

University of Tennessee Health Science Center
College of Pharmacy
Office of Continuing Professional Development



**The Business Edge for Pharmacy Professionals
Certificate Training Program
Spring 2026**

University of Tennessee Health Science Center
College of Pharmacy | Office of Continuing Professional Development
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Phone: (865) 974-6605 | Website: <https://uthsc.edu/pharmacy/ce/>

The Business Edge for Pharmacy Professionals University of Tennessee Health Science Center College of Pharmacy

Program Overview:

The University of Tennessee Health Science Center College of Pharmacy (UTHSC COP) Office of Continuing Professional Development is excited to offer the Business Certificate Training Program. As the role of the pharmacist expands beyond clinical expertise into management, leadership, and business operations, this program prepares pharmacists and pharmacy technicians with essential skills to succeed in the business aspects of pharmacy. The program combines didactic and experiential learning designed for direct application to pharmacy practice. This ACPE-accredited program includes 30 hours of didactic and experiential training over the course of 10 weeks, which will count for 30 hours of continuing pharmacy education (CPE). Of those 30 hours, 29.5 hours will be dedicated to didactic learning via web-based home study modules, and 0.5 hours will be completed through a live simulation activity.

Upon completion of the program in full, including all online modules, reflection activities and live simulation activities, participants will receive a certificate and badge of completion. No partial credit will be awarded.

Certificate Expectations:

The following guidelines are intended to create a comfortable and productive learning environment throughout the program.

The learner can expect the program director to:

- Provide prompt access to program materials
- Be accessible throughout the learner's enrollment in the program
- Answer questions and provide guidance

The program director can expect the learner to:

- Complete program modules in a timely fashion
- Spend an adequate amount of time on the program each week, making an effort to learn and complete modules and cases
- Seek help when appropriate.

Module Content Expert Team:

Kelsey D. Frederick, PharmD
Assistant Professor, Department of Clinical Pharmacy and Translational Science
Community Experiential Learning Coordinator, Office of Experiential Learning and
International Programs
Office of Continuing Professional Development
The University of Tennessee Health Science Center College of Pharmacy

Rick Sain, PharmD, FTPA
Reeves Sain Drug Store

Nancy Scott, PhD
Graduate Executive Education Director of Leadership Development Programs
Haslam College of Business
University of Tennessee, Knoxville

David Maslar, PhD
Academic Director: Full-Time MBA
Department of Finance & Graduate & Executive Education

Rachel Barenie, PharmD, JD, MPH
Associate Professor & Director of Academic Operations and
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Whitney Morris, PharmD
Pharmacist

Alec Sain, PharmD, FTPA
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Karl R. Kodweis, PharmD
Assistant Professor
University of Tennessee Health Science Center
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Tyler C. Melton, PharmD, MPH, BCPS
Assistant Professor and Rural Health Certificate Program Coordinator
Department of Clinical and Translational Science
The University of Tennessee Health Science
Center College of Pharmacy

Alex Zablah, PhD
Head & Gerber Taylor Professor
Department of Marketing
Haslam College of Business
University of Tennessee, Knoxville

Charles Noon, PhD
Professor Emeritus, Clinical Professor of Graduate & Executive Education
Haslam College of Business
University of Tennessee, Knoxville

Certificate Learning Experiences:

The UTHSC COP The Business Edge for Pharmacy Professionals Program consists of both didactic and experiential learning over the course of 10 weeks.

Didactic Home Study:

- 30 hours total (3 hours of learning per weekly module)
- Module topics include:
 - From Burnout to Buy-In: Building Resilient Pharmacy Teams
 - Mastering Pharmacy Finances: Budgeting, Metrics, & Cost Control
 - People Power: Hiring, Performance, and Negotiating in Pharmacy Leadership
 - Mitigating Risk: Legal, Financial & Operational Safeguards for Pharmacies
 - Credentialing & Billing Mastery: Getting Paid for Pharmacy Services
 - Driving Patient Loyalty: Designing Effective Engagement & Adherence Programs
 - Innovate to Elevate: Leveraging Technology for Pharmacy Growth
 - De-escalation in Action: Communicating with Compassion in High-Stress Moments
 - Marketing with Purpose: Empowering Pharmacy Teams to Drive Outreach
 - Lean Thinking in Pharmacy: Streamlining Workflow for Maximum Efficiency

- The 10 asynchronous home-study modules each contain the following which were developed by designated content experts:
 - Recorded lectures and podcasts
 - Supplemental learning materials
 - End-of-module practice scenario prompt for reflection and application

Experiential Learning/Simulation:

- 0.5 hours total integrated in Module 8/Week 8 of the program.

Course Materials:

Upon enrollment in the program, the program director will provide you with access to the Canvas online Business Edge for Pharmacy Professionals modules. You will receive your own Canvas username and login to be able to access program materials.

Course Schedule:

Week	Learning Activities	Learning Objectives
Week 1	Home Study Module: From Burnout to Buy-In: Building Resilient Pharmacy Teams	1. Identify signs and causes of burnout in pharmacy professionals. 2. Apply growth mindset principles to foster resilience and continuous learning. 3. Design a team empowerment strategy that promotes collaboration and morale.
Week 2	Home Study Module: Mastering Pharmacy Finances: Budgeting, Metrics, & Cost Control	1. Calculate cost per script and evaluate gross margin benchmarks. 2. Analyze inventory management practices to optimize cash flow. 3. Apply financial KPIs to monitor and improve business performance. 4. Differentiate between fixed and variable expenses in pharmacy operations. 5. Interpret income statements and balance sheets to assess financial

		health. 6. Recommend cost-saving strategies that maintain patient care standards.
Week 3	Home Study Module: People Power: Hiring, Performance, and Negotiating in Pharmacy Leadership	1. Differentiate between effective and ineffective hiring practices and design an onboarding plan that supports new team members in pharmacy settings. 2. Apply performance management strategies to set expectations, provide feedback, and develop improvement plans for pharmacy staff. 3. Evaluate key performance indicators (KPIs) to measure employee contributions to both pharmacy operations and patient care outcomes. 4. Apply negotiation techniques to real-world pharmacy situations, including hiring, workload distribution, and conflict resolution. 5. Construct a balanced approach to people management that strengthens team performance while supporting organizational goals.
Week 4	Home Study Module: Mitigating Risk: Legal, Financial & Operational Safeguards for Pharmacies	1. Identify financial, legal, and operational risks in pharmacy settings. 2. Implement risk management strategies including insurance and compliance. 3. Evaluate the effectiveness of documentation and policy in reducing risk.

Week 5	Home Study Module: Credentialing & Billing Master: Getting Paid for Pharmacy Services	1. Outline the credentialing and enrollment process for major payers. 2. Identify common barriers to credentialing and propose solutions. 3. Summarize billing practices for pharmacist-provided services. 4. Analyze the impact of payer negotiations and reimbursement models. 5. Apply diagnostic and billing codes to pharmacy service scenarios. 6. Monitor and respond to GER claw backs and reimbursement changes.
Week 6	Home Study Module: Driving Patient Loyalty: Designing Effective Engagement & Adherence Programs	1. Design patient engagement programs that improve medication adherence. 2. Evaluate the role of pharmacy staff in promoting patient loyalty. 3. Implement follow-up strategies to enhance long-term patient retention.
Week 7	Home Study Module: Innovate to Elevate: Leveraging Technology for Pharmacy Growth	1. Identify emerging technologies such as AI, robotics, and automation that are transforming pharmacy operations. 2. Evaluate the operational, financial, and clinical impacts of implementing advanced technologies. 3. Compare traditional workflows with tech-enhanced processes to determine efficiency gains. 4. Design a technology adoption plan that aligns with pharmacy goals and patient care standards.

Week 8	Home Study Module: De-escalation in Action: Communicating with Compassion in High-Stress Moments	1. Analyze emotional triggers in patient interactions. 2. Recognize common verbal and non-verbal cues that indicate patient frustration or dissatisfaction. 3. Differentiate between various types of patient concerns (e.g. financial, emotional, clinical) and their potential impact on communication outcomes. 4. Summarize key de-escalation techniques and explain when each is most appropriate in a pharmacy setting.
End of Week 8	Simulation Activity: Practice to Performance <i>*Date offered: 30-minute time slots available. Week 1-8 modules must be completed prior to participating</i>	1. Demonstrate effective communication techniques for de-escalating conflict. 2. Reflect on and improve personal communication strategies in high-stress scenarios.
Week 9	Home Study Module: Marketing with Purpose: Empowering Pharmacy Teams to Drive Outreach	1. Explain how pharmacy staff contribute to patient outreach and marketing. 2. Design a marketing plan that integrates in- store and digital strategies. 3. Educate patients on pharmacy services to increase engagement.

Week 10	Home Study Module: Lean Thinking in Pharmacy: Streamlining Workflow for Maximum Efficiency	1. Map pharmacy workflows to identify inefficiencies and bottlenecks. 2. Apply lean principles to reduce waste and optimize labor. 3. Propose and measure the impact of 4. process improvements.
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Learning Assessment:

Learners will be assessed based on their completion of all 10 home study modules (including each module's learning prompt activity) and passing the simulation activity, which will be assessed via the simulation scoring rubric.

Program Tuition: \$1,500

There are no refunds for The Business Edge for Pharmacy Professionals Certificate Program. A payment plan option is available and will consist of 2 installments of \$750: the first is due at the time of enrollment, and the second is due at the start of Week 5. If timely payment is not received, the program directors reserve the right to suspend access to The Business Edge for Pharmacy Professionals Certificate Program.

Questions/Contact:

For questions about enrollment, CE credit, and about the certificate program, please contact the Program Director:

Nikki Bozarth, MBA, BS, CAP
CE Coordinator
Office of Continuing Professional Development
University of Tennessee Health Science Center College of
Pharmacy 1924 Alcoa Hwy, Box 117
Knoxville, TN 37920
865-974-6605
sbozarth@uthsc.edu

You may expect a response within 48 business hours. Do not expect a reply during weekends or University closing dates.

Program Dishonesty:

Receiving help from another learner or any other person to complete module assessments or any other program work is prohibited. Learners found in violation of this policy may not be eligible for the program certificate of completion.

Program Evaluations:

Evaluations measure achievement of the program objectives and faculty performance. The data collected are used to ensure the integrity of the program and improve educational experiences in the program. Learners will receive an online evaluation of program directors, program materials, and experience in the program overall upon completion of program.

Continuing Education Information:



The University of Tennessee Health Science Center (UTHSC) College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. Successful completion of these certificate-based activities will provide 30 hours of CPE credit. Successfully completing the activity and receiving credit includes: 1) reading the learning objectives and faculty disclosures; 2) participating in the educational activity in full, including reviewing content of each of the 10 modules and learning assessments as described above; 3) evaluating the activity; and 4) completing all self-assessment instruments and CE credit submission form. CE credit will be submitted to the NABP CPE Monitor within 30 days. *It is recommended that you check your NABP CPE Monitor e-profile database 30 days after the completion of any CE activity to ensure that your credits are posted.*

NABP e-Profile ID Number:

Pharmacists with questions regarding their NABP e-Profile or CPE Monitor should refer to the FAQ section on the NABP website: <https://nabp.pharmacy/cpe-monitor-service/cpe-monitor-faqs/>. To receive credit for your participation in this activity, all pharmacists must include their CORRECT NABP e-Profile ID number, along with their month and date of birth. If incorrect information is provided, this will result in “rejected” status from the CPE Monitor. It is the responsibility of the participant to notify The University of Tennessee (within the 60-day submission timeframe) of their corrected information. Otherwise, the CPE Monitor will not accept the completed CE.

Type of Activity: Certificate

Universal Activity Number (UAN): 0064-0000-26-300-B01-P/T

Full Disclosure Policy Affecting CPE Activities:

As an accredited provider by the Accreditation Council for Pharmacy Education (ACPE), it is the policy of The University of Tennessee College of Pharmacy to require the disclosure of the existence of any significant financial interest or any other relationship a faculty member or a sponsor has with the manufacturer(s) of any commercial product(s) discussed in an educational presentation. The Course Director and Participating Faculty reported the following:

Relevant financial disclosures: None

How to earn credit:

Participants must complete the activity as described above in the Credit Designation Statement. In accordance with ACPE Criteria for Quality, the audience is advised that authors in this CPE activity may include reference(s) to unlabeled, unapproved, or investigational uses of therapeutic agents or biomedical devices. The presenters will inform the learner when they discuss or reference unapproved, unlabeled, or investigational use of a therapeutic agent or biomedical device.

Disclaimer Statement:

The opinions and recommendations expressed by faculty and other experts whose input is included in this activity are their own. This activity is produced for educational purposes only. Use of The University of Tennessee College of Pharmacy name implies review of educational format, design, and approach. Please review the complete prescribing information of specific drugs or combinations of drugs, including indications, contraindications, warnings, and adverse effects, before administering pharmacologic therapy to patients.

How to Enroll:

Interested learners may enroll in the program via our online portal by the close of business the day before the program starts by visiting our website:

<https://uthsc.edu/pharmacy/ce/>.

Grievance Policy:

A participant, provider, faculty member, or other individual wanting to file a grievance with respect to any aspect of an activity provided or co-provided by The University of Tennessee College of Pharmacy may contact the Director of Continuing Professional Development at jwheele4@uthsc.edu. The grievance will be reviewed, and a response will be returned within 45 days of receiving the written statement. If not satisfied, an appeal to the Dean of the College of Pharmacy can be made for a second level review.

Computer Requirements:

Participants will need computer/tablet/or handheld device that includes an internet connection, speakers, microphone, and webcam. Supported browsers include: Windows: Edge 12+, Firefox 27+, Chrome 30+ macOS: Safari 7+, Firefox 27+, Chrome 30+ or Linux: Firefox 27+, Chrome 30+. Processor and RAM requirements include: Processor and RAM requirements: single core 1Ghz or higher and recommended RAM 4 Gb. Bandwidth requirements: For high-quality video: 1.0 Mbps/600kbps (up/down).