

## Meet the team:



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Sciences



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FASHP  
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Clinician Educator  
Assistant Professor,  
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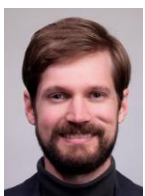
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Salazar, PharmD,  
PhC  
COP Director of  
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Walgreens/UNM  
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Supervisor  
Walmart Pharmacy



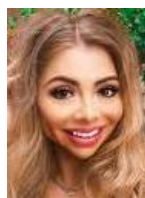
Ndidiamaka  
Okapareke, PharmD -  
Owner Olive Tree  
Compounding



Ashley Seyfarth,  
PharmD- Owner  
Kare Drug  
(Bloomfield and  
Aztec NM)



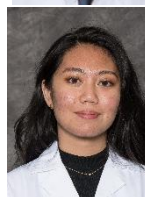
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Mikayla Snow-  
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Class of 2026



Lillian Chhouk  
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Christine Bui-  
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# NEW MEXICO PHARMACISTS • ASSOCIATION •

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#112

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ALBUQUERQUE NM 87109

March 16, 2026

Dear Unite for Impact Challenge Review Committee,

The New Mexico Pharmacists Association (NMPhA) is pleased to partner with the University of New Mexico College of Pharmacy (UNM COP) on the proposed project, *Faculty Immersion in Contemporary Community Pharmacy Practice to Advance Curriculum Alignment and Workforce Readiness*.

For decades, NMPhA and the UNM College of Pharmacy have worked collaboratively to strengthen pharmacy practice, education, and patient care across New Mexico. As the statewide professional association representing pharmacists and pharmacy teams across all practice settings, NMPhA plays an active role in advancing community pharmacy practice and ensuring the profession continues to meet the needs of patients and communities throughout the state.

New Mexico has long been recognized as a national leader in advancing pharmacist scope of practice. Legislative and regulatory innovations, including pharmacist clinician authority, collaborative practice models, and test-to-treat protocols, have expanded the role of pharmacists as accessible healthcare providers, particularly in rural and underserved communities. As pharmacy practice continues to evolve, it is critical that pharmacy education keeps pace with the realities of modern community practice.

The proposed faculty immersion initiative offers an important opportunity to strengthen the connection between pharmacy education and contemporary community pharmacy practice. By exposing UNM faculty to diverse practice settings, including independent, compounding, specialty, and retail pharmacies, this project will help ensure that PharmD curriculum development reflects the operational realities, patient care services, and workforce expectations facing today's pharmacists. Structured dialogue between faculty and practicing pharmacists will further deepen shared understanding of the profession's evolving role.

NMPhA remains committed to preparing the next generation of pharmacists to lead in patient care, innovation, and advocacy. By ensuring pharmacy education reflects the rapidly evolving landscape of community pharmacy practice, we can better equip pharmacists to serve the health needs of New Mexico's communities. NMPhA strongly supports this proposal and looks forward to continuing our partnership with UNM COP to advance pharmacy education, strengthen the workforce, and improve patient care across our state.

Sincerely,

Lex Garcia, PharmD  
Chief Executive Officer  
New Mexico Pharmacists Association

# UNM College of Pharmacy – Faculty Phield Trips Comparison Grid

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Use this grid to capture key observations from each pharmacy site. Each row can represent a different site so faculty can easily compare themes during the wrap-up discussion.

| Site Information<br><br>Pharmacy Name<br>Type<br>(Independent/Retail/Compoundi<br>ng/Specialty)<br>Location<br>Key Contact<br><br>Notes: | Services Offered & Workflow<br><br>Clinical services observed<br>Workflow model<br>Technician roles/delegation<br>Technology or automation<br>Integration of patient care<br>services<br><br>Notes: | New Graduate / Student Skills<br>Needed<br><br>Clinical decision-making<br>Patient communication<br>Workflow management<br>Team leadership<br>Business/reimbursement<br>knowledge<br>Technology skills<br><br>Notes: | Curricular Change Opportunities<br><br>Ideas for didactic courses<br>Skills lab opportunities<br>IPPE/APPE preparation<br>Professional development topics<br><br>Notes: |
|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                          |                                                                                                                                                                                                     |                                                                                                                                                                                                                      |                                                                                                                                                                         |
|                                                                                                                                          |                                                                                                                                                                                                     |                                                                                                                                                                                                                      |                                                                                                                                                                         |

## INDEPENDENT COMMUNITY PHARMACY

PHARMACIST/OWNER:  
ASHLEY SEYFARTH, PHARM D

GRADUATED 2014 UNM-COP  
PURCHASED-AZTEC 2017  
& BLOOMFIELD 2019

Immediate Past President of the NM Pharmacist Association (NMPA)  
Vice President of the National Community Pharmacist Association (NCPA)  
Chair of the State Legislative Committee - NCPA  
Chair of the NM Pharmacy Business Council (NMPBC)  
Lead for Community Pharmacy Enhanced Service Network (CPESN NM)



## LEARNING OBJECTIVES

- Be able to explain the difference between a reactive and proactive pharmacy
- Understand workflow operations in a proactive pharmacy setting and the benefits it provides
- Evaluate the clinical operations of Independent Community Pharmacy

## RETHINKING PHARMACY OPERATIONS

### REACTIVE

- Pt calls in Rx = phones ring off the hook
- Queue's are always full
- "Fill Everything" mentality = refusals & returns
- No refills = pt misses meds
- Increased pt wait times
- Low work moral due to the stress behind the counter

### PROACTIVE

- Pt profile is managed ahead of filling
  - Sync'd or Kare Pak
  - Refills are managed ahead of filling
  - Clean profiles
  - Meds are filled and waiting for pt
- Low phone volume
- No wait times
- Advanced CPhT roles
- Happy team!

## WORKFLOW OPERATION IN A PROACTIVE PHARMACY

Use of technology is a must!

- IVR
- Pt Apps
- Delivery Apps
- Inventory wizards
- Central fill connections
- EyeCons
- Rapid Pak robot
- Yuyama robot
- AI - coming soon



## ADVANCED CPhT ROLES

**Rx enters the escript que...**

- AI or tech data entry
  - Fill; hold; sync? These are the questions
  - Fill...new to pt, no refills, short term Rx
  - Hold... on sync, Kare Pak, LTC facility, PA
  - Sync... short fill to match sync date... change in Rx
- Queues and Calendars
  - ERx Q... IVR, new, refill, future fill, pending faxes
  - Sync Q and Sync Calander
  - Chat Q with Pt's texting in
  - Kare Pak Calendar
  - Central fill Q/MAR



## ADVANCED CPhT ROLES

**Pt communication is mandatory to make all of this work!**

- We send text messages for good communication all around
  - Needs PA, new Inc, OTC's, on order, etc.
- Sync and Kare Pak calls
  - Pt's are called 7 - 10 days before filling
  - Changes, up coming Dr appts, side effects
  - Vaccine appts, RPh questions, Med rec
  - Dr notifications
- CPhT is also
  - Sending DR notifications
  - Cleaning up profiles
  - Scheduling Paks and working our Sync calendar
  - Generating and sending MARs through central fill

## Why Independent Pharmacy?



## But I want to be a clinical pharmacist!

This is a snapshot of the innovative clinical services provided by NCPA member pharmacies!

Community pharmacy is clinical pharmacy!



## Tell me I'm NOT a clinical pharmacist!

This is a snapshot of the clinical services provided by



Community pharmacy is clinical pharmacy!

- ✓ Full prescription authority for vaccines
- ✓ NMR and Vitamin consulting
- ✓ Transitions of Kare
- ✓ Appointments for smoking cessation
- ✓ Appointments for birth control
- ✓ Long-acting injection management
- ✓ Tb & A1c testing
- ✓ LTC Combo Pharmacy
- ✓ Medication sync and adherence packaging
- ✓ "Test and treat" for flu, strep, & uti
- ✓ OTC recommendations