

# New Practice Environment: Empowering Your Patients through Self Managed Care

April 15 - 17, 2011









# **Delta Winnipeg Hotel**











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## **GREETING FROM THE HONORARY CONFERENCE CHAIR**



Welcome to the 2011 Manitoba Pharmacy
Conference. This year's theme is *New Practice*Environment: Empowering Your Patients Though Self
Managed Care. These are exciting times for Manitoba
Pharmacists with a new set of regulations on the horizon.
We have an exciting conference lined up for you this year to keep you informed and entertained.

The Manitoba Pharmacy Conference is a joint effort hosted by the Manitoba Society of Pharmacists, the Manitoba Pharmaceutical Association and the Canadian Society of Hospital Pharmacists (MB Branch), and it is our yearly goal to bring Manitoba pharmacists together for an opportunity to experience relevant educational programs that are valuable to pharmacists today. It is also a great opportunity to "let your voice be heard", as you will have numerous opportunities to interact with your peers on many hot topics that face our profession on a daily basis.

Of course the conference is not all about learning. It's also about having fun and interacting with your fellow colleagues, and there will be many opportunities to do just that. The weekend will open with the Friday night Wine & Cheese Reception and the presentation of the Young Leaders Awards. On Saturday, we have the Annual Awards Banquet, and then on Sunday, the Manitoba Pharmaceutical Association Awards Luncheon. Come on out and help us acknowledge some of the more exceptional members and leaders of our profession.

Welcome to the Manitoba Pharmacy Conference 2011! Exciting times ahead...

Jay Rich

Honorary Conference Chair



Check out our website at

www.mbpharmacyconference.com

for complete details on the sessions,

speakers biographies,

and our online registration.























## FRIDAY, APRIL 15th, 2011

## Session A

## Improving Patients' Lives: Where is the Evidence?

Multiple decisions are made every day, at the system, health authority, practitioner, and patient level – all ultimately affecting patient lives. What evidence might be incorporated into this decision making -- at all levels? What other factors come into play? When a decision is made at the system level, how does it affect the patient in the end? What kinds of evidence are influencing decisions made at the patient level? How can we help patients understand the difference between "new" and "effective"? Using examples from current healthcare issues including multiple sclerosis, rheumatoid arthritis and diabetes, Mr. Bélanger will explore the consequences and considerations in decision making designed to improve the life of patients.



1:00 pm to 2:00 pm Ballroom B/C (Second Level)

Keynote Speaker: Denis Bélanger, Director, Impact, Partnerships and Outreach, CADTH

#### Session B

# The Pharmacist's Role in Alzheimer's Disease Management

During this session, you will learn to recognize the symptoms and assess patients with AD. Various strategies in the medical treatment will be discussed along with managing patients in different stages in the home and in long term care settings. Participants will also learn strategies pharmacists can implement to ensure optimal adherence to treatment by patients and their caregivers.

This event is sponsored by



Working for a healthier world"





2:00 pm to 3:00 pm Ballroom B/C

#### Speaker:

#### Dr. Barry Campbell,

Associate Professor in the Faculty of Medicine at the University of Manitoba

**Norma Kirkby,** Program Director, Alzheimer Society of Manitoba

#### **Refreshment Break**

# Session C Medication Safety Its "90% Mental And The Other Half Is Physical"

Since the publication of the Institute of Medicine Report, "To Err is Human" in 1999, medication errors and the safe use of medication has been the focus of much public attention. This session will examine the roots of medication error with a pharmacy perspective. Understanding the psychology of medication errors may allow pharmacists to view their work environment with a new mindset.



3:00 pm to 3:30 pm

Second Floor Lobby

3:30 pm to 5:00 pm Ballroom B/C

#### Speaker:

**Shawn Bugden**, B.Sc. Pharm, Associate Professor, Faculty of Pharmacy, University of Manitoba

## Wine & Cheese Reception Young Leaders Award Presentation

Please join us for a short reception to mingle with colleagues and award our young pharmacists who have made a professional impact in their community.

5:00 pm to 7:00 pm Victoria Room (Lower Level)



2010 Young Leader Recipients



All educational programs of the Manitoba Pharmacy Conference 2011 are accredited by the Manitoba Pharmaceutical Association (MPhA File No. 31039M). The accreditation certificate (one form lists all the programs for the entire weekend) will be handed out at the sessions during the weekend.



## **Continental Breakfast - Pharmacy Technicians**

8:00 am to 8:30 am Ballroom C

Pharmacy Technician Program

### **Professional Development and Networking Opportunities** for Pharmacy Technicians

The Canadian Association of Pharmacy Technicians Inc. (CAPT) is the national association providing an influential voice, leadership and support to pharmacy technicians and pharmacy support staff facilitating practice excellence contributing to positive health outcomes.

- CAPT will advocate and promote the role of the Pharmacy Technician and Pharmacy Support Staff and the advancement of the profession.
- ✓ CAPT will support and empower Pharmacy Technicians and Pharmacy Support Staff in the pursuit of practice excellence through open communication and promotion of education and professional development opportunities.
- CAPT promotes the professionalism of Pharmacy Technicians and Pharmacy Support Staff throughout the industry by means of partnerships and collaboration with pharmacy stakeholders.

CAPT-The voice of Canadian Pharmacy Technicians and Pharmacy Support Staff for over 25 years!

### **Opening Remarks**

Session 1

The Future and Changing Roles for Pharmacy Technicians

Session 2(A)

The Technician's Role in Improving Medication Adherence

Session 2(B)

**Mood Disorders-Living with Depression** 

**Refreshment Break with Exhibitors** 

Session 3

**Assisting Patients with Making Healthy Lifestyle Choices** 

CAPT would like to recognize and thank the following sponsors:











8:30 am Speaker: Debra Chartier,

Pharmacy Technician, CAPT Board of Directors

8:30 am-9:30 am Speakers: Amy Oliver, B.Sc.Pharm Christina Santos, Pharmacy Technician Manager

9:30 am-10:30 am Speaker: Julie Choy, B.Sc.Pharm

9:30 am-10:30 am Speaker: Tina Holland. Director of Education-MDAM

10:30 am-11:00 am

11:00 am-12:00 pm























#### **Exhibitors Buffet Lunch**

12:00 pm to 1:30 pm Victoria (Lower Level)

# Issues Forum: Where are the drugs & how do I get them?

## 2.5 CEU

## **Open Discussion:**

1:30 pm to 4:30 pm Ballroom A (Second Level)

This open forum will allow for issues to be raised from the floor. The discussions will be determined by those in attendance. No topics are off limit. All comments and questions are welcome. This session will provide an opportunity to explore matters not fully addressed at the annual general meetings.

## **Drug Backorders:**

With the dramatic increase in backorders and discontinuations in recent years there are many questions and concerns regarding how to deal with these issues. The speakers for the session include a hospital pharmacist, a pharmacy wholesaler and a representative from Manitoba Health who will each give participants their viewpoint on this topic.

#### 1. Pharmacist

This session will discuss how to manage backorders and will give a national and international perspective on this topic.

#### 2. Wholesaler

'Manufacturer Cannot Supply' (MCS) has become a common refrain to explain incomplete shipments of pharmaceutical orders. Failure to deliver has undermined wholesales' ability to meet retail pharmacies with an acceptable service level. Many reasons have been advanced to explain these recurring shortages and fingers are being pointed in many directions. What can wholesalers do to minimize the impact on patients and operators?

#### 3. Manitoba Health

Olaf Koester, Director of the Provincial Drug Program at Manitoba Health will discuss the issue of drug shortages from the government's perspective. He will discuss strategic focuses for the future, highlighting some of the new outcome initiatives beginning in 2011.

## **Remote Dispensing:**

1. Pharmacy From a Distance: Is Telepharmacy The Answer?

This presentation will explore various models of distance care including central fill, distance delivery, and external dispensing (telepharmacy). The results of extensive research on telecommunications and telepharmacy in North America and Northern Manitoba will be presented. Grand Medicine has modeled telepharmacy equipment between Winnipeg and Hodgson and the results of this experience will be examined.

#### 2. Remote Dispensing Technology

Jim Gay's presentation will involve a discussion on remote dispensing technology. The discussion will include the concept and vision of remote dispensing and its implications for pharmacists, patients and the healthcare system as a whole. A presentation will be given on a system currently in use; the system was developed by PharmaTrust.

#### Speaker:

Brenda Rosenthal, B.Sc. Pharm, Drug Information Pharmacist, Winnipeg Regional Health Authority and a Clinical Lecturer at the Faculty of Pharmacy, University of Manitoba

#### Speaker: Neena Oberoi

Director of Purchasing & Trade Relations, Procurity Inc.

#### Speaker:

Olaf Koester, MBA, RPh, Director, Provincial Drug Program, Manitoba Health

#### Speaker: Derek Risbey, B.Sc.Pharm, Grand Medicine Health Services

Speaker: Jim Gay, B.Sc.Pharm, PharmaTrust

#### Refreshment Break with the Exhibitors

2:45 pm to 3:15 pm Victoria (Lower Level)

## **Conference Chair Reception & Silent Auction**

Silent Auction: All proceeds of this event go to the Pharmacists-At-Risk program. Your support of this event is greatly appreciated! The Pharmacists-At-Risk committee is celebrating it's 30th anniversary this year!

6:00 pm to 7:00 pm Ballroom A

### **Annual Awards Banquet**



7:00 pm to 11:00 pm Ballroom B (Second Level)

#### Manitoba Society of Pharmacists Award of Merit – Pam Johnson

Pam is a recent graduate of the Faculty of Pharmacy, University of Manitoba, in 2006. She began her career as a community pharmacist at Loblaw Pharmacy here in Winnipeg, and still fulfills that role today. Pam took initiative to become involved with the Professional Relation's (PR) Committee with the Manitoba Society of Pharmacists (MSP) in 2009. She began by contributing articles on the H1N1pandemic to the Communications Journal. She worked collaboratively with MPhA and CPhA to get the correct information out to pharmacists and the public. Along with the articles, she also went to the Faculty of Pharmacy and spoke to the CAPSI students and to the members at large through an MPhA CE evening regarding H1N1.



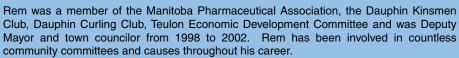
Since this time, Pam has discovered a new talent for writing and presenting. She has worked on many additional columns for the Communications and has also presented to high school students on the role of the pharmacist. Her contributions have been widely acknowledged already, as she was recipient of an MPhA Young Leader Award in 2010 and Pharmacist of the Year in her Zone with Loblaw Pharmacy for the year of 2009.

In May/June 2010, Pam was asked to serve as the Manitoba Practitioner Review Board Member for the new Patient Self-Care and Compendium of Self-Care Products textbooks, and in September, 2010 she became certified in the CPhA's Q.U.I.T. program. She has also joined MANTRA (the Manitoba Tobacco Reduction Alliance) and has started to provide her expertise in recommendation reviews.

Pam is a life-long learner and excels at promoting health and well-being to her patients and other health care professionals. Pam is a very deserving recipient of the Manitoba Society of Pharmacists Award of Merit.

#### Pfizer Consumer Health Bowl of Hygeia - Rem Weiss

Rem graduated from the University of Alberta with a Bachelor of Pharmacy degree in 1979. He has worked in Stettler, Hasselfield Drugs, Dauphine Hospital and Dauphine Clinic Pharmacy. From 1992 to 2007, Rem owned and managed Teulon Pharmacy.





Rem has received the Pharmacist of the Year award in 1999.

#### 2010 Pharmacist of the Year - Pasquale Trozzo

Pat graduated from the University of Manitoba in 1991. He began his career at the St. Boniface General Hospital, he then moved to CancerCare Manitoba in 2002 and is now the site Manager of the Pharmacy Program. Pat is also a Clinical Assistant Professor at the University of Manitoba, Faculty of Pharmacy.



Pat is currently a member of the Manitoba Pharmaceutical Association and the Canadian Society of Hospital Pharmacists. He is also a member of numerous other professional organisations – too many to list!

Pat has a long list of awards and scholarships from his 20 plus years in pharmacy. Most recently, he received the Merck Frosst Achievement Award from the MB Branch of the Canadian Society of Hospital Pharmacists.

Pat has published over 45 papers during his career on such topics as cancer chemotherapy, methadone, prostate cancer, and pain management. His contribution to pharmacy in Manitoba has been immense.

















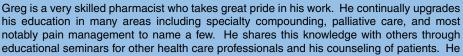






#### Bonnie Schultz Memorial Award for Practice Excellence - Gregory Harochaw

Greg graduated from the University of Manitoba, Faculty of Pharmacy in 1982. He began his career at Safeway and moved to Tache Pharmacy in 2000 where he is currently the manager.

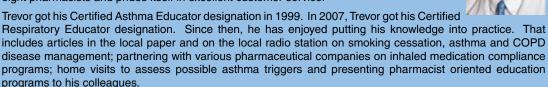




has been a guest speaker for the WRHA Palliative Care Program Education Rounds, Hospice & Palliative Care Manitoba conference, the Health Sciences Centre Pain Clinic, the Canadian Pain Society conference, and various regional palliative care conferences; the list goes on.

#### Magnum Opus Award - Trevor Shewfelt

Trevor really wanted to be a physicist, but after flunking out of physics, the Faculty of Pharmacy accepted him. Trevor graduated from the University of Manitoba, Faculty of Pharmacy in 1997. He immediately went to work for the Dauphin Clinic Pharmacy. Myles Haverluck started the Dauphin Clinic Pharmacy in 1979 and since it has grown into one of the largest and most innovative pharmacies in Manitoba. The Dauphin Clinic Pharmacy has eight pharmacists and prides itself in excellent customer service.



Magnum Opus Award Sponsored by



# **Entertainment Prodigy Youth Choir**

Prodigy is a vocal group from Miles Macdonell Collegiate known for excellence in vocal performance. Founded in 1982, Prodigy's ever-changing personnel have consistently redefined the parameters of musical performance associated with youth. Performances and musical arrangements have been customized under the direction of group founder Zane Zalis to achieve a distinctive Prodigy sound.

Hundreds of performances both nationally and internationally have established Prodigy as a premiere vocal group. Audiences from the USA, Mexico, Canada, Scotland, and Austria have been unanimous in their applause and excitement at Prodigy performances. Invitations to perform with established Canadian musical artists along with mainstream radio airplay have confirmed Prodigy's pursuit of excellence and achievement in vocal performance. Prodigy was a featured performing group at the Gala Concert for Her Majesty Queen Elizabeth II on the occasion of her Golden Jubilee Anniversary visit to Winnipeg.

## SUNDAY, APRIL 17th, 2011

# Q.U.I.T. Workshop Quit Using and Inhaling Tobacco: Live Workshop

In this fun and interactive all day workshop, pharmacists will be taught the strategies and provided the tools necessary for supporting people to quit smoking. Participants are given the opportunity to interact and role-play with a Standardized Patient. Pharmacists who complete this course will learn how to develop a successful smoking cessation program in their practice, regardless of their practice setting. Upon completion of the program, all Q.U.I.T. graduates will obtain a certificate for their training and will be able to access the newly developed Q.U.I.T. forum available through CPhA.

Space is limited to 30 participants. Lunch will be provided for participants.

This program has been provided by the Canadian Pharmacists Association





9:00 am to 4:00 pm Kildonan Room

Speaker: Kristine Petrasko, B.Sc. Pharm, Instructor, Faculty of Pharmacy, University of Manitoba



### Session D1

## The Nerve to Serve & Daring to be Caring

Jody Urquhart will be giving two presentations during this session:

1. The Nerve to Serve...Say Hello to Humor & Goodbye to Burnout!

Humor helps. The ability to laugh at life helps us deal with daily disappointments and setbacks. Humor gives professionals the nerve to serve in a complex and challenging environment. Join us as we demonstrate how humor helps you stay in control and maintain balance and perspective.

2. Daring to be Caring: Leading a Spirited Health Care Team

Health care professionals ignite the fires of hope in others. Daily they muster the nerve to serve in a complex and challenging environment. Leaders in health care need tools to energize their staff to keep their own fires of hope lit. Through humor, insight and inspiration Daring to be Caring shows health care leaders how to inspire a spirited and resilient workforce that stays focused on providing the most compassionate care possible.



9:30 am to 11:45 am Ballroom A

Speaker: Jody Urquhart, Author (All Work & No SAY) & Writer (syndicated column called the Joy of Work)

## Session D2

## Clear Thinking on Opioids and Pain

In 2010 the National Pain Centre released new guidelines on the safe and effective use for opioids in chronic non-cancer pain. This session will examine opioids and their alternatives and explore the tools available to assist pharmacists in their key role in the management of chronic pain.



9:30 am to 11:45 am Campaign B (Second Level)

Speakers: Shawn Bugden B.Sc.Pharm, Associate Professor, Faculty of Pharmacy, University of Manitoba

Kyle MacNair B.Sc.Pharm, PrISM

Refreshment Break

10:30 am to 10:45 am Second Floor Lobby



















## SUNDAY, APRIL 17th, 2011



### The Manitoba Pharmaceutical Association Awards Luncheon

11:45 am to 1:30 pm Ballroom B (Second Level)

Please join us for this event to honor our colleagues for their exceptional work in the profession.

## **Patient Safety Award Venetia Bourrier**



Honorary Life Member

Raymond Biglow Alistaire Pringle

#### 50 Year Gold Pins to the Class of 1961

Eugene BaronDarryl DarlingAlistaire PringleKenneth BiberdorfLarry LadymanPatricia SedunHarry ChunickDuane NiemanDavid Thompson

#### 25 Year Silver Pins to the Class of 1986

Michael Allen Charles Li
Alvaro Bras Tara Lyons Cork
Cenzina Caligiuri Susanne Maskell
Alan Dilay Angela McGuirk
Halyna Ferens Igbal Riyaz

Natalie Thickson Wanda Turner Alan Wilson

#### Session E1

### Getting Better Together Workshop: Self-management support to help people live better with chronic conditions

Self-Management is a promising approach now being used internationally to improve participant health outcomes and reduce health care costs associated with chronic disease. In this workshop, participants will learn and practice skills to help individuals assume greater responsibility for their own health.

The workshop will begin with an understanding of the theoretical concepts of self-management and self-management support. Participants will examine the transtheoretical stages of change model and will learn brief counseling techniques appropriate to each stage of change. Strategies for boosting patient self-management skills including the 8 problem solving steps and a 7-step action plan will also be taught and practiced within the workshop. Lastly, the workshop will provide an opportunity to learn about the community lay-led Chronic Disease Self-Management Program, Get Better Together and inform pharmacists on how to refer clients to the program.



1:30 pm to 3:00 pm Ballroom A (Second Level)

Speaker: Caitlin Keyzer, Get Better Together Provincial Coordinator, Wellness Institute, Seven Oaks General Hospital

#### Session E2

# **Diabetes Strategy for Pharmacists: Empowering Your Patients to Better Health Outcomes**

This presentation focuses on the importance of education and communication with patients in assisting them in managing their diabetes. Participants will learn how to use educational resources effectively, how to provide effective education when time is limited and discuss how goal setting can influence the educational process in your practice.

This program has been provided by the Canadian Pharmacists Association.





1:30 pm to 3:00 pm Campaign B (Second Level)

Speaker: Colin Reeve, B.Sc.Pharm

## SUNDAY, APRIL 17th, 2011

# Welcome to the Profession: Frequently Asked Questions

This session is designed for 4th year Pharmacy students and International Pharmacy Graduates who are entering the profession of pharmacy. Come and interact with licensed pharmacists and receive tips on licensure and other topics.

1:30 pm to 4:30 pm Campaign A (Second Level)

Speaker: Karina Cheung, B.Sc.Pharm, Pharmacy Manager, Shoppers Simply Pharmacy

2:15 pm to 2:30 pm Second Floor Lobby

#### **Refreshment Break**

#### Session F1

# **Knowledge for Health Professionals: Ovarian Cancer Survivors**

This session will bring the faces and voices of ovarian cancer survivors to pharmacists. In addition to the psychosocial aspects of coping with a serious disease, participants will learn about the signs and symptoms of ovarian cancer and the experience of the treatment and post-treatment trajectory.

This program was developed in 2002 by Betty Reiser, an ovarian cancer survivor and is presented by Ovarian Cancer Canada.





3:15 pm to 4:30 pm Campaign B

Speakers: Samantha Cross KL Holter Val Giesbrecht

#### Session F2

#### **Headline News for Pharmacists**

Three topics will be highlighted during this session:

## 1. Celiac Disease - The Hidden Epidemic

Recent studies demonstrating a true increase in the prevalence of celiac disease have made headlines around the world. Nevertheless, many individuals suffer symptoms for years before receiving a diagnosis of celiac disease. As health care providers, pharmacists are uniquely positioned to identify individuals who may have symptoms of undiagnosed celiac disease. This session will

focus on the signs, symptoms, diagnosis and how to recognise individuals at risk.



3:15 pm to 4:30 pm Ballroom A

**Speaker: Dr. Jocelyn Silvester,**MD, PhD

## 2. Injections

The successful passing of the 2010 Draft Pharmaceutical Regulations Policy will give pharmacists in Manitoba the potential to expand their current scope of practice. The administration of immunizations and injections by pharmacists is one example of services offered by pharmacists in other provinces. This session will discuss the administration of injections and immunizations through the perspective of two pharmacists who have completed program training in different provinces.

## 3. Osteoporosis Update

Osteoporosis Canada released new guidelines on the diagnosis and management of osteoporosis in 2010 to replace the previous guidelines issued in 2002. This new version focuses on preventing fragility fractures and their negative consequences, rather than on just treating low bone mineral density. This session will discuss these new guidelines and how pharmacists can play an important role in adherence and risk reduction.

Speakers: Chris Louizos, B.Sc.Pharm

Dinah Santos,

B.Sc.Pharm, Clinical Pharmacist Canada Safeway, Clinical Instructor University of Manitoba Faculty of Pharmacy

Speaker: Marian Kremers, B.Sc. Pharm

Ostéoporose Canada



# **PROGRAM AT A GLANCE 2011**

FRIDAY APRIL 15, 2011		
12:30-7:00 pm	Registration Desk Open	2nd Floor Lobby
1:00-2:00 pm	Session A - Improving Patients' Lives	Ballroom B
2:00-3:00 pm	Session B - Dementia: Pharmacist's Role in Alzheimer's	Ballroom B
3:00-3:30 pm	Refreshment Break	2nd Floor Lobby
3:30-5:00 pm	Session C - Medication Safety	Ballroom B
5:00-7:00 pm	Wine & Cheese Reception	Victoria
	Young Leaders Award Presentation	
SATURDAY APRIL 16, 2011		
8:00 am-7:00 pm	Registration Desk Open	2nd Floor Lobby
8:00-8:30 am	Continental Breakfast for Pharmacy Technicians	Ballroom C
8:30-9:00 am	Continental Breakfast	2nd Floor Lobby
8:30-12:00 pm	Pharmacy Technician Program	Ballroom C
9:00-10:00 am	MSP Annual General Meeting	Ballroom A
10:00-10:30 am	CPBA Update	Ballroom A
10:30-11:00 am	Refreshment Break with Exhibitors	Victoria
11:00-12:00 pm	MPhA Annual General Meeting	Ballroom A
12:00-1:30 pm	Buffet Lunch with Exhibitors	Victoria
1:30-4:30 pm	Issues Forum: Where are the drugs and how do I get them?	Ballroom A
2:45-3:15 pm	Refreshment Break with Exhibitors	Victoria/Albert
6:00-7:00 pm	Conference Chair Reception & Silent Auction	Ballroom A
7:00-11:00 pm	Annual Awards Banquet	Ballroom B
SUNDAY APRIL 17, 2011		
8:30 am-4:00 pm	Registration Desk Open	2nd Floor Lobby
9:00-9:30 am	Continental Breakfast	2nd Floor Lobby
9:00-4:00 pm	Q.U.I.T Workshop	Kildonan
9:30-11:45 am	Concurrent CE Sessions	
	Session D1 - The Nerve to Serve/Dare to Care	Ballroom A
	Session D2 - Clear Thinking on Opioids and Pain	Campaign B
10:30-10:45 am	Refreshment Break	2nd Floor Lobby
11:45 am - 1:30 pm	MPhA Awards Luncheon	Ballroom B
1:30-3:00 pm	Concurrent CE Sessions	
	Session E1 - Get Better Together	Ballroom A
	Session E2 - Diabetes Strategy for Pharmacists	Campaign B
2:15-2:30 pm	Refreshment Break	2nd Floor Lobby
1:30-4:30 pm	Welcome to the Profession: Frequently Asked Questions	Campaign A
3:15-4:30 pm	Session F1 - Ovarian Cancer Survivors	Campaign B
3:15-4:30 pm	Session F2 - Headline News for Pharmacists	Ballroom A

