

Pharmacy RSS Managing Difficult Interactions
July 23, 2026
2:30 PM
Supply Chain Organization

Claim Credit Code: 59324

There is no charge for this educational activity

Target Audience

This program has been designed for the following professions and practice areas: Other Medical Personnel, Pharmacist, Pharmacy Technician, Pharmacy

Session Educational Objectives

At the conclusion of this activity, pharmacists should be able to successfully:

- 1 Review and apply current literature on clinical practice issues.**
- 2 Describe legal, regulatory, and ethical issues which affect the practice of pharmacy.**
- 3 Employ practice changes to facilitate a culture of safety.**
- 4 Construct and implement strategies to improve precepting techniques.**
- 5 Identify ways to meet the diverse cultural and individual needs of pharmacy caregivers and patients.**
- 6 Develop and implement skills to advance clinical pharmacy practice using a patient-centered approach.**

At the conclusion of this activity, pharmacy technicians should be able to successfully:

- 1 Analyze the pharmacy technician's role in advancing the pharmacy practice using a patient-centered approach.**
- 2 Outline current literature affecting clinical and operational pharmacy practice.**
- 3 Describe legal, regulatory, and ethical issues which affect the practice of pharmacy.**
- 4 Employ practice changes to facilitate a culture of safety.**
- 5 Identify ways to meet the diverse cultural and individual needs of pharmacy caregivers and patients.**

Accreditation

ACPE Accreditation

This activity is accredited for 1.00 hour (0.1 CEUs) of CPE credit.

ACPE UAN:



Accreditation for this Knowledge-Based (K) educational program is provided by Intermountain Health. Intermountain Health is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. Once logged-in with their Intermountain login and username, participants will confirm their profile information and enter the unique CME activity code, complete an activity evaluation. All credit will be reported directly to CPE Monitor within 60 days of claiming CPE. Intermountain is not responsible for credit report failure as a result of incorrect NABP information. Please contact ipce@imail.org or 801-507-8470 with questions.

Acknowledgement of Commercial Support*

No commercial support is being received for this event

Disclosure of Relevant Financial Relationships and Unapproved Uses of Products

It is policy at Intermountain Health's Interprofessional Continuing Education Department for individuals who are in a position to control the content of an educational activity to disclose to the learners all relevant financial relationships that they have with any commercial interest that provide products or services that may be relevant to the content of this continuing education activity.

The intent of this policy is to ensure that Intermountain Health certified activities promote quality and safety, are effective in improving medical practice, are based on valid content, and are independent of control from commercial interests and free of commercial bias. In addition, all faculty were instructed to provide balanced, scientifically rigorous and evidence-based presentations.

The staff in the Interprofessional Continuing Education Department (IPCE) have disclosed that they have no relevant financial relationships with any commercial interests related to the content of this educational activity. Neither the speaker(s), planner(s) nor anyone in control of content for today's accredited RSS have any relevant financial relationship(s).

The American Nurses Credentialing Center's Commission (ANCC) standards and guidelines require that individuals participating in CE activities are aware of commercial interests that could potentially affect the education presented. Intermountain Health adheres to the ANCC Standards regarding industry support of continuing education and disclosure of faculty and commercial sponsor relationships (if any) will be made known below.

Name of individual	Individual's role in activity	Nature of Relationship(s) / Name of Ineligible Company(s)
Josh Alldredge, PharmD, CSP	Other Planning Committee Member	Nothing to disclose - 11/19/2025
Jaime Decker, PharmD	Other Planning Committee Member	Nothing to disclose - 11/19/2025
Kathleen Elliott, CPhT	Activity Coordinator, Pharmacy Planner	
Kristen Fernandes, PharmD	Other Planning Committee Member	
Lizeth Kent, PharmD, BCPS	Pharmacy Planner	Nothing to disclose - 09/08/2025
Holly M Krenz-Taff, PharmD	Pharmacy Planner	Nothing to disclose - 05/28/2026
Norman Kwong, PharmD	Pharmacy Planner	Nothing to disclose - 08/06/2025
Laura Murray, MBA-HM, MS	Other Planning Committee Member	Nothing to disclose - 01/09/2026
Stephanie Nesi, BS	Pharmacy Planner	Nothing to disclose - 08/05/2025
Tiffany Nielsen, *None	Faculty	Nothing to disclose - 04/16/2026
Zack Nilson, PharmD, BCPS	Other Planning Committee Member	Nothing to disclose - 11/19/2025
Kelsie Orton, MA, LMFT	Faculty	Nothing to disclose - 08/13/2025
Karla Pamer, CPhT, 340B ACE	Pharmacy Planner	Nothing to disclose - 12/17/2025
Ariana Pasierb, Certificate	Other Planning Committee Member	
Elizabeth Sebranek, PharmD	Course Director	Nothing to disclose - 08/05/2025
Jacob James Shaw, MBA	Other Planning Committee Member	Nothing to disclose - 01/09/2026
Bridger Singer, PharmD	Other Planning Committee Member	
Valerie Vallejos, Bachelor's of Health Information Management ,	Activity Coordinator, Pharmacy Planner	Nothing to disclose - 07/24/2025

Pharmacy Technician Certification		
Bradly D. Winter, PharmD, BCACP	Other Planning Committee Member, Pharmacy Planner	Nothing to disclose - 03/20/2026

All relevant financial relationships have been mitigated. For information on this process, please contact the IPCE department at 801.507.8470 or email IPCE@imail.org.

Relevant financial relationships are those relationships in which the individual benefits by receiving a salary, royalty, intellectual property rights, consulting fee, honoraria, ownership interest (e.g., stocks, stock options or other ownership interest, excluding diversified mutual funds), or other financial benefits. Financial benefits are usually associated with roles such as employment, management position, independent contractor (including contracted research), consulting, speaking and teaching, membership on advisory committees or review panels, board membership, and other activities from which remuneration is received or expected.

****You must claim credit within 48 hours of the session. Physician faculty may not claim credit as a participant for their own presentations, but may claim credit for other segments they attend as a participant****

****The purpose of the on-site CME is to improve the quality of care provided to hospital patients. The CME is intended to be primarily for the benefit of the hospital's patients. The participant agrees that, when providing services to hospital patients, the participant will use what he or she has learned from the CME to improve the care that is provided to hospital patients, thereby benefiting hospital patients***