

**HCP  
21**



# agenda

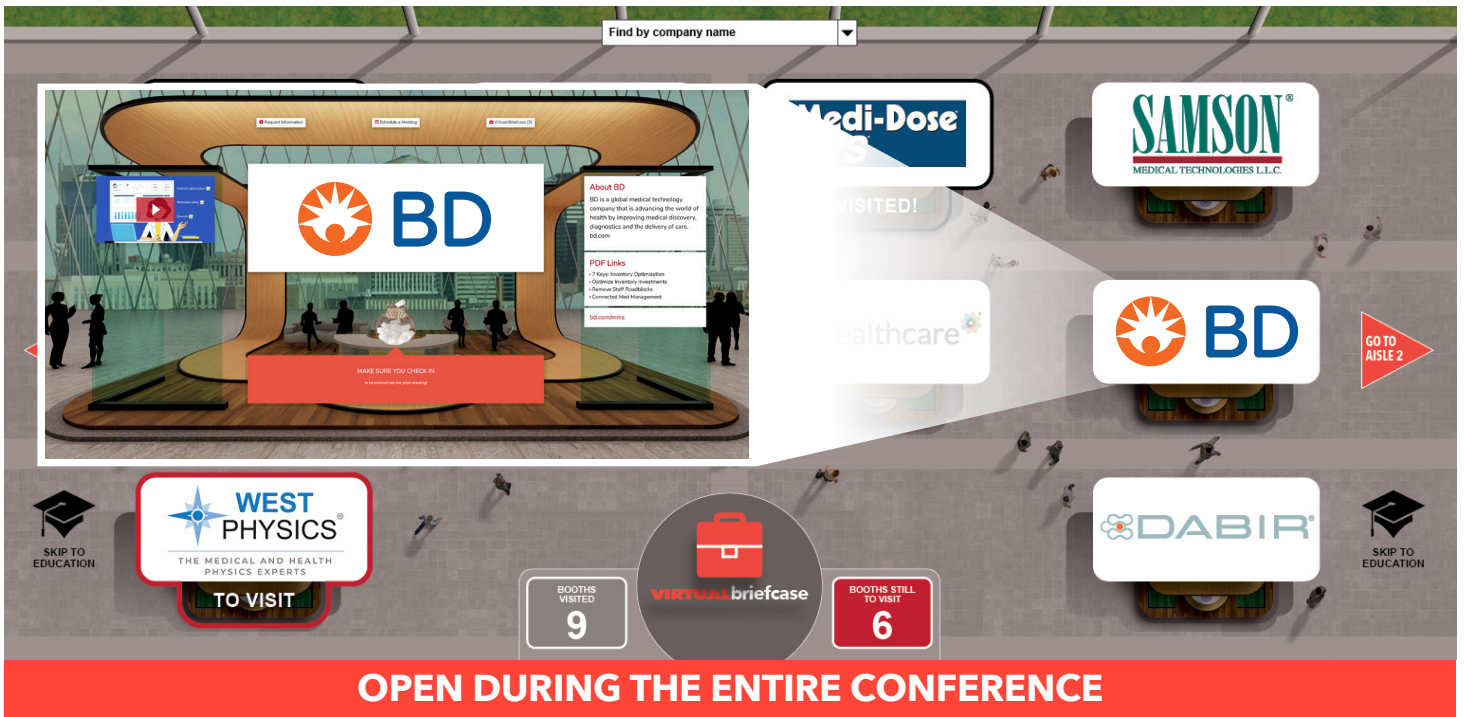


**Hospital Pharmacy 10/25–11/12**



titlesponsor

# S VIRTUAL suppliershowcase



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 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.*



titlesponsor

## **ON-DEMAND**

# **educational sessions**

## **Monday October 25th**

9:00am CT **All Educational Sessions Released**

## **Monday November 1st**

Live Q&A for Educational Session **Two**

11:00am–11:15am CT

## **Tuesday November 2nd**

Live Q&A for Educational Session **Three**

11:00am–11:15am CT

## **Wednesday November 3rd**

Live Q&A for Educational Session **Four**

11:00am–11:15am CT

## **Thursday November 4th**

Live Q&A for Educational Session **Five**

11:00am–11:15am CT

### **CE CREDIT DETAILS**

*Please be aware that if you want to obtain LIVE CE credit for a session, you must watch the session AND participate in a Live Q&A at 11:00am CT on the date specified for that session.*

*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

*Your CE credit will be posted to your CPE Monitor account by December 17th.*

*Each Educational Session is available to view **ON-DEMAND** any time from 9:00am CT on October 25th until 10:59pm CT on December 3rd.*



## Leading From Within: Driving Culture and Performance in a Post-Covid Era

### 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.

*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

sponsored by



## KITCHECK

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

- Build stronger relationships at the direct-report level to foster a greater connection to the team and the organization
- Continue evolving as an "employer of choice" despite the trials of coping with workforce challenges post-Covid
- Hold team members accountable to high standards of behavior and performance, while still making them feel you are their #1 advocate

## learning objectives

## Preparing for Your Joint Commission Survey 2021– Medication Management Focus



### **Jeannell Mansur, PharmD, RPh, CJCP, FASHP, FSMSO**

#### ***Principal Consultant for Medication Management and Safety, Joint Commission Resources***

Jeannell Mansur is Principal Consultant for Medication Management and Safety for Joint Commission Resources and Joint Commission International. In this role, she provides direction to hospital leaders on medication safety design, medication system optimization and technology implementation to support patient safety and effectiveness. Her expertise in lean six sigma and change acceleration performance improvement methods and tools is of immense value to organizations that are seeking to implement effective and sustainable improvement to challenging issues. Also in her role as Principal Consultant, Dr. Mansur provides expertise to the Joint Commission enterprise on medication system themes. Dr. Mansur has been recognized for her distinguished work by the designation of Fellow with the American Society of Health-System Pharmacists and the American Society for Medication Safety Officers. She is a voting member of the United States Pharmacopeial (USP) Convention.

Dr. Mansur completed training with the Institute for Healthcare Improvement in medication safety under the direction of Drs. Donald Berwick and Lucian Leape. The learning from these leaders and the experiences from this Institute resulted in the crafting of a systems-based approach to medication safety that has molded Dr. Mansur's philosophies.

Dr. Mansur has extensive experience in all aspects of medication system design and implementation as well as hospital pharmacy which includes clinical, operational and management responsibilities. She was Director of Pharmaceutical Services for 12 years at the University of Chicago Medical Center before she became Executive Director for Pharmacy Informatics, where she was involved in the planning, building and implementation of the organization's electronic medical record.

Dr. Mansur received her B.S. Pharmacy from the University of Michigan and her Doctor of Pharmacy degree from Wayne State University.

*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

sponsored by



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

### learning objectives

- Discuss top scored medication management standards and EPs and the status of surveys for 2021
- List four areas of survey focus relating to medication processes for 2021
- Describe new clarifications for insulin pumps
- Discuss top areas of focus for sterile compounding and status of surveying to USP 797 and USP 800



## Putting Advocacy into Action: A Policy Approach to White Bagging



### Co-Speaker **Steven Lucio, Pharm.D., BCPS**

Steven Lucio, PharmD, BCPS, leads the Vizient Center for Pharmacy Practice Excellence (CPPE) in providing Vizient members and the health care community with clinical and industry-related insights into pharmaceuticals that support the Vizient mission to manage costs, improve quality of care and grow market performance. Steven and the CPPE team include trained pharmacists representing expertise in a wide range of clinical and operational pharmacy disciplines, including biosimilars, oncology, pediatrics, hazardous medications, drug supply, pharmacy operations, specialty pharmacy and regulatory compliance. From the expanding biosimilar markets to new gene therapies and other pipeline developments, Steven and this team apply their knowledge to maintaining a pulse on clinical, market and legislative developments, and forecast trends and potential impact to the Vizient community.

In addition, Steven is an industry leader and sought-after expert in the advancement and adoption of biosimilars as a key strategy in the management of drug price increases. As a leading authority, he has been featured in multiple publications and broadcasts and is also the author of *Biosimilars and Biologics: Implementation and Monitoring in a Healthcare Setting*.

Steven is also a frequent contributor and presenter in support of Vizient's advocacy and public policy initiatives, highlighting the strategic and high-value role of pharmacy in the health care setting. He has provided insights on topics including essential medications, drug shortages, white-bagging, the Unapproved Drug Initiative and 340B strategies. In addition, he represents Vizient at legislative listening sessions, FDA briefings and other policy-making and stakeholder engagement opportunities.

Prior to joining Vizient, Steven practiced for almost 10 years within the Baylor Health Care System in various settings, including ICU clinical pharmacy and ambulatory care.

Steven holds a doctorate in pharmacy from Creighton University and a Bachelor of Science degree in pharmacy from the University of Texas at Austin, and is a board-certified pharmacotherapy specialist.

*Continues on next page*



**xellia**  
PHARMACEUTICALS

*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

sponsored by

*Continued from previous page*



**Co-Speaker Wendy Gaudet, Pharm D., DPLA**

Wendy Gaudet, Pharm D., DPLA, is currently Vice President of Operations at Our Lady of the Lake Regional Medical Center. She began her career as a Pharmacy Technician for a small retail pharmacy while earning her Bachelor of Science degree. Dr. Gaudet's first leadership position was serving as an Inpatient Pharmacy Manager and Pharmacist in Charge for a small hospital in Baton Rouge, Louisiana. She then advanced to Manager for Ambulatory Pharmacy Operations for Our Lady of the Lake. At OLOL, Dr. Gaudet continued to broaden her work in other departments and hospitals throughout the Franciscan Missionaries of Our Lady Health System, including serving a nine-month stint as Interim CEO and Vice President at Assumption Community Hospital, ultimately leading to her current Vice President role where she oversees all Pharmacy, Imaging, Lab, and Ortho Service Line operations throughout East Baton Rouge, Assumption, Livingston, and Ascension Parishes.

Dr. Gaudet earned her Bachelor of Science from the University of Arkansas at Monticello, and her Doctorate of Pharmacy from the University of Louisiana at Monroe, College of Pharmacy. She also completed her Lean Six Sigma Green Belt and Master Change Agent Certifications through GE certified programs, as well as her Diplomat of Pharmacy Leadership Academy through the American Society of Health System Pharmacists.

Dr. Gaudet is a member of ASHP and the Louisiana Society of Health System Pharmacists. She has served as a consultant for sterile cleanroom builds and for pharmacy work involving hazardous residue contamination, and she has spoken as Faculty for ASHP's Midyear presentation and for 340B Health engagements. She has received numerous awards and has been selected to represent OLOL in various community programs, including the 2020 Catholic Health Association Tomorrow's Leader Award, the 2018 Greater Baton Rouge Business Report Top 40 Under 40 Award, the 2017 Mother Gertrude Hennessy Leadership Award, The 2017 Proven Leader Program at OLOL, The Class of 2015 Baton Rouge Area Chamber Leadership Program, and the 2007 President's Award Recipient at the Baton Rouge General Hospital.

*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

sponsored by

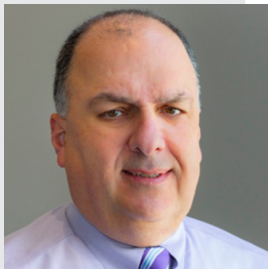


**After attending this presentation, attendees will learn to:**

- Define and differentiate between the strategies payers are implementing to affect medication acquisition and reimbursement
- Describe the potential for additional cost, waste, and patient care impact of these strategies like white bagging
- Identify a strategic plan to prepare and prevent additional expense and patient care disruption due to actions such as white bagging
- Explain how to participate in advocacy efforts to limit the negative impact of white bagging and/or other payer directed actions

**learning objectives**

## 2021 Proposed USP Compounding Chapters - Sifting Through the Confusion: What's In, What's Out, What's Changed (now) and how FDA is Shaping the Conversation!



### Lou Diorio, RPh

Lou Diorio, RPh, is a principal of LDT Health Solutions, Inc. (LDT), a medication safety and quality management consulting company, with over 70 years of combined pharmacy expertise serving clients internationally.

Lou is a graduate of Long Island University's Schwartz College of Pharmacy and is an adjunct Professor of Pharmacy Practice for the college and a preceptor of pharmacy students. He is also a member of the College's Alumni Executive Board.

Lou has extensive experience in IV and extemporaneous compounding; lectures, writes, and consults on these topics, and lends his expertise to many State Boards of Pharmacy; and is a nationally recognized subject matter expert on compounding, robotics and automation. Mr. Diorio has proctored the NYS Board of Pharmacy Licensure Exam (Part III) for Sterile Compounding. He has managed an FDA-registered cGMP manufacturing operation for Coram Healthcare (SoluNet™ LLC).

An active APhA member, Lou is a past Chair of APhA's APM Academy of Practice and Management, an APhA Fellow, and was the Chair of APhA's Compounding Special Interest Group (SIG). He is also a current member of the Kappa Psi Pharmaceutical Fraternity Foundation Board of Directors, a member of the New York State Council of Health System Pharmacists Research and Education Committee, and a member of the New Jersey Society of Health System Pharmacists Industry Relations Committee.

Since 1985 Lou has practiced in many clinical settings, fulfilling many clinical and operational roles, including Chief Operating Officer of Hebrew Hospital Corporate Services, which is a multi-centered sub-acute and LTC hospital system in New York. He has also managed and practiced in home-care, hospital, and community settings.

During the Pandemic Lou was asked by the New Jersey Board of Pharmacy to monitor the competency training, use of automation and quality management efforts at the four field hospitals serving the citizens of the State.

Lou is an Eagle Scout (with Silver Palm), and is still an active volunteer with the Boy Scouts of America.

Lou and his wife Kathi have two children; Samantha, an attorney, and Michael, a civil engineer.



*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

sponsored by

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

- Describe the genesis of USP Compounding Chapters. Be able to describe their scope and the overlapping regulatory authorities who could enforce the USP standards
- Describe the current regulatory environment with focus on the most common citations confronting compounders who manipulate drug product for both 503A & 503B providers
- List three (3) attributes (design elements) of a USP compliant compounding space for sterile or compounding
- Discuss the impact of the FDA's Insanitary Conditions guidance document on daily practice
- Outline three attributes of a quality compounder training program

learning  
objectives



## Connecting the Dots Between Leadership and Culture



### **Ernest R. Anderson, Jr. MS FASHP, FMSHP**

Ernest R. Anderson, Jr formed his own consulting company in 2013. He consults in all aspects of pharmacy practice with Health System pharmacies, consulting with individual hospitals and multi-hospital systems. He is formerly System Vice President of Pharmacy at Steward Health Care, an 11-hospital system with corporate offices in Boston Massachusetts. Additionally, he spent 15 years as Director of Pharmacy at Lahey Clinic Medical Center in Burlington Massachusetts. Mr. Anderson is Associate Clinical Professor of Pharmacy at Northeastern University College of Pharmacy and Allied Health Professions, and Adjunct Associate Professor of Pharmacy at Massachusetts College of Pharmacy and Health Sciences in Boston.

Mr. Anderson received his Master's degree in hospital pharmacy from the Northeastern University College of Pharmacy and Allied Health Professions in Boston, Massachusetts in 1979 and his Bachelor's degree from Northeastern University College of Pharmacy and Allied Health Professions in 1976.

Mr. Anderson has given numerous presentations in his 45 years of pharmacy practice, both locally and nationally, on a variety of healthcare and leadership topics. He has published articles in journals such as Pharmacy Review, Hospital Pharmacy, Pharmacotherapy, Joint Commission Journal on Quality and Safety, Pharmacy Practice News and the American Journal of Health-System Pharmacy. Mr. Anderson served with ASHP as a delegate or alternate delegate from MSHP from 2001-2017. He has served ASHP as a member of the nominations committee for two years and as Chair and member of the Council for Public Policy for four years and Chair of the ASHP Fellow selection committee. He also serves on Development Committee for the ASHP Foundation. He is a past member of the Board of Trustees, Past Secretary and Past President of the Association of Community Cancer.

*Each session will be available for on-demand viewing (and Enduring CE) from 9:00am CT on Monday, October 25th until Friday, December 3rd, but please keep in mind that we cannot provide Live CE credit unless you watched the session and participated in the Live Q&A for that session. Live Q&As are not available on-demand and will be available for Sessions 2-5 at the dates and times specified for each session.*

sponsored by

SPEND  
M+END

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

- Differentiate a reactivity mindset from a creativity mindset
- Regulate their limbic system allowing full functionality of the pre-frontal cortex thus reducing stress
- Put The 4 in 4 Framework into action decreasing stress and improving creativity
- Identify the benefits of embedding effective values into the departmental culture
- Maximize creativity as a cultural departmental norm

learning  
objectives



titlesponsor



**Live!** ONLINE Pittsburgh PA  
**reverseexpo**

November 8–12, 2021

8:00am–5:00pm CT **daily**

**Session ONE**  
Monday November 8th

**Session FOUR**  
Thursday November 11th

**Session TWO**  
Tuesday November 9th

**Session FIVE**  
Friday November 12th

**Session THREE**  
Wednesday November 10th

sponsored by

