



Evolving Community Pharmacy Services

Randy McDonough, PharmD, MS, BCGP, BCPS, FAPhA and Suzanne Feeney, PharmD

Randy McDonough and Suzanne Feeney declare no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings and honoraria.

About the Speakers

Dr. Randy McDonough is Professor of Pharmacy Management and Innovation at Loma Linda University School of Pharmacy and co-owner of Towncrest, Solon Towncrest, and Towncrest Compounding Pharmacies. He is also co-founder/co-owner of Innovative Pharmacy Solutions. He oversees Towncrest Pharmacy's clinical services including MTM services, nursing home consulting, wellness screenings, immunizations, and adherence services. He is responsible for development, implementation, and quality assurance for all aspects of the clinic and services. He is board certified in geriatrics and as a pharmacotherapy specialist. His areas of interest include community-based outcomes research, pharmaceutical education, geriatrics, disease state management, student development, and the development of patient care initiatives in the community pharmacy setting.

Dr. McDonough has published and presented extensively on the subject of pharmaceutical care and MTM in the community pharmacy setting. In particular he is recognized for his efforts in developing and implementing patient care services. He has co-authored a book on pharmaceutical care and has written chapters for several other texts. He has presented nationally and internationally on pharmaceutical care, MTM services and Performance Measures in the community pharmacy setting. More recently, two papers have been published that highlight his work in developing and implementing a new workflow process that emphasizes the role of community pharmacists of ensuring that patients are achieving their therapeutic outcomes with safe and effective medications. This led to a pilot program with the largest payer in the state of Iowa and resulted in Towncrest Pharmacy saving the payer \$300.00 per member per month in total health care costs.

Suzanne Feeney, PharmD leads Business Development at CEimpact, a pharmacy education company that focuses on connecting learning to practice. Suzanne is also a co-founder of ThriveSubscribe an online community guiding community pharmacy-based practice transformation through collaboration, courses and networking. Suzanne graduated from The University of Pittsburgh with a Doctor of Pharmacy after which she completed PGY1 Community Pharmacy Residency with Albertsons/Osco Drug and the University of Illinois College of Pharmacy.

About the Course

To meet the new demands community-based practitioners must transform their pharmacy practices to focus on patient care through enhanced services. This CE course will address the change community-based pharmacy practice is experiencing. Pharmacy practice can no longer depend on traditional dispensing models and must adapt to focus on enhanced patient care services. This CE will share experiences from across the country to demonstrate how community-based practice can be redesigned to support services and make every patient encounter count.

Pharmacist Objectives

1. Recall the impact of community-based practice to patients and the health care system
2. Review techniques to create workflow that supports services in community-based practice
3. Describe effective prescriber communication methods

Technician Objectives

1. Recall the impact of community-based practice to patients and the health care system
2. Review techniques to create workflow that supports services in community-based practice
3. Describe effective prescriber communication methods



This program is provided by the Illinois Pharmacists Association. The Illinois Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program is equivalent to 1.0 contact hours (0.10 CEUs) of pharmacy continuing education. No partial credit is allowed.

Course Participants:	Pharmacists, Technicians, Pharmacy Students
CPE Target Audience:	Pharmacists, Technicians
UANs:	0135-0000-20-033-L04-P; 0135-0000-20-033-L04-T 0135-0000-20-033-H04-P; 0135-0000-20-033-H04-T
Activity Type:	Knowledge
Contact hours:	1.0
Initial Release Date:	9/25/2020
Expiration Date:	9/25/2023