

**The Ohio State University
College of Pharmacy**

**Pharmacy 786
Pharmacy Practice Management II
Developing Management Skills**

**Course Syllabus
Autumn Quarter, 2005**

Course particulars:

Lecture: Tuesday and Thursday – 8:30 to 9:48 A.M.
Room: 107 Parks Hall

Instructor of record:

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Catalog description: The second in a four-course sequence in pharmacy practice management that focuses on management in pharmacy practice and optimizing the medication-use system in health care.

Text: The required text for Pharmacy 786 is *Pharmacy Management - Essentials for All Practice Settings* by Shane P. Desselle and David P. Zgarrick (ISBN number 0-07-141869-5). This book is available from the Medical Bookstore at the College of Dentistry. Other readings and references will be available on-line or can be accessed through WebCT.

Carmen Course Internet Address - <https://carmen.osu.edu/>

Sign in using your OSU Internet usernames (e.g., name.nn). Your password is the same password you use for OSU internet and e-mail access. Select "PHARMACY 786: Pharmacy Practice Management II"

Lecture material will be posted at least 1 day in advance of the lecture to give you adequate time to download the notes and review them prior to the lecture.

ACPE Required Content for Accreditation:

The Accreditation Council for Pharmacy Education (ACPE) outlines required standards and guidelines that schools/colleges of pharmacy must meet in their curriculum to receive accreditation. This course specifically addresses the following:

Guideline 11.3

The behavioral, social, and administrative pharmacy sciences should provide the basis for understanding and influencing human behavior in health and disease, in the management process of pharmacy, and in pharmacy's interrelationships with health care systems. The behavioral, social, and administrative pharmacy sciences should attend to the knowledge, skills, abilities, attitudes, and values necessary to the efficient and effective management of patient-centered practice, including administrative and management matters related to drugs and supplies, as well as administrative and management activities related to personnel and finances. Moreover, the behavioral, social, and administrative pharmacy sciences area should contribute to the development and implementation of care plans and to the management of the patient's drug therapies.

Objectives:

Upon completion of this course, the student should:

1. Understand the system of medication use and the importance of helping patients make the best use of their medicines.
2. Explain the importance of having management skills to optimize the use of medicines in all health care settings.
3. Be able to improve their management of time and improve efficiency.
4. Manage their own personal stress and help those around them do so.
5. Understand the importance and principles of strategic planning.
6. Be able to develop a business plan.
7. Use the principles of human resource management to improve organizational performance.
8. Understand the impact of an organization on pharmacy practice.
9. Develop quality indicators for medication use.
10. Understand the pharmacy workforce and the implications on their career.
11. Understand the basic principles of accounting and the application to operating a pharmacy.
12. Understand payment for pharmacy services and medicines.
13. Be able to develop a budget for a pharmacy program.
14. Understand how businesses manage their finances.
15. Be able to manage their own personal finances.

Disability statement:

Any student who feels she or he may need an accommodation based on the impact of a disability should contact the course instructors privately to discuss specific needs and contact the Office of Disability Services, Room 150 Pomerene Hall, 1760 Neil Ave (614 292 3307) to coordinate reasonable accommodations for a documented disability.

Course Grading Criteria:

Examinations:

Exam 1	1/3
Exam 2	1/3
Exam 3	1/3
Total	100%

Grading Scale: The following standard grading scale will be used. There will be no rounding or curves.

93-100%	A	80-82.99%	B-	67-69.99%	D+
90-92.99%	A-	77-79.99%	C+	63-66.99%	D
87-89.99%	B+	73-76.99%	C	<63%	E
83-86.99%	B	70-72.99%	C-		

Classroom Procedure: Each Tuesday and Thursday Professors Schneider, Kelley, or Pedersen will lead class discussion on the topic assigned. Students are expected to read the assigned reading(s) *before* class. This will provide the background needed to gain an

understanding of the topic for the class, enable the student to participate in the discussion, and learn management skills.

First examination: The first examination will be given on Thursday, October 13, 2005 from 8:00 to 9:30 A.M. in room 107 Parks Hall. It will cover material through Tuesday, October 11, 2005, and will include material from both the lectures and the reading assignments. The examination will consist of multiple choice questions that emphasize cognitive skills more than recall of information. A machine readable answer sheet will be used. All copies of the examination and scoring sheets will be collected at the end of the session. Make-up and early examinations should be arranged with Professor Schneider only in cases of emergencies. Sample questions will be posted on Carmen one week before the examination.

Second examination: The second examination will be given on Tuesday, November 8, 2005 from 8:00 to 9:30 A.M. in room 107 Parks Hall. The second examination will cover material from Tuesday, October 18, 2005 through Thursday, November 3, 2005. The examination will include material from both the lectures and reading assignments. The second examination will also consist of multiple choice questions that emphasize cognitive skills more than recall of information. A machine readable answer sheet will be used. All copies of the examination and scoring sheets will be collected at the end of the session. All make-up and early examinations should be arranged with Professor Schneider only in cases of emergencies. Sample questions will be posted on Carmen one week before the examination.

Third examination: The third examination will be given on Thursday, December 1, 2005 from 8:00 to 9:30 in room 107 Parks Hall. The third examination will cover material from Thursday, November 10, 2005 through Tuesday, November 29, 2005. The examination will include material from both the lectures and *required* reading assignments. The third examination will also consist of multiple choice questions that emphasize cognitive skills more than recall of information. A machine readable answer sheet will be used. All copies of the examination and scoring sheets will be collected at the end of the session. All make-up and early examinations should be arranged with Professor Schneider only in cases of emergencies. Sample questions will be posted on Carmen one week before the examination. There will NOT be an examination during finals week to avoid conflicts with the ASHP Midyear Clinical Meeting.

Honor Code for Doctor of Pharmacy Students

The Honor Code for Doctor of Pharmacy Students is available on the College's web site (www.pharmacy.ohio-state.edu) and applies to all PharmD students. It addresses issues relating to misconduct by students associated with academic and experiential activities. The Honor Code dictates that "PharmD students are honor bound to respond to suspected Honor Code violations. Students are expected to take definite measures to confront unethical actions or practices on the part of a colleague by directly advising that person or reporting such actions and practices. They may report such violations to the faculty member for the course involved or directly to the Honor Council."

Forms for reporting “Allegations of Honor Code Infractions” are available on the College’s web site or in the Office of Student Affairs (150 Parks Hall). These materials may be submitted to the Honor Council through the Assistant Dean for Student Affairs (Dr. Hale). Dr. Hale is also available to advise any student with regard to Honor Code policies and procedures.

Lecture Schedule

- September 22 Review of plans for the course, rationale for its content, expectations from students and the applicability to improving medication use (Professor Schneider)
- Reading:
- “Chapter 1 – Pharmaceutical Care as a Management Movement.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:3-17.
- September 27 Introduction to management functions (Professor Schneider)
- Reading:
- “Chapter 2 – Management Functions.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:19-27.
- Plesk P. Redesigning Health Care with Insights from the Science of Complex Adaptive Systems. In: *Crossing the Quality Chasm*. Washington, D.C.:National Academy Press;2001:309-322.
- September 29 Time management (Professor Kelley)
- Reading:
- “Chapter 3 – Time Management/Organizational Skills.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:31-50.
- October 4 Job Stress (Professor Pedersen)
- Reading:

“Chapter 4 – Understanding and Managing Stress among Pharmacists.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:51-62.

October 6 Strategic Planning in Pharmacy (Professor Schneider)

Reading:

“Chapter 5 – Strategic Planning in Pharmacy Operations.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:65-78.

October 11 Business Planning in Pharmacy (Professor Schneider)

Reading:

“Chapter 6 – Business Planning for Pharmacy Programs.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:79-93.

October 13 First examination – 8:00 to 9:30 A.M., Room 107 Parks

October 18 Human Resource Management I (Professor Kelley)

Reading:

“Chapter 11 – Human Resources Management Functions.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:171-183.

October 20 Human Resource Management II (Professor Kelley)

Reading:

“Chapter 12 – Performance Appraisal Systems.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:185-202.

October 25 Organizational Structure and Behavior (Professor Pedersen)

Reading:

“Chapter 10 – Organizational Structure and Behavior.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:153-170.

- October 27 Quality (Professor Schneider)
- Reading:
- “Chapter 9 – Ensuring Quality in Pharmacy Operations.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:125-49.
- November 1 Customer Service (Professor Schneider)
- Reading:
- “Chapter 13 – Customer Service.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:203-213.
- November 3 Workforce in Pharmacy (Professor Pedersen)
- Reading(s):
- “Chapter 14 – Contemporary Workplace Issues.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:215-226.
- Other reading posted on Carmen (“Executive summary of 2004 National Pharmacist workforce survey”)
- November 8 Second Examination - 8:00 to 9:30 A.M., Room 107 Parks**
- November 10 Accounting in Pharmacy (Professor Pedersen)
- Reading:
- “Chapter 15 – Accounting, Financial Statements, and Financial Analysis.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:229-63.
- November 15 3rd Party Payment (Professor Pedersen)
- Reading:
- “Chapter 16 – Third-party Payer Considerations.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:265-82.

- November 17 Budgeting in Pharmacy (Professor Pedersen)
- Reading:
- “Chapter 17 – Budgeting.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:283-297.
- November 22 Corporate Finance (Professor Pedersen)
- Reading:
- “Chapter 18 – Corporate Finance.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:299-310.
- November 29 Personal Finance I (Professor Pedersen)
- Reading:
- “Chapter 19 – Personal Finance.” In: Desselle SP and DP Zgarrick. *Pharmacy Management – Essentials for All Practice Settings*. New York: McGraw Hill;2005:311-324.
- December 1 Third examination – 8:00 -9:30 A.M., 107 Parks Hall**

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