Hotels, Goldman Sachs, Chanel, Cedars Sinai Hospital System, Chick-Fil-A, Sotheby's, Condé Nast, and Coca Cola. In addition to her PhD from NYU-Stern School of Business, Susan holds a BS and an MBA from Lehigh University and has been an invited speaker at numerous universities. Susan has been a contributor for Inc. Magazine, has recorded a TEDx talk, co-founded the NYC chapter of Conscious Capitalism, and was named one of Fast Company's 100 Most Creative People in Business.

Susan lives in NYC with her husband and daughter.

### **Learning objectives:**

#### **After attending this presentation, attendees will learn to:**

- Keep employees connected to the 'why' behind their jobs to give their work meaning and help sustain motivation through trying times. In the medical field, there may be a greater sense of purpose now than workers previously experienced.
- Identify gratitude as a driving factor in keeping employees engaged and making them want to do their jobs. This becomes even more important in times when employees have to make so many more sacrifices at home to make work 'work.'
- Make employees feel seen and having their voices heard is a critical element of engagement. Inclusive decision-making and transparency around the rationale behind changes are particularly important in these trying times when so much is in flux.



titlesponsor

## Educational Session TWO

Tuesday, October 27, 10:00am–11:30am CT

### New Drug Approvals: First-in-Class and Breakthrough Medications



#### Elizabeth A. Shlom, PharmD, MBA, BCPS

Elizabeth (Liz) Shlom is Vice President of the Clinical Pharmacy Program at Acurity, Inc, based in New York City. Acurity was acquired by Premier Inc, in February 2020. Liz joined GNYHA Services (now Acurity) in 1995, when she was hired to start the Clinical Pharmacy Program. Over the years, Liz has provided the pharmacy members with monthly ACPE-accredited educational forums, a weekly newsletter, drug information research assistance, membership surveys and website-based publications.

Prior to coming to Acurity, Liz held positions as Assistant Director of Clinical Pharmacy Services at Bridgeport Hospital in Connecticut, Clinical Pharmacy Supervisor at St. Luke's/Roosevelt Hospital in New York City, Clinical Pharmacy Specialist in Pharmacokinetics at the Hospital of the University of Pennsylvania in Philadelphia, and Clinical Staff Pharmacist at the Veterans Administration Hospital in San Francisco, California.

Liz received her Bachelor of Science in Pharmacy and Doctor of Pharmacy degrees from the Philadelphia College of Pharmacy & Sciences. She also received an MBA in Pharmaceutical and Healthcare Business from the Philadelphia College of Pharmacy in May 2020. Liz is a past President and Chair of the House of Delegates of the New York State Council of Health-System Pharmacists. She is active in the American Society of Health-System Pharmacists where she is currently serving on the Council of Public Policy and is Chair of the Emerging Sciences Section Advisory Group.

#### Q&A Session 1

11:35am–11:50am CST

#### Q&A Session 2

5:00pm–5:15pm CST

#### Learning objectives:

##### After attending this presentation, attendees will be able to:

- List medications with novel mechanisms of action that provide alternatives to current treatment regimens for specific diseases and disorders
- Describe the significance of breakthrough medications in treating acute and chronic diseases
- Discuss how breakthrough and first-in-class oncology medications are improving patient outcomes

QuVa<sup>®</sup>  
P H A R M A

sponsored by



titlesponsor

## Educational Session **THREE**

**Wednesday, October 28, 10:00am–11:00am CT**

### **Healthy Minds: Habits for Resilience and Joy**



#### **Lara Patriquin, M.D.**

Lara is a physician, speaker, and teacher of mindfulness meditation and of Transformative Inquiry in Albuquerque, New Mexico. Her personal quest for well being is informed by her medical studies on the brain and on the nature of thought.

She lectures extensively in the medical and business communities about the value of clear and reliable practices that optimize key functions of the mind.

Inspired by her scientific knowledge and extensive contemplative practice, Lara's clients are able to access a more creative, successful, and inspired version of themselves.

#### **Q&A Session 1**

11:05am–11:20am CST

#### **Q&A Session 2**

5:00pm–5:15pm CST

#### **Learning objectives:**

##### **After attending this presentation, attendees will learn to:**

- Understand how the mind reacts to stress
- Move from flight or flight reactivity to centered response
- Implement daily practices that will improve their resilience and joy



**xellia**  
PHARMACEUTICALS

sponsored by

## **What is the Business Case for Diversity and Inclusion?**



### **Deborah Grimes, RN, JD, MSHQS**

Deborah Grimes received a Bachelor of Science in Nursing from UAB worked as Registered Nurse for 10 years. She graduated from the Birmingham School of Law with a Juris Doctor Degree.

Deborah worked at UAB Risk Management as a Healthcare Attorney. In 2004, she returned to Hospital Administration as the Director of Joint Commission/Quality Resources. She was promoted to VP of Quality/Regulatory Affairs named Chief Compliance Officer for UAB Hospital. During this tenure she received a certification as a Healthcare Quality Professional, Certified Healthcare Compliance, completed leadership fellowship training with Momentum Inc. and graduated with Master's in Science Degree in Quality and Patient Safety. Effective April 1, 2017 she was appointed as UAB Health System first Chief Diversity Officer. Named by Savoy magazine 2019 one of the Most Influential Women in Corporate America. In March of 2020 was hired as Ochsner Health's first VP Chief of Diversity and Inclusion.

### **Q&A Session 1**

11:00am–11:15am CST

### **Q&A Session 2**

5:00pm–5:15pm CST

### **Learning objectives:**

#### **After attending this presentation, attendees will learn to:**

- Increase awareness of the need to have inclusive leaders
- Have baseline knowledge of Diversity and Inclusion
- Identify major characteristics of an inclusive leader
- Understand the barriers to having an inclusive environment

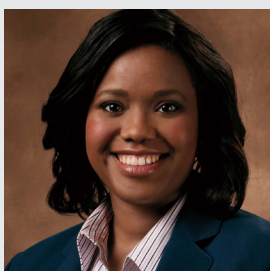


titlesponsor

## Educational Session FIVE

Friday, October 30, 10:00am–11:00am CT

### Hashing Out Hazardous Drug Handling



#### **Katrina K Harper, PharmD, MBA, BCPS, DPLA Sr.**

Katrina Harper has more than 20 years of healthcare experience in several clinical and leadership roles. Currently, as Clinical Pharmacy Director, she provides pharmaceutical/clinical expertise for her internal team and Vizient Members. Katrina serves as a subject matter expert in the areas of medication safety, regulations, quality, and compliance.

Prior to joining Vizient, Katrina was a Pharmacy Manager for a community pharmacy chain, Director of Pharmacy of a cardiovascular specialty hospital, and Medication Safety Officer for a safety-net academic county hospital. She has served as chairperson and adjunct faculty for the ASHP accredited Pharmacy Technology program at a community college. Katrina is also a recipient of the Texas Society of Health-Systems Pharmacist's Larry C. Nesmith Pharmacist Recognition Award.

Katrina holds a Doctorate of Pharmacy degree from Xavier University of Louisiana College of Pharmacy and a Master's degree in Business Administration from The University of Texas at Arlington College of Business Administration. She is also a Board Certified Pharmacotherapy Specialist, a Board Certified Sterile Compounding Pharmacist and holds numerous other certifications.

#### **Q&A Session 1**

11:05am–11:20am CST

#### **Q&A Session 2**

5:00pm–5:15pm CST

*This session will provide various perspectives regarding preparation and implementation of USP Chapter <800> requirements. The speaker will share best practices and processes to mitigate workflow challenges regarding USP Chapter <800>.*

#### **Learning objectives:**

##### **After attending this presentation, attendees will learn to:**

- Identify the intent of the USP Chapter <800> compounding requirements
- Summarize effectively an organization's process to meet hazardous drug handling requirements
- Develop a recommended strategy for successful compliance and mitigating strategies for USP Chapter <800> requirements



sponsored by

## Emerging Digital Health Applications for Ambulatory Pharmacy



### Co-Presenter **Ruchi Tiwari, PharmD, MS**

Dr. Ruchi Tiwari is the System Director of Pharmacy for Population Health at Mount Sinai Health Partners since 2017. She is responsible for VBC & ACO pharmacy strategy and implementation and has developed clinical condition management, quality and cost reduction programs to support managing at-risk lives. She completed her doctorate in pharmacy from University of North Carolina at Chapel Hill and her Masters in Health-System Administration from The Ohio State University and a residency at from Nationwide Children's Hospital in Columbus, Ohio. Ruchi has held several management and leadership positions across health-system management including, pharmacy clinical informatics, medication safety, performance improvement and consulting. She is passionate about growing the impact of pharmacist in ambulatory care!



### Co-Presenter **Cathleen Mathew, PharmD, AAHVIP, CDE, AE**

Cathleen Mathew is a Clinical Pharmacy Manager at Mount Sinai Health Partners who joined Mount Sinai Health System in 2018. Dr. Mathew is a manager on the population health pharmacy team who provides direction on clinical program development for primary care practices and care management workflows. She is residency-trained ambulatory care clinical pharmacist, and is a certified diabetes educator (CDE), a certified asthma educator (AE-C) and a certified HIV pharmacist (AAHVIP). She provides direct patient care for predominantly high risk patients in a primary care clinic. Dr. Mathew has a strong interest in clinical operations, and supports the pharmacy team's clinical program design and management including programs for hypertension, diabetes, COPD, medication adherence and other quality programs. She recently supported as clinical program lead for Mount Sinai's Connected Hearts Program, a remote patient monitoring program. Cathleen completed in Doctorate in pharmacy from Northeastern University.



### Co-Presenter **Alexandra Ingber, MPH**

Alexandra Ingber, MPH is the Associate Director for Pharmacy and Value/Efficiency at Mount Sinai Health Partners, holding multiple roles since joining the health system in 2017. In her current role, she is responsible for supporting clinical operations for new pharmacist-driven programs impacting value based contracts and the accountable care organization. Alex focuses on quality improvement, improving efficiency, cost reduction, and innovation to streamline condition management operations. Alex has a particular interest in operational efficiency, quantitative analytics and metric development, and population health management.

### Q&A Session 1

11:20am–11:35am CST

### Q&A Session 2

5:00pm–5:15pm CST

### Learning objectives:

#### After attending this presentation, attendees will learn to:

- Discuss the advances in digital health that may impact on pharmacy practice
- Describe the impact of remote patient monitoring on the triple aim
- Discuss implementation of a pharmacist-managed remote patient monitoring program
- Apply consumer engagement and bot-based workflows to clinical workflows



titlesponsor

## Educational Session **SEVEN**

**Tuesday, November 3, 10:00am–11:00am CT**

### **Pharmacogenomics in Practice: Implementation and Outcomes**



#### **Larisa Cavallari, Pharm.D.**

Larisa Cavallari is an Associate Professor and Director of the Center for Pharmacogenomics at the University of Florida College of Pharmacy and director of the UF Health Precision Medicine Program. She received her Pharm.D. degree from the University of Georgia and completed a pharmacy practice residency at the VA Medical Center in Memphis, Tennessee and a fellowship in cardiovascular pharmacogenomics at UF. Her research involves discovery of genetic associations with drug response, translation of pharmacogenetic evidence into clinical practice, and examination of outcomes with clinical pharmacogenetic implementation, and has been funded by the NIH, FDA, and American Heart Association.

#### **Learning objectives:**

##### **After attending this presentation, attendees will learn to:**

- Describe the evidence base and guidelines for use of genetic information to guide treatment decisions for commonly used medications
- Explain the rationale and process for integrating genotyping into clinical practice to guide prescribing decisions
- Evaluate data documenting the impact of genotype-guided therapy on clinical outcomes

#### **Q&A Session 1**

11:00am–11:15am CST

#### **Q&A Session 2**

5:00pm–5:15pm CST



sponsored by

## Pharmacy Benchmarking and Productivity: Leveraging Data to Demonstrate Value



### Q&A Session 1

11:00am–11:15am CST

### Q&A Session 2

5:00pm–5:15pm CST

### Steve Rough

Steve Rough is Senior Vice President at Visante, Inc., where he leads consulting services to help hospitals and health systems, IDNs, health plans, and other pharmacy-related enterprises to optimize their business opportunities. He also currently serves as Adjunct Associate Professor and Academic Program Director for the Masters' Degree in Health System Pharmacy Administration at the University of Wisconsin (UW) School of Pharmacy. Prior to that, for the past 17 years Steve served as Senior Director of Pharmacy at UW Health. In this position he was responsible for all aspects of strategic, operational, clinical, programmatic and financial performance of the pharmacy enterprise, leading a team of over 550 FTE, with annual revenues of \$1.3 billion and expenses of \$500 million. This included five hospitals, sixteen retail pharmacies, 90 primary care and specialty clinics, infusion services, the system's health insurance plan, and a pharmacy consolidated services center comprised of 13 business and operational programs. During his tenure at UW, he constructed an environment where learners, technicians, pharmacists, researchers and educators practiced in harmony at the top of the skill sets, caring for patients in and between all care settings. He also served as Clinical Associate Professor at the UW School of Pharmacy, and as Program Director for the Health-System Pharmacy Administration Residency and Masters Program at UW Health and UW-Madison. Steve received his Bachelors and Masters degrees from UW Madison, and completed residency training in Pharmacy Practice and Pharmacy Administration at UW Hospital.

Steve has implemented progressive pharmacy services in many settings. He is credited with seven textbook chapters and over 40 publications in the professional literature on a variety of management and leadership-related topics, and is a sought-after speaker with more than 145 presentations on these topics to national audiences. His areas of practice interest and expertise include establishing high value pharmacy programs, specialty pharmacy growth and development, pharmacy business/financial performance and strategy, integration and alignment, benchmarking, leadership team development and optimization, and empowering pharmacists to care for patients.

Steve has served the American Society of Health System Pharmacists (ASHP) in a variety of capacities including Member, Board of Directors; Chair, Section of Pharmacy Practice Managers; Chair, Council on Pharmacy Management; and Member, House of Delegates. He has also served the Pharmacy Society of Wisconsin (PSW) in a four-year elected term as Treasurer and an additional four-year term on the Board of Directors. In 2019, he completed a three-year term as Chair of the Vizient University Health System Consortium Pharmacy Network, which leads collaborative efforts to foster pharmacy advancement and innovation across the nation's 95 academic medical centers. Prior to that, he served on the Consortium Pharmacy Network's Executive Committee since 2002.

### Learning objectives:

#### After attending this presentation, attendees will learn to:

- Discuss industry benchmarking standards and how pharmacy leaders must understand and influence the use of these reports
- Explain limitations and challenges to pharmacy productivity monitoring
- Describe methods and metrics to assess pharmacy workload
- Identify meaningful strategies for demonstrating and advancing the overall effectiveness of pharmacy service



Medicom Health

## **Transforming Data into Insight: Establishment of a Pharmacy Analytics and Outcomes Team**



### **Mary-Haston Vest, PharmD, MS, BCPS**

Mary-Haston Vest is a Clinical Manager with the UNC Health Department of Pharmacy, and Assistant Professor of Clinical Education with the UNC Eshelman School of Pharmacy. She oversees Pharmacy Analytics and Outcomes Services, and leads the development of organizational approaches to integrate data analytics to effectively measure and positively impact patient outcomes. Her team consists of pharmacists and analysts, who maintain over 150 recurring reports and dashboards for pharmacy services across the health care system, and complete over 700 data requests for pharmacy end users annually. The team also supports initiatives to implement new, innovative services, and evaluations to demonstrate the value of pharmacy services. The team has been recognized with an ASHP Best Practices Award.

She earned her Doctor of Pharmacy at the University of Mississippi School of Pharmacy, and PGY1/PGY2/MS in Health-System Pharmacy Administration at UNC Medical Center and the UNC Eshelman School of Pharmacy. Mary-Haston is actively involved in state and national professional organizations, having served on the ASHP Commission of Credentialing, and currently serving on an ASHP Section of Pharmacy Practice Leaders Advisory Group, and as Co-Chair of the North Carolina Association of Pharmacists Communications Committee.

**Q&A Session 1**  
11:00am–11:15am CST

**Q&A Session 2**  
5:00pm–5:15pm CST

### **Learning objectives:**

#### **After attending this presentation, attendees will learn to:**

- Describe team members and functions of embedded analytics resources within the department of pharmacy
- Understand the role of a pharmacy system data governance process
- Analyze how to leverage data to demonstrate impact on operational and clinical outcomes



**KITCHECK**

POWERED BY BLUESIGHT

sponsored by

## Impact of COVID-19 on Diabetes: Glycemic Management in the Hospital



### Jordan Messler, MD, SFHM, FACP

Jordan Messler, MD, SFHM, FACP is the Executive Director, Clinical Practice with Glytec. He trained in internal medicine at Emory University in Atlanta, and subsequently served as an academic hospitalist at Emory University for several years after residency. He is the former medical director for the Morton Plant Hospitalist group in Clearwater, Florida (serving BayCare Health), where he continues to work as a hospitalist. He is the current physician editor for the Society of Hospital Medicine's (SHM) blog, The Hospital Leader.

In addition, he previously chaired SHM's Quality and Patient Safety Committee and has been active in several of their national mentoring programs, including Project BOOST and Glycemic Control. He has talked at national conferences on a variety of topics such as teamwork in the hospital, quality and patient safety, the history of hospitals and mentoring quality improvement projects.

### Q&A Session 1

11:00am–11:15am CST

### Q&A Session 2

5:00pm–5:15pm CST

### Learning objectives:

#### After attending this presentation, attendees will learn to:

- Understand the prevalence and impact of diabetes and stress hyperglycemia in the hospital
- Recognize risk factors for worsened outcomes in patients with hyperglycemia and COVID-19
- Understand the impact of steroids on treatment of COVID-19 patients, including the management of steroids and hyperglycemia in the hospital
- Assess the role of technology in the hospital to assist management of IV insulin



titlesponsor



8:00am–5:00pm CT **daily**

# **VIRTUAL** reverseexpo

**Session ONE**

**Tuesday November 10th**

**Session FOUR**

**Tuesday November 17th**

**Session TWO**

**Wednesday November 11th**

**Session FIVE**

**Wednesday November 18th**

**Session THREE**

**Thursday November 12th**

**Session SIX**

**Thursday November 19th**

sponsored by

