

Nesbitt School of Pharmacy
at
Wilkes University

PHA 536

Principles of Advanced Community Pharmacy
Management

Syllabus

Fall 2014

Instructors:

Dr. Olenak

Dr. Welch

Course Title: Principles of Advanced Community Pharmacy Practice

Course Number: PHA 536

Course Credit: 2

Class Time & Place: Thursdays (9:20 – 10:59 AM) – Stark Learning Center Room 105

Course Description:

This course is designed to provide a foundation for students interested in pursuing the development and implementation of advanced clinical programs in a community pharmacy. The student will be introduced to principles in pharmacy and fiscal management, professional development, and the management and legal issues relating to clinical pharmacy services. Didactic and active learning techniques will be employed throughout the course and the student will be required to develop a business plan.

Prerequisites:

Current P-2 standing or above or by permission of instructors

Outcomes: Wilkes University, Nesbitt School of Pharmacy Education Outcomes, 2008.

- 1.1.9 (Old 9) Describe the regulatory process for prescription and non-prescription pharmaceuticals as well as dietary and alternative medicine products.
- 1.2.1 (10) Consider legal requirements, ethical principles, and relevant policies to assess drug orders and prescriptions.
- 1.6.6 (39) Communicate pharmaceutical care plan to other health care professionals.
- 2.3 (49) Describe the role of professional staff and support personnel in medication distribution.
- 2.4 (50) Describe the importance of policy and procedures to ensure safe and accurate medication use and general pharmacy operations including personnel, administrative, physical resources, information technology and/or informatics.
- 2.8 (54) Implement or improve practice to reduce medication errors.
- 2.9 (55) Explain how technology can be utilized to reduce medication errors.
- 3.1 (57) Identify and evaluate at risk populations which may benefit from public health initiatives.
- 3.2 (58) Provide broad-based educational programs regarding the prevention and treatment of diseases.
- 3.3 (59) Provide care to large patient populations such as immunizations.
- 4.2 (63) Relay and respond to information effectively and appropriately using verbal, non-verbal, written and technological methods of communication. (Ability to Communicate)
- 4.3 (64) Demonstrate an ability to lead others and conduct oneself according to current professional standards. (Professionalism)
- 4.6 (67) Actively, effectively, and appropriately participate in group interactions to achieve common goals. (Group Collaboration)
- 4.7 (68) Practice pharmacy (or carry out duties) in accordance with legal, ethical, social, economic, and professional guidelines

Learning Objectives: At the completion of this course, the student should be able to:

1. Describe clinical services that are currently provided in community pharmacies
2. Discuss opportunities to promote community pharmacy practice.
3. Apply ethical decisions to the practice of community pharmacy.
4. Develop a business plan for a clinical service in a community pharmacy
5. Evaluate financial and economic aspects of managing a community pharmacy
6. Understand personal financial planning strategies.
7. Recognize the importance of lobbying efforts for community pharmacies.

Course Evaluation:

Quizzes/Assignments	30%
Business Plan	40%
Business Plan Presentation	15%
Participation/Attendance	15%

Quizzes/Assignments:

There will be quizzes on material presented in class, supplemental material, and activities. The quizzes may be unannounced.

Business Plan:

During the semester the students will be divided into management teams and charged with developing a plan to successfully implement a clinical service to complement the prescription dispensing services offered by a pharmacy. The business plan needs to be completed by the time of their presentation. The groups and sites will be randomly assigned. The final plan must be submitted typed, double-spaced and in a folder. It should contain at least the following information:

Criteria: Background information and need for the service (10), clinical evidence that the service will impact patient health (10), mission statement (10), staffing and workflow (10), location analysis (10), layout of the clinical service area (10), financial analysis and startup costs (10), marketing plan (10), involvement with other healthcare providers (10), believability, originality, format, and clarity (10).

Business Plan Presentation:

The Management Team will present the business plan of their proposed clinical service as if they are presenting it to the pharmacy manager/owner. The presentation must be at least 10 minutes in length but no more than 20 minutes. The team should be prepared for questions after the presentation. The class and instructors will grade the presentation.

Class participation:

The students are expected to participate in the discussion during the class. More importantly students are expected to work effectively in groups. Each student will be asked to assess their own work and the work of their partners. Reduction of the grade may occur if the team is not

working together. Also, students will be assigned to ask questions to our outside speakers; however, any student may ask a question. Tardiness will result in a reduction of the final grade (see attendance policy).

Course Grade Scale:

90 - 100	4.0	70 - 74	2.0
85 - 89	3.5	65 - 69	1.5
80 - 84	3.0	< 65	0.0
75 - 79	2.5		

Recommended Texts:

1. Effective Pharmacy Management CD-ROM, 9th ed. NCPA, 2003.
2. Financial Management for Pharmacists, 2nd ed. Williams & Wilkins, Baltimore, 1998
3. A Practical Guide to Pharmaceutical Care, 3rd ed. APhA, 2007.

Attendance Policy:

There will be no makeup of exams/quizzes for unexcused absences. A grade of **zero** will be given. In the case of an unusual circumstance in which the absence is excusable, the student must contact **Dr. Welch (408-3291) or Dr. Olenak (408-4288)** at least one-half hour before class. Make-up exams/quizzes or assignments for these cases will be given at the discretion of the instructors. Students are expected to be in class on-time. Continued tardiness or unexcused absences will result in percentage-points reduction in the final grade based on Participation/Attendance in the Course Evaluation section of this syllabus.

Assignment Policy:

1. Assignments are due at the beginning of class on the dates announced by the instructor.
Assignments will **not** be accepted after the due date and will receive a zero.
2. In-class assignments may be hand written, but must be submitted in a legible form.
Illegible assignments will be returned. In-class assignments may be unannounced.

Calculators:

Students will be required to possess a basic scientific non-programmable, non-graphing calculator that is capable of solving base-10 and natural log functions. These calculators may be required for examinations or quizzes.

Academic Honesty:

Any violation of the Academic Honesty Policy of the University and plagiarism as defined by the English department will not be tolerated. Violators will be subject to disciplinary action which may include failure of the course. (see Student Handbook for details).

Dress Code:

When there is a guest speakers, the students will be expected to dress professionally. Professional dress is defined in the Pharmaceutical Care Lab syllabus. Failure to dress professionally will result in a reduction in the class participation grade.

Professionalism and Civility Policy

As consistent with the expectations of a professional and practice environment, professional behavior and attitudes are expected for all students enrolled in this course. Examples of professional behavior include, but are not limited to, appropriate demeanor, grooming, punctuality, and civility. Lack of respect for other students, professors or staff as demonstrated by comments, tone of voice, or disruptive behavior will **not be tolerated**. Everyone has a right to be heard and should be able to express their constructive comments without ridicule. When expressing opinions etc. "I" phrases should be used. Anyone who does not adhere to this policy will be asked to leave the classroom. To be admitted into the class again, the student will be required to write an essay on the importance of manners and civility. If another incident occurs, the student will be excused from class.

Management of a Community Pharmacy Schedule of Topics

(Subject to change)

Date	Topic	Material Due	Instructor
8/28/14	Introduction, business plan, mission statement, personal finance		Olenak/Welch
9/4	Community Pharmacy Law (CLIA, OSHA, protocols), payer's perspective		Olenak/Welch
9/11	Screenings in a Community Pharmacy and demonstrations, Smoking Cessation		Olenak
9/18	Medication Therapy Management (online)		Welch
9/25	Immunizations/Physician Collaboration		Welch
10/2	Group Work	Mission Statement Due	Olenak/Welch
10/9	Fall Recess	e-mail clinical service to Drs. Olenak/Welch by 10/2/14	
.10/16	Pricing/HR/Benefits		Olenak
10/23	Layout/Workflow/Marketing/Location		Welch
.10/30	Group Work		Olenak/Welch
11/6	Current Issues/Ethics		Olenak/Welch
11/13	Tour of Medicine Shoppe – Dallas		Olenak/Welch
.11/20	<i>Group Work</i>	Pricing due	Olenak/Welch
11/25 (<i>H schedule</i>)	CPRP/Resume/CV/interviewing/personal finance presentation		Welch
12/4	Presentations		Olenak/Welch
12/8-12/17	Finals Week		Olenak/Welch