School of Pharmacy
Spring – P3
Course # PHAR 6255 / Track: PCPI
Pharmacy Practice Management
January 19 2021 – May 5 2021
Tuesday, 9-10:50 am
Online learning through the Blackboard Collaborate Ultra

(IPPE: 8 hrs – / IPE: 0 hrs)

Course Faculty
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Additional Faculty
Uchenna Gbogbu, PharmD
E-mail: uogbogbu@utep.edu

Virtual Office Hours
Tuesday 9:00AM - 10:00 AM and/or by appointment through the Blackboard Collaborate Ultra

- I have created a listserv using your UTEP email address. If you do not use your UTEP Minors account regularly, please make sure your UTEP account forwards to the account you do use regularly.

Course Description
This course will review principles of the application of practice management (including operations, information, resource, fiscal, and personnel). Topics will include overview of administration and management principles, leadership skill development, exploration of pharmacy practice models, development of pharmacy services, reimbursement models for pharmacy services.

Pharmacists’ Patient Care Process: This course will assist students in developing and implementing Pharmacy Practice Management skills such as pharmacy operations, human resource, finance, and risk management.
## Course Learning Objectives

At the conclusion of this course, students shall be expected to:

- Understand the importance of personal, and business management in pharmacy setting
- Apply management principles in pharmacy practice
- Identify and utilize human, financial, and physical resources to optimize the medication use system
- Discuss the landscape of pharmacy setting and new skills pharmacy managers will be expected to have
- Examine financial nad marketing basics needed to operate a community pharmacy as a pharmacy manager
- Intergrate management and leadership skills into practical aspects of community pharmacy
- Communicate in a manner that values team-based decision making and shows respect for contributions from other areas of expertise
- Establish a climate of shared vision, mission, values and mutual respect necessary to meet patient care needs

**Level of Assessment**: 1 – Introduce 2 – Reinforce 3 – Apply

<table>
<thead>
<tr>
<th>CAPE Outcomes</th>
<th>Level of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.2</strong> Medication use systems management (Manager)</td>
<td>1, 2</td>
</tr>
<tr>
<td>Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.</td>
<td></td>
</tr>
<tr>
<td><strong>3.4</strong> Interprofessional collaboration (Collaborator)</td>
<td>3</td>
</tr>
<tr>
<td>Actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.</td>
<td></td>
</tr>
<tr>
<td><strong>3.6</strong> Communication (Communicator)</td>
<td>3</td>
</tr>
<tr>
<td>Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.</td>
<td></td>
</tr>
<tr>
<td><strong>4.2</strong> Leadership (Leader)</td>
<td>3</td>
</tr>
<tr>
<td>Demonstrate responsibility for creating and achieving shared goals, regardless of position.</td>
<td></td>
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<tr>
<td><strong>4.4</strong> Professionalism (Professional)</td>
<td>3</td>
</tr>
<tr>
<td>Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.</td>
<td></td>
</tr>
</tbody>
</table>

**PCOA**

| 3.4.1 Management principles (Planning, Organizing, Directing, and Controlling pharmacy resources) applied to various pharmacy practice setting and patient outcomes. | 2 |
| 3.4.2 Personal management                                                   | 2 |
| 3.4.3 Planning, including delineation between business and strategic planning | 3 |
| 3.4.5 Accounting and financial management                                   | 1 |
| 3.4.6 Budgeting                                                             | 3 |
| 3.4.7 Risk management                                                      | 3 |

**NAPLEX**

| 1.6 Risk factors or maintenance of health and wellness                      | 2, 3 |
| 5.6 Packaging, storage, handling, or disposal                               | 2, 3 |
| 6.1 Interdisciplinary practice, collaborative practice, or expanded practice responsibilities | 2, 3 |
6.3 Disease prevention or screening programs; or stewardship 2,3
6.5 Pharmacy informatics 2,3

Detailed Course Meetings & Location

Building name: Online learning from 1/19/21 to 5/5/21

Online Platform/Blackboard:
Accessing Course Content on Blackboard: All lectures, handouts, and course material will be located in Blackboard. Log into My UTEP.edu and click on the Blackboard link to access the online course for PHAR 6255. The course is individualized and students may access lectures/handouts as they are made available by course instructors. Except in cases of a UTEP network being “down” or “offline” you are ultimately responsible to ensure that your computer is connected to the internet and that any issues are addressed prior to class and/or assessments.

Online Assessment Requirements:
This course requires the use of ExamSoft® (or CORE ELMS®). Students are responsible for creating their online login within the first week of class. If students cannot access your online account, please contact Adrian Enriquez (aealonso@utep.edu), to resolve this issue prior to the first day of class. Students are responsible for ensuring they have access to the online assessment system. Mr. Enriquez is NOT available for questions or laptop failures/requests after business hours or on weekends. Assessments (e.g., assignments, quizzes, and exams) may be disseminated before the due date. This requires students to download the assessment using an internet connection. It is the student’s responsibility to maintain access to a reliable internet connection (with the rare exception of when UTEP’s systems are down). Class will be online asynchronously. Lectures will be posted by either course coordinator or course faculty from each week. All lectures will be recorded. Exams will be held on dates provided in the course calendar until otherwise stated. The final exam will occur during finals week.

Expectations of Students during Course
Activities in this course may align with work in another course(s), and students may be expected to bring in materials from these other courses for assistance in completing tasks. Students will receive notification in advance for when other materials are necessary.

Unique Dress Policy for Course: Lab coats and professional attire should be worn for all class activities.

Professional attire includes the following
- Clean white lab jacket with nametag
- Men: full length slacks, dress shirt with tie or polo shirt (shirts must have collars)
- Women: pants or skirts with blouses or dress shirts or dresses
- No scrubs, shorts, jeans, sneakers, athletic shoes, flip-flops, caps or hats, or visible undergarments will be permitted.

Students are required to wear their white lab coats upon entering the classroom. Failure to wear a white coat and professional attire, as well as other violations of professional classroom decorum, will result in a 5% grade deduction on the next graded exam. A second violation will result in a second 5% deduction on the next exam and referral to the Professionalism Committee. Subsequent violations (i.e. 3, 4, 5, etc.) will result in a 5% total course grade deduction per incident and continued referral to the Professionalism Committee.
Methods of Instruction/Learning

This semester, the course will be taught primarily online via Blackboard Learning Management System. For tips on succeeding in an online environment, see: https://www.utep.edu/extendeduniversity/uteconnect/blog/february-2017/tips-for-online-learning-success.html.

The learning outcomes in this course may be achieved via:
1. **Outside Preparation** – develop understanding of course content by reading and/or reviewing lectures, responding to colleagues’ postings via blackboard, preparing assignments for formal presentation and/or grading
2. **In-class Lectures** – reinforce materials provided via blackboard and/or in the textbook, allows opportunities to answer questions and provide feedback on progress/goals of assigned tasks and/or examination
3. **Team Assignment/Activity** – offers opportunities to discuss, design, and critique assignments and/or course material
4. **Case Discussions / SOAP Notes/Documentation** – provides practice opportunities for application of course outcomes and allows students to practice evaluating and assessing patient cases, making therapeutic recommendations, and documenting patient interactions.
5. **Live Patient Interview** -- provides practice in communication and counseling skills as well as practice in integrating clinical information.
6. **Written Assignments**: --provides an application for the process of delivering basic research and drug information materials in written form.
7. **Exams/Quizzes** – allows students to demonstrate the course ability outcomes and for instructors to provide necessary feedback.

Required Course Technology/Tools/Needs

You are expected to complete all required reading for each class session. Consequently, you are encouraged to read the recommended readings and take notes on text chapters, articles, related documents (e.g., power points), and websites noted on the schedule so you are prepared for the given class discussion. See the course schedule noted at the end of the syllabus. Additional materials may be placed on Blackboard within each class as well.

**Required Textbooks:**

Pharmacy Management, Leadership, Marketing, and Finance 2nd Edition
Marie A. Chisholm-Burns, Allison M. Vaillancourt, & Mary Shepherd

**Recommended Textbooks (If any, optional):**

Laptop Computer
- Students are expected to bring laptop computers to the class each day for participation in on-line exercises or assessments. It is the responsibility of the students to make sure that the laptops are in working condition and meet the University and School of Pharmacy IT requirements. (See SOP Student Handbook).

Calculator
- Students are expected to bring a non-programmable calculator to class and to all assessment activities.

Evaluation and Grading Policy

Course point distribution will be as follows:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Due Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance &amp; participation</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Final paper</td>
<td>5/4</td>
<td>15</td>
</tr>
<tr>
<td>Exam #1</td>
<td>2/23</td>
<td>40</td>
</tr>
<tr>
<td>Exam #2</td>
<td>4/27</td>
<td>40</td>
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<tr>
<td>IPPE</td>
<td>Pass/Fail</td>
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<tr>
<td><strong>Total Points Possible</strong></td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

Assignment of grades:
- A = 90 – 100%
- B = 80 – 89%
- C = 70 – 79%
- D = 60-69%
- F = < 60%

All Assessments will be administered via ExamSoft®, unless noted otherwise.

It is the responsibility of the student to monitor his/her progress during the course and see that he/she is maintaining the required competency level. Students should seek advice and assistance from the course facilitator as soon as he/she encounters any difficulty in the course.

Exams:
- a. **Exam 1 (40 points)** will cover the reading up to that date in the semester. **Exam 2 (40 points)** will be covered and applied, with emphasis on financial management to provide effective pharmacy services in retail pharmacy, hospital or insurance company.
- b. The formats of examinations include multiple choices and T/F questions.
- c. It will start at 9:00AM promptly in online.
- d. You have two hours to complete the exam, and you must submit your response to ExamSoft® by
11:00 pm. Exam response submitted later than 11:00am will not be accepted.
e. You can use your own laptop.

**Final paper:** 15% of the grade will be based on required components

**IPPE Grade:** Students must pass Didactic and Experiential (IPPE) components (for example: paperwork, hour documentation, etc) of the course to pass the course. If a student fails to pass the components, they fail the course and must follow UTEP School of Pharmacy remediation policy.

**Classroom / Online Etiquette**

Students are expected to be professionals and will be treated as such unless circumstances deem otherwise. Any behavior that impairs student ability to learn will not be tolerated (e.g., side conversation, cell phone use, electronic device use for activities not related to coursework). Laptops may be used during class for taking notes. Using laptops for other activities than taking notes causes a disruption to the class around you.

ONLINE: Your instructors and classmates want to generate a safe online learning environment. Please use appropriate online classroom behavior by reading the UTEP Netiquette Guide for Online Courses available at https://www.utep.edu/extendeduniversity/cid\_Files/docs/faculty-resources/student-orientation/NetiquetteGuideforOnlineCourses.

**Expectations of Students during Course**

It is the responsibility of the student to monitor their progress during the course. Students should seek advice and assistance from the course facilitator as soon as they encounter any difficulty in the course.

**Missed Quizzes / Exams / Assignments Policy**

Only students who miss an exam, quiz, or an assignment due date as a result of an *excused absence* will be allowed to make-up the missed assignment or assessment. Students should consult the UTEP School of Pharmacy Student Handbook for definitions and examples of excused absences.

- The course coordinator MUST be notified on the day of the exam for the student to be excused from that exam for an **emergency**.
- In the case of **religious holidays**, the student MUST notify the course coordinator **10 business days prior** to the exam. Students should not assume that they can miss an exam for vacation or other personal conflicts.
- Any excused absence from an exam for **health reasons** must be documented with a note from an appropriate health professional.
- Any unexcused absence from an exam will result in a grade of zero for that exam.

The course coordinator will determine the time and date for a make-up exam, which will occur before the final exam period. If the student is unable to attend either the original exam or the make-up exam, the course coordinator is not required to provide additional opportunities for the student make-up exam. The format of the make-up examination is at the discretion of the course coordinator, and may include any question type including, but not limited to, open-ended questions, an essay examination, or oral examinations.
Remediation Policies:

Remediation occurs if a student fails the course. Students must participate fully in the course to be eligible for remediation. Please refer to the Student Handbook for end-of-course remediation policies and timelines (see Student Handbook: Table of Contents for End of Course Remediation).

Course Evaluation

During this course, you will be provided with an opportunity to evaluate this course and your instructors. The Associate Dean for Assessment, Accreditation, and Strategic Planning will send an email reminder toward the end of this course for you to complete the course evaluation. UTEP uses an online course evaluation system. Course Evaluations can be taken at my.utep.edu by clicking on the CLASSES TAB on the left. The Course Evaluation module will appear and your classes will be listed. Click on the Course Name, or CRN, to complete the evaluation for the course. Your participation is an integral part of this course and the accreditation process, and your feedback is vital to improving education at the School of Pharmacy.

COVID-19

For up-to-date UTEP policies, please see: https://www.utep.edu/resuming-campus-operations/?home

EXAM-RELATED Technology and Guidance:

Please refer to the UTEP School of Pharmacy Student Handbook for guidance for exams (online/remote as well as on campus) https://www.utep.edu/pharmacy/current-students/current-students.html

Online Assessment Requirements:
This course requires the use of ExamSoft®. Students are responsible for creating their online login within the first week of class. It is the student’s responsibility to maintain access to a reliable internet connection (with the rare exception of when UTEP’s systems are down).

If students cannot access your online account, please contact Adrian Enriquez (aealonso@utep.edu), to resolve this issue within five (5) business days of the first day of class. Students are responsible for ensuring they have access to the online assessment system. Mr. Enriquez is NOT available for questions or laptop failures/requests after business hours or on weekends.

General Statement about Course Policy
The syllabus is subject to change to meet course needs, especially if there are unexpected disruptions or changes in class size, resources, etc. The most updated syllabus can be found on the course Blackboard shell. It is the student’s responsibility to review the syllabus periodically for updates.

UTEP and SOP Policy for Academic Integrity
Any student who commits an act of academic dishonesty is subject to discipline (which could include failure of course or dismissal from School of Pharmacy). Please refer to the Student Handbook for SOP guidance on academic integrity (see Student Handbook - Table of Contents for Curriculum and Classroom Policies: Academic Integrity).
Academic dishonesty includes, but is not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts.

Proven violations of the detailed regulations, as printed in the Handbook of Operating Procedures (HOP), and available in the Office of the Dean of Students and on the homepage of the Dean of Students at www.utep.edu/dos, may result in sanctions ranging from disciplinary probation, to a failing grade on the work in question, to a failing grade in the course, to suspension or dismissal, among others. (For more information, see: https://www.utep.edu/student-affairs/osccr/student-conduct/academic-integrity.html)

Professionalism and Professional Conduct
While enrolled at the University, a student neither loses the rights nor escapes the responsibilities of citizenship. Thus, UTEP and the SOP value professionalism and expect all students to not only acquire but also maintain the highest standards of professional attitudes and behaviors in their interactions with their fellow classmates, staff, faculty, colleagues and their patients, as described in the UTEP School of Pharmacy Student Handbook and as per UTEP’s student conduct policies (see https://www.utep.edu/student-affairs/osccr/student-conduct/index.html/ for further information). Any student who engages in conduct that is prohibited by the Board of Regents’ Rules and Regulations, University or SOP rules or by federal, state, or local law is subject to discipline whether such conduct takes place on or off campus or whether civil or criminal penalties are also imposed for such conduct. Please refer to the Student Handbook for specific expectations regarding professional conduct in the SOP (see Student Handbook: Table of Contents for Academic Progression: Good Standing: Professional).

Cell Phones
Students should carry cell phones, but keep the phone on the vibrate mode in the event students need to be notified by the emergency alert system. Disruptive cell phone use for the purpose of texting, email or social media is not permitted. This use is disruptive to fellow classmates, faculty and the learning environment. The use of a cell phone or the ringing of the phone in class is considered unprofessional behavior. No cellphones, calculators, laptops or other items may be used during an assessment (e.g., exam or a quiz) unless specifically as part of that assessment and approved by the faculty member/instructor.

Technical Assistance
Checking computer requirements and ensuring that all software up to date is essential for students to access course content. Supported browsers include – 1) For a PC: FireFox, Internet Explorer (Do NOT use IE7), and Chrome, 2) For a Mac: Safari, Firefox, and Chrome. To enhance browser performance, students should clear the browser cache and allow pop-ups. In addition to testing the web browser, check to ensure that the computer has an updated version of Java (go to http://java.com, click on “Do I have Java”, click on “Verify Java Version,” update Java if needed). Additional browser plug-ins may also be needed to view some content that your instructor may share on the learning management system. Common plug-ins include: Adobe Reader, Flash Player, Windows Media Player, QuickTime. When creating documents, slide presentations, spreadsheets, etc., be sure to use Microsoft Office or a compatible program (see 10 Free MS Word Alternatives). The UTEP Technology Support Services (3rd floor, UTEP Library) can also provide students with any applications, compatibility packs, patches, and updates that may be needed.

Students working off campus may need to set up a Virtual Private Network (VPN) on their computer to access UTEP resources for this class (i.e. Library). The link below provides information in setting up a VPN connection depending on the operating system. Students may contact the Help Desk for assistance (See Technical Assistance information). https://www.utep.edu/technologysupport/ServiceCatalog/NET_VPNGlobalProtect.html

If technical problems are experienced with the course, students should contact the UTEP Helpdesk during: Monday– Friday: 8AM – 5PM. If calling within UTEP: 915.747.4357. If calling from outside UTEP: 915.747.5257. For
more information, please visit http://helpdesk.utep.edu. For help with Blackboard: https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html

Students can also visit an on-campus lab such as the ATLAS lab located within the Undergraduate Learning Center (UGLC building) for additional technical assistance. In addition to the various campus computer labs (ATLAS in UGLC or LACIT in Liberal Arts for example), Technology Support Services provides workstations for student use. To learn more, please visit: https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html

UTEP and SOP Policy for Special Accommodations (ADA)

“If you have or suspect a disability and need classroom accommodations, you should contact the Center for Accommodations and Support Services (CASS) at 747-5148.” You can also e-mail the office at cass@utep.edu or go by their office in Union Building East (Room 106). For additional information, visit the CASS website at http://sa.utep.edu/cass/

UTEP and SOP Policy for Academic Integrity

Any student who commits an act of academic dishonesty is subject to discipline. The instructor is required to report all suspected academic dishonesty to the UTEP Office of Student Conduct and Conflict Resolution. Please refer to the Student Handbook for SOP guidance on academic integrity (see Table of Contents for Curriculum and Classroom Policies: Academic Integrity). Academic dishonesty includes, but is not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts.

Proven violations of the detailed regulations, as printed in the Handbook of Operating Procedures (HOP), and available in the Office of the Dean of Students and on the homepage of the Dean of Students at www.utep.edu/dos, may result in sanctions ranging from disciplinary probation, to a failing grade on the work in question, to a failing grade in the course, to suspension or dismissal, among others. (For more information, see: http://sa.utep.edu/osccr/academic-integrity/)

Professionalism and Professional Conduct

While enrolled at the University, a student neither loses the rights nor escapes the responsibilities of citizenship. Thus, UTEP and the SOP value professionalism and expect all students to not only acquire but also maintain the highest standards of professional attitudes and behaviors in their interactions with their fellow classmates, staff, faculty, colleagues and their patients, as described in the Student Handbook and as per UTEP’s student conduct policies (see http://sa.utep.edu/osccr/student-conduct/ & http://admin.utep.edu/Default.aspx?tabid=73922 for further information). Any student who engages in conduct that is prohibited by the Board of Regents’ Rules and Regulations, University or SOP rules or by federal, state, or local law is subject to discipline whether such conduct takes place on or off campus or whether civil or criminal penalties are also imposed for such conduct. Please refer to the Student Handbook for specific expectations regarding professional conduct in the SOP (see Table of Contents for Academic Progression: Good Standing: Professional).

Additional Information:

Campus Concealed Carry
Effective August 1, 2016.
http://sa.utep.edu/campuscarry/

**Civility Statement**
You are expected to follow basic standards of courtesy (http://admin.utep.edu/Default.aspx?tabid=73922) and may be dismissed from class for blatant or sustained disruptive behavior.

**Cell Phone Policy**
Students should carry cell phones but keep the phone on the vibrate mode in the event students need to be notified by the emergency alert system. **Cell phone use for the purpose of texting, email, or social media is not permitted.** This is disruptive to fellow classmates, faculty, and the learning environment. The use of a cell phone or the ringing of the phone in class is considered unprofessional behavior. No cellphones, calculators, laptops or other items may be used during an assessment (e.g., exam or a quiz) unless specifically as part of that assessment and approved by the faculty member/instructor.

**Student Support**
UTEP provides a variety of resources for those in need (e.g., if you feel overwhelmed, stressed or dealing with a crisis):
- UTEP’s Counseling Center (free counseling to all students): 747-5302, which after-hours goes to a crisis line
- Mental Health Crisis Line: 779-1800
- National Suicide Prevention Hotline: 1-800-273-8255
- Veterans Crisis Line: 1-800-273-8255
- NAMI (National Alliance Against Mental Illness) of El Paso: 534-5478
- http://caringeducators.tumblr.com/survival

**Title IX**
Title IX of the Education Amendments of 1972 (Title IX), prohibit discrimination on the basis of sex in education programs or activities operated by recipients of Federal financial assistance. Sexual harassment of students, which includes acts of sexual violence, is a form of sex discrimination prohibited by Title IX. Sexual violence refers to physical sexual acts perpetrated against a person’s will or where a person is incapable of giving consent due to the victim’s use of drugs or alcohol. An individual also may be unable to give consent due to an intellectual or other disability. A number of different acts fall into the category of sexual violence, including rape, sexual assault, sexual battery, sexual coercion, stalking, and relationship violence. All such acts of sexual violence are forms of sexual harassment covered under Title IX.

In accordance with Title IX of the Education Amendments of 1972, UTEP does not discriminate on the basis of sex in the operation of its educational programs and activities. This commitment to non-discrimination applies to both employment in and admission to such programs and activities. [Link to full text at http://admin.utep.edu/Default.aspx?tabid=68750]
<table>
<thead>
<tr>
<th>Week</th>
<th>Content</th>
<th>Faculty</th>
<th>Unique Teaching Activities</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/19</td>
<td><strong>Review Syllabus</strong>&lt;br&gt;Course overview&lt;br&gt;Intro to Pharmacy Mgmt. /Leadership (management/leadership essentials for pharmacists, Communicating, Effectively in the workplace, managing conflict and building consensus, Negotiating techniques, Leading and managing change)</td>
<td>Chang/ Gbugu/ Navarrete</td>
<td>Lecture</td>
<td>Based Week 1 &amp; 2 (Total 1 hour)&lt;br&gt;Develop 5-10 guided questions relating to the qualities that are essential for management/leadership role of pharmacists (1 hr)&lt;br&gt;Questions to be reviewed by Clinical Coordinators&lt;br&gt;Revise Questions Based on Feedback (15 min)&lt;br&gt;Interview 2-3 (max 4) employees of a pharmacy team:&lt;br&gt;Write Reflection: 30 min&lt;br&gt;Reflections to be graded by Clinical coordinators</td>
</tr>
<tr>
<td>1/26</td>
<td><strong>Intro to Pharmacy Management/Leadership Contd. 1 hr. Planning 1hr.</strong>&lt;br&gt;Intro to Mission/Vision Statement Business Plan Development Strategic Planning to achieve results Pharmacy Business and Staff Planning</td>
<td>Gbugu</td>
<td>Lecture</td>
<td>Based on Week 2 &amp; 3 : (Total 1.5 hours)&lt;br&gt;- Review Mission/Vision Statement of an institution/pharmacy&lt;br&gt;- How does the current services provided align with those statements?&lt;br&gt;- Perform a gap analysis and Needs assessment&lt;br&gt;- Develop a check-list of existing services that could be improved or new services that could be initiated to align with mission/vision statements.&lt;br&gt;- May need talk to different stakeholders on-site (Physicians, Pharmacy manager/ Director, Technicians/ Interns etc.)</td>
</tr>
<tr>
<td>2/2</td>
<td><strong>Planning contd. 1 hr.</strong>&lt;br&gt;Pharmacy and Clinical Operations 1 hr.&lt;br&gt;Laws affecting PPM Pharmacy Operations: Workflow, Practice activities, Medication Safety and Technology Purchasing and Managing Inventory Justifying and Planning Patient Care services Developing and Evaluating Clinical Pharmacy Services Quality Improvement Achieving and Measuring Patient Satisfaction</td>
<td>Gbugu</td>
<td>Lecture</td>
<td>Based on Week 3 &amp; 4 (Total 1 hours)&lt;br&gt;-Perform a workflow analysis in a pharmacy to improve turnaround time&lt;br&gt;-Review current P&amp; P of preventing medication errors in a hospital/community pharmacy</td>
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<tr>
<td>2/9</td>
<td><strong>IPPE hrs (2 hrs) – No class</strong></td>
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<tr>
<td>Date</td>
<td>Course Title</td>
<td>Instructor</td>
<td>Type</td>
<td>Notes</td>
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<tr>
<td>2/16/21</td>
<td>Finance Management 2 hrs. Overview of Accounting Principles, Conventions and Transactions / Healthcare Pricing and Payment Systems</td>
<td>Chang</td>
<td>Lecture</td>
<td>Based on Week 3 &amp; 4 (Total 1 hour) - Perform a workflow analysis in a pharmacy to improve turnaround time - Review current P&amp;P of preventing medication errors in a hospital/community pharmacy</td>
</tr>
<tr>
<td>2/23/21</td>
<td>EXAM 1</td>
<td>Chang</td>
<td>Lecture</td>
<td>Based on Week 5, 7 &amp; 8 (Total 1.5 hours) Attend a P&amp;T/ Quality Improvement meeting and write a reflection. Review Formulary list (institution) or Generic list (community pharmacy). Apply the principles of Finance mgmt. to justify 1-2 core concepts of the list.</td>
</tr>
<tr>
<td>3/2/21</td>
<td>Financial Management I Basic Accounting and Financial information</td>
<td>Chang</td>
<td>Lecture</td>
<td>Check point-2 for IPPE activity</td>
</tr>
<tr>
<td>3/9/21</td>
<td>Financial Management II Financial Statement Analysis</td>
<td>Chang</td>
<td>Lecture</td>
<td>Identify three (3) promotional activities to promote the service for target market and provide an estimated cost to each (ex. direct mail campaign to prospective patrons, special events or presentations at the pharmacy to introduce the service, and participation in community events, such as health fairs. Radio, television, and newspaper advertisements are other common ways to promote services. If a newspaper advertisement, flyer, or brochure has been developed for the service, this material can be added to the appendices of the business plan). (1 hour)</td>
</tr>
<tr>
<td>3/16/21</td>
<td>Spring Break- No Class</td>
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<tr>
<td>3/23/20</td>
<td>Financial Management III Forecasting and Inventory Management</td>
<td>Chang</td>
<td>Lecture</td>
<td>List revenue (ex. consulting fees, product sales) and expenses the service is expected to generate (ex. Training, travel, staff time, marketing costs, rent, utilities, supplies, and equipment). In the expenses section, list if this would be a fixed or variable cost. Review revenue list you provided. One of the examples should include compensation for the service. If not listed already, provide type of payments accepted (ex. Cash/self-pay, insurance (e.g., government, private). (1 hour)</td>
</tr>
<tr>
<td>3/30/21</td>
<td>Financial Management IV Budgeting operation</td>
<td>Chang</td>
<td>Lecture</td>
<td>Check point-3 for IPPE activity</td>
</tr>
<tr>
<td>4/6/21</td>
<td>Motivation</td>
<td>Chang</td>
<td>Lecture</td>
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<tr>
<td>4/13/21</td>
<td>Human Resource Management</td>
<td>Chang</td>
<td>Lecture</td>
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<td>4/20/21</td>
<td>TBD</td>
<td>Chang</td>
<td>Lecture</td>
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<tr>
<td>Date</td>
<td>Event</td>
<td>Instructor</td>
<td>Notes</td>
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<tr>
<td>4/27/21</td>
<td>Exam #2</td>
<td>Chang</td>
<td>Lecture</td>
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<td>5/4/21</td>
<td></td>
<td></td>
<td>Final paper due</td>
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