

# Centralize at Any Size – It’s Right for Everyone!

Centralization of pharmacy operations is a great way to reduce costs, streamline workflows and give staff new opportunities. And the best news is, no matter how big or small your pharmacy is, there are ways to centralize!



## Are you ready to start centralizing?

If 3 or more of these apply, centralization is right for you!

- My state board of pharmacy allows centralized services
  - I have or plan to have more than one location
  - I want to reduce my inventory on hand costs
  - More than 50% of my prescription volume comes from routine, maintenance medications
  - I want to achieve enhanced quality control
- I have had issues hiring pharmacy technicians to fill open positions or expand operations
  - More than 50% of patients are on Medicare
  - I am concerned about the growing impact DIR fees are having on my bottom-line
  - I am working on developing a collaborative practice arrangement with a physician or physician group

## Get started on your path to centralization

If you go in prepared, your journey will be smoother and your payoff greater!

### Before you begin, be clear about your strategy

Analyze your goals and what you want to achieve. Is it:

- Inventory management
- Controlling inventory costs
- Streamlining processes
- Growth in new and different directions
- Encourage employee engagement

Whether your goals are one of these or all, knowing what you want to achieve before you begin will help you make the right decisions.

### Shift your thinking

Centralization is a different process, requiring different thinking about how prescriptions are filled. Shift your mindset, be open to looking at the processes, and you’ll have success.

### Start slow

No matter your size, don’t try to do everything all at once. Start with one store or a fraction of the scripts you want to fill. Then slowly grow and refine processes as you learn what works.

### Expect to pivot

Not every great idea is as good once it’s implemented. Be prepared to try something and have it fail. It’s ok to have to re-think.

### Get buy in

And don’t expect it to be easy. It’s tough to get people to trust a new system. Show them the advantages from the get-go.

### Listen to your team

The best ideas often come from the people doing the daily work. They know what will work and what won’t. Don’t plan this out without input from those actually “in” the process.

### Be patient!

Centralization is a mindset shift and a “work in progress” until you nail down the processes that work for you. Remember that everything is not going to be perfect out of the gate, and that’s ok!