

MEMBER SUMMIT 2024

TOGETHER IN HEALTH

14-17 October 2024

JW Marriott Surfers Paradise QLD

2024 IPA Pharmacy Excellence Awards



IPA Member Summit Award Selection Criteria

2024 IPA Pharmacy Excellence Awards

These awards recognise, honour and celebrate excellence and dedication to elevating industry standards within the IPA pharmacy network. From innovative practices to an unwavering commitment to the health and wellbeing of local communities, each award recognises the outstanding contributions that shape the future of pharmacy and serve as inspiration for others to follow.

IPA Pharmacist of the Year

5 x finalists, 1 x winner

Selection criteria

Submissions accepted from: Owners, Managers, IPA Support Office Team

- Has worked in the pharmacy for a minimum of 12 months.
- Leader in adapting and innovating to provide the best healthcare for their patients and their community.
- Enhances patient care and improves overall business performance through professional services programs, maximising remuneration available.
- Actively drives IPA national health awareness campaigns, clinics and local community opportunities.
- Ensures the pharmacy achieves and remains compliant to their contractual compliance requirements.
- Works with the team to continuously improve their knowledge on best possible health outcomes for their customers.

IPA Retail Manager of the Year

5 x finalists, 1 x winner

Selection criteria

Submissions accepted from: Owner, Pharmacist Manager, IPA Support Office Team

- Has worked in the pharmacy for a minimum of 12 months.
- Actively drives and supports IPA initiatives, programs and services, retail execution, and marketing campaigns.
- Evidence of strong leadership skills in motivating and developing a high-performing team.
- Demonstrates operational excellence, with examples of improvements in operational efficiency and effectiveness.
- Implementation of customer service strategies that enhance the overall customer experience.
- Committed to their own continuous development and training in pharmacy management and retail practice.

IPA Professional Services Innovation Award

5 x finalists, 1 x winner

Selection criteria

Submissions accepted from: Owners, Managers, IPA Support Office Team

- Adoption of patient-centered approaches in professional service provision, resulting in improvements in patient care and health outcomes.
- Use of IPA technology to enhance professional service delivery.
- Development and implementation of innovative programs or initiatives that benefit patients and their community.
- Successful partnerships with local healthcare providers, businesses, or community groups.
- Contributions to the advancement of the pharmacy profession through participation in professional organisations or initiatives.
- Commitment to ongoing professional development and education for themselves, and the pharmacy team.

IPA Community Engagement Award

5 x finalists, 1 x winner

Award description

Submissions accepted from: Owners, Managers, IPA Support Office Team

- Evidence of creative and effective community outreach initiatives or programs that have positively impacted the local community's health and wellbeing.

- Demonstrated partnerships with local healthcare providers, businesses, community groups, or educational institutions to enhance community engagement and health outcomes.
- Examples of initiatives aimed at educating and empowering patients and their community about health-related issues, medications, or preventive care.
- Clear evidence of the impact of community engagement efforts, including increased patient satisfaction, or enhanced community health awareness, through testimonials, surveys, or other forms of feedback.
- An ability to adapt to ever-changing community needs and diverse populations, demonstrating innovative approaches to community engagement, and ensuring accessibility to services.