



Volume XVIII • Issue I • Winter 2022

# MONTANA PHARMACY TODAY

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## UPDATE FROM UM SKAGGS SCHOOL OF PHARMACY

*Lonnie Murphy, PharmD, MBA, MPH, BC-ADM, AE-C | Rachael Zins, PharmD, AE-C*

In 2017, the University of Montana Skaggs School of Pharmacy, Montana Family Pharmacies (MFP), and the State of Montana Health Care and Benefits Division (HCBD) partnered to create a medication therapy management (MTM) program for HCBD beneficiaries. This led to the creation of the IPHARM Pharmacy, a licensed community pharmacy with MTM services, within the School of Pharmacy, a homegrown solution for MTM services for Montanans. Though the pharmacy does not dispense medications, it utilizes NDC codes created specifically for its services for reimbursement of the clinical services provided. IPHARM Pharmacy, along with MFP, have provided asthma and diabetes chronic disease management programs as well as traditional MTM services for this self-insured health plan since July, 2018.

The chronic disease programs are provided at no cost to the patients and administered over the phone. Quarterly check-ins are required to continue to receive program benefits. Participants are eligible for copay reductions on certain inhalers, no cost diabetes testing supplies, and assistance signing up for manufacturer copay coupons. Additionally, IPHARM Pharmacy is an excellent experiential site and provides many fourth-year pharmacy students with the opportunity to gain experience with MTM and chronic disease management. IPHARM Pharmacy has served as an APPE site for approximately 50 students since its inception. Historically, students have completed about 30-40% of the disease management check-in phone calls. One student said "this APPE was a great experience to improve counseling skills. I enjoyed getting to talk to patients every day and make meaningful recommendations to them. I think this rotation is a great learning opportunity." Another student said "I had a great experience during

this rotation which provided flexibility to explore areas of interest and obtain some direct patient care experiences. All the MTM staff were a pleasure to work with and fostered a safe learning environment."

In May, 2021 a satisfaction survey was sent out to nearly 500 patients and responses were received from about 170 patients. The responses were overwhelmingly positive. Patients found the students and staff both "very knowledgeable" and felt that they "cared about their health and well-being". The majority of survey respondents stated the most beneficial part of the program were the services that address patient cost savings.

A measurable effect of the disease management programs at IPHARM Pharmacy has been medication adherence. Prescription claims data was analyzed 240 days before and after enrolling in a program. Both asthma and diabetes patients saw improvements in medication adherence associated with their respective disease state after enrolling with IPHARM. For example, before enrollment, patients had a medication possession ration (MPR) of 71.72% for metformin. After enrollment, the metformin MPR for these patients went up to 85.36%. There were also 21 patients with uncontrolled asthma who were not using a controller medication before enrolling in the asthma program. Once enrolled, a certified asthma educator (AE-C) evaluated each patient, consulted with their provider, and a controller medication was initiated.

To date, IPHARM Pharmacy has provided chronic disease management services for 959 patients and has completed over 8,000 program check in phone calls. As of January 2022, IPHARM Pharmacy has 522 patients actively participating in the disease management programs. ■

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# 2022 MPA ANNUAL AWARD WINNERS

## MIKE RIVEY- 2022 BOWL OF HYGEIA AWARD WINNER



The Montana Pharmacy Association announces that Mike Rivey of Missoula has received their prestigious, "Bowl of Hygeia Award." Mike is a PharmD with the Community Medical Center, Missoula, MT (PGY1 Residency Director) and retired from the University of Montana Missoula.

MPA Board Member JoEllen Maurer presented Mike with the Bowl of Hygeia Award stating, "Mike has demonstrated a level of commitment

that should be used as a model for others to follow." She added, "His accomplishments are many including serving as a faculty member for decades where he enriched the education of countless students both in the didactic and experiential settings."

Doug Allington who has worked with Mike for the past 30 years at CMC articulated the following which really puts Mike's clinical prowess in perspective: "The exceptional faculty member finds a way to create and sustain programs that are of such value that physicians will entrust significant portions of care to other professionals. Mike created pharmacy-based protocols, approved by physicians, which guided medication dosages to prevent clotting disorders such as strokes and pulmonary embolisms; maximized the effectiveness of antibiotics; reduced medication costs by timely substitution of oral medications for intravenous counterparts; and launched a pain management program for patients following orthopedic surgery. Publications describing the process and outcomes of these programs followed each successful program. Naturally, the educational experiences of pharmacy students have been enriched through observation and participation in each of these programs."

Maurer explained, "One of Mike's most notable accomplishments for the profession has been the development, supervision and management of the pharmacy residency program in Missoula. Mike was the first person in the state to achieve this hallmark accomplishment. Currently, there are over 20 pharmacy resident positions across the state and Mike was the inspiration."

The "Bowl of Hygeia" Award is presented annually by participating pharmacy associations in each of the fifty states, the District of Columbia, Puerto Rico, and the ten Canadian provinces. The first Montana Bowl of Hygeia was awarded in 1959 to John J. Downey of Butte.

## JOSH MORRIS RECEIVES PHARMACIST OF THE YEAR AWARD



The Montana Pharmacy Association (MPA) is pleased to share that Josh Morris, owner of Elkhorn Pharmacy in Boulder, Silvertip Pharmacy in West Yellowstone and Whitehall Pharmacy has received the association's "Fitzgerald Pharmacist of the Year Award". The award is presented annually by MPA to a pharmacist who has demonstrated leadership and service to the pharmacy profession.

Josh was recognized by JoEllen Mauer who stated, "Josh is an advocate for pharmacies, independent pharmacies, and community needs. There is truly no one like Josh and we would all be worse off without his actions and advocacy efforts. Over the past year, he has found the time and the means, to set up COVID vaccination clinics for all of Jefferson County School District, as well as other surrounding areas. He was also instrumental in helping the Children's Hospital in Boulder by raising awareness to ensure patients/employees could access local pharmacies when there was a chance their plans wouldn't allow local pharmacies to be in network."

She added, "Josh is respected for his service in statewide organizations. For example, he has served on the MPA Board, the MPA Legislative Committee, and currently sits on the Board of Montana Family Pharmacies."

Maurer concluded, "On top of being an owner of three pharmacies, and activist, he finds time to coach high school football and junior high basketball. He is truly an unsung hero!"



## JENNER MINTO WINS DISTINGUISHED YOUNG PHARMACIST AWARD



Jenner Minto, PharmD with the University of Montana was selected as the winner of the MPA Distinguished Young Pharmacist Award. This award is presented annually to a pharmacist who exemplifies professionalism, leadership and is a role model to their peers.

Jenner's award was announced at the Montana Pharmacy Association recent annual awards ceremony.

Jenner was commended for her many accomplishments by MPA Board Member JoEllen who said, "At UM Dr. Minto has advanced to becoming an expert in ASM and antibiotic resistance and has further advanced this by teaching these specialty subjects in the PharmD curriculum. As a specialist, she is part of a statewide collaborative group whose aim is to deliver, improve, educate and monitor ASM services to the hospitals in Montana. Including both Inpatient Prospective Payment (IPPH) and Critical Access Hospitals (CAH)."

"Dr. Minto is a tireless worker and educator. She consistently demonstrates her passion for pharmacy and teaching while demanding excellence from her students. She has done this by restructuring courses to incorporate her knowledge in antimicrobial stewardship and facilitated integrated studies section in therapeutics II. On top of that she is co-advisor to APhA-ASP. In her spare time, she does relief work at Barrett Hospital and HealthCare Dillon and Rosauers in Missoula."

"Thank you Dr. Jenner Minto for your dedication and passion and for serving as a role model for other young pharmacists to become active in pharmacy leadership."

## KEATEN LABREL CHOSEN WINNER OF "EXCELLENCE IN INNOVATION AWARD"



Keaten LaBrel of the Montana VA Health Care System at Fort Harrison is this year's recipient of the "Excellence in Innovation Award."

"It is commendable to note that Keaten joined the Montana VA team in January of 2016 and in less than two years after graduating he not only pursued his passion in behavioral health, but he effectively made a difference for Montana veterans. He did this by growing the mental health pharmacy program offerings at Fort Harrison through multiple group classes, as well as one-on-one time slots to see veterans with substance abuse disorder

or PTSD in the residential program," stated JoEllen Maurer who presented Keaten with his award.

Maurer added, "Keaten's innovation was further illustrated when he branched out into the outpatient arena, offering consultation services and direct patient care appointments for difficult to manage medication management patients. He has since obtained his own DEA number and is seeing patients for benzodiazepine and opioid plus benzo tapers in his BZP taper clinic."

Keaten is reportedly an avid hunter and fisherman, and member of Trout Unlimited, Ducks Unlimited, and the Rocky Mountain Elk Foundation. The MPA commends Keaten on receiving the Excellence in Innovation Award and for all he has done for Montana veterans.

## TWYLA BAILEY OF COLUMBUS PHARMACY TECHNICIAN AWARD WINNER



The Montana Pharmacy Association (MPA) Board of Directors announces that Twyla Bailey, a pharmacy technician with Montana Family Pharmacies in Columbus has won the Montana Pharmacy Technician of the Year Award.

JoEllen Maurer presented the award and had this to say, "Twyla has been a pharmacy technician for over 21 years, working her way up from trainee to corporate/chain trainer, inventory manager, to Director of Member Services for Montana Family Pharmacies, where she serves as a highly successful communications liaison for over 50 independent pharmacies in Montana and in the region. Twyla is renowned for her work in serving pharmacies and if she doesn't have an answer, she will take the time to find the resources needed for a solution. Rarely is there a problem too big or too small for Twyla."

She added, "Twyla takes it upon herself to learn the ins and outs, setup processes, pain points, and best practices for every company, industry partner, and/or problem that comes her way. This makes her an invaluable resource not only to her employer, but to every pharmacy that reaches out to her. As a prime example, Twyla recently developed a custom ordering program to save pharmacies thousands of dollars each year."

Maurer concluded, "Independent pharmacy owners and staff across Montana, and the nation, find that Twyla is not only an invaluable resource but also a beloved friend, always willing to give of her time or lend a sympathetic ear. She never forgets a birthday and constantly finds ways to brighten the days of everyone around her. ■

## NEW MPA FELLOWS ANNOUNCED

We are pleased to announce the new, Montana Pharmacy Association (MPA) Fellow Program award recipients. This new initiative has been endorsed by the MPA Board to recognize and reward pharmacist members who have demonstrated excellence in helping people achieve optimal health outcomes and advance the practice of pharmacy. Successful candidates for the Fellow of MPA (FMPA) will have made sustained contributions to MPA in addition to demonstrating a high level of excellence in the pharmacy profession. The new, and first time MPA fellow are:

- Paul Brand, PharmD with Florence Community Pharmacy-Florence
- Tom Richardson, PharmD with St. Peter's Health-Helena
- Mike Rivey, PharmD with Community Medical Center-Missoula
- Logan Tinsen, PharmD with Benefis Hospital-Great Falls

### **LOGAN TINSEN, PHARMD**

Logan graduated from the Skaggs School of Pharmacy, University of Montana, and completed his PGY1 pharmacy residency at Benefis Hospital in Great Falls. Logan has been a member of the Montana Pharmacy Association (MPA) since 2013. He is currently an MPA Board member, serving as Chair 2020-2021, and has been the Chair of the Legislative/Policy Committee. Logan has been a member of the Montana Pharmacy Association Health Systems Academy (MPA-HSA) since 2014 and served as Chair in 2019. Logan was the recipient of the Montana Distinguished Young Pharmacist award in 2017 and the Fitzgerald Pharmacist of the Year in 2021. He also received the Generous Heart Award at Benefis Hospitals in 2013. While working at Benefis, Great Falls, Logan was instrumental in establishing clinical pharmacist services in Emergency Medicine, developing a process to reduce time for tPA reconstitution to bedside delivery, and developed a program making Benefis the first training site for pharmacy technicians. Logan is on the University of Montana Skaggs School of Pharmacy External Advisory Board, the MT Naturopathic Formulary Committee, and has been an ASHP student/resident poster mentor. He is a pharmacy student preceptor for UM, has presented numerous presentations, locally and nationally, and participates in Stepping Up, a Great Falls community health awareness event to teach seniors the importance of bone health, fall prevention, sleep hygiene and medication adherence.

### **THOMAS RICHARDSON, PHARMD, BCIDP**

Tom has been a member of the Montana Pharmacy Association since 2014 and has served as a Montana Pharmacy Association Health Systems Academy (MPA-HSA) Board member since 2016. He is Board Certified in Infectious Diseases, holds a MAD-ID Antimicrobial Stewardship Certificate, and completed the ASHP Teaching Certificate program in 2018. Tom is a pharmacy student preceptor for UM and is a clinical pharmacist at St. Peter's Health, Helena, where he has developed an Antimicrobial Stewardship Program, implemented a PGY-1 Pharmacy Residency Program, and implemented several clinical pharmacy services including emergency department, transitions of care, and ambulatory care. Since 2016, Tom has worked with the University of Montana on the MT State Antimicrobial Stewardship Program helping promote and drive antimicrobial stewardship best practices throughout MT. His work with this program includes attending planning meetings and

presenting webinars. Tom volunteered with Lewis and Clark Public Health as a representative on a community-wide incident command for COVID-19 response in 2020-2021. Among Tom's many accomplishments, his publications include *The Clinical and Financial Impact of a Pharmacist-Driven Penicillin Skin Testing Program on Antimicrobial Stewardship Practices. Hospital Pharmacy. 2020*, and *Local agencies apply location intelligence to COVID-19 vaccine distribution, ESRI, 2021*.

### **PAUL BRAND, PHARMD, CPP, AE-C**

Paul has been a member of the Montana Pharmacy Association for over 20 years and served on many committees both as member and Chair. Throughout those years he served at least 2 terms on the MPA Executive Board and MPA Board Chair. Paul has been an active member of APhA for 21 years and acted as a Montana Delegate and an alternate. He has been with NABP for the last 6 years. He sat on the Legislative and Law Enforcement Panel and the 2021 Committee on Constitution and Bylaws. Paul has also been an active member of NCPA for the last 16 years. Paul is the owner of Florence Pharmacy in Florence, MT. He is a nationally Certified Asthma Educator, a student pharmacist preceptor for the UM since 2000, and has presented locally and nationally on a variety of topics, including pain management, diabetes, asthma, medication therapy management and controlled substance challenges. In 1999 at Community Medical Center, Paul created one of the first Hospital-Wide Pain Teams in MT and participated in the creation of the Joint Reconstruction Center. In 2001, the Joint Reconstruction Center received a Finalist Award in the USA Today Quality Cup Award, and the Pain Team received a JCAHO Innovative Practice Award in 2000. Paul is the Charter Organization Representative for Pack 15 of the Cub Scouts in Florence, MT and has been in this role since 2004. Paul was the recipient of the 2001 Distinguished Young Pharmacist Award and the 2006 Merck Leadership Award.

### **MICHAEL RIVEY, MS, CPP, FASHP**

Michael received his Bachelor of Science and Master of Science in Pharmacy from the University of Iowa and completed a Clinical Pharmacy Residency at the Veterans Administration Medical Center in Iowa City, Iowa. He is the PGY1 Pharmacy Residency Director at Community Medical Center and retired from the Skaggs School of Pharmacy, University of Montana after over 30 years of service. Mike was appointed Professor Emeritus (retired), conferred by the Montana Board of Regents in July 2018. From 1986-1992 Mike was extremely active in Montana State Pharmacy Association (MSPA) and Montana Society of Health-Systems Pharmacists (MSHP) and was instrumental in the merging of the 2 organizations in 2001. He held positions in MSHP as President, President-elect, Secretary, and chaired several committees. Mike continues to be extremely active in the pharmacy community, evidenced by his very long list of publications, presentations, poster presentations, grant proposals, multicenter research participation, manuscript review, and advisory board participation over a span of 39 years. The first Pharmacy Residency Program in Montana was developed and implemented by Mike as a joint project between the UM Pharmacy Practice Department and Community Medical Center, and then St. Patrick Hospital. Mike has served as the Residency Program Director since its inception. Mike developed a number of pharmacy-managed drug therapy protocols including neonatal gentamicin, heparin,

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## BOARD OF PHARMACY UPDATES ([pharmacy.mt.gov](http://pharmacy.mt.gov))

### UPDATED NALOXONE STANDING ORDER WAS EFFECTIVE 1/1/2022

Montana's Standing Order 2022 for Naloxone, effective January 1, 2022, and program details are available on the Montana Department of Public Health and Human Services website at <https://dphhs.mt.gov/amdd/naloxone/standingorder>. Pharmacists need to use the updated Standing Order for dispensing naloxone pursuant to the authority outlined in 50-32-601 through 611, MCA.

Additional information from DPHHS on opioids, overdose, and naloxone access is available online at [dphhs.mt.gov/amdd/naloxone/](https://dphhs.mt.gov/amdd/naloxone/).

### MONTANA PRESCRIPTION DRUG REGISTRY (MPDR)

MPDR updates on data integration, statistics, and resources for users and data submitters is available online at [mpdr.mt.gov](https://mpdr.mt.gov).

### SUMMARY OF FINAL RULE EFFECTIVE 11/20/21

The Board of Pharmacy finalized rule changes pursuant to MAR 24-174-74, amending various pharmacy rules, effective November 20, 2021. A summary of the amended rules is available on the Board's website and in the Administrative Rules of Montana (ARM). Topics include collaborative practice agreements, transfer of prescriptions, drug distribution in institutional/correctional facilities, drug kits, updates to scheduling of dangerous drugs (controlled substances), and changes to continuing education approved programs.

### TECHNICIAN RATIO AND VACCINES

The Board of Pharmacy issued a proposed rule, MAR 24-174-78, to remove the 1:4 pharmacist to pharmacy technician ratio, provide for certain pharmacist-in-charge authority for staffing, and allow for licensees authorized to administer vaccines in their own scope of practice to assist pharmacists with vaccine administration. The comment deadline was February 11, 2022.

The Board's emergency rule, MAR 24-174-77, expired on January 11, 2022, and had removed the pharmacist to technician ratio for purposes of administering vaccines and tests, pursuant to federal authority, and allowed for similar use of other authorized licensees to assist in vaccine administration. The emergency provisions are no longer effective and the pharmacist to technician ratio is 1:4, as listed in ARM 24.174.711.

### MEDICAL PRACTITIONER DISPENSING

Implementation of Senate Bill 374 (2021), dispensing of drugs by medical practitioners, is in progress and the application for registration is anticipated to be available by the end of February 2022. The Board of Pharmacy issued final rules for Medical Practitioner Dispenser registration and requirements, pursuant to 37-2-104(1) through (7), MCA. The fee schedule and new rules ARM 24.174.1801, 1802, and 1803, are available online. ■

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### MONTANA PHARMACY ASSOCIATION LIKE US ON FACEBOOK

The Montana Pharmacy Association has a Facebook page, available through the Association's website at [www.rxmt.org](http://www.rxmt.org). This MPA feature serves as a popular and easy way for members and anyone interested in Montana pharmacy related issues to stay connected. We hope you will join us!



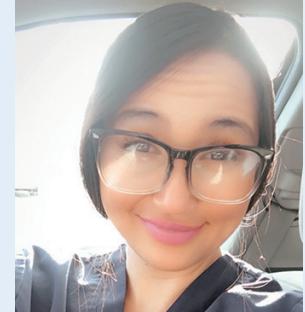
# MONTANA PHARMACY TODAY



## PHARMACY TECHNICIAN SPOTLIGHT - CARA GAVIN

1. **Where do you work and what is your position?** I work at Albertsons/Osco Pharmacy #1227 in Billings Heights and I am a certified pharmacy technician.
2. **What motivated you to pursue a career as a pharmacy technician?** Why did you become certified? My sister-in-law Nichole knew our stores were lacking technicians and encouraged me to apply. I became certified because this job is not mundane. It really challenges how much you can learn and grow in the pharmacy world.
3. **What is your favorite thing about being an MPA member?** And if you aren't an MPA member, what interests you about the association? The community of being able to connect with others all over the state.
4. **What is your latest accomplishment?** Last year I became a vaccinating technician and that's been very rewarding because I get to connect with patients on a deeper level.
5. **What are your passions outside of work?** I play co-Ed and women's softball here in Billings. I'm also a mother to a wonderful 5 year old who keeps me very busy in the off-season.
6. **What advice do you have for other pharmacy technicians?** I would say that what we do is a very challenging field and to just try and find joy with making relationships with the people of our community. Not every patient will be stellar but at least some of them can make our days a little better.

Thank you Cara and keep up the great work! ■



## WOULD YOUR DELIVERY/SIGNATURE LOGS PAAS AN AUDIT?

PAAS National® analysts are seeing a high rate of PBM audit results with invalid delivery and signature logs. We want community pharmacies to be aware of the issues to help avoid future headaches. Take the necessary steps now to ensure your delivery and signature logs are complete.

Many pharmacies question why PBMs bother requesting copies of signature logs/delivery sheets when concessions are in place allowing signatures to be waived during the Public Health Emergency. Not only do PBMs want some documentation to confirm the medication was dispensed, but they are also looking to see if their Return to Stock Policy was violated. PAAS Audit Assistance members can view the PAAS Return to Stock chart in the PAAS Member Portal for a summary of the major PBM timeframes. While obtaining physical signatures are waived; proof of dispensing is still required, and PBMs/auditors are more than happy to attempt recoupment when documentation is missing.

Manual signature and delivery logs have also been flagged for pre-printed dates. Several PBMs do not accept these logs because they may not represent the actual delivery date. They require a date that reflects when the prescription was actually delivered. Additionally, pharmacies using manual signature logs must be sure to indicate the date received/sold and the date filled (or refill #). When sending in your manual logs for audit, be sure any dates listed at the top or bottom of a delivery sheet are included, and any irrelevant PHI is redacted.

### PAAS TIPS:

- Complete delivery logs/manual signature logs should contain:
  - Patient name
  - Prescription number
  - Date filled or fill number
  - Date sold/received
  - Facility name if delivering to LTC
  - Signature and credentials if appropriate, or indication of COVID-19 as referenced to PAAS Audit Assistance members in the August 2021 PAAS Newsline
- Check your current delivery logs for a blank date field that can be completed upon delivery
  - Consult with your software vendor about updating your logs if needed
- Pharmacies using manual signature logs may want to consider using the PAAS National® Signature Logbook
- Self-audit your signature logs to ensure dates are included

PAAS National® is committed to serving community pharmacies and helping keep hard-earned money where it belongs. Contact us today at (608) 873-1342 or info@paasnational.com to see why membership might be right for you. ■

*By Trenton Thiede, PharmD, MBA, President at PAAS National®, expert third party audit assistance and FWA/HIPAA compliance.*  
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#### **MPA Fellows** continued from page 4

traditional aminoglycoside & vancomycin, once-daily aminoglycoside, orthopedic warfarin, therapeutic warfarin, pain management protocol, warfarin reversal protocol with vitamin K, antiemetic protocol, thrombosis risk assessment for surgical patients, and outpatient anticoagulation protocol. Mike volunteered his time in the community as the major fundraising director for the Missoula Area Youth Hockey Association in 2007 and 2008. Mike has received numerous awards throughout his career, including the MPA 2022 Bowl Of Hygeia, Faculty Member of the Year for Pharmacy Practice, 2017, Clinical Clerkship Instructor of the Year 2003, John Ruffatto Award UM 2002, Montana Health-Systems Pharmacist of the Year 1999, MSHP Upjohn Pharmacy Research Award 1993. ■

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### **Calendar of Events**

**April 22 & 23:** Health-Systems Academy Spring Seminar

**June 2-5:** NW Convention, Coeur d'Alene Resort

**September TBD:** MPA Board Meeting in Missoula and Student Meet and Greet

**October 1:** MPA Dues Renewal

**November TBD:** MPPCA Virtual Meeting

### **2022 Continuing Education Offerings**

#### **Spring Seminar**

April 22-23, 2022 | Billings & Missoula

#### **NW Conference**

June 2-5, 2022 | Coeur d'Alene Resort

#### **2023 MPA Winter CE & Ski**

January 6-8, 2023 | Big Sky