SYLLABUS
Course Title Pharmacy Practice Management I: Leadership
Course number *PHAR 632*
Fall 2014

Course meeting days and time	Tuesday, Wednesday, Thursday; 2pm-3:30pm
Location	L04
Team Leader / Instructor	Chris Gillette, PhD
Office	148A
Phone	304-696-7395
Email	gillettec@marshall.edu
Office hours/Appointments Accepted?	Monday 10am-11am/Yes

Faculty	Email	Office	Phone Number	Office Hours / Appointments accepted?
Kim Broedel-Zaugg, RPh, PhD, MBA	**Broedelzaugg@marshall.edu**	**134A**	**304-696-2306**	Tuesday 1pm-2pm/Yes

Student: If the instructor accepts appointments, then please email the instructor for availability. The student can expect the instructor to respond to E-mails and phone messages within 72 hours.

Course Description: Provides students with a working knowledge of important and fundamental aspects of pharmacy practice leadership including, but not limited to: management, strategic planning, motivational theories, and employment issues.

Prerequisites: P-2 status

Text Books:
> **Required:** Pharmacy Management: Essentials for All Practice Settings/[edited by] Shane P. Desselle, David P. Zgarrick, Greg L. Alston. 3rd ed.; ISBN: 978-0-07-177431-4

> Other reading as assigned

Course Objectives:

Number	Objective	Linkage to MUSOP Abilities (list ability numbers)	How Assessed
1	Understand the importance of personal, business, and personnel management in pharmacy	**26, 27, 28, 29, 30, 31, 33, 35, 40, 41, 64**	Exam & Semester project
2	Apply management principles in pharmacy practice	**21, 26, 27, 28, 29, 30, 31, 33, 35, 40, 41, 64**	Exam
3	Integrate management skills with principles of disease management to create efficient patient-centered programs	**29, 30, 40, 43, 44, 45, 64, 65**	Exam
4	Come to be more aware of management principles and become more confident in ability to manage business, self, and employees	**21, 26, 27, 29, 31, 32, 33, 35**	Exam
5	Be interested in developing a business plan	**29, 31, 32, 33, 35, 40, 43**	Semester project
6	Know how to continue one's own professional development to improve management abilities	**61, 62, 63**	Exam

Schedule of Activities:

Date	Meeting Location	Meeting Topic	Course Student Learning Objectives/Outcomes	Instructor
08/26 (Class1)	**L04**	**Course Introduction/Why do we have to study management in pharmacy school?**	• Define course structure & expectations • Introduce/describe semester project • Remember why pharmacy practitioners and educators identified a need for management skills as pharmacists' roles have evolved (4, 14, 26, 43) • Connect management skills to pharmacy practice experiences (4, 14, 26, 41, 43) • Decide to become pharmacist managers in the workplace to better serve patients and improve outcomes to drug therapy (45, 48, 58) • Value the role management skills play in improving patients' health outcomes (10, 19, 26, 43, 64)	**Drs. Broedel-Zaugg and Gillette**

Date		Topic	Objectives	Instructor
08/27 (Class2)	**L04**	**Management functions**	• Understand the terms 'manager' and 'management' (26) • Apply management process to professional activities (26, 31, 35) • Value a group's feedback to identify the role of a manager in pharmacy practice (26, 31, 35)	**Dr. Gillette**
08/28 (Class3)	**L04**	**Managing time**	• Analyze personal time management (61, 70) • Apply theories & approaches to time management (39, 40, 70)	**Dr. Broedel-Zaugg**
09/02 (Class4)	**L04**	**Organizational structure and behavior**	• Recognize the role of teams in organizations (17, 37) • Understand the impact of job satisfaction, organizational commitment, job stress, and job turnover affect organizational behavior/performance (35) • Value the impact of emotions in organizational behavior (35)	**Dr. Gillette**
09/03 (Class5)	**L04**	**Human resource management functions**	• TBA	**Dr. Campbell**
09/04 (Class6)	**L04**	**Ensuring good customer service**	• Understand principles for ensuring good customer service (19, 20, 22, 48, 64) • Apply principles to ensure good customer service (19, 20, 22, 48, 64) • Apply managerial skills to develop pharmacy staff members to provide good customer service (26, 41) • Want to apply good customer service to deal with 'difficult' patients/customers (48, 64)	**Dr. Gillette**
09/08	**L05 & L10**	**EXAM**	MATERIAL FROM CLASSES 08/26-09/04	
09/09 (Class7)	**L04**	**Motivational theories**	• Camtasia/slides • Compare & contrast various motivational theories. (26) • Apply motivational theories to pharmacy practice (10)	**Dr. Broedel-Zaugg**

09/10 (Class8)	**L04**	**Leadership theories**	• Define leadership & Identify qualities to be an effective leader (10, 26) • Apply leadership theories to promoting change (10, 26, 59) • Describe leadership roles within the profession & community for students & pharmacists (36)	**Dr. Broedel-Zaugg**
09/11 (Class9)	**L04**	**Ensuring quality in pharmacy operations**	• Value the importance of quality in pharmacy practice (26, 56, 56, 66-69) • Acquire in-depth knowledge of at least 3 methods to ensure quality in pharmacy practice (26, 45, 56, 66-69) • Use reflection and feedback to identify areas areas/functions most suitable for conducting quality analysis (26, 45, 56, 66-69)	**Dr. Gillette**
09/16 (Class10)	**L04**	**Strategic planning in pharmacy operations**	• Describe general process of planning (40) • Differentiate between vision & mission statements (40) • Provide an overview of planning activities for pharmacy/health care (10, 40) • Describe the purpose of strategic planning (40, 59, 70)	**Dr. Broedel-Zaugg**
09/17 (Class11)	**L04**	**Business planning for pharmacy programs**	• Define the purpose of a business plan (10) • Discuss the components of a business plan (29) • Discuss communicating & implementing a business plan (26, 29) • Write a business plan for a pharmacy organization (39, 40)	**Dr. Kimble**
09/18 (Class12)	**L04**	**Outcomes evaluation of pharmacy operations**	• Understand the term 'outcomes evaluations' (45, 55, 56)	**Dr. Gillette**

			• Apply different outcomes measures to assess success/failure of service (56, 67) • Be more interested in conducting an 'outcomes evaluation' to determine the types of outcomes a pharmacist would need to measure in a pharmacy-related service (56, 67)	
09/23 (Class13)	**L04**	**Operations management**	• Define the role of business in society & the role of profits (29) • Define operations management & its' essential tasks (26) • Describe command intent & how operations managers accomplish the command intent of an organization (26) • Describe Human Sigma as a model for customer service operations (65)	**Dr. Broedel-Zaugg**
09/24 (Class14)	**L04**	**Purchasing/inventory management & negotiation**	• Understand purchasing objectives and inventory management objectives for a pharmacy (31, 32) • Value the importance of purchasing and inventory management to a pharmacy (31, 32) • Apply management process to purchasing and inventory management (31, 32)	**Dr. Gillette**
09/25 (Class15)	**L04**	**Managing risks in pharmacy practice**	• Describe the role of risk management (36) • Identify components of pure risk (29) • Describe determination of insurable risk (29) • Discuss automation & risk (10)	**Dr. Broedel-Zaugg**
09/30 (Class16)	**L04**	**Communicating Effectively in the Workplace**	• Understand why effective communication is critical in the workplace (26, 35, 41, 51, 52, 62)	**Dr. Gillette**

			• Integrate aspects of inter-personal communication that improve workplace communication (26, 35, 41, 51, 52, 62) • Decide to become efficient communicators to improve employee/staff/colleagues' morale (26, 35, 41, 51, 52, 62) • Value the role of effective communication in the workplace (26, 35, 41, 51, 52, 62)	
10/01 (Class17)	**L04**	**Professional networking & personal continuous quality improvement**	• Understand the importance of networking (28) • Apply networking (28) • Value personal continuous quality improvement (46, 61, 62)	**Dr. Gillette**
10/07		**Time to work on business plans**	In classroom or at home	
10/08		**Time to work on business plans**	In classroom or at home	
10/09		**Business plans due**	Business plans due	
10/10	**L05 & L10**	**EXAM**	MATERIAL FROM CLASSES 9/09-10/01	
10/13, 6-8pm	**Skills Alcoves**	**FINAL**	CUMULATIVE	

Course Evaluation (grading):

Point or Percentage Distribution:

Assessments	Point Distribution (% Course Grade)
Semester Project*	100 (20%)
Final Exam*	100 (20%)
Assessments*	300 (60%)
Total	**500 (100%)**

*=Major assessment

Letter grades distribution: A = 89.50 to 100% (or 446 points)
B = 79.50 to less than 89.50% (or 396 points)
C = 69.50 to less than 79.50% (or 346 points)
F = Less than 69.50%

Course Evaluation (assessment):
Student Evaluation:

Survey: each student will have the opportunity to evaluate each instructor as well as course content via the school's universal evaluation survey

Assignment and examination grades will be posted in Blackboard within 7 days unless otherwise stated.

Attendance policy: *Each student is required to attend class. Attendance is mandatory at graded events. Only excused absences accepted – see university and school policies.*

UNIVERSITY POLICIES

University policies regarding **Academic Dishonesty, Students with Disabilities, University Computing Services' Acceptable Use, Affirmative Action, and Sexual Harassment can be found at http://www.marshall.edu/wpmu/academic-affairs/policies/.**

School of Pharmacy Policies

SOCIAL JUSTICE POLICY STATEMENT

Marshall University is committed to bringing about mutual understanding and respect among all individuals and groups at the University. As part of Marshall University, School of Pharmacy has made a commitment to social justice. Therefore, no one will be discriminated against on the basis of race, gender, ethnicity, age, sexual orientation, religion, social class, or differing viewpoints. Each student will be viewed as a valuable member of this class and as the faculty for the course, I will strive to facilitate an atmosphere/learning environment where mutual understanding and respect are actualized.

ACADEMIC, ETHICAL, AND PROFESSIONAL CONDUCT

Student expectorations for academic, ethical, and professional conduct are defined within the school's Ethical and Professional Conduct Policy and the university's Academic Dishonesty Policy.

Second Chance and Remediation Policy

Second chance and remediation are mechanisms designed to assist students who have struggled within the classroom environment in demonstrating achievement of classroom and curricular learning outcomes. These processes are described in sections 200.001.003 (Second Chance) and 200.001.004 (Remediation) of the Academic Standards for Grading, Progressions, Dismissal, and Re-admission Policy.

Test Security Policy

In order to ensure the security of all examinations, the School of Pharmacy has adopted the following policies:

1. Test Administration

    A. Non-electronic testing

      a. Students may not access any electronic equipment during the exam that has not been provided by the faculty, including but not limited to calculators, cell phones, laptops and PDAs.

B. Electronic testing

      a. Only those resources (electronic or otherwise) approved by the instructor may be used or accessed during the testing session.

2. Test Review

A. Students will not be allowed to view any exam without direct supervision of course faculty or site facilitator

B. Students must review tests within time specified by the course faculty.

C. Limited numbers of students may be allowed to view the exam at one time depending on office size, space, and faculty preference.

D. Students will be allowed to review the exam only one time, and time limits may be placed on review as specified by course faculty.

E. NO notes can be taken by the student while reviewing the test, and students are not allowed to access any electronics while reviewing the tests. NO copies electronic or written!

F. Individual student printouts for exams are to be retained by the faculty.

G. Faculty have the right to place further restrictions on test review as deemed necessary.