



Leading the Way

June 4, 2021 – 7 Habits of Highly Effective People author Dr. Stephen Covey once said, “It takes humility to seek feedback. it takes wisdom to understand it, analyze it, and appropriately act on it.” In the business of pharmacy management systems, **PioneerRx is leading the way** toward practice transformation due to their ability to innovate based on insights cultivated from customer feedback.

PioneerRx was recently recognized with the Flip the Pharmacy Technology Solutions Provider of the Year Award.

Flip the Pharmacy’s Technology Solutions Provider (TSP) of the Year Award is given to a Technology Solutions Provider that exhibits **an exemplary commitment to providing necessary technology resources to support pharmacy practice transformation** and 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 PioneerRx for being selected as this year’s Flip the Pharmacy Technology Solutions Provider of the Year,” announced Randy McDonough, PharmD, MS, BCGP, BCPS, FAPhA, Director of Practice Transformation for the Flip the Pharmacy program. “There were several worthy nominations, but PioneerRx led the way with their commitment to practice transformation. I’m proud to recognize their efforts.”

“The recognition is a reflection of how much PioneerRx and the people that work here care about the profession of pharmacy,” said Josh Howland, PharmD, MBA, Vice President of Clinical Strategy for PioneerRx Pharmacy Software. “More than that, it’s evidence of several years’ work and feedback from independent pharmacists across the country that lets us know we’re on the right track to helping transform the future of community pharmacy.”

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 nearly 20 different eCare Plan platforms, including PioneerRx.

When asked about the key to the company’s success in supporting Flip the Pharmacy, PioneerRx Marketing Director, Marsha Bivins pointed to the company’s approach to listening to a customer’s feedback and ideas, then quickly developing those capabilities.

“A key element to the company’s success has been listening to the pharmacy staff and then reacting to their suggestions for improvements,” Bivins shared. “The biggest thing we did this year was listening to lots of great feedback from our users and implement new updates to our extremely flexible pharmacy software, making it even simpler to use.”



One example that Bivins shared was automating the submission of electronic Care Plans (or eCare Plans) while using Medication Synchronization (Med Sync). “During the Med Sync process, we noticed that most of the work was already being done during the sync calls, so we transferred that information over to an eCare Plan without requiring it to be documented again,” continued Bivins.

PioneerRx actively captured the information throughout the process and bundled it together for a quick & easy submission of the care plan. Now, the pharmacy staff can focus on the clinical work. “I’d like to say we had some genius ‘lightbulb’ moment, but it really comes down to the fact that we listened to what pharmacists told us they needed,” shared Bivins.

PioneerRx has been supportive of the eCare Plan initiative from the very beginning. Bivins said that was purposeful, “Our mission is to ‘Save and Revitalize Independent Pharmacy’ and we are aligning with like-minded companies who share not just our mission, but our passion.”

“Flip the Pharmacy builds on the values of CPESN USA to provide pharmacies with a clear, achievable roadmap to transform their pharmacy into an efficient operation that uses clinical programs to build a sustainable future,” continued Bivins. “I can’t think of a better way to save and revitalize independent pharmacies.”

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 are participating in the initiative. Learn more at www.flipthepharmacy.com and access the publicly available change packages, by clicking [here](#).

“A robust independent pharmacy that can provide clinical services is something our communities and our patients deserve to have,” added Bivins. “**The profession of pharmacy needs Flip the Pharmacy and the many pharmacies that are willing to devote their time, skills and effort** to help definitively prove the value that they bring to the healthcare team. PioneerRx is honored to be a part of this transformation of pharmacy practice.”