



2023 Spring Technician CE Day: Friday March 3rd

411 Williams Ave S Renton, WA 98057

Zoom - Webinar

Agenda

8:00AM – 8:30AM	Registration
8:30AM – 8:45AM	Introduction/Welcome Remarks – Mylinh Nguyen, PharmD + Boris Zhang, PharmD
8:45AM – 9:45AM	No Pain No (Mi)graine – Alexi Duenas, PharmD + Diep Ngo, PharmD
9:45AM – 10:45AM	Leading Others through Empowerment – Ryan Oftebro, PharmD
10:45AM – 11:00AM	Break
11:00AM – 12:00PM	Technician Law Review 2023 – Boris Zhang, PharmD
12:00PM – 1:00PM	Conflict Resolution: Breaking the Cycle of Frustration – Huey Yu, PharmD
1:00PM – 2:30PM	Lunch Picnic Social

No Pain No (Mi)graine

8:45 AM - 9:45 AM | 1.0 hour | Activity Type: Knowledge

Faculty: Alexi Duenas, PharmD & Ngoc-Diep Ngo, PharmD

ACPE UAN: 0130-0000-23-131-L01-P&T/0130-0000-23-131-H01-P&T | Conflict of Interest: None

Target Audience: Pharmacist & Technician

At the completion of this program, the pharmacist and technician will be able to:

- List the different types of medications to prevent and treat migraine headaches.
- Recognize the clinical reasoning behind quantity limits for day supply of medications.
- Discuss communication strategies for the reasoning behind the limitations of day supply to a patient on migraine medications.
- Identify patient assistance options to increase medication access.

Migraines are incredibly common, but poorly understood. This presentation aims to provide learners with a robust picture of the current migraine landscape with emphasis on pathophysiology, preventative and abortive therapies, and ways to access these somewhat elusive medications.

Leading Others Through Empowerment

9:45 AM - 10:45 AM | 1.0 hour | Activity Type: Knowledge

Faculty: Ryan Oftebro, PharmD

ACPE UAN: 0130-0000-23-142-L99-P&T/0130-0000-23-142-H99-P&T | Conflict of Interest: None

Target Audience: Pharmacist & Technician

At the completion of this program, the pharmacist and technician will be able to:

- Describe the key differences between leadership and management.
- Identify strengths and characteristics within individuals to create training opportunities and promote growth.
- Describe situations when a leader can harness growth opportunities in any given situation.

Technician Law Review 2023

11:00 AM - 12:00 PM | 1.0 hour | Activity Type: Knowledge

Faculty: Boris Zhang, PharmD, Washington State Pharmacy Association

ACPE UAN: 0130-0000-23-132-L03-P&T/0130-0000-23-132-H03-P&T | Conflict of Interest: None

Target Audience: Pharmacist & Technician

At the completion of this program, the pharmacist and technician will be able to:

- List current laws related to technician practice.
- Recognize DEA regulations and inventory on track and trace management.
- Discuss current issues involving drug inventory management.
- Identify upcoming laws in the Washington legislature and impact on pharmacy.

This law review will be a refresher for pharmacy technicians practicing in WA state. Additional information that will be covered will include Track and Trace for inventory management, updates on counterfeit medications, and new laws in the WA legislature that may impact pharmacy practice.

Conflict Resolution: Breaking the Cycle of Frustration

1:00 PM - 2:00 PM | 1.0 hour | Activity Type: Application

Faculty: Huey Yu, PharmD

ACPE UAN: 0130-0000-23-139-L99-P&T/0130-0000-23-139-H99-P&T | Conflict of Interest: None

Target Audience: Pharmacist & Technician

At the completion of this program, the technician will be able to:

- Identify primary emotions that can lead to confrontational behaviors.
- Demonstrate active listening & de-escalation techniques.
- Use assertive statements to refocus the issue to break the negativity cycle and avoid emotionally charged responses.
- Select positive communication phrases over negative speech.
- Compare non-verbal cues, both negative and positive body language.

This presentation will provide insight on how to recognize and respond to difficult patients in an outpatient community setting. Additionally, attendees will learn practical communication techniques and conflict resolution methods to help them manage issues with patients in a constructive and productive way.

How to Obtain CE Credits for the Event

To process CE credits, participants must provide the correct NABP e-Profile ID number and their birth month and day (MMDD format) on the SurveyMonkey evaluation. The NABP e-Profile ID number is a six to eight-digit number, and it is NOT your license number, NPI number, or store NABP#. If you need to verify your number or have not yet registered for one, please visit www.MyCPEMonitor.net.

CE Requirement for Live (Webinar) Online Evaluation

On the day of the meeting, to receive credit for the activity participants must listen to the full webinar, obtain the secret code, and complete the evaluation with the secret code for the webinar by going through LecturePanda. You will need to register on LecturePanda at: <https://www.lecturepanda.com/a/2023TechnicianCEDay> to access all CE materials and complete all evaluations for CE submission.

Evaluations must be completed by April 1st to earn CE credit. ACPE does not allow any CPE uploads after 60 days from the activity date so it's important to do the evaluation right away. It will be the participant's responsibility to verify that all CE activities attended are showing on their CPE Monitor. If have a challenge or question, please contact WSPA staff at 425-228-7171 ext. 0.

Minimum System Requirements

Processor: 1 GHz Hard Drive: 32 GB Memory (RAM): 1 GB Sound card w/speakers Internet Access: 10 Mbps download

Supported Browsers

Latest Chrome Version, Latest Firefox Version, Latest Edge Version Latest Safari Version Internet Explorer 11



The Washington State Pharmacy Association is accredited by the Accreditation Council for Pharmacy Education as a Provider of continuing pharmacy education.