

University of Montana

ScholarWorks at University of Montana

University of Montana Course Syllabi

Open Educational Resources (OER)

1-2014

PHAR 506.01: Pharmacy Practice V

Kenneth R. Chatriand

University of Montana - Missoula, kenneth.chatriand@umontana.edu

Follow this and additional works at: <https://scholarworks.umt.edu/syllabi>

Let us know how access to this document benefits you.

Recommended Citation

Chatriand, Kenneth R., "PHAR 506.01: Pharmacy Practice V" (2014). *University of Montana Course Syllabi*. 2307.

<https://scholarworks.umt.edu/syllabi/2307>

This Syllabus is brought to you for free and open access by the Open Educational Resources (OER) at ScholarWorks at University of Montana. It has been accepted for inclusion in University of Montana Course Syllabi by an authorized administrator of ScholarWorks at University of Montana. For more information, please contact scholarworks@mso.umt.edu.

Pharmacy 506
Pharmacy Management
Spring 2014
Monday and Thursday 8:10am-9:30am

Course Coordinator/Instructor
Kenneth Chatriand, Pharm.D., AE-C
CHC 101
Office Phone: (406) 243-5167
E-mail: Kenneth.chatriand@umontana.edu

Recommended Reading:

Chisholm-Burns MA, Vaillancourt AM, Shepherd M. Pharmacy Management, Leadership, Marketing, and Finance. Sudbury (MA): Jones and Bartlett Publishers, 2011.

Course Description:

This course will focus on Pharmacy Management pertaining to all healthcare systems and will encompass a broad range of topics including:

- Human Resource Management (HR) - pharmacy staff requirements, interviewing and selecting personnel, job performance reviews, hiring/firing techniques, and development of competencies.
- Improvement and Optimization of Patient Care – includes optimizing work environment to enhance patient care, development of brochures.
- Financial Considerations – inventory management, budget concerns, and third party payors.
- Administrative Procedures and Policies – MTM cases, DUR, collaborative practice agreements.

Learning Objectives:

Upon successful completion of this course, students will be able to integrate and apply pharmacy management skills all settings of pharmacy.

1. Effectively manage staff recruitment, selection, and performance.
2. Manage and understand the financial components to pharmacy.
3. Establish and integrate progressive patient care roles into pharmacy setting.
4. Effectively conduct and evaluate an MTM and DUR review.
5. Develop and demonstrate leadership skills in all aspects and roles of pharmacy.

This course contributes to specific PharmD program outcomes. To view these outcomes, go to:

<http://www.health.umn.edu/schools/pharmacy/documents/OutcomesforRequiredCoursesbyYearJuly2012.xls>

Expectations/Activities:

It is the student's responsibility and obligation to:

1. Attend and participate in lectures. Attendance will be **required** when a guest lecturer is presenting; points will be deducted for unexcused absences. In cases of sickness or other emergencies the student must make arrangements to reschedule.
2. Read assigned materials **BEFORE** attending class and prepare written assignments to be handed in to

instructor when due.

3. Class civility: Your student colleagues have strongly indicated that they wish to spend their valuable time in class listening to topics. They do not appreciate any “side” conversations while the instructor is lecturing. They **do** appreciate students raising questions about important lecture aspects for further discussion or clarification. Out of respect for your classmates, we will not tolerate excessive and disruptive talking during lecture. The instructor may first ask you to be silent; you may be asked to leave class if you persist in disruptive talking. The professionalism code will be honored. Please note that questions and relevant discussion are **encouraged**;
4. Due to the fact that the university is utilizing cell phones as a means to communicate emergency issues, cell phones are allowed in class on vibrate mode only. A student caught using their phones for other communication (such as text messaging) will result in the instructor invoking the professionalism code of conduct.
5. Young children: It may sometimes be necessary for a student to bring their young child to class, due to school illness policy, daycare provider illness, etc. It is acceptable to bring a child to class in these situations. Please remember that children generally are NOT entertained by lectures, so provide some activity for them during class. It is the responsibility of the parent to assure that the child does not disrupt other students.
6. All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at <http://life.umt.edu/VPSA/name/StudentConductCode>.
7. Students with disabilities may request reasonable modifications by contacting me. The University of Montana assures equal access to instruction through collaboration between students with disabilities, instructors, and Disability Services for Students (DSS). “Reasonable” means the University permits no fundamental alterations of academic standards or retroactive modifications. For more information, please consult <http://www.umt.edu/disability>.

Grading: *The instructor reserves the right to change any of the following including points for an assignment, add assignments, or eliminate assignments. The final grade of this course will be based on your performance in the following categories:*

506 Course Grade (3 credits):

Team Projects

Project #1: Team Building/Planning Layout	
Operation Unit Plan (Budget)	100 points
Project #2: Interviews/HR Management	100 points
Project #3: Formulary/Therapeutic Substitutions	
P&T Committee	100 points
Project #4: Collaborative Practice Agreements	100 points
Project #5: Final Project	100 points

500 points total for the course

******* PLEASE NOTE - plusses and minuses may be assigned at the end of the semester when grades are determined*******

450-500 points	A ⁻ -A
400-449 points	B ⁻ – B ⁺
350-399 points	C ⁻ – C ⁺
<349	D and F

Team Projects:

This course utilizes collaborative learning strategies to help you develop communication and teamwork skills. Your team is randomly chosen the first day of class. It is up to the team members to find times that work to meet for group projects although there will be time in class for preparation.

In addition, each team will assign a project manager for each group assignment. Each team member is required to be a project manager for at least one project.

2014 Course Schedule

Week	Date	Topic/Guest Speaker	Activities	Project
1	Mon 1/27	Introduction to Course	Syllabus/Schedule Review Why study Management?	
	Thurs 1/30	Pharmacy Operations	Leadership vs. Management	
2	Mon 02/03	Effective Communication	Joel Iverson	
	Thurs 2/06	Pharmacy Operations	Workflow, Medications Safety, Quality Assurance.	Project 1A
3	Mon 2/10	IT Informatics	Dave Mountan	
	Thurs 02/13	Pharmacy Finance	Budgeting	Project 1B
4	Mon 02/17	Holiday No Class		
	Thurs 02/20	Human Resources	Recruitment and Hiring/Firing	
5	Mon 2/24	Human Resources	Interviews	Project 2
	Thurs 2/27	Human Resources	Interviews	
6	Mon 03/03	Human Resources	Benefits/Offers	
	Thurs 3/06	Pharmacy Finance	Third-Party Payers	
7	Mon 3/10	Pharmacy Finance	Managing Inventory	Project 3
	Thurs 3/13	Management Applications in Retail-Independent	Paul Brand	
8	Mon 3/17	Management Applications in Hospital Pharmacy	DUE/DUR	
	Thurs 3/20	Management Applications in Retail-Chain	TBA	
9	Mon 3/24	Entrepreneurship	Dale Stoverud	
	Thurs 3/27	Entrepreneurship	Dale Stoverud	
10	Mon 03/31	Spring Break No Class		
	Thurs 4/03	Spring Break No Class		
11	Mon 4/07	Law Review I	Lori Morin	
	Thurs 4/10	Law Review II	Lori Morin	

12	Mon 4/14	CPA	Donna Beall	Project 4
	Thurs 4/17	Management Applications in Hospital Pharmacy	Mary McHugh	
13	Mon 4/21	Management Applications in Hospital Pharmacy	Kim Madson	
	Thurs 4/24	Pharmacy Audit!	Bill Sybrant	
14	Mon 4/28	Conflict Management		
	Thurs 5/01	Community Health Centers- Indigent Drug Programs	Kerry Haney	
15	Mon 5/05	Change and Innovation	Leading and Managing Change	
	Thurs 5/08	Personal Development	Personal Brand and Influencing Others	
16	Final Exam	Thursday May 15th	8:00-10:00 am	Final Project