



# Arkansas Pharmacists Association

GRAND SLAM CE

TRIPLE PLAY  
DISCUSSION

OUT-OF-THE-PARK  
EXHIBITS

HOME RUN  
NETWORKING

## Pharmacists Step Up To The Plate!

### 129<sup>TH</sup> ANNUAL CONVENTION

June 9-11, 2011

Peabody Hotel • Little Rock

**When they start the game,  
they don't yell, "Work ball."  
They say, "Play ball."**

*~ former Pittsburgh Pirates  
left fielder Willie Stargell*



# Why Attend

Join your colleagues at the Arkansas Pharmacists Association 129th Annual Convention, to be held at the Peabody Hotel in Little Rock from June 9-11, 2011. Pharmacists can hit a professional home run with the Continuing Education sessions and

networking opportunities planned at the convention. This annual conference will welcome up to 400 pharmacists, pharmacy technicians, exhibitors, students and others.

## Continuing Education

APA is pleased to offer 20 hours of Continuing Education with highly-regarded instructors on topics ranging from pain management to pharmacy law. The keynote speaker on Friday morning will be Joel Weintraub, physiologist and healthcare humorist.

## Comprehensive Exhibition

More than 30 exhibitors including pharmacy wholesalers, manufacturers, insurers, Colleges of Pharmacy, hospitals and software vendors will be on hand to discuss their newest products and services that will benefit the practice of pharmacy in Arkansas. Be sure to plan time to visit with these professionals to learn about their innovative products.

## Social and Networking Events

Connect with old friends and meet new colleagues at the annual convention. On Thursday evening, following the Exhibitor Reception, APA heads to Dickey-Stephens Ballpark for a night with the Arkansas Travelers, Double A Affiliate of the Los Angeles Angels of Anaheim, as they play the Northwest Arkansas Naturals.

On Friday, during the "Evening with the Presidents," members are in for a special treat as Alyse Eady, Miss Arkansas 2010 and Miss America 2011 First Runner-Up performs her ventriloquist act with Rosie and Justin.

On Saturday, the annual Arkansas Pharmacists Political Action Committee (AP-PAC) Luncheon will provide an opportunity for an update on the 2011 Arkansas General Assembly and will feature one of Arkansas's elected leaders.



*Miss Arkansas 2010, Alyse Eady,  
will perform at Friday night's  
"Evening with the Presidents."*

# Program of Events\*

(\*Schedule is subject to change)

## Wednesday, June 8, 2011

9:00 a.m. – 12:00 p.m. APA Board of Directors Meeting

## APA Annual Golf Tournament

1:30 p.m.

Country Club of Arkansas

#3 Country Club Drive  
Maumelle, AR 72113  
501-851-0095

## Thursday, June 9, 2011

7:00 – 11:30 a.m. Registration

7:00 – 8:00 a.m. Buffet Breakfast

10:00 a.m. – 3:00 p.m. Exhibitors Set-Up

12:00 – 2:30 p.m. AAHP Board Meeting

1:30 – 3:00 p.m. Registration

## FIRST GENERAL SESSION

### AND CONTINUING EDUCATION

Presiding: Mike Smets, APA President

8:00 – 9:30 a.m. **A Pharmacist's Roadmap to Pain Management: New Directions to Improved Patient Care**

1.5hrs (0.15 CEU) ACPE # 022-999-11-024-L04-P

\*This CE activity will be Knowledge Based.

**Sponsors:** Vemco MedEd, University of Kentucky, UK HealthCare CECentral, and Ortho-McNeil Janssen Scientific Affairs, LLC.

**Speakers:** Robert L. Barkin, MBA, Pharm.D., Professor, Rush Medical College, Rush University Medical Center, Chicago.

Gregory Holmquist, Pharm.D., CPE, Pain and Palliative Care Specialist, Everett, Washington.

Charles E. Argoff, M.D., Professor of Neurology, Albany Medical College, Albany, New York.

### Learning Objectives:

- Optimize pain management decisions based on pain pathophysiology.
- Select an appropriate analgesic and dosing regimen to effectively treat moderate to severe pain.

- Incorporate evidence-based strategies to minimize adverse events and toxicity associated with analgesics.
- Utilize pain assessment tools and communication techniques to accurately evaluate pain.

10:00 – 11:30 a.m. **New Drugs 2011 – Spring Update**

1.5hrs (0.15 CEU) ACPE # 0004-9999-11-201-L01-P

\*This CE activity will be Knowledge Based.

**Speaker:** Tom Frank, Pharm.D., BCPS, Director of Research and Education, AHEC Northeast – UAMS

### Learning Objectives:

- Assess new trends in drug development.
- Understand indications, pharmacology, adverse effects and dosing of the products discussed.
- Determine the role these products will play in the participant's practice.
- Evaluate the economic implications of these choices.
- Examine products in the short-term pipeline that will be important to the practice of the participants.

11:30 a.m. – 1:00 p.m. **Lunch on your own**

Thursday, June 9, 2011

### CONTINUING EDUCATION SESSION

Presiding: Larry McGinnis, Consultant Academy President and Mark Shinabery, Compounding Academy President

1:00 – 2:30 p.m.

**From Anemia to Zaps:  
Escalating our  
Knowledge of the SSRIs  
to a Higher Level**

1.5hrs (0.15 CEU) ACPE # 0004-9999-11-202-L01-P

\*This CE activity will be Application Based.

**Speaker:** Lisa Hutchison, Pharm.D., MPH, BCPS,  
Associate Professor, UAMS College of Pharmacy  
*Supported by APA Academy of Consultant Pharmacists*

#### Learning Objectives:

- Summarize labeled and off-label uses of SSRIs in the elderly.
- Apply current guidelines and evidence for SSRI use in the elderly.
- Identify adverse effects from SSRIs common in older adults.
- Assess a geriatric patient for therapeutic and adverse effects from SSRIs.
- Design a therapeutic plan to minimize risk of serotonin syndrome and serotonin discontinuation syndrome.

2:30 – 4:00 p.m.

**Clinical Application of  
BHRT for Pharmacists**

1.5hrs (0.15 CEU) ACPE # 0004-9999-11-203-L01-P

\*This CE activity will be Knowledge Based.

**Speaker:** Jim Paoletti, RPh, FAARM  
*Supported by APA Academy of Compounding  
Pharmacists*

#### Learning Objectives:

- Discuss methods and clinical considerations in obtaining physiologic hormone restoration and balance.
- Discuss basic dosing principles and guidelines for hormone replacement.
- Discuss patient symptom assessment.
- Explain testing of patient hormone levels.
- Discuss switching approaches in hormone therapy to achieve improved outcomes.
- Discuss considerations for topical hormone administration.

3:00 – 4:00 p.m.

**Past Presidents'  
Council/ Arkansas  
Pharmacy Foundation  
Board Meeting**

4:00 – 4:30 p.m.

**Past Presidents' Reception**



## Exhibitors' Opening Reception

3:30 – 5:30 p.m.

Popcorn, Peanuts, Cracker Jacks and Hors D'Oeuvres

## Play Ball!

6:10 – 10:00 p.m.

**Arkansas Travelers vs. Northwest Arkansas Naturals at Dickey-Stephens Park  
(Transportation to be provided)**

**Honoring APA's Wholesale Business Partners:**

AmerisourceBergen • Cardinal Health • McKesson • Morris & Dickson • Smith Drug

**Co-Sponsor: UAMS College of Pharmacy Alumni Association**

**About the Travelers:** The name "Arkansas Travelers" is derived from the famous minstrel known as the Arkansas Traveler, who roamed the Ozark Mountains selling his wares and singing songs. The team was originally known as the Little Rock Travelers, and was renamed for the entire state in 1957, becoming the first professional sports franchise named for a state. The "Travelers" nickname is one of the oldest in professional sports. In fact, the Travelers have never taken a different nickname, making it the second-longest running continuous nickname in Minor League Baseball. The Travelers moved to beautiful Dickey-Stephens Park in 2007.



## Friday, June 10, 2011

- 7:30 – 11:00 a.m. Registration
- 7:30 – 8:00 a.m. Continental Breakfast
- 8:45 a.m. – 1:00 p.m. Spouse Event: Tour of Marlsgate Plantation in Scott, Arkansas (Details on page 7.)

### CONTINUING EDUCATION SESSION

Presiding: Mike Smets, APA President

- 8:00 – 9:30 a.m. Clinical Case Scenarios: Practical Approaches to Patient Care

1.5hrs (0.15 CEU) ACPE # 0004-9999-11-204-L01-P

\*This CE activity will be Application Based.

**Speakers:** Victoria Seaton, Pharm.D.; Bhavika Patel, Pharm.D.; Sarah Griffin, Pharm.D.; Nicholas Tinsley, M.S., Pharm.D.; Michal Lands, Pharm.D.; Dennis Dubovetsky, Pharm.D.; Central Arkansas VA Healthcare System, PGY1 Residents

#### Learning Objectives:

- Describe medication management strategies in difficult or controversial patient care situations.
- Discuss clinical scenarios that pharmacists may encounter in the provision of direct patient
- Provide clinical information that can be applied to your work setting.
- Identify clinical practice options for patient care in various health-system settings.

### KEYNOTE

Joel Weintraub, Physiologist and Humorist

- 9:30 – 11:00 a.m. Preventing Medical Errors and Improving Patient Safety

1.5hr (0.15 CEU) ACPE # 0004-9999-11-211-L05-P

\*This CE activity will be Knowledge Based.

**Speaker:** Joel Weintraub, B.S., M.Ed., physiologist and humorist

#### Learning Objectives:

- Identify methods to errors and increasing patient safety.
- Describe methods of decreasing your stress and increasing your focus.
- Identify the physiology of decision making in the brain.
- Discuss the advantages of using humor to communicate with patients.

*Every day is a new opportunity. You can build on yesterday's success or put its failures behind and start over again. That's the way life is, with a new game every day, and that's the way baseball is.*

*~former Cleveland Indians pitcher Bob Feller*

- 11:00 a.m. – 12:00 p.m. Arkansas Pharmacy Law Update

1.0hr (0.10 CEU) ACPE # 0004-9999-11-205-L03-P

\*This CE activity will be Knowledge Based.

**Speaker:** John Kirtley, Pharm.D., Assistant Director, Arkansas State Board of Pharmacy

#### Learning Objectives:

- Analyze recent changes in Pharmacy regulations in Arkansas.
- Discuss the reasoning behind changes to pharmacy regulations.
- Demonstrate understanding of recent pharmacy regulatory changes and challenges.

- 12:00 – 2:00 p.m. Exhibitors' Luncheon

### CONTINUING EDUCATION SESSION

Presiding: Rayanne Story, AAHP President

- 2:00 – 3:30 p.m. Alternate Insulin Delivery Systems and their Insulins

1.5 hrs (0.15 CEU) ACPE # 0004-9999-11-206-L01-P

\*This CE activity will be Knowledge Based.

**Speaker:** Peggy Schultz, RN, MSN, CDE, BC-ADM

#### Learning Objectives:

- Identify types of alternate insulin delivery devices and systems.
- Associate alternate delivery devices and systems with the available insulins.

- Describe the most commonly used types of insulins and their physiologic action.
- Demonstrate correct dispensing calculations for the alternate insulin delivery devices and systems.

- 3:30 – 5:00 p.m. Chronic Obstructive Pulmonary Disease: Guideline Based Management

ACPE # 0004-9999-11-207-L01-P

\*This CE activity will be Knowledge Based.

**Speaker:** Angela Gordon, Pharm.D., BCPS, Clinical Pharmacist, Central Arkansas Veterans Healthcare System

#### Learning Objectives:

- Explain the natural history and pathophysiology of COPD, including its differentiation from other common respiratory disorders.
- Identify the place in therapy for each of the medications indicated for COPD according to the global guidelines for COPD management and be able to apply these guidelines to both stable COPD and COPD exacerbation cases.
- Recommend COPD risk factor reduction strategies to patients.
- Describe the role that oxygen therapy plays in the management of COPD.

- 5:30 – 6:00 p.m. Presidents' Reception

## Evening With the Presidents

6:00 p.m.

### Special Entertainment by Alyse Eady

Miss Arkansas and Miss America First Runner-Up

Dinner, Dessert Extravaganza and President's Farewell Reception

*Alyse Eady is the 22-year-old daughter of Lewis and Lady Eady of Fort Smith. Alyse is a 2010 cum laude graduate of Ouachita Baptist University with degrees in Mass Communications and Speech Communication. Her platform is Developing Leaders through the Boys and Girls Clubs of America.*

# 2011 Annual Convention Registration Form

Register online at [www.arrx.org](http://www.arrx.org)

(Please complete and return with payment by June 1, 2011, for early bird savings.)

Last Name                      First Name

Please check title:  P.D.  Ph.D.  Pharm.D.  Technician  Student  Other \_\_\_\_\_

Nickname (for badge)

Affiliation (pharmacy, hospital name, etc.)

Address

City                      State   Zip

Phone                      AR License No.

E-mail

Membership Status:  APA Member  APA Non-Member  Past President

Please check if you are attending your first APA Convention

## FULL REGISTRATION PACKAGE

### APA MEMBERS ONLY

**INCLUDES:** All education sessions, continental breakfasts, receptions, exhibits, prize drawings, breaks, and social event tickets for Thursday through Saturday.  
(AP-PAC luncheon tickets must be purchased separately.)

#### APA Member Full Registration Package

By June 1, 2011 .....\$225.00

After June 1, 2011 .....\$255.00

**\* If you and your spouse are pharmacists, separate registration forms and fees are required.**

#### APA Member and Spouse/Guest Full Registration Package (Best Value)

By June 1, 2011 .....\$325.00

After June 1, 2011 .....\$355.00

Spouse/Guest Name \_\_\_\_\_

### DAILY REGISTRATION PACKAGE

**INCLUDES:** All education sessions, continental breakfasts, receptions, exhibits, prize drawings, breaks, and social event for that day. (Special event tickets for that day are included in this price.)

(Please select the day you will attend.)

#### APA Member Daily Package

Thursday  Friday  Saturday .....\$185.00/daily

#### APA Member and Spouse/Guest Daily Package

Thursday  Friday  Saturday .....\$225.00/daily

Spouse/Guest Name \_\_\_\_\_

### NON-MEMBERS (Join today and save on registration)

**INCLUDES:** All education sessions, continental breakfasts, receptions, exhibits, prize drawings, breaks, and social event tickets for Thursday through Saturday.

#### Non-Member Full Registration Package:

By June 1, 2011 .....\$320.00

After June 1, 2011 .....\$350.00

#### Non-Member and Spouse/Guest Full Registration Package

By June 1, 2011 .....\$420.00

After June 1, 2011 .....\$440.00

Spouse/Guest Name \_\_\_\_\_

### DAILY REGISTRATION PACKAGE

**INCLUDES:** All education sessions, continental breakfasts, receptions, exhibits, prize drawings, breaks, and social event tickets for that day. (Special event tickets for that day are included in this price.)

(Please select the day you will attend.)

#### Non-Member Daily Package

Thursday  Friday  Saturday .....\$220.00

#### Non-Member and Spouse/Guest Daily Package

Thursday  Friday  Saturday .....\$260.00

Spouse/Guest Name \_\_\_\_\_

For Office Use Only

Received \_\_\_\_\_

Amount Paid \_\_\_\_\_ Method \_\_\_\_\_

Cut here or register online at [www.arrx.org](http://www.arrx.org)

# 2011 Annual Convention Registration Form

## TECHNICIAN REGISTRATION PACKAGE

### Pharmacy Technician Full Registration Package

(All social event tickets are included in this price.)

- .....\$165.00 Member  
 .....\$200.00 Non-Member

### Pharmacy Technician Daily Registration Package

(Special event tickets for that day are included in this price.)

(Please select the day you will attend.)

- Thursday Friday Saturday .....\$110.00/daily-Member  
Thursday Friday Saturday..... \$130.00/daily-Non-Member

## PHARMACY STUDENT SPONSORSHIP

### Pharmacy Student Sponsorship .....\$75.00

This will give any UAMS College of Pharmacy or Harding College of Pharmacy student a chance to attend convention.

\_\_\_\_\_ Quantity      \$ \_\_\_\_\_ Total

## EXTRA SOCIAL EVENT TICKETS

Tickets for the following events are included in the convention registration package. **Extra tickets may be purchased for additional guests.**

*Tickets must be purchased 24 hours prior to the event.*

### Arkansas Travelers Baseball Game ..... \$25.00

\_\_\_\_\_ Quantity      \$ \_\_\_\_\_ Total

### An Evening with the Presidents .....\$60.00

Special dinner; entertainment by Miss AR 2010 Alyse Eady.

\_\_\_\_\_ Quantity      \$ \_\_\_\_\_ Total

## ADDITIONAL ACTIVITIES

### GOLF TOURNAMENT, WEDNESDAY, JUNE 8

#### Golf Tournament Entry .....\$65.00

Name \_\_\_\_\_

\_\_\_\_\_ Quantity      \$ \_\_\_\_\_ Total

Handicap \_\_\_\_\_

### SPOUSE EVENT, FRIDAY, JUNE 10

Name \_\_\_\_\_

#### Marlsgate Plantation Tour (9:00 a.m.) .....\$25.00

(Meet in the hotel lobby at 8:45 a.m.)

### AP-PAC LUNCHEON, SATURDAY, JUNE 11

#### AP-PAC Luncheon Tickets ..... \$60.00

\_\_\_\_\_ Quantity      \$ \_\_\_\_\_ Total

## PAYMENT METHOD

Check Payable to APA Check# \_\_\_\_\_

(Please enter your credit card number below)

Discover Card \_\_\_\_\_

Visa/MasterCard \_\_\_\_\_

American Express \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Expiration Date \_\_\_\_\_

Security Code \_\_\_\_\_

Total Amount Enclosed \$ \_\_\_\_\_

**No refunds can be made for cancellation after June 1.**

## HOTEL INFORMATION

### Peabody Hotel

Three Statehouse Plaza

Little Rock, AR 72201

Phone: 1-501-906-4000

or 1-800-741-5072

Website: [www.peabodylittlerock.com](http://www.peabodylittlerock.com)

To receive convention group rate, please mention **APA**.

Cut off date is **May 9, 2011**

## REGISTRATION

You may complete our new online registration form at [www.arrx.org](http://www.arrx.org), fax to **501-372-0546** or mail to **APA**.

## ATTIRE

Convention Business Casual

Thursday Night Ballpark Casual

Opening Exhibits  
Arkansas Travelers Baseball Game

Friday Night Business

An Evening with the Presidents  
Alyse Eady, Miss Arkansas 2010

Saturday Business Casual

Awards Ceremony  
AP-PAC Luncheon

## MORE INFO CONTACT

### Arkansas Pharmacists Association

417 South Victory

Little Rock, AR 72201-2923

Phone (501) 372-5250

Fax (501) 372-0546

[www.arrx.org](http://www.arrx.org)



Cut here or register online at [www.arrx.org](http://www.arrx.org)

**Saturday, June 11, 2011**

7:30 a.m. – 1:30 p.m. **Registration**

7:30 – 8:00 a.m. **Continental Breakfast**

**SECOND GENERAL AND  
CONTINUING EDUCATION SESSION**

Presiding: Gary Bass, APA President

8:00 – 9:30 a.m. **So I Bought A  
Pharmacy...**

1.5 hrs (0.15 CEU) ACPE # 0004-9999-11-208-L04-P

\*This CE activity will be Knowledge Based.

**Speaker:** Justin Boyd, Pharm.D., MBA, Owner,  
Coleman Pharmacy

**Learning Objectives:**

- Discuss the decision process to employ or be employed.
- Weigh pros and cons to different approaches to purchasing a pharmacy.
- Describe the negotiation experiences for pharmacy purchase.
- Detail lessons learned in transition from employee to employer.

**AWARDS**

9:30 – 10:00 a.m. **Awards Ceremony**

- Pharmacist of the Year
- Young Pharmacist of the Year
- Bowl of Hygeia Award
- Innovative Pharmacy Practice Award

10:00 – 11:30 a.m. **OTC Self Care  
Championship:  
Harding vs. UAMS**

1.5hrs (0.15 CEU) ACPE # 0004-9999-11-209-L01-P

\*This CE activity will be Application Based.

**Speaker:** Jan Hastings, Pharm.D., Associate  
Professor, UAMS College of Pharmacy

**Learning Objectives:**

- Identify and explain aspects of the effective and safe practice of pharmacy self-care treatments by means of an interactive learning experience.
- Analyze the usage and effectiveness of over the counter medications.
- Classify different groups of over the counter medications based on drug treatment class.
- Apply effective counseling techniques for use with self-care patients.

# AP-PAC Luncheon

**12:30 – 2:00 p.m.**

**Speaker:** Arkansas Governor Mike Beebe (*invited*)

**Supported by:** AP-PAC (*Tickets @ \$60 each.*)

**AP-PAC Board of Directors meeting directly following the luncheon.**

11:30 a.m. – 12:30 p.m. **Pharmacist Collaborative  
and 2:00 – 4:00 p.m. Practice Credentialing CE  
Retooling for the Future:  
Pharmacist Credentialing  
for Disease State  
Management**

3hrs (0.3 CEU) ACPE # 0004-0000-11-210-L04-P

\*This CE activity will be Application Based.

**Presented by:** Jeremy Thomas, Pharm.D. – Assistant  
Professor, UAMS College of Pharmacy

Upon completion of this lecture, the participant  
should be able to:

- List the essential components of a "written protocol" as described in the ASBP Disease State Management Regulation 9.
- Describe appropriate documentation procedures for Disease State Management as outlined by the ASBP.
- Develop a written protocol for a specific Disease State Management scenario.
- Create a documentation record of a patient encounter.
- Assess a given set of patient data and choose an appropriate course of action according to a written protocol.

4:00 – 5:00 p.m

**Advanced Pharmacy  
Practice Experience  
(APPE) Preceptor  
Update and Training**

1hr (0.1 CEU) ACPE #

**Presented by:** Schwanda Flowers, Pharm.D. –  
Assistant Dean of Experiential Education, UAMS Col-  
lege of Pharmacy

**Learning Objectives:**

- Describe new procedures for evaluation of APPE students.
- Demonstrate how to assess individual students using APPE grading rubric.
- Compare and contrast student performances for various requirements of APPEs.

5:00 p.m.

**129th Annual  
Convention Adjourns**

## Spouse Event

**Friday, June 10**

**Tour of Marlsgate Plantation:** Join pharmacist spouses as we take a trip back in time to historic Marlsgate Plantation, a Greek Revival Mansion built in the 1800s overlooking Bearskin Lake that reflects the gracious way of life enjoyed and maintained on the old plantations of the Arkansas Delta. Home to the David Garner family, Marlsgate Plantation is listed on the National Register of Historic Places. The mansion was constructed with 32 rooms and includes 11,000 square feet of living space. It is currently used for luncheons, formal dinners, receptions and weddings. The bus leaves from the Peabody at 9:00 a.m.; tour is at 10 a.m. and lunch will be served at 11:30 a.m. The bus will return following lunch.



*It ain't over  
until it's over.*

*~ former New York Yankee  
catcher Yogi Berra*

# Hotel Information

## Peabody Hotel

Three Statehouse Plaza, Little Rock, AR 72201

Phone: 1-501-906-4000 or 1-800-741-5072

Website: [www.peabodylittlerock.com](http://www.peabodylittlerock.com)

To receive convention group rate, please mention APA.

Cut off date is **May 9, 2011**



The University of Kentucky is accredited by the Accreditation Council for Pharmacy Education as a provider of Continuing Pharmacy Education for the following program: ACPE # 022-999-11-024-L04-P

The University of Arkansas for Medical Sciences (UAMS) College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of Continuing Pharmacy Education for the following programs: ACPE #s:

0004-9999-11-201-L01-P

0004-9999-11-211-L05-P

0004-9999-11-208-L04-P

0004-9999-11-202-L01-P

0004-9999-11-205-L03-P

0004-9999-11-209-L01-P

0004-9999-11-203-L01-P

0004-9999-11-206-L01-P

0004-0000-11-210-L04-P

0004-9999-11-204-L01-P

0004-9999-11-207-L01-P

### Continuing Education Credit:

These programs are open to all pharmacists. The program provides pharmacist participant up to 20 contact hour(s) (2.0 CEUs). To receive credit, the pharmacist must follow the attendance procedure of the program and complete all program evaluation forms. If the attendance documentation is illegible then no statement of credit can be issued. Credit will be given based on percent of attendance — down to the 1.0 contact hour(s). Statements of credit will be mailed by the UAMS COP CE office within 60 days of completion of the program.

### Grievance Procedure:

This procedure represents a formal mechanism whereby any pharmacist may obtain a review of a complaint of unfair treatment. A pharmacist must file the grievance in writing within 30 days of the incident/activity generating the complaint. The complaint will be reviewed by the Director of Continuing Education and every effort will be made to resolve the problem of the complainant. If the complaint is not satisfactorily resolved, the complaint will be forwarded to the UAMS COP Dean for disposition.

**Pharmacists  
Step Up  
To The Plate!**

**129<sup>TH</sup> ANNUAL  
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**June 9-11, 2011  
Peabody Hotel  
Little Rock**



417 South Victory  
Little Rock, AR 72201

PRSR STD  
U.S. Postage  
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Little Rock, AR  
Permit No. 3113