



COURSE CATALOG (Q3 /2024)

Independent and chain pharmacies rely on our courses to achieve regulatory/corporate compliance, and maximize professional development and workplace performance.

All courses have been vetted by notable subject matter experts and developed by instructional designers with decades of experience in digital formats.

Our programs integrate seamlessly with any client's system. All courses are SCORM and AICC compliant to ensure compatibility with all platforms.

Test drive any title to see how we build courses and catalogs to work for our clients.

FWA and General Compliance in the Pharmacy

🕒 1 Hr | CE 1.0

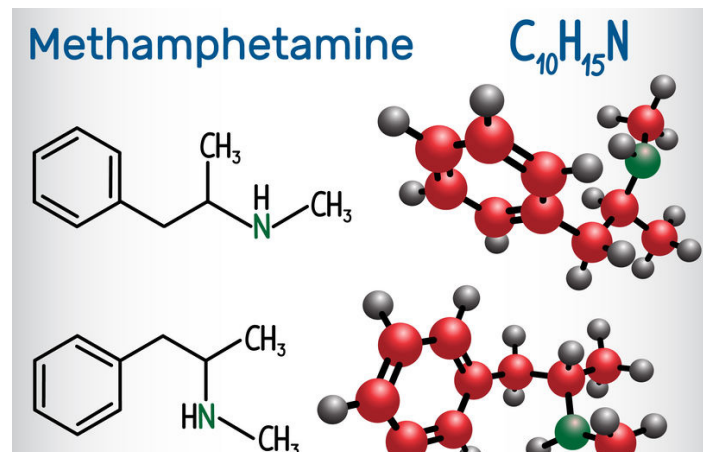
Defining FWA • False Claims Act & related legislation • Exclusion authorities (OIG) • Preventing FWA • Balancing patient privacy/workflow • Compliance program requirements • Reporting potential non-compliance • "Minimum necessary" principle • Working with business associates



HIPAA Compliance for Pharmacy

🕒 1 Hr | CE 1.0

Privacy/Security rules • PHI & "covered entities" • What constitutes a "breach" • Protecting PHI privacy • Keeping PHI secure • De-identifying PHI • Securing PHI during disasters • "Minimum necessary" principle • Working with "business associates"



Meth Compliance for the Pharmacy

🕒 1 Hr | CE 1.0

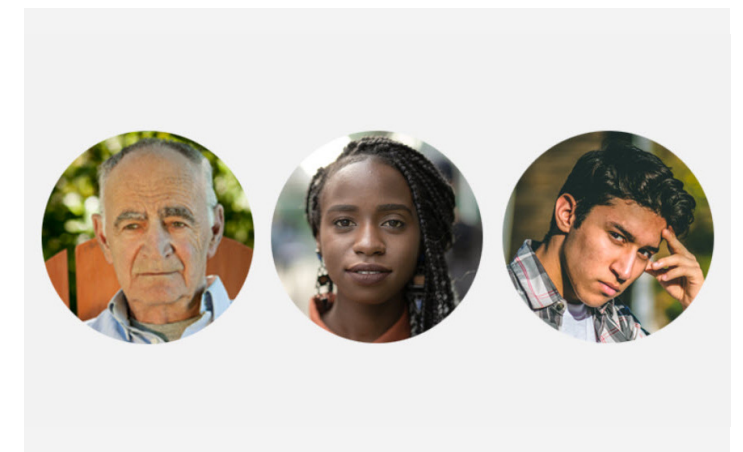
Meth laws & pharmacy compliance • Pseudoephedrine & meth purchasing limits • The legal PSE/EPH transaction • Logging meth precursor transactions • Recordkeeping & electronic logs • Complying with state laws • Displaying warning notice • Storing/packaging of precursor drugs • Indicators of meth use



BBP and Biomedical Waste Training for the Pharmacy

🕒 1 Hr | CE 1.0

Exposure Control Plan • Defining "infectious material" (OPIM) • Pathogens of primary concern • Engineering/housekeeping controls • PPE • OSHA inspections • Responding to exposure incident • Sharps disposal • Disposal contingency plan



Cultural Competency in the Pharmacy

🕒 1 Hr | CE 1.0

Defining cultural competency • Standards of practice required in providing care for patients of all cultures • Barriers to cross-cultural communication & how to overcome them • Supporting needs of specific cultures • Self-knowledge as a key to bridging cultural divides

BRAND IT!

Insert company identifiers or content to make any course fit your organization's needs:*

- Logos and other branding
- Policies and procedures (P&Ps)
- Company workflows
- Learner acknowledgments
- Other custom additions

Our production team can work with your organization to create a learning experience for your workforce that reinforces your organization's identity and delivers custom content.

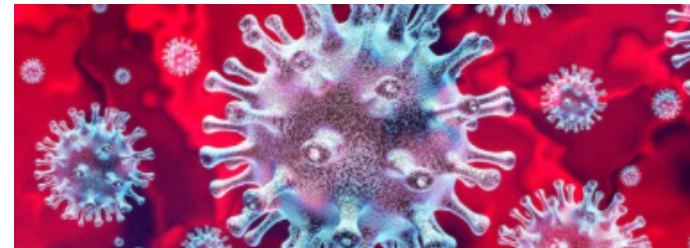
*For a fee



BBP and Biomedical Waste Training for the Pharmacy

🕒 1 Hr | CE 1.0

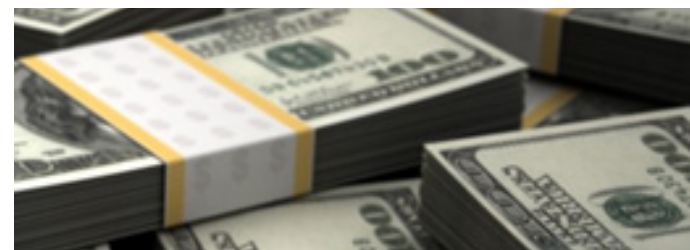
Exposure Control Plan • Defining "infectious material" (OPIM) • Pathogens of primary concern • Engineering/housekeeping controls • PPE • OSHA inspections • Responding to exposure incident • Sharps disposal • Disposal contingency plan



Covid-19 Guidance for the Pharmacy

🕒 30 Min | CE .5

Best practices • Creating a barrier with face coverings • Minimizing contact when filling prescriptions • Minimizing close contact with patients • Engineering/administrative controls to block transmission • Vaccine guidance



DIR Fees and the Pharmacy: An Introduction

🕒 30 Min | CE .5

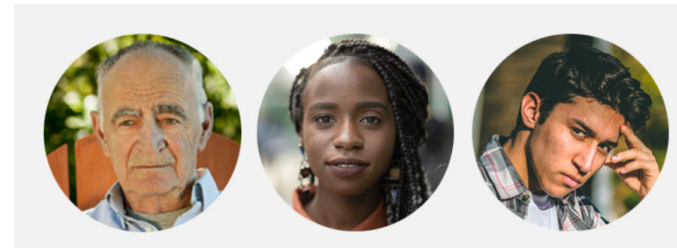
Origins of DIR • Growth of DIR fees • "Clawbacks": How they work • Types of DIR fees • Flat vs percentage fees • CMS response • Federal legislation efforts • State responses



BOP Pharmacy Inspection: Preparing and Passing

🕒 30 Min | CE .5

Possible causes for inspection • What a state BOP is • Accessing your state's BOP inspection checklist • Maintaining a compliance binder • Records examined during inspection • Possible inspection findings • Potential consequences of adverse inspection



Cultural Competency in the Pharmacy

🕒 1 Hr | CE 1.0

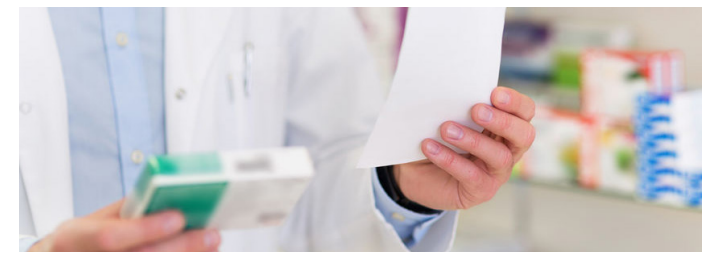
Defining cultural competency • Standards of practice • Overcoming barriers to cross-cultural communication • Supporting specific cultures • Using self-knowledge to bridge cultural divides



Drug Supply Chain Security Act (DSCSA)

🕒 30 Min | CE .5

Current requirements • Products & transactions covered • Authorized trading partners • Product tracing • Tracing documentation • Product identifiers • Detecting/Responding to illegitimate products • Upcoming requirements



Controlled Rx: Valid or Fraudulent?

🕒 15 Min | CE .25

Valid prescription issuers & purposes • Required prescription information & format • Identifying "red flags" • Resolving "red flags" • Types of fraudulent prescriptions • Responding to fraudulent prescriptions



DEA Audit: Prepare, Undergo, Respond

🕒 30 Min | CE .5

DEA's authority • Required records during inspection • Power of attorney • Employment waiver request • Documents DEA must present for entry • Forms (i.e., 41, 106, 222, etc.) • Receipts & invoices targeted • Responding to adverse findings



Expanding Services in the Pharmacy: An Introduction


🕒 1 Hr | CE 1.0

Benefits of expanding services • Selecting new services • Legal/Regulatory considerations • Implementing new services • Creating a business plan

COMPLIANCE / CE COURSES



FWA Prevention and General Compliance

 1 Hr | CE 1.0

Defining FWA • False Claims Act & related legislation • Exclusion authorities (OIG) • Preventing FWA • Balancing patient privacy with workflow • Compliance requirements • Reporting potential non-compliance • "Minimum necessary" principle



Handling Difficult Patients in the Pharmacy

 30 Min | CE .5

Common reasons patients become difficult • Strategies to de-escalate tension • Maintaining emotional balance with challenging patient • When to seek management intervention



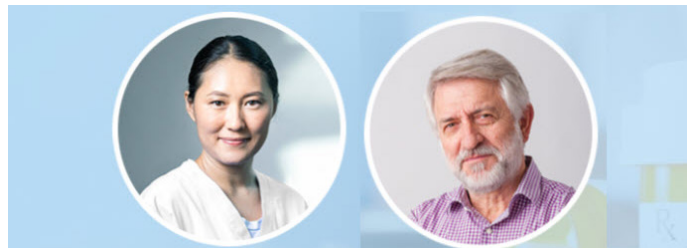
Hazard Communication

 15 Min


HazCom rules & guidelines • Dangers of hazardous chemicals • Using hazardous chemicals safely • Safety Data Sheets (SDS) • Hazardous chemical labels • Pictograms • Proper use of PPE

COMING SOON!

- *NBLS partners with Dana-Farber Cancer Institute in offering NEW online courses!*




Health Literacy and Patient Care

 1 Hr | CE 1.0

What health literacy is • How patients with low literacy experience healthcare • How health literacy affects medication use • Signs that patient may have low health literacy • Strategies to improve patient understanding & health information




HIPAA Compliance

 1 Hr | CE 1.0

Privacy/Security rules • PHI & "covered entities" • What constitutes a "breach" • Protecting PHI privacy • Keeping PHI secure • De-identifying PHI • Securing PHI during disasters • "Minimum necessary" principle • Working with "business associates"




HIV/AIDS for Pharmacists

 1 Hr | CE 1.0

What HIV is • Modes of transmission • HIV stages • Prevention strategies • Factors complicating HIV control • Testing options & confidentiality • Blood exposure for pharm staff • Management & treatment • Common treatment drugs • HIV in COVID-19 era




Human Trafficking for Pharmacists

 1 Hr | CE 1.0

What trafficking is • How traffickers recruit victims • Why victims rarely self-identify • How to identify possible victims • How to report possible cases • What resources are available to victims




Human Trafficking for Pharmacists in Florida

 1 Hr | CE 1.0

What trafficking is • How traffickers recruit victims • Why victims rarely self-identify • How to identify possible victims • How to report possible cases • What resources are available to victims • State of Florida requirements for training, reporting, & posting



Immunizing in the Pharmacy: An Overview

 1 Hr | CE 1.0

Applicable laws and regulations • Vaccines & handling/storage requirements • Techniques for administering vaccines • Required documentation • Building patient trust in immunization programs



Immunizing in the Pharmacy: Update 2023/2024

 15 Min | CE .25

Updated recommendations from ACIP • Changes in RSV & polio vaccinations • Proposal for meningococcal vaccination • Current COVID-19 and influenza vaccine recommendations



Implicit Bias: Increasing Awareness in the Pharmacy

 1 Hr | CE 1.0

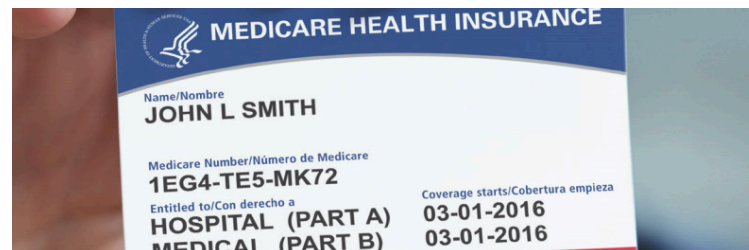
Impact of implicit bias (IB) in healthcare • How IB manifests in healthcare setting • Patient response to perceived IB • Defining IB • Types of biases • Overcoming IB • Value of diversity in healthcare setting • Cultivating a diverse workforce



Managing Stress and Burnout in the Pharmacy

🕒 30 Min | CE .5

Signs, symptoms, & causes • Health effects of chronic stress • Practices & techniques for managing stress/burnout • Anti-stress programs • How management can help • Prevalence of stress/burnout



Medicare Part B: DMEPOS

🕒 30 Min | CE .5

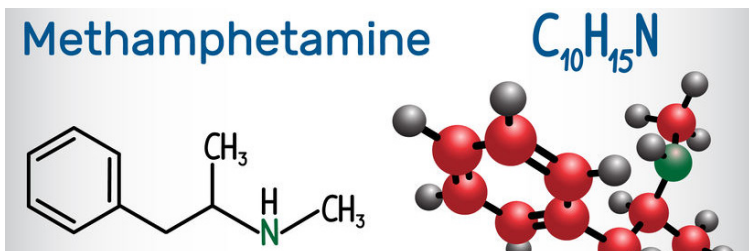
Medicare Part B services • Information needed • Documentation/forms required • Accreditation process for providers of DMEPOS • Role of DMEPOS quality standards in obtaining & maintaining accreditation



Medication Error Prevention

🕒 2 Hr | CE 2.0

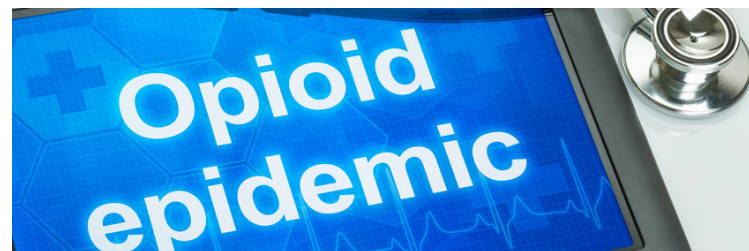
When errors occur • Risk assessment processes • Latent failures, confirmation bias, & inattention blindness • Continuous Quality Improvement (CQI) • Risk control • Root Cause Analysis • Adverse drug event (ADE) reporting



Meth Compliance in the Pharmacy

🕒 1 Hr | CE 1.0

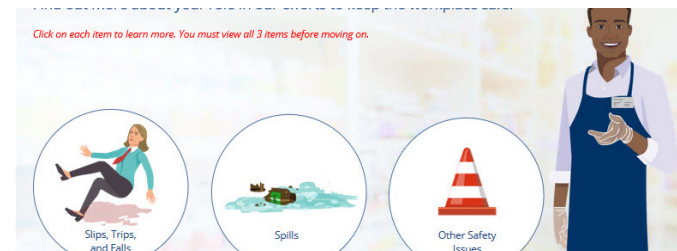
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Opioid Abuse and Prevention for Pharmacists

🕒 30 Min | CE .5

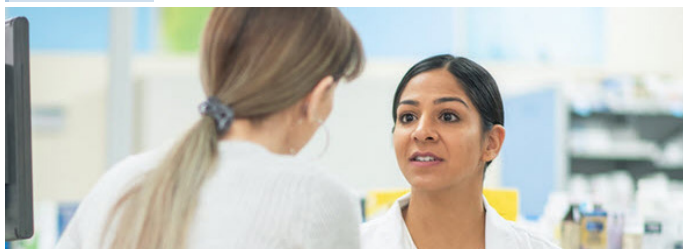
Health impact in U.S. • Signs and effects of opioid abuse • Laws and regulations for CS prescriptions • Handling CS to minimize diversion • Types of fraudulent prescriptions • Prescription Drug Monitoring Programs • CS verbal order guidelines • Classifying levels of risk



OSHA Basics for Store Safety

🕒 15 Min

Safety guidelines • Losses from accidents • Common safety problems & responses • Slips, trips, & falls • Spills • Other safety issues • Safety supplies • Reporting safety concerns



Patient Safety

🕒 1 Hr | CE 1.0

Most common medication errors • Creating a "just culture" in the pharmacy • Building a Continuous Quality Improvement (CQI) program • Conducting safety reviews & Root Cause Analysis (RCA) • Documenting pharmacy errors • Communicating with patient after medication error



Pet Rx in the Pharmacy: Intro to Non-Human Care

🕒 30 Min | CE .5

People pharmacies for pet meds • Laws limiting counseling on pet drugs • OTC toxicities for dogs & cats • Common pet diseases & drugs prescribed • Label requirements for pet Rx • Developing relationships with local vets & clinics



Pharmacy Financials: An Introduction

🕒 30 Min | CE .5

Reading key pharmacy financial performance statements • Gauging profitability by comparing current and past financial measures • Understanding shrink and other expenses • Tracking pharmacy sales • Prioritizing gross profit margin • Shifting variable expenses to fixed expenses

PROVIDED AT NO COST

REMS

Risk Evaluation and Mitigation Strategy



TIRF REMS 🕒 20 Min

Clozapine REMS 🕒 20 Min

Isotretinoin and the iPLEDGE Program 🕒 30 Min

Qsymia REMS 🕒 40 Min

Addyi REMS 🕒 30 Min



Pharmacy Law and Ethics: An Overview

🕒 30 Min | CE .5

Overview of key laws • Food, Drug, and Cosmetic Safety Act • Controlled Substance Act • Prescription Drug Marketing Act • Omnibus Budget Reconciliation Act • HIPAA • Drug Quality and Security Act • Code of ethics for pharmacists/technicians



Recognizing Signs of Abuse, Neglect, and Exploitation in Pharmacy Patients

🕒 30 Min | CE .5

Defining/recognizing abuse, neglect, exploitation • Incident frequency • Common misconceptions • Pharmacists as mandatory reporter • Legal protections • Interacting with possible victims • When to consider action • Reporting suspected cases • Providing educational material



Required DEA Records in the Pharmacy

🕒 30 Min | CE .5

Pharmacy registration & renewal • Inventory requirements • Power of attorney • Self-certification for regulated sellers • Central recordkeeping • Key DEA forms • Schedule II-V drug requirements



Safeguarding Controlled Substances

🕒 30 Min | CE .5

Tracking the flow of controlled substances (CS) • Required procedures for ordering CS • Inventories of CS • Central recordkeeping • Reporting lost/stolen CS • Disposing of CS • Limiting access • Power of attorney • Employee screening • Storing CS



SBAR: Communicating Effectively with HCPs

🕒 30 Min | CE .5

4 steps of SBAR • Eliminating HCP communication breakdowns • Applying SBAR to improve patient outcomes • Saving time while ensuring accuracy • Using SBAR to establish credibility • SBAR for patient or administrative communications



SBIRT: An Overview of the Pharmacist's Role

🕒 1 Hr | CE 1.0

3 steps of SBIRT • Using SBIRT in the pharmacy • Techniques for building rapport with patients • Motivating patients to reduce risk of substance use problem • Helping patients begin recovery



Smoking Cessation: Helping Patients Quit

🕒 1 Hr | CE 1.0

Nicotine replacement therapy (NRT) • NRT products • NRT cautions & counseling • Varenicline/Bupropion safe use • Nicotine dependence & withdrawal • Support for behavior change • Tobacco product types • User demographics



USP <795>: An Introduction

🕒 1 Hr | CE 1.0

Addressing <795> in SOPs • Required training • Sourcing acceptable compounding ingredients • Glove/garb requirements • Designing/maintaining compounding area • Minimizing cross contamination • Maintaining Master Formulation Records and Compounding Records • Role of "beyond-use dates"



USP <800>: Introduction

🕒 1 Hr | CE 1.0

How hazardous drugs (HDs) are determined/categorized • Types of exposure • Creating an HD inventory • Developing an "assessment of risk" • When USP <800> containment is required • When alternative containment is permitted • Safety practices & training requirements



USP <800>: Spill Kits and Cleanup

🕒 15 Min | CE .25

Spill management P&Ps, SOPs, & training • Receiving/storing hazardous drugs (HDs) • Spill kit contents • Deactivating, decontaminating, cleaning & disinfecting • Steps for cleaning up spills



Business Ethics

20 Min

Personal ethics • Ethics of justice & ethics of care • Ethics violations • Conflict of interest • Payments & gifts • Confidential information • Level playing field • Compliance with law • Company assets • Reporting violations



Code of Conduct

30 Min

Liability for unlawful behavior • Diversity & equal opportunity • Discrimination • Bullying • Sexual harassment • Confidentiality & personal information • Fair marketing, anti-bribery & securities trading • Intellectual property



Drug and Alcohol Awareness

20 Min

Duty of care • Understanding effects of alcohol • Understanding risks associated with taking medications & other drugs • Illicit drugs • Alcohol & other drugs policy & guidelines • Signs & symptoms that employee may not be fit for work • How to get help



HIPAA and FWA Policy Manuals

Customizable forms can be completed in minutes with a pharmacy's unique information to guide staff and satisfy audit.



Grievance Procedures

20 Min

Operational/Systemic grievances • Handling grievances • Formal grievance procedures • Reporting, hearings, & further actions • Information-gathering interviews • Discrimination & harassment (including bullying) • Taking disciplinary action • Demotion, fines, & dismissal • Misconduct



Hand Hygiene for Healthcare Workers

15 Min

Standard precautions • Preventing infections • How to wash hands effectively • Alcohol-based hand-rubbing • World Health Organization's 5 moments for hand hygiene • Why wearing gloves doesn't replace need for hand hygiene



Hazards, Controls and Safety Practices

30 Min

Hazards • Control measures • Air contaminants • Chemical & biological hazards • Safe use of hazardous substances • Equipment, machinery, & tools • Slips, trips, & falls • Electrical safety • Personal protective equipment • Promoting health & safety



Incident Management for Workers

15 Min

Health & safety policy • Your legal duty of care • What is an incident & what is a near miss? • Steps to take if you get injured • Reporting a medical treatment injury • Return-to-work packs • When to see a doctor • What happens next



Measuring and Managing Performance

🕒 30 Min

Accurate & timely performance measures • Key performance indicators (KPIs) • Coaching & mentoring • Creating a learning culture • How to get people to want to work for you



Minimizing Theft

🕒 30 Min

Security systems & procedures • Suspicious behavior • Internal vs external theft • Minimizing opportunity • Surveillance of merchandise • Maintaining security of cash, cash register, & keys • Suspected theft & thieves



Preventing Workplace Bullying

🕒 30 Min

Workplace bullying • Cyberbullying & social media • Legal consequences of bullying • Workplace investigations • Responding to bullying • Costs to business/organization • Finding more information • Identifying high-risk workplace cultures • Standard grievance procedures • Demonstrating legal compliance • Reporting violations



Team Roles and Relationships

🕒 30 Min

Roles & responsibilities • The champion/ sponsor • Leader role vs. facilitator role • The team recorder & the team member • Effective relationships • Leader behaviors • Team behavior • Individual roles



Time and Stress Management

🕒 40 Min

Work-life balance • Time management • Defining your core values • Your vision & mission statement • Your goals & objectives • Implementing the plan • Efficiency & effectiveness • Managing stress • Characteristics of success



Workplace Harassment for Employees: See It, Stop It!

🕒 45 Min (Available in Spanish)

Elements of workplace harassment • "Unwelcome behavior" defined • Protected categories/characteristics • Elements of sexual harassment • Sexual harassment case studies • Prohibited behaviors • Responding to harassment • Mandatory reporting • Bystander actions • Company policies



Workplace Harassment for Managers: See It, Stop It!

🕒 1 Hr (Available in Spanish)

Elements of workplace harassment • "Unwelcome behavior" defined • Protected categories/characteristics • Elements of sexual harassment • Responding to harassment • Mandatory reporting • Bystander actions • How to handle a complaint • EEOC requirements • Company policies

More Workplace Harassment State-specific Versions Available:

Employees

- Connecticut for Employees (English/Spanish: 2 Hr)
- Delaware for Employees (English/Spanish: 45 Min)
- Illinois for Employees (English: 45 Min)
- NY City for Employees (English/Spanish: 45 Min)
- NY State for Employees (English/Spanish: 45 Min)

Managers

- Connecticut for Managers (English: 2 Hr)
- Delaware for Managers (English/Spanish: 1 Hr)
- Illinois for Managers (English: 1 Hr)
- NY City for Managers (English/Spanish: 1 Hr)
- NY State for Managers (English/Spanish: 1 Hr)
- California for Supervisors (English: 2 Hr)

COLLABORATE ON A CUSTOM COURSE!

Don't see what you're looking for? Let us know. We've collaborated in producing hundreds of custom online programs.

We'll make sure your learners acquire the knowledge, information and skills they need to keep pace with enterprise requirements and excel in their job roles.

Contact us to see how we can develop the eLearning you need, from individual courses to entire curricula.



Advising Customers on Products and Services

🕒 30 Min

Product & service knowledge • Research & comparisons • Knowledge of competitors • Evaluating merchandise • Demonstrating features & benefits • Providing accurate advice



Assessing Personality Types at Work

🕒 30 Min

9 personality types • Enneagram test • Applying the results • Enneagram types at work • Workplace applications • Career & job choices • Learning style



Basic Written Communication for the Workplace

🕒 40 Min

Planning, writing, & revising • Grammar • Periods & ellipses • Commas, colons, & semicolons • Quotation marks & parentheses • Apostrophes • Specific document tips (email, memos, business letters, proposals)



Being a Leader

🕒 25 Min

8 leadership traits (from emotional intelligence to passion) • Action checklist • Committing to excellence • Making decisions • Asking for advice



Change Management Process

🕒 30 Min

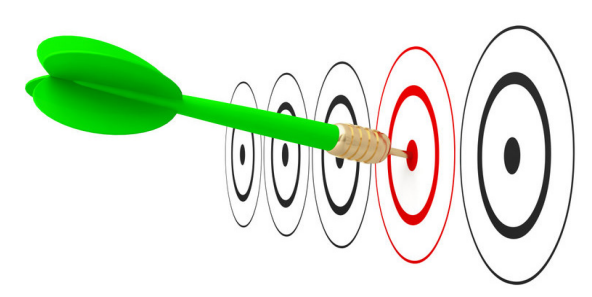
Managing transition • Factors for success • Resources audit • Planning the change strategy • Initiating action • Moving to the next cycle



Communication in the Workplace

🕒 40 Min

Maintaining a welcoming environment • Initial greeting • Questioning & active listening • Answering the telephone • Recording & passing on messages • Informing customers & follow-up actions • Constructive feedback • Avoiding workplace conflict • Personal presentation & hygiene



Communication Targets

🕒 15 Min

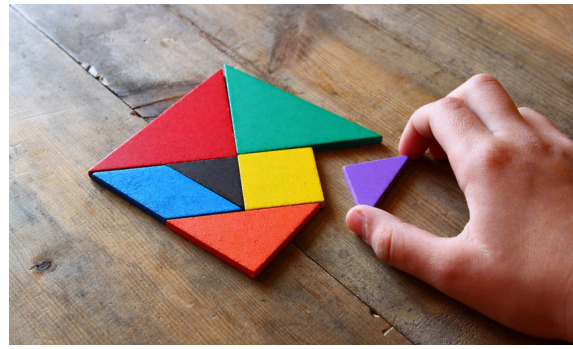
Communicating with stakeholders, colleagues, management, & staff • Resolving conflicts & supporting superiors



Consulting Communication Skills

🕒 20 Min

Listening skills (comparison, mind-reading, filtering, judging, debating, & placating) • Questioning skills • Building trust • Telephone skills • Voicemail • Answering the phone



Creative Problem-Solving

🕒 30 Min

Creativity phases • Creative techniques • Random input • de Bono's thinking hats • Mind-mapping • Subconscious processing



Influence and Persuasion in Negotiation

🕒 45 Min

1-2-3 of persuasion • Making your case • Preparing to negotiate • Using communication skills • Building rapport • Working toward agreement • Obtaining commitment • Handling conflict • Responding to criticism • Collaboration



Interacting with Customers

🕒 30 Min

The keys to customer service • Greetings & farewells • Establishing rapport • Handling complaints • Active listening skills • Verbal & non-verbal communication • Identifying special customer requirements • Ensuring customer satisfaction



Internet as a Workplace Tool

🕒 40 Min

Virtual communication (email, etc.) • VoIP • Conferencing systems • Cloud computing • Mobile devices in the workplace • Online learning • Digital copyright • Internet security • Secure use of email • Cybercrime • Installing unauthorized software • Internet policy



Monitor, Control, Review and Evaluate Finances

🕒 30 Min

Collecting data from financial reports • Defining metrics • Budgeting • Visible accountability • Profit, liquidity, & finance ratios • Financial health check • Monitoring problems • Incorrect key performance indicators (KPIs) • Sinister alerts



Organize and Maintain Work Areas

🕒 30 Min

Point of sale area & terminals • Walkways & aisles • Maintenance with minimum inconvenience & according to P&Ps • Personal hygiene • Cleaning & removing spills, waste, etc. • Hazard warning • Maintaining store equipment & tools



Overcoming Resistance to Change

🕒 30 Min

Creating a culture of change • The coping cycle • Managing change • Democracy & collaboration • Direction, participation, & intervention



Perform Stock Control Procedures

🕒 30 Min

Maintaining the receiving bay • Disposing of packing materials • Checking & validating incoming stock for damage, quality, use-by dates, breakage, or discrepancies • Using first-in, first-out (FIFO) principle • Rotating stock • Merchandising • Lifting, shifting, & carrying techniques



Privacy and Personal Information

🕒 30 Min

What constitutes personal information • Misuse of information • Collection principles and collection exclusions • Storage and access principles • Use and disclosure, and exceptions • Confidentiality breach • Investigative agencies • Securing information

PROFESSIONAL SKILLS COURSES



Records Awareness

🕒 20 Min

What is a record • What is an information asset • Business (operational) requirements • Regulatory requirements • How to store records, information, correspondences, etc. • Information handling/security • Proper disposal • Internet services and security • Infected links/ attachments • Protecting passwords



Social Media in the Workplace

🕒 20 Min

Business benefits • Building company brand • Supporting brand image • Engaging employees • Managing performance • Recruitment • Data protection and privacy • Using social media outside of the workplace



Taking Responsibility and Embracing Accountability

🕒 20 Min

Personal accountability • Core values • Your vision and mission statement • Your goals • Your conflicts • Embracing accountability • Efficiency and effectiveness • Setting SMART goals



The Consultative Service Process

🕒 20 Min

The consultative service process • Initial contact & determining need • Effective customer meetings • Writing proposals • Negotiating & closing • Follow-up actions • Finding & qualifying prospects • Determining need



The Fundamentals of Change

🕒 30 Min

Planning & coping with workplace change • Required leadership skills • Timescales • Applying negotiation skills to achieve change • Change management as problem solving • Introducing new skills



The Quality Customer Service Process

🕒 20 Min

Identifying customer needs • Delivering quality service • Handling complaints • Understanding the root cause of problems • Monitoring & improving results



Tools for Continuous Improvement

🕒 30 Min

Health, safety, & environment • Service level agreements • Customer feedback • The Pareto principle • High-quality operations • Tracking & monitoring quality control • Key performance indicators (KPIs) & rubrics • Analysis, assessment, & storage • Capacity planning & control • Forecasting demand levels



Verbal Communication

🕒 30 Min

Listening skills • Effective listening • Presentation skills • Telephone skills • Voicemail and answering the phone • Business meetings • Video conferences



Work Effectively in a Retail Environment

🕒 30 Min

Shift availability & attendance • Staff rosters • Organization culture • Diversity • Effectiveness • Performance awards • Personal presentation & hygiene • Daily work routine



Our team members have collaborated on writing and executing hundreds of digital programs for retailers and associations. We have created end-to-end learning experiences for 3+ million learners.

We've also demonstrated vast technical understanding in how to develop, implement and maintain online learning programs and systems, from small to enterprise scale, for both mid-size and large businesses and associations.

Contact Us

email: sales@NBLSinc.net

voice: 800.942.3297