

PHRD 506 Professional Pharmacy Management

I. Contact Information

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Office Hours:

Monday: 9 AM – 11:30 AM
Tuesday: 9 AM – 11:30 AM
Wednesday: 9 – 11:30 AM
Thursday: 9 – 11:30 AM
Other times by appt.

(Please note: This is not a guarantee that I will be in my office at these times. Please call ahead.)

II. Course Prerequisites

Prerequisite: Successful completion of PHRD 477 Health Care Systems

III. Course Description

Examination of the managerial aspects of pharmacy practice within the different settings of the health care system with an emphasis on the basic financial, operational, and human resource management, knowledge, and skills necessary for a successful professional practice

IV. Curricular Objectives and Outcomes

Upon successful completion of this course, the student should be able to:

Outcome: Appropriately Manage and Use Resources of the Health Care System.

Competency: A. Plan, organize, direct, and control pharmaceutical care systems and human, material, and financial resources utilizing management theories and practices

Objectives:

- Use and evaluate acquisition, inventory control, and distribution systems with appropriate documentation
- Develop a method to stay abreast of emerging technology
- Describe drug acquisition process and choose the appropriate process based on system needs
- Discuss ethical considerations in balancing the needs of the system versus the needs of the patient
- Determine and implement appropriate inventory control methods
- Choose appropriate drug distribution systems based on system needs
- Describe pharmacy law regarding drug acquisition and distribution
- Describe humanistic and technological factors involved in the distribution processes
- Discuss methods to identify, evaluate, correct, and prevent errors in the distribution systems

Competency: C. Apply patient and population specific data, quality assurance strategies, and research processes to develop drug use and health policy to manage pharmacy benefits

Objectives:

- Describe the role of the pharmacy and therapeutics committee
- Describe the process of formulary development and management
- Apply pharmacoeconomic principles/theory to drug selection/formulary inclusion
- Evaluate third party plans for pharmacy acceptance

Competency: D. Ensure efficient, cost-effective utilization of human, physical, medical, informational, and technological resources in patient care

Objectives:

- Apply principles of fiscal management and evaluate the fiscal resources of a pharmaceutical care practice (Including budgets and pro forma statements).
- Compare and contrast inventory management systems
- Apply principles of human resource management such as recruiting, training, motivating, and evaluating staff
- Identify and manage risks associated with the practice of pharmacy
- Apply CQI principles to the pharmaceutical care practice
- Compare and contrast available informational and technological resources
- Evaluate and determine the cost/benefit ratio of new technology
- Develop workflow models to enhance resource utilization

V. Course Specific Objectives and Outcomes

Students who successfully complete the course requirements should achieve the following course objectives and outcomes:

- Understand planning, organizing, directing and controlling pharmaceutical care systems
- Apply management theories to human, material, and financial resources
- Understand inventory management
- Describe the role of the P&T committee
- Describe the role of formulary development and management
- Evaluate third party plans
- Apply principles of fiscal management and evaluate the fiscal resources of a pharmaceutical care practice
- Understand budgets and pro forma financial statements
- Apply principles of human resources management such as recruiting, training, motivating, and evaluating staff
- Be able to perform continuous quality improvement (CQI)

VI. Course Topics

Management principles applied to retail, hospital and clinical settings, management of staff within the practice setting (including pharmacists, technicians and other supportive staff), principles of planning, organizing, directing, and controlling pharmacy resources, tools and informatics needed to assess and address change, increase competitiveness, improve quality and patient services, marketing principles, basic accounting principles, project management, issues of distribution systems associated with all types of practices settings, role of automation and technology in workload efficiency and patient safety, medication error reduction programs, continuous quality improvement programs

VII. Instructional Methods and Activities

Instructional methods may include, but are not limited to: traditional lectures, distance learning, in-class discussion, small group discussion, problem-based learning, group projects/presentations, individual projects/presentations, lectures/presentations posted on Moodle, independent study, assignments/exercises completed in or out of class, wiki page development, and chat room participation.

Active participation in class and group activities is required. For this course, students are expected to shed the traditional role of passive receptor of knowledge being doled out by the instructor and the textbook. Instead, the student should attempt to obtain knowledge, develop skills and then use them meaningfully.

For group in-class assignments, the student is expected to follow the FSLC format:

- *Formulate* an answer
- *Share* your answer
- *Listen* carefully to others' answers
- *Create* a new answer that is superior to your individual answers

VIII. Evaluation and Grade Assignment

- In general, *memorization and regurgitation of information will NOT be emphasized*. Rather, evaluation will largely be based on assessing your understanding of concepts and principles, your ability to apply this understanding in intelligent and reasonable ways, and higher order abilities: analysis, evaluation, and synthesis.
- Quizzes may be given, announced or unannounced, as deemed necessary by each faculty member. Quizzes will be added to the total points available for the course.
- Exam dates are scheduled in the course syllabus and will only be changed in the event of University closure.
- Exams may be multiple choice, fill in the blank, short-answer, case or scenario based discussion, essay, or any other format deemed necessary by the lecturers and course coordinator. Exams may be either a pencil and paper format or an online format through Moodle.
- Information acquired from previous lectures in the course and from other courses in the professional pharmacy curriculum may be needed in preparing for examinations.
- Students wishing to review their exams with the course coordinator must do so *within 2 weeks* of the date the test is taken.

Grading Scale:

90 – 100%	A
80 – 89%	B
70 - 79%	C
60 – 69%	D
<60%	F

Semester Points:

In-class assignments (4 @ 50 pts each)	200 points
Exam I	100 points
Exam II	100 points
Objective structured management examination (OSME)	<u>100 points</u>
	500 points

Undergraduate mid-term grades will be posted on-line for students to view via Arrow. Mid-term grades indicate a student's status at mid-semester only and do not indicate the final performance outcome of a student.

IX. Class Policies and Procedures

At a minimum, all policies stated in the current ULM *Student Policy Manual & Organizational Handbook* should be followed (see <http://www.ulm.edu/studentpolicy/>). Additional class policies include:

A. Textbook(s) and Materials:

1. No required textbook.
2. Reading material may be posted on Moodle by course faculty or the student may be instructed to use the Internet to search for information.

B. Attendance Policy:

Class attendance is mandatory in all pharmacy courses; therefore, attendance will be taken for all class meetings. Students reported for accumulating more than three **unexcused** absences in a course during an academic semester will be administratively dropped from the course with a “W” grade. In accordance with College of Pharmacy policy and procedure, a grade of “W” will be counted as an “F” grade with respect to academic standards.

Any student who is not present for at least 75% of the scheduled class sessions (excused or unexcused) in any course may receive a grade of W if this condition occurs prior to the last day to drop a course or a grade of F after that date.

Any University-related activity requiring an absence from class will count as an absence when determining if a student has attended 75% of class meetings.

In addition, no student should enter class after the lecture has begun. Students unable to attend class on time will be considered absent for that day.

C. Make-up Policy:

Each student is expected to attend each exam at the date and time specified. If a student cannot attend an exam due to valid University excuse, he/she must speak directly with the course coordinator, as soon as possible. The course coordinator must be notified prior to the examination if a student misses the exam, if possible. Failure to attend a scheduled make-up exam will result in a zero (0) grade for that exam. Make-up exams will be prepared at the same or higher level than the original exam. The format of the make-up exam may be written or oral. *Students missing an exam due to a University approved excuse will take the make-up exam during the week of finals, or as determined by the course coordinator.*

D. Academic Integrity:

Faculty and students must observe the ULM published policy on Academic Dishonesty (see Page 4 in ULM *Student Policy Manual* - <http://www.ulm.edu/studentpolicy/>).

Students are expected to work independently on examinations and assignments unless it is specifically described by the instructors as a group assignment. Any use of resources other than your own recollection and reasoning ability on an examination is cheating. Inappropriate use of electronic or wireless technology (i.e., cell phones, PDAs, or pagers) during an examination is considered academic misconduct. Having in your possession or the use of any examination question previously used in this course is considered cheating. Any attempt to reconstruct an examination after it is taken with the intent to share with other students is considered cheating. Sharing information about an examination with any other student who has not taken the exam is considered cheating. Any student suspected of dishonesty will receive a zero (no credit) for that assignment or examination, and will be reported to the College of Pharmacy Dean’s Office with subsequent actions as per University regulations and policy.

Plagiarism: The act of stealing and passing off the ideas or words of another author as one’s own or using a created production (e.g., journal article or tertiary reference source) without crediting the source.

DO NOT:

1. Copy notes from references directly – it can really trip you up. Evaluate and put it in your own words the first time.
2. Purchase papers
3. Use papers from previous classes

4. Cut and paste from the web or other electronic resources
5. Claim ignorance

HOW TO AVOID:

1. Plan your paper carefully to ensure that you have a balance
2. Respect other's work – you wouldn't want someone taking credit for your hard work, would you?
3. Credit others – cite appropriately
4. Take good notes when reviewing your information
5. Keep track of where you found information that you will use.

E. Course Evaluation Policy:

The Dean of Assessment or a representative from her office will conduct an in-class assessment of the course and the instructors. Additionally, there will be an opportunity to provide anonymous, specific comments regarding the course at the end of the semester. No faculty members will be given access to the results until after final grades for the course are due.

F. Student Services:

Information concerning student services in the College of Pharmacy can be found in the College of Pharmacy Student Handbook. In particular, pay special attention to the College's technical standards and policies concerning students with special needs.

Information about ULM student services, such as Student Success Center (<http://ulm.edu/cass/>), Counseling Center (<http://ulm.edu/counselingcenter/>), Special Needs (<http://ulm.edu/counselingcenter/special.htm>) and Student Health Services, is available at the following Student Services web site <http://ulm.edu/studentaffairs/>.

G. Emergency Procedures:

Please review the emergency escape plan in the classrooms and hallways of the Bienville building. Move quickly and orderly to the appropriate stairwell and exit the building. The meeting place for this class will be the far end of the north parking lot between Bienville and Broadmoor Blvd. Under no circumstances is the elevator to be used for emergency evacuation. Any student needing assistance should notify the professor immediately.

H. Discipline/Course Specific Policies:

Not Applicable

X. Tentative Course Schedule

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