



Winning with People

April 26, 2021 – Hall of Fame football coach Woody Hayes coined the phrase “You Win with People” in his book of the same title from 1975. Hayes was infamous for outworking the competition, but it wasn’t until he learned that team success only comes from involving others and getting them to see your vision and embrace your work ethic.

So, what does a football coach from Ohio have to do with a Flip the Pharmacy team from bordering Pennsylvania? **Both found success by involving others.** Team Pennsylvania was recently recognized with the Flip the Pharmacy Team of the Year Award.

Flip the Pharmacy’s Team of the Year Award is given to a funded team that exhibits **an exemplary commitment to supporting its participating pharmacies and to supporting the overall purpose of Flip the Pharmacy.**

[Flip the Pharmacy](#) is a five-year pharmacy transformation program aiming to re-work community-based pharmacy practice beyond filling prescriptions and toward an ongoing focus on a patient’s health.

“Congratulations to Team Pennsylvania for being selected as this year’s Team of the Year,” announced Randy McDonough, PharmD, MS, BCGP, BCPS, FAPhA, Director of Practice Transformation for the Flip the Pharmacy program. “There were many excellent nominations, but Team Pennsylvania stood above the others with their commitment to practice transformation. It is a privilege to recognize their efforts.”

Team Pennsylvania, comprised of 38 participating pharmacies and dozens of Flip the Pharmacy coaches from across the state, was selected from a multitude of nominations. Over the year, those **Team Pennsylvania pharmacies submitted 30,857 eCare Plans (10% with blood pressure readings) and 16,669 of those identified a medication-related problem**, an average of over 800 care plans per pharmacy.

When asked about the key to their success, Stephanie McGrath, PharmD, Executive Director of Network Operations for Pennsylvania Pharmacists Care Network and Practice Transformation Team Lead of Team Pennsylvania said, “Our team has been successful thanks to our strategic partnerships and collaborations. Each adds resources or a unique skill set to our team that is exponentially greater than any of us alone.”

One of the unique drivers of this Team Pennsylvania’s success is how many partners and advocates of community pharmacy in Pennsylvania were brought together to support the initiative. The team partners with six payers, five schools of pharmacy, three Pharmacists eCare Plan Technology Solutions Partners, and one wholesaler, as well as the Pennsylvania Department of Health to see the Flip the Pharmacy effort through. They also have the unwavering support and collaboration of their state pharmacy association, the Pennsylvania Pharmacists Association.



Team Pennsylvania brought together 24 Practice Transformation Coaches from across the state and from a variety of backgrounds – academicians, practitioners, business coaches, and pharmacy owners. Coaches were partnered together to ensure complementary skill sets and pharmacy success.

Using monthly change packages, Flip the Pharmacy coaches work with local pharmacy teams to implement the six key transformation domains with an emphasis on continuing patient care planning with documentation in various eCare plan platforms.

“The Flip the Pharmacy initiative gave our pharmacies a stage to shine on. It’s given them a common purpose and the ability to connect with colleagues across the state in a different way,” continued McGrath. “From the beginning, they were excited to be part of something big and progressive in community pharmacy, and their excitement has fueled the progress we have made as a team. It’s also **enabled our pharmacies to embrace change, to seek practice innovation, and to hold their staff accountable.**”

The pharmacies with Team Pennsylvania remained committed to Flip the Pharmacy despite the impact of the COVID-19 pandemic and the program’s pivot to respond to the needs of the communities they serve.

“Many of the best practices that are coming out of the COVID-19 pandemic are from our Flip the Pharmacy sites. The program **has jump started their workflow efficiency and opened up new lines of communication that enabled them to succeed through the pandemic,**” added McGrath. “Many innovations that were derived due to the pandemic, such as patient communication tools, will be long lasting and help to support future pharmacy services beyond COVID-19.”

The Flip the Pharmacy program hopes to directly support 1,000 pharmacies with direct coaching and implementation support and impact thousands more. To date, over 800 pharmacies and over 40 different Flip the Pharmacy teams, like Team Pennsylvania, are participating in the initiative. Learn more at www.flipthepharmacy.com and access the publicly available change packages, by clicking [here](#).