



2018 – 2019
Annual Report

Membership

There are roughly **2,900** unexpired member records in the database.

Geographical Distribution: MetroWest (1%), Southeast/Cape (2%), Northeast/Lowell (4%), Central Mass (10%), Western Mass (10%), Boston/Greater Boston (73%)

Institutional Members (IMs)

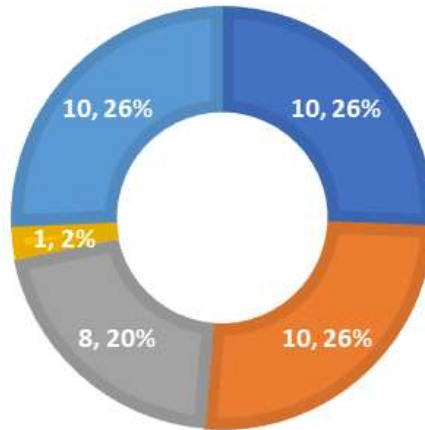
Number of IMs

39 INSTITUTIONAL MEMBERS

MSHP Captures 39 institutions (May 2019) out of 143* total Health-systems in Massachusetts (27% saturation).

*According to MA Health & Hospital Association

Size of IMs



- Institutional (1-10 employees)
- Institutional (11-20 employees)
- Institutional (21-50 employees)
- Institutional (51-100 employees)
- Institutional (more than 100 employees)

Employee Members

2,600 EMPLOYEE MEMBERS

Roughly 2,600 employees enjoy MSHP membership through their employer's Institutional Member account.

An accurate count depends on IMs keeping their rosters current.

Individual Members

92 INDIVIDUAL MEMBERS

These are members who are not employed by Institutional Members; they pay their dues on an individual basis. They may be pharmacists, pharmacy technicians, retirees, first-year pharmacists, or residents. Dues amounts vary depending on member type.

43 Pharmacists | 44 Resident or First Year Pharmacist | 3 Retired | 2 Technicians

Educational Members

96 EDUCATIONAL MEMBERS

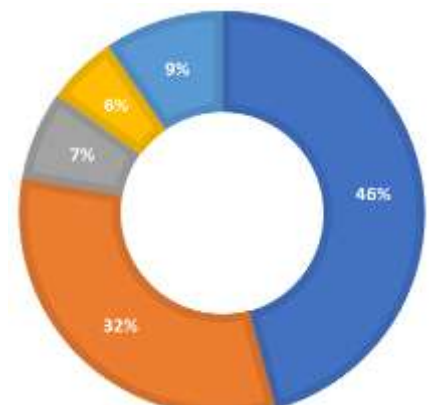
Educational Membership is for students to enjoy free MSHP membership until they graduate.

Members by Professional Type

This number includes individual members, employee members, and educational members.

- Pharmacists: 1355**
- Pharmacy Technician: 946**
- Resident: 212**
- Student: 164**
- Undefined: 282**

■ Pharmacists ■ Pharmacy Technician ■ Resident ■ Student ■ Undefined



Committee Members

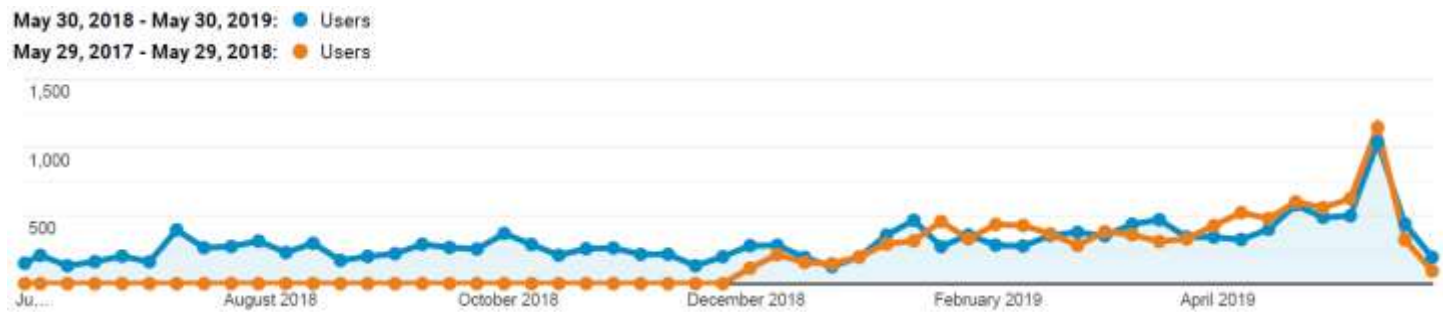
83 UNIQUE VOLUNTEERS

Filled 101 committee positions across 10 different committees and the Board of Directors.

Online Engagement

Website Visits 2017-2018 and 2018-2019 Year-Over-Year

MSHP Started tracking website data through Google Analytics starting in **December 2017**.



Twitter Impression

Impressions	Month
27.0K	May-19
9.8K	Apr-19
13.3K	Mar-19
5.2K	Feb-19
5.2K	Jan-19
22.1K	Dec-18
3.8K	Nov-18
4.0K	Oct-18
7.2K	Sep-18
4.3K	Aug-18
7.6K	Jul-18
24.2K	Jun-18

Snapshot of the top performing month (May 2019)

MAY'S TOP 2 TWEETS:

[MASHP @MAPharmacists May 15](#) Dentistry taking the lead on [#Instagram](#). Who knew? Those pearly whites were made for selfies!
[#MASHP19 pic.twitter.com/9qxQmcZ8ZV](#)
Impressions: 2,036 | Engagements: 96 | Engagement rate: 4.7%

[MASHP @MAPharmacists May 15](#) Check your unconscious bias! Questions to ask yourself. This definitely applies to persons with [#OUD](#).
[@DrSarahWakeman #MASHP19 pic.twitter.com/ozCPzb0x2g](#)
Impressions: 1,745 | Engagements: 41 | Engagement rate: 2.3

Impressions: Times a user is served a Tweet in timeline or search results

Engagements: Total number of times a user interacted with a Tweet. Clicks anywhere on the Tweet, including Retweets, replies, follows, likes, links, cards, hashtags, embedded media, username, profile photo, or Tweet expansion

Engagement rate: Number of engagements divided by impressions

Events 2018-2019

(Excludes the MSHP Annual Conference)

18-19/LY where applicable			
Date	Name	Registrants	Registration Income
5/22/2019	Webinar: Preparing for the Massachusetts MPJE 2019 (Parts I & II)	125 / 112	\$1,100 / \$1,200
4/25/2019	Webinar Acute on Chronic: Management of Marijuana Misadventures	82	\$70
3/20/2019	Come Together. Right Now. Pharm-a-cy: Collaboration Between Pharm Techs & Pharmacists to Improve Med	44	\$415
1/16/2019	Webinar: A Rash of Beta-Lactam Allergies	113	\$150
11/14/2018	E=MC ² : Effective Learning Equals A Model of Conscious & Competence + Preceptor Meet & Greet	30	\$10
10/4/2018	Herbal Supplement & Marijuana Use Pre-Post Transplant	30	\$30
9/13/2018	Webinar: Technician CE on Specialty Pharmacy: No Prior Authorization Required	19	\$30
8/14/2018	2018 Resident Welcome Event	132	\$4,770
7/25/2018	The New Big Shots in Town: 2018 Vaccination Update	27	\$20
6/5/2018	On-Demand Webinar: Preparing for the Massachusetts MPJE	36	\$600

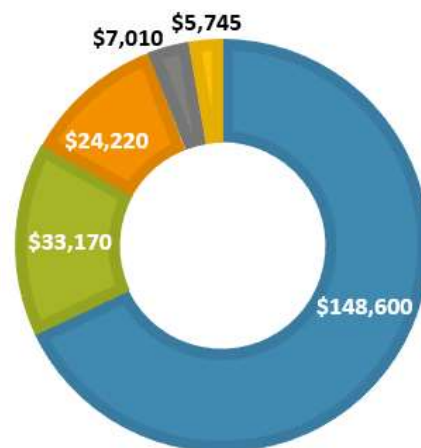
Year at a Glance:

	2018-2019	2017-2018
Total # of Events	10	8
Total # of Participants	638	338
Total Registration Income	\$7,195	\$2,600

Financials

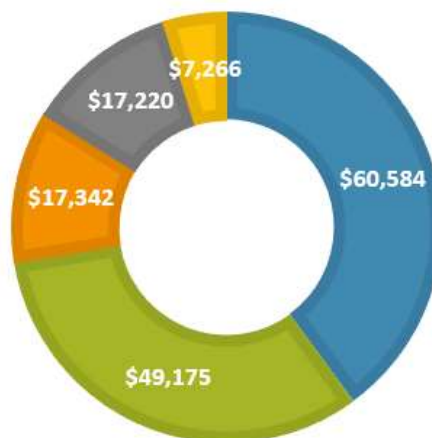
Income

Income	May 2019	June 2018	June 2017
AM Exhibits & Sponsors	\$ 148,600	\$ 143,000	\$ 164,660
Membership	\$ 33,170	\$ 41,370	\$ 26,988
AM Registration	\$ 24,220	\$ 22,870	\$ 21,063
CE Programs & Residency	\$ 7,010	\$ 3,270	\$ 33,610
Other	\$ 5,745	\$ 5,584	\$ 4,960
TOTAL	\$ 218,745	\$ 216,094	\$ 251,280

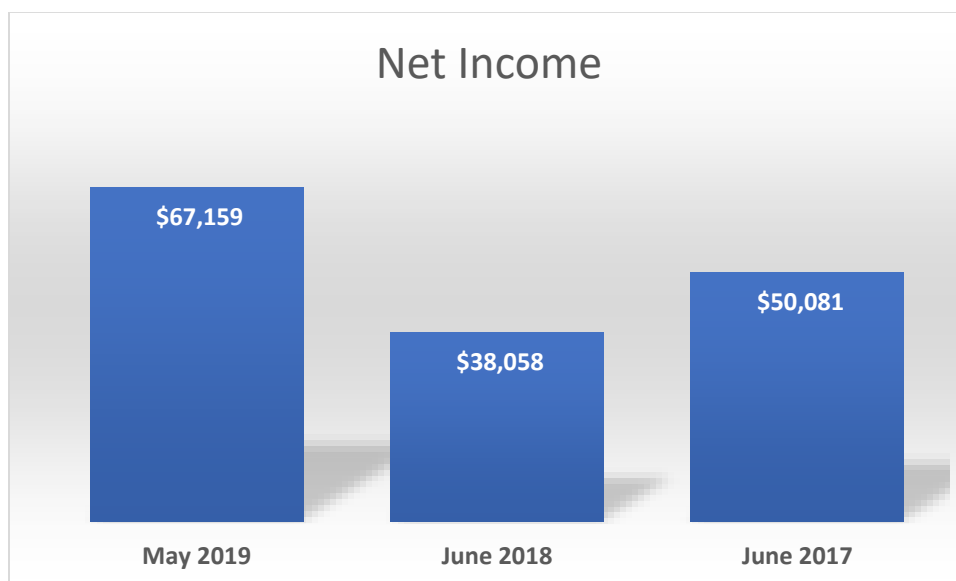


Expenses

Expenses	May 2019	June 2018	June 2017
Management Fees	\$ 60,584	\$ 65,748	\$ 56,942
AM, H&A, DF	\$ 49,175	\$ 70,725	\$ 58,461
CE Programs & Residency	\$ 17,342	\$ 12,672	\$ 54,920
Administrative	\$ 17,220	\$ 13,699	\$ 18,306
Other	\$ 7,266	\$ 15,191	\$ 12,570
TOTAL	\$ 151,586	\$ 178,036	\$ 201,199



Net Income



2018-2019 Highlights

Our Patients and Their Care: Advocacy and Professional Practice

1. Collaborated with the Board of Pharmacy to publish an advisory allowing technology checks technician when certain criteria are met.
2. Leveraged strong sustainable relationships with regulatory bodies, specifically the MHA & DPH Health Policy Commission to voice our stance on the practice of brown and white bagging.
3. Created a sense of urgency to establish a practice advancement committee that will focus on driving initiatives forward to better serve our patients and members.

Our Patients and Their Care: Practice Advancement and Workforce Development

1. Collaborated with ASHP and Board of Pharmacy to offer sterile compounding continuing education at the ASHP Summer Meeting and MSHP Annual Meeting
2. Established forums to better collaborate with other New England state affiliates and Massachusetts pharmacy organizations to increase access to development programs
3. Increased technician offered CE by 50%.
4. Educated our members on using positive psychology to maintain workplace resiliency, how to remove the stigma from substance use disorder, gain new perspectives on novel and existing therapies, population health, and regulatory hot topics.

Our Members: Membership Growth, Engagement and Satisfaction

1. Increased committee membership involvement with a record setting of over 10 members involved on our Technician Advancement Committee and over 20 members involved in planning for our Annual meeting.
2. Explored strategies and collected data for annual programming that will support a pharmacy resident track to serve as a local alternative to Eastern states.
3. Increased geographical attendance to programming by use of webinars and location of programming.
4. Communicated practice changing news, membership spotlights, and highlighted membership events via our fabulous quarterly newsletter.

Our People and Performance: Financial Viability and Sustainability

1. Increased net revenue more than 10% by engaging in programming and activities that supported our members' needs and that directly supported our mission.

Our People and Performance: Effective and Energized Governance

1. Defined and developed metrics to monitor and drive performance around membership engagement/satisfaction, financial health, and practice advancement.
2. Completed an assessment of our documentation needs to then choose a platform for sharing ideas and engaging one another.
3. Leveraged our management company to support the tracking of membership engagement, financial performance, and member satisfaction to demonstrate membership value- Published our first annual report to MSHP Leadership!
4. Created a way to track and identify highly engaged members to better support succession planning and committee involvement.