

PHAR 6133

**PHARMACY PRACTICE MANAGEMENT
(3 credits)**

JUSTIFICATION: The purpose of this course is to provide students with an introduction to the basic principles of management as they apply to pharmacy. These principles include financial analysis, leadership, organizational design, quality control, and personnel motivation and management. This course is designed to provide the background and knowledge base from which managerial decisions can be initiated in different pharmacy environments.

OBJECTIVES:

1. To understand the basic principles involved in managing human and financial resources in a pharmacy environment.
2. To use the tools used in making managerial decisions.
3. To understand the principles of inventory control, financial analysis, purchasing, budgeting and as they relate to the practice of pharmacy.
4. To apply the principles presented using case studies and other active learning methods.

INSTRUCTORS:

Ronald Hadsall (course Director)	7-159 WDH	624-2487	hadsa001@umn.edu
Jon Schommer	7-155 WDH	626-9915	schom010@umn.edu

MEETING TIMES: 10:10 – 11:00 Monday, Wednesday and Friday

OFFICE HOURS: We will make ourselves available as needed. It will work best by appointment, but we are often available after class.

ASSIGNMENTS:

Medication Error Case	50 points
Patient Care Management Portfolio	100 points
Pharmacy Business Plan Analysis	50 points
Management Principles Exam	50 points
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	250 points

GRADING SCALE: 100 – 93 %

A	
92 – 90 %	A-
89 – 87 %	B+
86 – 83 %	B
82 – 80 %	B-
79 – 77 %	C+
76 – 73 %	C
72 – 70 %	C-
69 – 67 %	D+
66 – 60 %	D
LT 60% F	

- TEXTS:** Carroll, Norman, Financial Management for Pharmacists, 2nd Edition, Williams & Wilkins, 1998 (recommended).
• Selected Readings as assigned.
- MAKE-UP POLICY:** Written assignments turned in late will have the grade decreased by 10 percentage points for each day, or part thereof, they are late. A make-up exam (final) will be given under the following circumstances:
-Illness verified by a note from a physician;
-Family emergency verified by a note from the professional in attendance; or
-University sponsored event verified by a note from the leader of the sponsoring organization in advance of the event or absence.
- DISABILITY:** Any student with a documented disability (e.g. physical learning, psychiatric, vision, hearing etc.) who needs to arrange reasonable accommodations must contact the Course Director and Disability Services (626-1333) at the beginning of the semester. All discussions will remain confidential.
- HONOR CODE:** Each student is bound by the following specific provisions as part of the Code: Academic misconduct is any unauthorized act which may give a student an unfair advantage over other students, including but not limited to: falsification, plagiarism, misuse of test materials, receiving unauthorized assistance and giving unauthorized assistance. Each student will be asked to reaffirm the Code on each assignment or examination.
- PREREQUISITES:** Second year College of Pharmacy student.

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<u>WEEK</u>	<u>DATE</u>	<u>TOPIC</u>	<u>Suggested Reading/ ASSIGNMENT</u>
2	1/26 1/28 1/30	Role of Management in Pharmacy Role of Management in Pharmacy Patient Care Management: Leadership and Motivation	Chapters 2 and 3 – Carroll Jon Schommer
3	2/2 2/4 2/6	Patient Care Management: Trends in Supply and Demand Patient Care Management: Salaries and Benefits Patient Care Management: Satisfaction and Turnover	Jon Schommer Jon Schommer Jon Schommer
4	2/9 2/11 2/13	Epidemiology of Error Human Factors and Systems Design Improving the Medication Process	Steven Meisel, PharmD Steven Meisel, PharmD Steven Meisel, PharmD
5	2/16 2/18 2/20	Technology and Safety Culture of Safety Health Literacy	Steven Meisel, PharmD Steven Meisel, PharmD Steven Meisel, PharmD
6	2/23 2/25 2/27	Patient Care Management: Stress and Time Management Patient Care Management: Managing Change Patient Care Management: Communication	Jon Schommer Jon Schommer Jon Schommer
7	3/1 3/3 3/5	Financial Statements Income Statement/Balance Sheet Income Statement/Balance Sheet	Chapter 3 - Carroll
8	3/8 3/10 3/10 3/12	Financial and Trend Analysis Financial and Trend Analysis <u>Entrepreneur Seminar</u> <u>6:00 – 8:30PM – COP</u> Pharmaceutical Pricing	Chapter 5 – Carroll <u>Leo Sioris, Steve Mareck, Paul Iverson</u> Chapter 9 – Carroll
9	3/15 3/17 3/19	SPRING BREAK – enjoy!	
10	3/22 <u>3/24</u> 3/26	Pharmaceutical Pricing <u>Purchasing/Inventory Control</u> No Class – APhA Conference	<u>Chapters 4 & 14 - Carroll</u>
11	3/29 <u>3/31</u> 4/2	<u>No Class – APhA Conference</u> <u>No Class – APhA Conference</u> Patient Care Management: Health Behavior Theories	Jon Schommer
12	4/5 4/7 4/9	Patient Care Management: Consumer Behavior Theories Patient Care Management: Patient Satisfaction Patient Care Management: Service Marketing	Jon Schommer Jon Schommer Jon Schommer
13	4/12 4/14 4/16	Patient Care Management: Service Relationships Managerial Decision Making/Organizational Design Business Planning	Jon Schommer Ron Hadsall

14	4/19 4/21 4/23	Business Planning No Class Purchasing/inventory Control	
15	4/26 4/28 4/30	Break-Even Analysis Break-Even Analysis Cost-to-Dispense	Chapter 8 – Carroll Chapter 10 – Carroll
16	5/3 5/5 5/7	Cost-to-provide service Differential Analysis Health Insurance Portability and Accountability Act	Speaker TBA

Note:

Case Study (50 points) will focus on Dr. Meisel’s lectures. The case study will be distributed in class and will be a take home assignment. It is due no later than 2/27/04 at class time.

Patient Care Management Portfolio (100 points) will focus on Dr. Schommer’s lectures. It will be “take home” and “open book.” It will consist of the preparation of a **Patient Care Management Portfolio**. The portfolio should be prepared as a summary document that you could give to a pharmacy manager. The portfolio will consist of one-page summaries for each of Dr. Schommer’s lectures. The portfolio should include a cover page that provides a title, your name, and table of contents. Then, for each lecture, provide an executive summary of the key ideas covered. Key ideas can summarize the readings, lecture, class discussion, literature that you found on your own, and your ideas. Each executive summary should include the references for the materials you used to prepare the executive summary. There will be 12 topics covered by Dr. Schommer. Thus, your portfolio should have summaries for each of the 12 topics. Grading will be 70 points for content and 30 points for presentation. The Patient Care Management Portfolio is due no later than 4/23/04 at class time.

Management principles Exam(50 points) will focus on the lectures from Dr. Hadsall. It will be an objective exam (multiple choice) given during finals week.

Pharmacy Business Plan (50 points) will incorporate all topics developed in class to create a business plan for a new pharmacy. The plan is due on the day of the final exam.