



**2023 ALBERTA PHARMACY  
TECHNICIAN CONFERENCE**



**SEPTEMBER 8TH, 9TH, & 10TH, 2023**



# ABOUT THE CONFERENCE

Featuring exciting education sessions and networking opportunities, the Alberta Pharmacy Technician Conference is one of the premier events for pharmacy technicians from all practice settings within Canada. The 2023 conference will be held in person at The Best Western Premier Calgary Plaza Hotel & Conference Centre. Check out the conference program for schedule details.

The theme this year is:

## Beyond The Dispensary!

## FEES & REGISTRATION INFORMATION

**\*\*\*EARLY BIRD SPECIAL RATE!!!\*\*\***

**Register between July 7th & July 16th to get \$50 off!!!**

**PTSA Members: \$200 + GST**

**Non-Members: \$275 + GST (includes 1 year PTSA membership)**

**All early bird registrants will be entered to win 1 of 2 \$50 Amazon gift cards!!!**

**\*\*\*Early Bird Registration ends July 16th @ 11:59 pm MST\*\*\***

After July 16th:

**PTSA Members: \$250 + GST**

**Non-Members: \$325 + GST (includes 1 year PTSA membership)**

**\*\*\*Conference registration ends August 31st @ 11:59 pm MST\*\*\***

**\*\*\*Refunds may be requested up to August 28th @ 11:59 pm MST\*\*\***

Registration is available at <https://ptsa.ca/ptsa-conference/>

Please email questions to: [conference.director@ptsa.ca](mailto:conference.director@ptsa.ca)



## CONFERENCE OBJECTIVES

The objective of this year's conference is:

**To provide pharmacy technicians networking and education opportunities to aspire to grow beyond the dispensary**

## AVAILABLE CEUS

This conference is being assessed by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for continuing education units (CEUs) for Pharmacy Technicians.

A Statement of Attendance will be available upon completion of the conference and will be emailed to those in attendance. Only those who attend the sessions on September 8th, 9th & 10th will be eligible to claim accredited learning.

Sessions viewed post conference and vendor demo sessions can be claimed as non-accredited learning.



## AGM, TOWNHALL, AND AWARDS ANNOUNCEMENTS

The PTSA Annual General Meeting, Town Hall and presentation of awards will be held Saturday, September 9th from 12:45 pm to 1:45 pm. We look forward to discussing the work completed over the past year and celebrating the accomplishments of pharmacy technicians!



# SILENT AUCTION, PRIZES, & SWAG BAGS

## THANK YOU TO THE FOLLOWING SPONSORS FOR THEIR DONATIONS:

Ascensia  
 Best Western Premier Calgary Plaza  
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 Calaway Park  
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 Corporation (CSEC)  
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 Mobile Escape/The Escape Mail  
 New York Fries  
 Norquest College  
 Northern Health  
 Northrose Educational Resources  
 Old Spaghetti Factory  
 Panago Pizza  
 PCCA  
 Pharmacy Technician Society of Alberta  
 (PTSA)

Stafford Pharmacy  
 Stage West Dinner Theatre Calgary  
 The Keg Steakhouse  
 Thirty-One Gifts

## ENTERTAINMENT

### JOIN US SATURDAY NIGHT FOR MOBILE ESCAPE ROOMS!!!!

**FOUR TO CHOOSE FROM - DO ONE OR ALL - FANTASTIC NETWORKING OPPORTUNITY!!!**

ESCAPE ROOM 1: Runaway Train

ESCAPE ROOM 2: The Portal

ESCAPE ROOM 3: Mayan Mystery (Tabletop)

ESCAPE ROOM 4: Time Machine (Tabletop)

For more information: <https://www.mobileescape.ca>

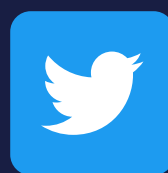


## GET CONNECTED!

Expand your network for the 2023 Alberta  
Pharmacy Technician Conference using

[#PTSAConference2023](#) [#BeyondTheDispensary](#)

Find us on these social media platforms @thePTSA



# CONFERENCE SCHEDULE



## FRIDAY, SEPTEMBER 8TH

3:00 pm - 3:45 pm - Registration Opens

3:45 pm - 4:00 pm - Opening  
Remarks/Prizes\*\*

4:00 pm - 5:00 pm - Anjali Acharya, RPh  
- Influenza in the Older Adult - It's Not  
Just a Cold (Sponsored by Sanofi)

5:00 pm - 6:00 pm - Helen Shi, RPh -  
Available Diabetes Testing Supplies  
(Sponsored by Abbott)

6:00 pm - 9:00 pm - Vendor Trade  
Show, Silent Auction, Poster Contest,  
Reception, Prizes\*\*

6:15 pm - 6:30 pm - New Registrants

6:50 pm - 7:15 pm - Professionalism Award &  
ACP Award

7:15 pm - 7:45 pm - Healthmark live 30 minute  
demo

8:30 pm - 8:45 pm - Volunteer Appreciation  
and Poster Contest



\*\*Attendees must be present to win prizes\*\*



# SATURDAY, SEPTEMBER 9TH

**8:00 am - 9:00 am** - Breakfast/Prizes\*\*

**9:00 am - 10:00 am** - **Keynote Speaker:** Jon Cornish, CFA Charterholder, Advisor, Consultant and Chancellor - Promoting Ethics, Collaboration, and Professional Development: The Role of Pharmacy Technicians

**10:00 am - 11:00 am** - Melanie Dorey, RPhT - Policy and Procedures (PnPs): Not Just for Pharmacists!

**11:00 am - 11:15 am** - Break

**11:15 am - 12:15 pm** - Teresa Hennessey, RPhT - Medical Devices in Pharmacy Practice

**12:15 pm - 1:45 pm** - Lunch and AGM/Townhall

**1:45 pm - 2:45 pm** - Kathy Hayward, RPh - Update on Respiratory Conditions and Inhaled Medications (**Sponsored by GSK**)

**2:45 pm - 3:45 pm** - Melissa Murach, RPhT - Ignite Your Passion: Exploring the Spectrum of Pharmacy Technician Career Paths

**3:45 pm - 4:00 pm** - Break

**4:00 pm - 5:00 pm** - Heather Snook, RPhT  - The Art of Children's Compounding (**Sponsored by PCCA**) 

**5:00 pm - 9:00 pm** - Entertainment/Networking (Mobile Escape Rooms), Dinner and Prizes\*\*

\*\* Attendees must be present to win prizes \*\*



# SUNDAY, SEPTEMBER 10TH

8:00 am – 9:00 am – Breakfast/Prizes\*\*

9:00 am – 10:00 am – CJ Hoban, RPhT – Finding Our Leadership Path to Professionalism

10:00 am – 10:30 am – Break and hotel checkout

10:30 am – 11:30 pm – Nina Dueck, RPhT – The Wonders of Hospital Pharmacy Practice

11:30 am – 12:30 pm – Lunch

12:30 pm – 1:30 pm – Lindsay Gilbert, RPhT – Connect Care: Creating Epic Changes

1:30 pm – 2:30 pm – Choi Chung, RPh – 3 Key Takeaways from Building a Fulfillment Centre

2:30 pm – 2:45 pm – Closing Remarks/Prizes\*\*



\*\* Attendees must be present to win prizes \*\*

# PRESENTATION BIOGRAPHIES AND SESSION DESCRIPTIONS

Anjli Acharya



## PRESENTER BIOGRAPHY

Mrs. Acharya is a pharmacist and independent clinician specializing in immunizations and travel health at the Bowmont Medical and Travel Clinic in Calgary, Alberta. As past-president of the Alberta College of Pharmacy and the Canadian National Association of Pharmacy Regulatory Authorities (NAPRA), Mrs. Acharya has been engaged in provincial and national discussions on pharmacist's role in the delivery of public health and travel health services. Mrs. Acharya has over a decade of patient care experience in the delivery of immunization and travel health education and is a member of the International Society of Travel Medicine. Mrs. Acharya is currently a member of the Committee to Advise on Tropical Medicine and Travel (CATMAT) with Public Health Canada.

## PRESENTATION DESCRIPTION

Individuals aged 65 years experience a higher risk of the negative outcomes from influenza infection. This program will support pharmacy technicians with the knowledge to discuss influenza vaccine and support immunization decisions for adults aged  $\geq 65$  years old. The program will review the influenza burden in this population, the types of adverse outcomes experienced by older adults, and annual National Advisory Committee on Immunization (NACI) Influenza guidelines. The presentation will also discuss the benefits and challenges in addressing patient and caregiver concerns around vaccine selection and vaccine hesitancy.

## LEARNING OBJECTIVES

1. Recognize the importance of influenza vaccination in adults over the age of 65 for limiting the medical and functional impact of influenza in this population.
2. Describe the burden of influenza disease beyond the respiratory system and the concept of immunosenescence.
3. Review seasonal flu vaccines available for adults aged 65 and older based on the National Advisory Committee on Immunization (NACI) Statement for 2022-2023, including a brief pneumococcal vaccine update.
4. Address patients' and caregivers' concerns around vaccine selection and hesitancy to immunize.



# Helen Shi

## PRESENTER BIOGRAPHY

Helen graduated from the University of Alberta in 2016 and then from the University of Alberta PharmD program in 2019. She's been a clinical pharmacist with Calgary Co-Op since 2018 and got her Certified Diabetes Educator certification in 2020, received her Certified Tobacco Educator in 2021, and her Certified Bariatric Educator in 2022. She's had the opportunity to manage many chronic conditions including Diabetes in a variety of settings including the Edmonton Remand Center, Alberta Hospital, Transplants Unit and psychiatric unit at the Foothill Hospital, and Emergency at Sturgeon Community Hospital. She has also gotten additional training at C-endo, an endocrinology clinic in Calgary in both community diabetes management as well as pump therapy. She continues to be a big advocate for accessible and improved community care as well as advancing pharmacy practice. She also continues to invest and support technicians fully utilizing their scope.



## PRESENTATION DESCRIPTION

This presentation will allow attendees to gain an understanding of the different types of diabetes testing supplies available in the market, including capillary blood glucose monitors and continuous glucose monitors. Attendees will learn about the differences between each type of testing supply, how to operate each type of testing supply, and the distinguishing features of each product. The presentation aims to equip attendees with the knowledge and skills necessary to effectively help patients with diabetes manage their condition and choose the best testing supplies for any particular patient's needs.

## LEARNING OBJECTIVES

1. Understand the basic principles of diabetes testing, including how capillary blood glucose and continuous glucose monitors differ, and be able to explain these principles to patients.
2. Demonstrate proficiency in using / attaching different types of diabetes testing supplies, including capillary blood glucose meters and continuous glucose monitors.
3. Recognize and differentiate the distinguishing features of various diabetes testing supplies, including One Touch, Contour, Freestyle, Libre, and Dexcom, to help patients make informed decisions about their diabetes management needs.

# Jon Cornish

## PRESENTER BIOGRAPHY



Jon Cornish, a multifaceted figure renowned for his achievements in the sports field and the financial sector, leads the Seetal Cornish Wealth Management Group at RBC Dominion Securities. His illustrious football career with the Calgary Stampeders in the Canadian Football League is well-documented, marked by numerous accolades, records, a Lou Marsh trophy winner as Canada's top Athlete, and he has a trophy named after him awarded to the top Canadian in US College Football, the Jon Cornish Trophy. Having started his banking career while he was still playing, Cornish now has a decade of wealth management experience. Jon's goal-oriented mindset now fuels his work with clients. Just as he set ambitious goals for himself in his football career, Jon guides his clients to do the same, supporting them while they navigate the path to financial prosperity. As the 15th Chancellor of the University of Calgary, he made history as the youngest individual in Canada to hold such a position. As president emeritus and founder of the Calgary Black Chambers, he worked to make Calgary a more inclusive and equitable place for BIPOC individuals, raising over \$300,000 to support youth education and he started the Calgary Black Achievement Awards which has honored numerous Black Calgarians. On top of it all, Jon still works with the Calgary Stampeders and Calgary Flames as a gameday consultant, working to make the gameday experience across their sports portfolio the best in the world. His dedication to community, along with his professional accomplishments, resulted in his recognition as one of Calgary's Top 40 Under 40 in 2022. Jon Cornish is a Chartered Financial Analyst charterholder.

## PRESENTATION DESCRIPTION

### I. Introduction

### II. The Evolving Role of Pharmacy Technicians

- a. Overview of the evolving healthcare landscape and the increasing importance of pharmacy technicians
- b. Discuss the expanded scope of practice for pharmacy technicians and their contributions to patient care
- c. Ethics when it comes to pharmaceutical chemicals
- d. Highlight the significance of ongoing education and training to adapt to changing industry demands

### III. Best Practices (Ethics)

- a. Importance of accurate medication dispensing and dosage calculations
- b. Like looking over the defensive formation on the field, you better get it right
- c. You're the first line of defense.
- d. Fiduciary, for your body

### IV. Technological Advancements in Pharmacy Practice (Professional Development)

#### A. Discuss the role of pharmacy technicians in utilizing and adapting to new technologies - AI, phones, internet, etc

- a. Keeping up with the times
- b. Protocols and Values
- c. How I got here

#### B. Emphasize the significance of continuous professional development for pharmacy technicians

- 1. 5.6, 7, 7.8 yards per carry - The importance of continual development
- 2. Compounding Kaizen

### V. Collaborative Care and Interprofessional Relationships (Collaboration)

#### A. Importance of collaboration between pharmacy technicians, pharmacists, and other healthcare professionals

- 1. Your Team
- 2. Team performance as a function of Trust
- 3. Being the best teammate
- 4. Why collaboration is so important

### VI. Conclusion

## LEARNING OBJECTIVES

1. Instill Ethical Values- Attendees understand ethical responsibilities and commit to upholding patient-centric values
2. Foster Collaboration - Attendees will be encouraged to seek and establish collaborative relationships with other healthcare professionals
3. Encourage Professional Development - Attendees will be motivated to pursue professional development goals

# Melanie Dorey

## PRESENTER BIOGRAPHY

Melanie Dorey is a registered pharmacy technician and has worked in the compounding industry for over 17 years. She graduated from La Cite Collegiale's 2-year Pharmacy Technician program in 2006 and at the Children's Hospital of Eastern Ontario (CHEO) where she acquired a passion for sterile and nonsterile compounding. While attending the Sterile Compounding Boot Camp in Denver, Colorado in 2007, Melanie met several key industry experts who ignited her passion for sterile and nonsterile compounding. In 2014, she joined the team at CriticalPoint and Kastango Consulting Group where she continued to hone her skills while developing eLearning, standard operating procedures, as well as in person and virtual lectures. She also traveled to client locations to perform competency assessment and customized training. Melanie has served on a variety of committees with NAPRA and the Ontario College of Pharmacy. She now owns Critical Compounding Resources which offer training and consulting services in both Canada and the US.



## PRESENTATION DESCRIPTION

Policies and Procedures (PnPs) must be developed and regularly reviewed for pharmacy operations. Pharmacy Technicians play a vital role in all elements of the pharmacy's operation which makes them better suited to develop and review policy and procedures. The development process can be daunting, but this presentation walks through the important policy and procedure elements and how to develop them to improve personnel compliance.

## LEARNING OBJECTIVES

1. Define policy and procedures per NAPRA Model Standards
2. List the required policy and procedures per the NAPRA Model Standards.
3. Describe the key strategies to developing comprehensive policies and procedures.
4. Identify the reasons why a pharmacy technician may be better suited for the development and review of the facility's policies and procedures.

# Teresa Hennessey



## PRESENTER BIOGRAPHY

Since receiving her pharmacy technician diploma in 1998, Teresa has practiced in front-line and leadership roles in both community and hospital pharmacies. Her leadership career has been a combination of practice leadership and operations management. She is a certified change practitioner and process improvement green belt. Teresa is currently employed with Alberta Health Services, Pharmacy Services as Senior Advisor, Equipment Strategy & Coordination. In this role, Teresa uses her experiences from both personally using pharmacy equipment and managing automation of the distribution system, to provide strategic oversight of Alberta's hospital pharmacy equipment.

## PRESENTATION DESCRIPTION

Medical devices range from simple products such as adhesive bandages and toothbrushes to more complex products such as x-ray machines and pacemakers. The use of medical devices and other equipment and technologies in pharmacy practice is not new but is a growing trend as pharmacy teams look for ways to improve quality, accuracy, and efficiency. As a pharmacy professional, it is important to be aware of the types of medical devices and how to ensure the safety of your patients as well as yourself and your team when working with equipment.

## LEARNING OBJECTIVES

At the end of this session, participants will be able to:

1. Identify medical devices commonly encountered in pharmacy practice and understand related regulatory requirements
2. Apply medical device risk classification to the use of pharmacy equipment
3. Describe how quality control and quality assurance relates to the use of pharmacy equipment and devices

# Kathy Hayward

## PRESENTER BIOGRAPHY

Kathy Hayward is a pharmacist, Certified Respiratory Educator and Certified Tobacco Educator who has worked in Community pharmacies, Outpatient clinics with specialists and in Primary Care multidisciplinary teams while working with the Alberta Health Services, Calgary COPD & Asthma Program. She is currently at the Calgary Co-Op Pharmacy Specialty Hub.

She graduated from the University of Saskatchewan, and worked in Alberta in several communities. She finds that being an educator allows her to collaborate with other health care professionals and encourage dialogue with people seeking care in pharmacy. Within the Outpatient Specialty clinic setting, she has been able

to use a number of her skills in helping people achieve better outcomes with treatment of Asthma and COPD. She had the privilege of being a co-author on the CTS Statement Update on Mild and Very Mild Asthma 2021, and has authored articles for pharmacy publications and CE's. She finds helping other professionals increase their knowledge and skills to help people manage their health conditions. Pharmacists and Licensed Pharmacy Technicians are perfectly positioned to build relationships with people who are being treated for these conditions and greatly improve how their medications help their respiratory condition.



## PRESENTATION DESCRIPTION

Over the last 5 years, many changes have occurred in medication and devices available for respiratory conditions such as Asthma and COPD. These new medications offer many opportunities to improve outcomes for the people that technicians will see. There have also been many new guidelines with major changes in when to step up therapy for COPD to prevent serious consequences for patients and the health care system. This talk will focus on the role of technicians in helping with patients who are needing a change in therapy, observing inhaler technique and suggesting changes to prescribers. Poor inhaler technique can result in getting no medication at all, a critical error. Knowledge of when to change therapy can have significant improvements in quality of life and prevention of flare ups. Familiarity with the most up to date guidelines for COPD and Asthma, both Canadian and international, will provide the recommendations for changes.

## LEARNING OBJECTIVES

1. Be able to question patients about the use of their inhalers and the benefit they are getting
2. Be able to communicate decreased effect or overuse to patients and pharmacists to assist in change in therapy
3. Be able to provide references and placebo devices to improve use of inhalers, such as print, video or demonstrations
4. Be able to find and store virtual resources for use in practice setting to encourage best treatment dependent on patient issues and new treatments
5. Be aware of and able to describe non pharmacologic resources sold in pharmacy and for patient use at home, such as video, internet or community programs

# Melissa Murach



## PRESENTER BIOGRAPHY

Melissa leads a skilled team of assistants, technicians and pharmacists focused on engaging with care partners, patients and caregivers as the manager of a pharmacy fulfillment centre servicing group homes, supportive living and long term care homes all across Southern Alberta. She started her career in pharmacy 23 years ago after first graduating with a Business Management Degree and then taking on administrative and data entry tasks at a small rural pharmacy in Manitoba which turned into the first internet pharmacy shortly thereafter; employing over 200 pharmacy workers. As a pharmacy technician, she has been enhancing her leadership skills and serving as Operations Manager for several LTC pharmacies over the past 17 years while living in Alberta. She has implemented educational programs for nursing staff on medication administration as well as various eMAR training programs. She has been a member of PTSA and advocating for technician role development since 2013. She is also a preceptor each year for new technicians entering the profession and has recently helped NAPRA in Ottawa with upgrading their standard settings. She is also a member of several medical advisory committees. Her passion for enhancing the well-being of others goes beyond pharmacy and she has been a volunteer emergency medical and mental first aid responder on the disaster management team of the Canadian Red Cross for over ten years. In her spare time, she enjoys spending time out in nature camping, kayaking or hiking with her husband and their three sons and riding her motorbike.

## PRESENTATION DESCRIPTION

The main purpose of this presentation is to excite the audience and get them thinking “beyond the box” of the traditional pharmacy technician role and realize that there are many other great opportunities available; beyond the traditional role; whether it be as an educator, researcher, automation and technology specialist, a quality assurance lead or a leadership or management role.

The presentation has the background of colourful fireworks and the spectrum of the many colours of those fireworks move into the many roles available for technicians to fit into. It explores these non traditional career paths and gets the audience thinking about their why, their current skill set and what they may need to do to proceed into a new career pathway in the pharmacy technician profession; or how to create a new niche or enhance their role within their current setting.

## LEARNING OBJECTIVES

At the conclusion of this presentation, participants should be able to:

1. Recognize what their key strengths and interests are; and how they may pivot towards a path that utilizes these and fuels their sense of purpose
2. Identify the many opportunities for pharmacy technicians beyond the dispensary
3. Know what beginning steps they can take towards creating their own fulfilling career path. Great resources and mentors can make all the difference

# Heather Snook

## PRESENTER BIOGRAPHY

Heather Snook is a registered Pharmacy Technician who practises community pharmacy at The Medicine Shoppe Pharmacy in Spruce Grove, AB. Here, she is a pharmacy owner and manager of the compounding lab. She is an extremely dedicated, hardworking individual who always puts her patients first. Heather strives to create a patient experience that is 5-star and one that will leave her patients with that wow factor. Heather is originally from NL where she graduated with a BBA from Memorial University of Newfoundland in 2008. Completed biological sciences after degree program from University of Alberta in 2012 and Pharmacy Technician diploma from

NorQuest College in 2014 and has been registered as a Pharmacy Technician with ACP since 2014. Heather was the recipient of the 2022 PTSA Professionalism Award. Heather resides in Parkland County, AB with her husband of 14 years and two children who are her world. Heather enjoys crafting, cooking, reading and family time.



## PRESENTATION DESCRIPTION

The art of children's compounding

I will discuss and touch on a few key areas:

1. Drug compliance with kids (encompass dosage forms and creating custom flavours)
2. Flavouring (tasting and tweaking using bitter stop salt or sugars)
3. Creating compounds for shorted medications or unavailable meds
4. pH testing and importance of a proper formula

## LEARNING OBJECTIVES

### 1. Flavours:

Understanding patient needs and wants. What is the child's favourite flavours, creating a flavour tasting bar for them to choose what they like. Being able to change flavour from fill to fill (which is anywhere from 14-30 days)

### 2. Dosage Form:

To create better medication compliance in children using a preferred dosage form (liquid, gummies, or chocolates). Being able to adapt and change forms from fill to fill (usually 30 days)

### 3. Adaptability:

Being able to have shorted or discontinued medications available for children the same day they are requested. Such as acetaminophen, ibuprofen, sulfamethoxazole trimethoprim, or amoxicillin. Listening to the community on the needs that should be met for their children.

# CJ Hoban



## PRESENTER BIOGRAPHY

CJ has worked in both BC and Alberta and has experience in many types of pharmacy practice settings including community, hospice, long term care, hospital, and corrections. She has experience in front line, project, and leadership roles. CJ is dedicated to fostering a just and learning culture and is passionate about people. She is committed to continuous learning, curiosity, and contributing to a community of practice where we strive for excellence through shared knowledge, collaboration, and patient centred care. She has previously volunteered with the PTSA advocacy committee, and is currently a learning review panelist with CCCEP.

## PRESENTATION DESCRIPTION

Share the stepping stone that helped me find my own leadership path to professionalism. Through shared stories and resources, I hope to help others carve their own path.

## LEARNING OBJECTIVES

1. Identify values and understand how we can live into these in our work
2. Understand how leadership is tied to professionalism
3. Identify opportunities to support personal leadership development



# Nina Dueck

## PRESENTER BIOGRAPHY

Nina Dueck has been a regulated pharmacy technician for 15 years, working in both community and hospital settings. She originally started her career by working in her hometown Lethbridge at a specialty compounding pharmacy. She moved to Calgary in 2013, where she settled in as the first regulated technician at South Health Campus. Nina has since transitioned into her current role as a Technical Practice Leader, where her priority is to lead successful change in pharmacy practice by working with multi-disciplinary teams within AHS. When she is not working, she likes to spend her time decorating/organizing, hanging out with the fam jam and contributing back to the profession. Her passion is to mentor, inspire and watch her colleagues grow personally and professionally!



## PRESENTATION DESCRIPTION

This presentation will work to share the many growth opportunities that are available for Pharmacy Technicians within hospital pharmacy

## LEARNING OBJECTIVES

By the end of the session, attendees will be able to take away key learnings on the following:

1. Different opportunities for Pharmacy Technicians within hospital practice
2. Technician advancement
3. Multiple disciplinaries of hospital pharmacy

# Lindsay Gilbert



## PRESENTER BIOGRAPHY

I graduated from the Pharmacy Technician program at Red Deer College in 2009. I worked in community settings until 2011 when I began working for Alberta Health Services. I have worked at a number of different hospitals including rural settings and now work at the Red Deer Regional Hospital in the Acute Care Pharmacy. I've been involved in many different roles in Red Deer including Home Parenteral Therapy, Medication Reconciliation, and most recently as an Implementation Lead for the Connect Care Project within Central Zone. I currently live in Sylvan Lake with my husband, new baby, and two dogs.

## PRESENTATION DESCRIPTION

In this presentation, we will walk through exactly what Connect Care is and the Epic system that Alberta Health Services is implementing province wide. You will see how an order is processed and what safety measures are in place to enhance patient safety and patient care. We will discuss the effects Connect Care has on the community setting and walk through how this province wide change will benefit you as a patient.

## LEARNING OBJECTIVES

At the conclusion of this activity, participants will be able to:

1. Differentiate between Connect Care, Epic, and Willow
2. Identify the role of Connect Care in community settings
3. Implement the use of Connect Care in their own care as a patient

# Choi Chung

## PRESENTER BIOGRAPHY

- Extensive experience in working with marginalized populations struggling with mental health and addictions
- Established strategic partnerships with various non-profit agencies supporting this sector and transformed Mint Health + Drugs: CMP from a community practice into a fulfilment centre to meet the needs of the community
- Founded nurse-led home care team to support high-risk marginalized individuals maintain compliance to therapies such as antipsychotics, HIV/HCV treatment and opioid dependency therapy
- Recognized with the Future of Pharmacy APEX Award - 2020



## PRESENTATION DESCRIPTION

Focus on the main facets/challenges I've run into in converting a more typical community pharmacy practice that once catered to individuals requiring a physical pharmacy store-front to attend to in accessing services to a fulfillment centre that delivers almost 100% of its services remotely. As my team of technicians play an integral role in my operation, the presentation will aim to tie in the scope of a technician within a fulfillment centre setting, and how some of the best practices we've developed may be applicable across other practice sites.

## LEARNING OBJECTIVES

1. Identify the basic concept and features of a pharmacy fulfillment centre
2. Describe the different factors that are involved in establishing a fulfillment centre
3. Recognize the various integral roles of pharmacy technicians in fulfillment settings
4. Consider how best practices within a fulfillment centre can be applied to other practice settings



# OUR SPONSORS

This conference is supported by the generosity of industry partners. Their continued commitment to ensuring pharmacy technicians have access to affordable, quality educational opportunities is greatly appreciated!

Don't forget to check out the vendor trade show on Friday, September 8th to interact with and see demos from some of our sponsors!

## Platinum Sponsors



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# Additional Sponsors



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# SPECIAL THANKS



This year's conference would not have been possible without the efforts of the 2023 Alberta Pharmacy Technician Conference Planning Committee!

*Loren Voice*

*Ivan Yu*

*Holly Penhalagen*

*Nina Dueck*

*Allie Weaver*

*Nneoma Ehimige*

*Lori Siedlecki*

*Carlynn Bullock*

*Shawna Paradis*



**BEYOND**

THE

**DISPENSARY**

