



ANNUAL REPORT 2019

North Carolina Association of Pharmacists

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EXECUTIVE DIRECTOR'S MESSAGE

Dear NCAP Member,

Throughout this report you will find a number of key strategic, financial and operating highlights for 2019. I hope you will take time to peruse this report. The story within is *'your story'* as an NCAP member, and reflects what *'you'* have accomplished for the association and our profession, via *'your membership'* with NCAP.

This past year has been a truly amazing year. The Association was more active, on so many different fronts, than ever before. The focus in 2019 was a year devoted to strengthening the Association and building meaningful value for members. The year was pivotal and successful, which is important as we move into 2020, celebrating 20 years, as a merged association, and unified voice for the profession.

"...year devoted to strengthening the association and building meaningful value for members."

Enjoy the report. It is provided in the spirit of transparency, regarding the health of our Association, and to help keep our members informed. I hope you feel a sense of pride after reviewing the content, and as always thank you for your membership.



Pharmacy Proud,

Penny S. Shelton, PharmD
Executive Director

GOVERNANCE

2019 Board of Directors

- Stefanie Ferreri, Chairperson (UNC Eshelman School of Pharmacy)
- Debra Kemp, President (Durham VA Medical Center)
- David Phillips, President-elect (Blue Ridge Pharmacy)
- Thomas D'Andrea, Treasurer (Wellcare)
- Sophia DeBerry, Student Pharmacist Network Chair January-April (Wingate University)
- Shannon Brown, Student Pharmacist Network Chair May-December (Campbell University)
- Andria Eker, Community Care Practice Forum Chair
- Brock Harris, Health-System Practice Forum Chair (Wingate University)
- Angela Livingood, At-large Director (New Hanover Medical Center)
- Holly Nunn, At-large Director (Independent Consultant)
- Kevin Helmlinger, New Practitioner Network Chair (Duke Medical Center)
- Tasha Woodall, Chronic Care Practice Forum Chair (Mountain AHEC)
- Jennifer Wilson, At-large Director (Wingate University)

2019 Committee, Project Team & Task Force Chairs

- Lindsey Amerine (Telepharmacy Task Force)
- Allison Armagan (Communications Committee)
- Holly Canupp (Residency Conference Planning Project Team)
- Nick DeGaza (Technician Task Force)
- Evan Frasure (Membership Committee)
- Amy Holmes (E-Learning Project Team)
- Todd Jackson (Policy & Advocacy Committee)
- Nita Johnston (Technician Task Force)
- Matthew Kelm (Annual Convention Planning Project Team)
- John Kessler (Telepharmacy Task Force)
- Will Lang (Tobacco Cessation Certificate Project Team)
- Mary-Haston Leary (Policy & Advocacy Committee)
- Franklin Roye (Medical Cannabis Task Force)
- Zachary Tackett (Communications Committee)
- Irene Ulrich (Annual Convention Planning Project Team)
- Greg Vassie (Medical Cannabis Task Force)

2019 Board Liaisons for Committees

- Angela Livingood (Policy & Advocacy Committee)
- Holly Nunn (Communications Committee and Membership Committee)
- Jennifer Wilson (Education & Event-Related Committees)

NCAP VISION STATEMENT

NCAP will be recognized as the essential organization representing pharmacy in North Carolina, fostering the advancement of pharmacy practice to improve the health of the people we serve.

NCAP MISSION STATEMENT

NCAP exists to unite, serve and advance the profession of pharmacy for the benefit of society.

NCAP FOCAL OPERATING TENETS



Build Awareness

NCAP focuses on building awareness of the role of pharmacists in patient care.



Create Value

NCAP focuses on creating meaningful value for pharmacists, student pharmacists and technicians.



Generate a Voice

NCAP focuses on representing the profession by serving as a collective voice on policy, legislation, and regulation.

LEGISLATIVE & REGULATORY SUMMARY

General Overview

NCAP advocacy work in 2019 has proven to be the most active advocacy agenda for the Association since our inception. There were a number of healthcare and pharmacy related bills introduced or supported by our Association. Tony Adams with Adams Government Relations served as our lobbyist, and this year for the first time since 2014, we had a pharmacist serving in the NC General Assembly, Representative Wayne Sasser from District 67. Representative Sasser was instrumental in helping introduce pro-pharmacy, pro-patient legislation, and in helping educate and advocate on our behalf across the aisle in both the NC House and Senate. The NCAP Policy and Advocacy Committee was very active throughout the year. The Committee operated using sub-groups to plan our Pharmacy Legislative Day in March and our Virtual Legislative Day in April. In addition, the Committee was essential in helping develop talking points, infographics, sample letters and email templates to assist members in communicating with their legislators.



In addition to legislative activities, NCAP also supported two task forces to work on telepharmacy recommendations to the Board of Pharmacy, and to conduct research and preliminary work to explore future pro-pharmacy, medical cannabis legislation in our state.

2019 Pharmacy-Related Bill Activity

- **H.212/S.151 Pharmacy Breaking & Entering Bill**

A bill to increase the penalty, to a Class E felony, for criminals who break and enter pharmacies for the purpose of stealing controlled substances. Also, persons who receive or possess any controlled substance stolen from a pharmacy, knowing or having reasonable grounds to believe the controlled substance was stolen, is guilty of a Class F felony. Any interest a person has acquired or maintained in property obtained from breaking and entering a pharmacy shall be subject to forfeiture.

H.212 Filed in the House 2/27/2019—Primary Sponsors: Sasser, C. Smith, Murphy & Horn

S.151 Filed in the Senate 2/26/2019—Primary Sponsors: McInnis, J. Davis

Passed Senate 3/18/2019 40 Yes 4 No Votes

No votes cast by Senators: Fitch, Foushee, Mohammed, and Van Duyn

S.151 Received by the House 3/20/2019

S.151 Passed by the House 6/12/2019 113 Yes 3 No Votes

No votes cast by Representatives: Dahle, Harrison, and Montgomery

Ratified on 6/13/2019

Signed by Governor Cooper 6/21/2019

Effective December 1, 2019

- **H.388/S.309 Immunization Expansion**

A bill which lowers the age for flu vaccination by pharmacists and adds additional immunizations that pharmacists can give.

An immunizing pharmacist may administer an influenza vaccine to persons age 10 years or older. An immunizing pharmacist may administer an influenza vaccine to persons at least six years of age pursuant to a specific prescription order initiated by a prescriber following a physical examination of the patient by the prescriber. Additional vaccinations allowed to be given to patients age 18 or older by an immunizing pharmacist are: hepatitis A vaccine, human papillomavirus vaccine, and serogroup B meningococcal vaccine.

H.388 Filed in the House 3/19/2019—Primary Sponsors: White, Dobson, Cunningham, and Sasser

S.309 Filed in the Senate 3/19/2019—Primary Sponsors: Bishop, Foushee, and Krawiec

Passed the House 4/10/2019 114 Yes 0 No Votes

H.388 Received by the Senate 4/11/2019

H.388 Passed by the Senate 5/28/2019 48 Yes 0 No Votes

Ratified 5/29/2019

Signed by Governor Cooper 6/3/2019

Effective October 1, 2019

- **H.450 Reduce Barriers to Improve NC Health & Safety**

A bill to increase access to abuse-deterrent opioid analgesics and proper administration of step therapy protocols for prescription drugs.

H.450 Filed in the House 3/26/2019—Primary Sponsors: Potts, Dobson, Lewis and Sasser

Passed House 5/3/2019 108 Yes 2 No Votes

No votes cast by Representatives: Speciale and Stevens

H.450 Received by the Senate 5/6/2019

Referred to Senate Committee on Rules & Operations

- **H.534/S.632/S.432 Pharmacy Benefits Manager Bill**

A bill that calls for PBMs to be licensed with the NC Department of Insurance to do business in NC. Licensure would enable the state DOI to audit PBMs and hold PBMs accountable for abiding by NC law. The bill also included additional consumer protections and protections for pharmacies and pharmacies regarding audits, anti-steering, reimbursement and network inclusion.

H.534 Filed in the House 4/2/2019—Primary Sponsors: Sasser, Murphy, and Bell

S.632 Filed in the Senate 4/3/2019—Primary Sponsors: Britt, Hise, and Tillman

S. 432 Omnibus Health Bill combined PBM Bill and Birthing Center Bill.

S. 432 Sent to the House 8/12/2019 Serial Referral

House Passed a Substitute Omnibus 10/23/2019 94 Yes 9 No

Substitute added in the State Health Plan

No votes cast by Representatives: Autry, Beasley, Belk, Brody, Bumgardner, Hastings, Holley, Pittman, and Saine

The substitute omnibus bill S.432 passed by the House was sent back to the Senate 10/28/2019

Failure to concur 0 Yes 49 No votes

House-Senate Conference Committee as appointed 10/29/2019

Committee appointees change was made 11/13/2019

As of December 31, 2019, the Committee had not reached agreement on a version of the bill to send back to the House and Senate for a vote. No activity during the special session in January 2020. Sponsors are willing to help our profession try to pass this bill in the 2020 Short Session.

- **H.659 Collaborative Practice Access to Care**

A bill to modernize our existing collaborative practice statute to remove unnecessary barriers and better facilitate collaborative care in all practice settings. The bill called for allowing any pharmacist and any physician in good standing to enter into collaborative practice agreements. The bill called for allowing physicians determine what clinical services they wish to delegate to their collaborating pharmacists. Also the bill asked for a change to a CPP registry instead of a committee approval process and a change to a lower annual CPP fee. The bill also asked for nurse practitioners and physician assistants to be allowed to participate in collaborative practice agreements.

H.659 Filed in the House 4/9/2019—Primary Sponsor: Sasser

Referred to House Rules Committee

No further activity in the General Assembly

Lobbyist for the Medical Society did agree to work with us to find common ground to submit a bill in 2020 Short Session.

- **S.546 Opioid Epidemic Act**

A bill to eliminate state registration for buprenorphine prescribers, decriminalize drug testing equipment used to detect contaminants in controlled substances, broaden objectives for syringe exchange programs, expand our prescription drug monitoring program to include gabapentin and naloxone, and better clarify the role of the State Opioid Treatment Authority.

S.546 Filed in the Senate 4/2/2019—Primary Sponsor: J. Davis

Referred to Senate Committee on Rules and Operations 4/3/2019

Withdrawn and referred to Senate Committee on Healthcare 6/8/2019

No further activity in the General Assembly



Advocacy Agenda Activity Planned for 2020

- Continued work on the pharmacy benefits manager bill
- Continued work on the collaborative practice bill
- Continued work with NC Board of Pharmacy on telepharmacy rules
- Continued work with NC DHHS and assisted living stakeholders on emergency kits in assisted living
- Continued NCAP task force work on potential pro-pharmacy medical cannabis legislation
- Continued work on pharmacist prescribing for public health initiatives



MERCURY STAFF ILLUSTRATION. ICONS BY THE NOUN PROJECT: CREATICCA CREATIVE AGENCY, PRETTYCONS, FAUZAN AKBAR, CHANUT IS INDUSTRIES, MADE BY MADE, SNEHAL PATIL, CHAMELEON DESIGN



Pharmacy Legislative Day

TUESDAY

JUNE 9, 2020

Mark your calendar to join us, and stay tuned to NCAP for information on this event.

We make it simple!

NCAP provides the talking points and makes your appointment.

You just need to attend and lend your voice!

SUMMARY OF 2019 EVENTS

One of the key roles of our Association is to convene the profession, by helping bring members together for education, resources, networking, and to celebrate our vital role in the care of our patients.

Spring Conference

The NCAP Chronic Care and Health-System Practice Academies held their spring conference at the Rizzo in Chapel Hill on Feb 28 & Mar 1. A breakout forum was devoted to health-system leadership and management topics on the second day of the conference. Total attendance was up by 20% with 161 participants.

Advanced Opioid Workshops

During the last quarter of 2018 and the first quarter of 2019, NCAP hosted regional advanced opioid workshops which provided training in practical skills for pharmacists related to chronic pain, harm reduction, screening, brief intervention and the fundamentals of MAT. 128 pharmacists completed this training.

IPN Legislative Town Hall

July 28, 2019, the beginning of what would eventually lead to the formation of NCAP Independent Pharmacy Network, occurred in Cary in a town hall format with Senators Britt and Chaudhuri and Representative Sasser. Over 120 independent pharmacists and technicians attended this historical event.

Legislative Day

The NCAP Policy & Advocacy Committee hosted Pharmacy Legislative Day on March 19th. A small but very engaged number (55) of attendees turned out to meet with their legislators, in downtown Raleigh, about all of the pharmacy-related bills that had been introduced.

Residency Conference

NCAP hosted the 20th Annual Residency Conference at the Novant Conference Center in Winston-Salem on July 12th. There were 252 participants at this event and Steve Kearney was recognized as an originator of this conference and for his participation in the planning for 20 years.

Annual Convention

The 2019 NCAP Annual Convention was held at the Benton Convention Center, Sept 26-27, in Winston-Salem. Attendance was up by 1% with a total of 488 registrants. The 1st Independent Pharmacist Network Business meeting took place, as well as a meeting with the Medicaid MCOs. In addition to regular programming the health systems leadership forum took place as did two workshops: 1) NC CARES 360 training, and 2) Point-of-Care Testing.

A STRONGER FISCAL FOOTING

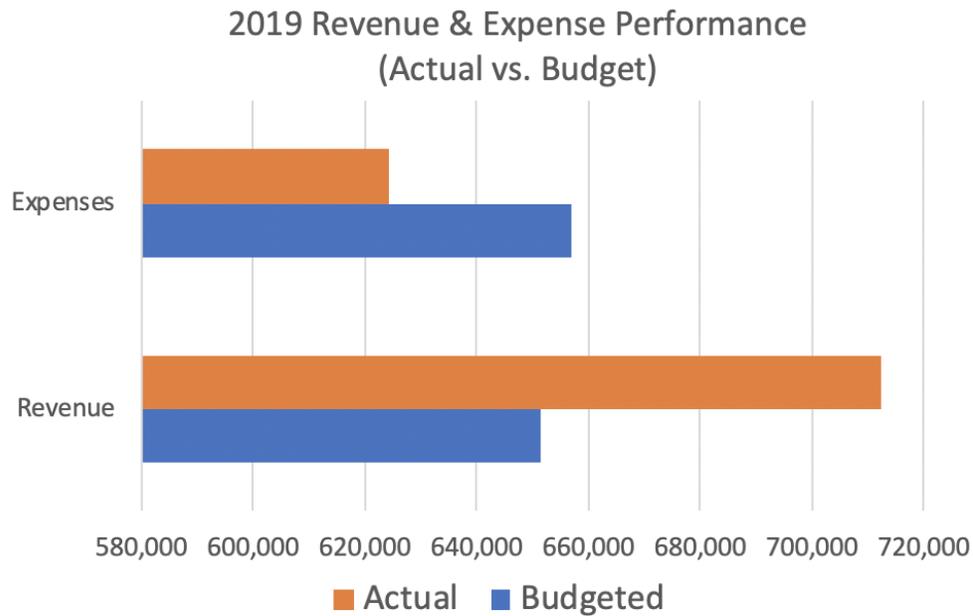
As a member you want to know the NCAP leadership and staff are being good stewards of your money, and that the leadership is tasked with carrying out the Association's business, while ensuring financial stability. What does financial stability mean? For many, financial stability represents different things, but for our Association, stability means:

- Establishing a revenue-positive budget;
- Operating 'in the black' (a profit), meaning revenue out paces expenses for the year; and
- Generating savings to support at least six months of operating expenses in the event of an emergency.



As of December 31, 2019, NCAP ended the year, on the profit/loss statement, in the black by \$88,215. Based on 2018 performance and projections for 2019, we had budgeted for a \$5,557 loss. Two primary reasons we exceeded the projected budget: 1) we obtained a significant grant, \$60,000, that we had not anticipated at the beginning of the year; and 2) we were able to make some changes that decreased the projected, budgeted expenses by \$38,000.

Graphic Statement of Income (Revenue vs. Expenses)



Key Revenue Categories as a Percentage of Total Revenue

DESCRIPTION	REVENUE \$	% of TOTAL REVENUE
Membership	155,037	21.8
Grants	224,070	31.4
Meetings & Education Events	144,388	20.3
Exhibitors & Sponsors	49,658	7.0
NC CE Accreditation & MPJE Study Guide	36,429	5.1
Partnership Endorsements	77,210	10.8

Assets

NCAP has assets totaling \$890,287.* Within this total, the Association has approximately \$13,000 in net property and equipment, \$200,000 in checking and savings, and approximately \$500,000 invested, with a projected 13 months of full operating expenses should a catastrophic event occur and we had to operate with no revenue coming in.

*Note: Does not include NCAP Endowment, which is a separate 501c(3) organization.

Key Expense Categories as a Percentage of Total Expenses

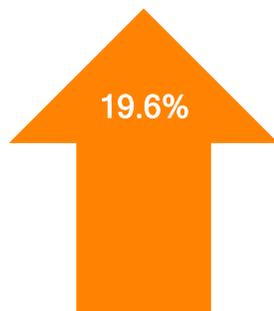
DESCRIPTION	EXPENSE \$	% of TOTAL EXPENSES
Legal, Accounting & Lobbyist	42,004	6.7
Rent	44,956	7.2
Office Operations	34,541	5.5
Salaries, Payroll Fees & Taxes	304,847	48.8
Meetings & Other Education	145,579	23.3
Health Insurance & Retirement	24,240	3.9
Travel, Lodging, Meals for Staff	8,689	1.4
Technology & IT Services	18,886	3.0

Key Takeaway

NCAP is getting stronger, and based on 2019's performance, we are beginning to show a very positive financial status—a true sign that our Association is healthy!

2019 Performance as Compared to 2018

Total Revenue



Total Expenses



FORUMS & NETWORKS

Chronic Care Practice Forum

Each year, the Chronic Care Practice Forum is responsible for planning the content and speakers for the chronic care portion of the NCAP Chronic Care & Health System Practice Forums Spring Conference. New in 2019, during the Spring Conference, a small breakout business session was held for long-term care leaders and decision makers. During this breakout a couple of specific advocacy needs were discussed: 1) regarding medication disposal rules in long-term care facilities, and 2) the need for new rule(s) allowing for emergency drug supply kits in assisted living facilities.



Community Care Practice Forum

Members of the Community Care Practice Forum were involved in a number of important 2019 initiatives, including the planning of strong outpatient / community-based best practices topics and speakers at the NCAP Annual Convention. Forum members were actively involved in the establishment of the Independent Pharmacy Network, and the revisions to the statewide protocol for immunizations based on the passage of legislation allowing for expansion of immunizations by pharmacists. The Forum also provided member spotlights for the NCAP journal and helped bring the NACDS Point-of-Care Testing Certificate program to the Annual Convention



Health-System Practice Forum

Similar to the Chronic Care Practice Forum, the Health-System Practice Forum contributed greatly to the planning, content, and speakers for the NCAP Chronic Care & Health System Practice Forums Spring Conference. Members of the Health-System Practice Forum also contributed to both the inpatient and outpatient topics covered in breakouts and roundtables at the NCAP Annual Convention. Member spotlights were provided for the NCAP Journal and forum members helped coordinate the solicitation and approval of scientific posters for the Annual Convention. During the year, the Health System Practice Forum also held a Health System Leadership/Management Forum, as a track, alongside regular programming at both the 2019 Spring Conference and 2019 Annual Convention.



New Practitioner Network

In 2019, the New Practitioner Network (NPN) was not as active as it had been in previous years with regards to meetings, instead the group's leadership pulled back to strategize on how better the new practitioners within our Association could be utilized across our various committees and forums. The NPN did spotlight several new practitioners within our NCAP journal, and as traditional, members of NPN facilitated the roundtable discussions at the annual NCAP Residency Conference. NPN members provided support to schools of pharmacy as evaluators for O-T-C, and clinical skills competitions, as well as presentations to various school organizations on the value of NCAP membership and our legislative activities.



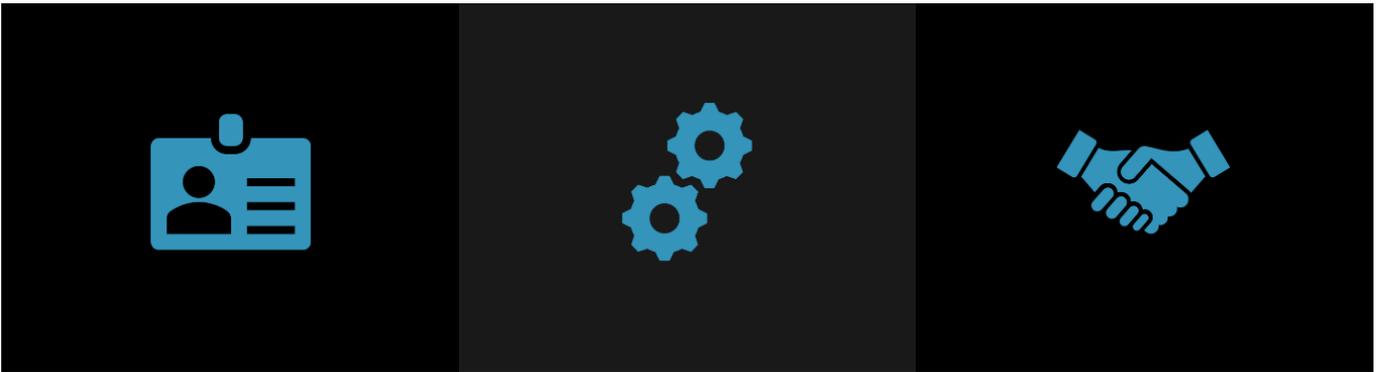
Student Pharmacist Network

Leaders within the Student Pharmacist Network (SPN) met regularly throughout the year. During the year, the group worked on plans for including High Point University (HPU) in the SPN Chair rotation, once HPU has been accredited. SPN worked with the NCAP Board of Directors to explore new dues models for students, to help with efficiency and timeliness of membership, as well as retention of student members from year-to-year, while in pharmacy school. SPN was very active in our pharmacy legislative day planning and implementation. Each school also hosted some form of legislative day prep workshop for interested students. SPN sponsored an annual Flu-Be-Gone campaign and assisted with the annual Asheville Summit.



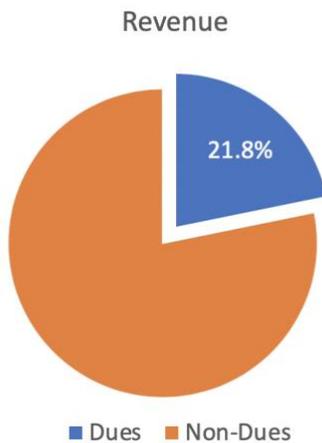
MEMBERSHIP MAKES A DIFFERENCE

North Carolina Association of Pharmacists (NCAP) represents the profession of pharmacy. We are a membership association, which means individuals, instead of companies or groups, join. As a member association, we exist to serve our members. Your elected Board of Directors and the Executive Director ensure that your membership dues are used to carry out our mission and vision. Each member is like a cog on a wheel helping us efficiently and effectively turn the wheels of progress.

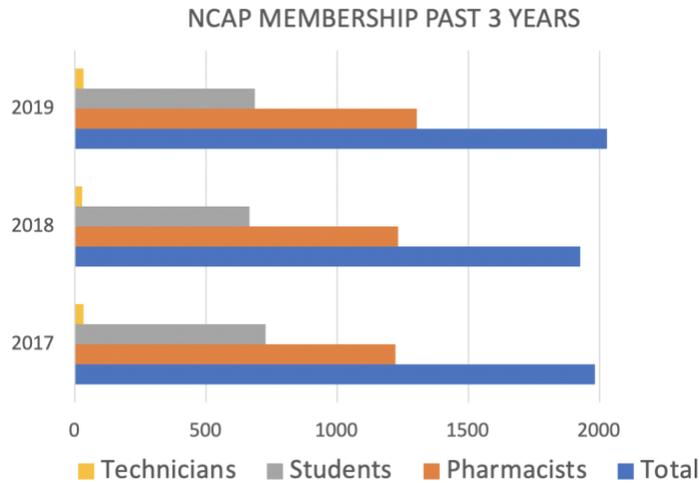


Membership Dues

2019 was a pivotal year for NCAP with regards to membership. The monthly deferred revenue for membership dues outperformed the same month in the previous year for every month of the year. Without raising the price of membership, this is the first time the Association has seen this particular positive financial achievement in well over a decade.



In 2019, NCAP realized a 5% increase in the total amount of dues collected. Yet, we still have room for improvement. Our dues revenue, for the Association, accounts for just a little over one-fifth of total revenue. The most active membership associations' dues revenue accounts for at least one-third of their total revenue. Reaching for a similar percentage here in North Carolina is within reason, given < 12% of pharmacists licensed and working in NC are currently members of our state pharmacy association.



“In 2019, increase in all major membership categories.”

Positive Membership Trend

NCAP has rolling membership, therefore when we do a year-to-year comparison we choose a specific point in time, November 1st, as the comparative date. Compared with 2018, we had a 4.9% increase in total membership in 2019. Total number of pharmacists increased by 68 in 2019.

Technician & Student Members

Membership, in 2019, increased in all major member categories, including technicians and student pharmacists, up 7% and 24%, respectively, when compared to November 1, 2018.



NCAP 2019 AWARD RECIPIENTS

Ambassador Award—Jennifer Burch and Jay Campbell

ASHP Leadership Award—Brock Harris

Bowl of Hygeia—Dennis Williams

Chronic Care Practitioner of the Year—David Phillips

Community Care Practitioner of the Year—Christina Nunemacher

Distinguished Young Pharmacist Award—Patrick Brown

Don Blanton Award—Ritesh Patel

Excellence in Geriatrics Dale Jones Memorial Award—Gina Upchurch

Excellence in Innovation Award—Irene Ulrich

Health-System Practitioner of the Year—*not awarded in 2019*

McKesson Leadership Award (awarded to incoming President)—David Phillips

NCPA Leadership Award (awarded to incoming President)—David Phillips

President's Award (awarded to outgoing President)—Debra Kemp

President's Service Award—Tina Thornhill and Miranda Hill Wiggins

Student Pharmacist of the Year Award—Jennifer Sato

Technician of the Year Award—Deb Hewitt



FOCUS ON PRACTICE ADVANCEMENT

In 2018 and 2019, NCAP significantly increased our external stakeholder relationships and began taking on more grant-funding to support our need to provide meaningful value to our members, in the form of resources and practice transformation. The Association had begun an array of projects related to harm reduction, opioid stewardship, chronic pain management, social determinants of health, medication assisted treatment certificate program for pharmacists in all practice settings, MAT implementation pilot for building treatment capacity in communities by partnering community pharmacists trained in MAT with primary care physicians. We were also working on a 'how-to' establish clinical services toolkit and a tobacco cessation certificate program. Furthermore in 2019, the Board added a fifth goal to our strategic plan centered around practice advancement. It was clear this was an appropriate path for the association. Our opportunities were growing rapidly, and we were on a trajectory that would burn us out or propel us forward, unlike anything in the past. Our growth needed more 'manpower'.



In June, NCAP hired Dr. Cheryl Viracola, as the first Director of Practice Advancement for the Association. This position would provide a dedicated and experienced individual in charge of coordinating all of our practice advancement initiatives, freeing up the Executive Director to focus more on policy and advocacy, membership, external and internal stakeholder relationships, as well as operations. Dr. Viracola earned her BS Pharm and PharmD from UNC Eshelman School of Pharmacy, and prior to joining NCAP she served as the Director of Pharmacy Services for Community Care of North Carolina in Wake and Johnston counties.

KEY 2019 GRANT PROJECT OUTCOMES

As noted on the previous page, NCAP has been involved in a number projects, some of which have had grant support. Below are descriptions and outcomes for two grant-funded projects that wrapped up in 2019.

Naloxone Dispensing Project in Partnership with Alliant Health (CMS QIO for NC & GA)

Purpose: Increase naloxone access and utilization of the statewide naloxone standing order

Objective: Increase opioid risk screening and naloxone dispensing

Participants: 48 community pharmacies

At Study Endpoint: Engaged pharmacy teams were defined as those who participated in the project and who:

- Used a process to screen and identify patients
- Stocked both dose forms of naloxone
- Avoided stigma and bias in communication with patients
- Promoted naloxone actively and publicly

Engaged pharmacy teams were found to dispense naloxone to 65.2 per 1000 high risk Medicare beneficiaries, as compared to the statewide rate of 7.5 per 1000.

Prescription Drug Overdose Harm Reduction Supported By NC Governor's Institute

Purpose: Increase the role of community pharmacists in harm reduction

Objective: Increase naloxone dispensing and adoption of non-discriminatory policy for the selling of syringes.

Participants: 58 community pharmacies in 33 NC counties, 14 of 15 high burden counties represented in the project.

At Study Endpoint: 69% of participating pharmacies embraced a non-discriminatory syringe sales policy; and naloxone dispensing increased 361% (177 naloxone dispensed Jan-June 2018 vs. Jan-June 2019 639 naloxone dispensed)

PROJECT OUTCOMES: WHAT TO EXPECT IN 2020

We anticipate the following projects started in 2019 to be wrapped up in 2020 or to have enough experience or data to share results.

- Pfizer Collaborative—project whereby NCAP has created a toolkit for step-by-step guidance in how to establish any clinical service and demonstration use case throughout based on establishing a chronic pain service.
- Medication for Opioid Use Disorder Certificate Program—certificate program was launched in late 2019. In 2020, we hope to gain experience with administering the program in NC as well as other states.
- Cardinal Optimizing Prescription Pain Management Grant—project that has two major components: a community-pharmacy based opioid stewardship and pain management set of services from screening to care planning; and a school of pharmacy component whereby NCAP will offer an opioid stewardship and optimal pain management certificate program for student pharmacists, and students completing the training will provide community or professional in-services on related topics.
- 2nd Governor’s Institute Grant—project with two components: 1) building off of the harm reduction success of the first grant to have participating pharmacies in year one embrace new harm reduction services, and recruit new pharmacies to take on naloxone and syringe sales; and 2) MAT pilot with 2-3 community pharmacies, whereby a protocol plan for implementing MAT services can be replicated in other community pharmacies.
- Tobacco Cessation Certificate Program—content development for this project started in 2019. We plan to launch this certificate program in 2020.



CONTINUING EDUCATION

One of the member benefits is access to discounted or free continuing education. NCAP provides live programming, and on-demand webinars, as well as certificate programs. Furthermore, NCAP accredits continuing education programs for our partners using NC-CE, which is recognized by the NC Board of Pharmacy. NC-CE is another service the association provides which helps hold down continuing education cost for pharmacists and technicians in our state.

2019 CE PERFORMANCE—IT'S ALL IN THE NUMBERS

54

Live ACPE
CE Hours

25

Partners Using
NC-CE

182

NC-CE Accredited
Programs

12

Free On-Demand
Webinars

2

16-Hour ACPE
Certificate Program

358

NC-CE Program
Hours Accredited

12.5

On-Demand
CE Hours Provided

6

Workshops
Provided

NCAP JOURNAL & COMMUNICATIONS

The North Carolina Pharmacist

In 2019, **Editor-in-Chief, Tina Thornhill** made changes to the journal further strengthening the content and quality of the Association's journal. *The North Carolina Pharmacist* is peer-reviewed, published quarterly, and is supported by the editorial board listed below. The journal contains current and member-relevant information. Among the four issues in 2019, there were 11 different opinion or commentary pieces, 7 review articles, 2 original research articles, 10 member spotlights, 2 review articles with continuing education credit, and 9 general information pieces for members.

Editorial Board

Anna Armstrong

Amy Holmes

Jamie Brown

John Kessler

Lisa Dinkins

Angela Livingood

Jean Douglas

Bill Taylor

Brock Harris

The latest issues of our journal and newsletters can be accessed on the [NCAP home page](#).

NCAP COMMUNICATIONS

In addition to the NCAP journal, other media used to communicate with our members and stakeholders in 2019, included: 22 electronic newsletters (*E-News*), numerous emails to member list serves for specific alerts and announcements, and 156 social media posts, across, Facebook, Twitter and/or Instagram.

Follow us at:



BYLAWS & STRATEGIC PLAN

This year was a busy year, regarding governance policy, for the Board of Directors. During 2019, the Board proposed bylaws changes, approved by the membership; and the Board completed and approved a new, three-year strategic plan (2020-2022). Key components for both the bylaws changes, and the new strategic plan are presented below.

Key 2019 Bylaws Changes

- Change in organizational structure terminology for groups to academies, forums and networks (existing forums will be renamed academies, existing networks will be renamed forums, and new smaller specific interest groups will be named networks)
- Addition of an ambulatory care practice academy
- Addition of a secretary position to the Board of Directors
- Change in how the treasurer is elected (by the Board of Directors instead of general membership)

The current bylaws can be accessed [here](#).

New 2020-2022 Strategic Plan Goals & Objectives

- Goal 1: Advance the profession through internal and external stakeholder engagement
 - Enhance NCAP advocacy efforts
 - Raise visibility of the Association to stakeholders
- Goal 2: Advance the profession through educational activities
 - Utilize project teams to efficiently carry out the education needs of the Association
 - Optimize marketing of educational activities
- Goal 3: Ensure sustainability and relevance of the Association through communication and outreach
 - Develop, implement, assess, and maintain a routine pattern of communications with members
- Goal 4: Ensure sustainability of the Association through membership
 - Sustain and increase membership
 - Differentiate membership benefits
- Goal 5: Ensure sustainability and relevance of the Association through optimal governance, operations and staff performance
 - Communicate leadership expectations and orient volunteer leaders
 - Ensure technology in place is adequate for Association needs
 - Ensure NCAP staff are adequately structured and utilized to meet Association needs
 - Evaluate academy infrastructure to determine if meeting current needs

The full strategic plan, including action items and outcome measures can be accessed [here](#).

NEW BEGINNINGS IN 2019

One sign of progress for any organization is the start of new things. Below are brief descriptions of two major initiatives started in 2019 that have the potential to bring much value to the association and our members.

Independent Community Pharmacy Network (IPN)

In 2019 a group of independent community pharmacists petitioned the NCAP Board of Directors to allow for the formation of a network exclusive to owners, pharmacists and technicians who work in the independent community pharmacy setting and who are members of NCAP. This groups **purpose**: to unite independent pharmacists, owners, and technicians in order to establish a collective voice through strategies necessary to protect patient rights, as well as fortify, sustain, and advance local independent pharmacy practice. Their **vision**: strive to preserve patient care through local, quality and community-based pharmacy services. Their **mission**: to unite, serve and advance independent pharmacy practice. The group has organized into eight regions with regional leaders in each.

Chair of IPN: Ritesh Patel

Northwest Regional Leader(s): TBD

Southwest Regional Leader(s): Kim Ferguson

Triad Regional Leader(s): Pete Crouch and Keith Vance

South Central Leader(s): AJ Bhatt

Triangle Regional Leader(s): Danny Barnes and Greg Vassie

Sandhills Regional Leader(s): Rob Barrett and Joe Williams

Northeast Regional Leader(s): Todd Jackson and Brent Richardson

Southeast Regional Leader(s): Beth Caveness and Miranda Hill Wiggins

Virtual Communities

In 2019, NCAP subscribed to a technology that allows the association to form virtual communities, enabling members to conduct online conversations, share ideas and post information and documents. NCAP is also beginning to use these virtual communities for various groups, like the IPN above, as well as to communicate with all members. In the coming year, members will see much more activity happening within these communities.



NCAP STAFF AND STAFFING CHANGES

In February, we said goodbye to Linda Goswick, who retired after devoting 19 years to NCAP.

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