



Tennessee Pharmacy Compliance Checklist Now Available

What Tennessee pharmacist couldn't use help in keeping up with the many rules and regulations that pharmacies are required to follow? In response to members' requests for assistance, the Tennessee Pharmacists Association (TPA) collaborated with Walter L. Fitzgerald, Jr., D.Ph., M.S., J.D., to develop a checklist for just this purpose. The "Basic Compliance Assessment Instrument" was initially rolled out at U.T.'s Futures Symposium last month, and modifications have already been made to update the form with ever-evolving compliance requirements.

The checklist contains 80+ items divided into the following sections: General Pharmacy Operation; Facilities—External; Facilities—Internal; Personnel; Point of Sale—Generally; Point of Sale—Non-Prescription; Point of Sale—Prescription; and Prescription Processing. TPA members will find a link to the document near the top of the Legislative Information page of the TPA website, www.tnpharm.org, or by browsing directly to: www.tnpharm.org/MembersOnly/Legislative_Information/ComplianceChecklist.pdf. Members may also contact the TPA office (615-256-3023) to request a fax copy. Dr. Fitzgerald and TPA will strive to update the checklist regularly to help members stay in compliance as requirements change.

It's easy to join TPA or pay 2008 membership dues! Visit <https://secure.xo.com/tnpharm.org/index.shtml> or call TPA, 615.256.3023.

Survival Spanish for Pharmacists

The rising number of immigrants who speak English as a second language grows daily. These community members are your patients, and the language barrier can lead to misunderstandings and less than adequate patient care. Learn the skills necessary to build strong relationships with your Spanish-speaking patients, with *Survival Spanish for Pharmacists*, available from the National Community Pharmacists Association (NCPA). To order, visit www.ncpanet.org/pdf/bookstoreorderform_revised.pdf.

- Designed for adults with no previous experience in Spanish
- Workbook's topics cover dispensing instructions, side-effects, basic medications, drug uses and indications
- CD allows you to hear the pronunciation of the words
- Two great training and reference tools for pharmacy staff
- Workbook: \$22.50 (member), \$25.00 (non-member)
- CD & Pronunciation Guide:
\$18.00 (member), \$20.00 (non-member)

"Preventing Fraud, Waste and Abuse" Training Program

TPA is pleased to offer the "Preventing Fraud, Waste and Abuse" training program from LearnSomething at a discount for members. This online training program will help community pharmacies prevent fraud, waste and abuse and comply with Medicare requirements. It is designed to help educate and train pharmacy owners and employees regarding the Federal laws and guidelines related to fraud and abuse. Please remember that Medicare Part D rules require pharmacy employees to have specialized compliance training annually regarding controlling fraud, waste and abuse.

LearnSomething offers two versions of the program—a 30-minute general compliance program for employees who do not process prescription claims and a 50-minute specialized version (with one hour of ACPE credit) for pharmacists and technicians. The program cost is \$19.95 per person for TPA non-members and \$17.95 for TPA members. Bulk discounts are also available for stores needing 10 or more programs. To get started, visit www.tnpharm.org and click "Preventing Fraud, Waste and Abuse" on the home page or the Meetings/Programs page.

PQC Offers Free Informational Web Casts

The Medicare Part D pharmacy program requires continuous quality improvement programs to be in use by participating providers, and more and more programs that provide pharmacy benefits are adding medication safety and quality improvement program requirements to their pharmacy network contracts. TPA offers pharmacies the opportunity to purchase a program that meets these requirements: Pharmacy Quality Commitment® (PQC), developed by experts in total quality solutions for pharmacy, is a turn-key program to meet the quality improvement needs of pharmacies. The PQC program provides procedures and a step-by-step guide for incorporat-

ing best practices into an organized workflow system. Implementing the program is relatively easy and very affordable: \$300 for the first year and \$200 for each annual renewal. Free web casts are posted each month for new users and for those who are shopping for a continuous quality improvement program. Each free web cast is a thirty-minute presentation aimed at those who want to know more about the PQC program, or for those who purchased it and want to get it started in their pharmacy. To register for a web cast, visit www.pqc.net, scroll to the bottom of the home page, and click on the date desired. After entering your name and email address, you will receive a registration email with instructions for calling in via telephone and connecting via computer.

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PROVIDING INDEPENDENT PHARMACY WITH THE TOOLS TO STAY COMPETITIVE

