

APPLIED PHARMACY MANAGEMENT
PHM 385K (Unique #60300/Austin #60310/SA)
SPRING 2017
COURSE SYLLABUS

Instructor: Donna Burkett, M.S., R.Ph.
CV Available on Canvas

Local Coordinators: San Antonio: Kirk Evoy
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Office Hours: By appointment

Lecture: Tuesdays & Thursdays, 9:30am-11:00am
Location: PHR 4.114

Website: Canvas site (canvas.utexas.edu) for class information, reading assignments, supplementary material, lecture notes, quizzes, etc.

Course Description:

The prerequisites for this course are Pharmacy 281L and 181P (Pharmacy Administration Lecture and Lab).

The objective of this course is to examine and be able to apply some of the principles of pharmacy management with emphasis on human resource management. The principles reviewed apply to all pharmacy practice settings. The course work is presented in a discussion format using case studies and practical exercises. Quizzes will be used to assess knowledge of reading assignments and lectures. Course evaluation is based upon quizzes, class participation, and practical exercises. Some of these exercises will be group projects and some will be homework assignments for you to do on your own. Peer evaluations will be required for group projects.

Learning Outcomes:

By the end of the course, students will be able to:

1. Determine pharmacy staff requirements
2. Conduct behaviorally oriented employee interviews
3. Apply pre-set criteria in the selection of potential employees
4. Develop a competency assessment approach for pharmacists and pharmacy technicians
5. Conduct job performance conversations particularly when there is a performance problem
6. Develop a work performance improvement plan

7. Design performance improvement activities within a pharmacy
8. Develop or conduct an RCA (root cause analysis) on medication errors or other problems that arise in a pharmacy
9. Identify tools/techniques for effectively managing teams
10. Identify characteristics and behaviors that differentiate leaders from managers
11. Describe the importance of human resource management in organizations
12. Develop an effective resume and CV

Point Allocations:

Grading Scale:

Quizzes	140 points
Assignments	<u>120 points</u>
Total	260 points

93-100% = A
90-92% = A-
87-89% = B+
83-86% = B
80-82% = B-
77-79% = C+
73-76% = C
70-72% = C-
68-69% = D+
66-67% = D
65% = D-
0-64% = F

Course Policies & Procedures for Applied Pharmacy Management (PHR 326M)

Please read the following course rules and information. They were developed to create an appropriate learning environment and to maintain academic integrity for the course and the university. It is extremely important that you understand these rules before the course begins.

1. Class attendance is highly recommended. Part of your grade is based on participation. If you do not attend class, you cannot participate! Think about it! Classes will start and end on time. Please arrive on time. Arriving late disturbs fellow students and the instructor. You are responsible for all material covered in class and all announcements made in your absence. Some reading assignments may be uploaded a day or two prior to the next class for discussion. Some exercises may be assigned and completed in class.
2. Since most of the course work will be done in Canvas, you must bring your laptop to class every day.
3. Old quizzes are not available.
4. No quizzes or assignment grades will be dropped. Students who are absent for a quiz or exercise will be given zero points for that quiz or exercise.

5. Grades will be posted using Canvas. Students have up to 7 days after the quiz grades are posted to review and appeal their grades. The appeals are to be written and submitted to the instructor within the 7 day period. No appeals will be accepted after the 7 day review period has expired.
6. Quizzes will cover information from lectures, readings, handouts, or assignments.
7. In-class quizzes begin and end promptly at the designated time. Quiz/assignment grades will be posted in Canvas.
8. Students are not permitted to copy, reproduce, or distribute quizzes, portions of quizzes, or quiz questions by any means, including but not limited to photocopying, photography, and written transcription.
9. Required readings, handouts and lecture notes will be posted in Canvas.
10. Policy on Academic Integrity: “Pharmacy practitioners enjoy a special trust and authority based upon the profession’s commitment to a code of ethical behavior in its management of client affairs. The inculcation of a sense of responsible professional behavior is a critical component of professional education, and high standards of ethical conduct are expected of pharmacy students. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including failure of the course involved and dismissal from the college and/or the University. Since dishonesty harms the individual, fellow students, and the integrity of the University and the College of Pharmacy, policies of scholastic dishonesty will be strictly enforced in this class.”

Students are expected to work independently on all quizzes. Any student caught cheating will be given a zero on the quiz (minimum). Any student suspected of dishonesty will be reported to the Dean of the College of Pharmacy and to the Dean of Students, as per University regulations. Students are expected to have read and understood the current issue of the General Information Catalog published by the Registrar’s Office for information about procedures and about what constitutes scholastic dishonesty.

The UT Honor Code: “The core values of the University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and responsibility. Each member of the university is expected to uphold these values through integrity, honesty, trust, fairness, and respect towards peers and community.”

11. Policy on Plagiarism: The University considers plagiarism (presenting someone else’s work as your own) to be a form of scholastic dishonesty. Whenever a student quotes another person’s work, whether published or unpublished, that source must be acknowledged. Even if paraphrased, credit should be given to the person who stated the idea being used. “Not giving credit where credit is due will damage your reputation as a trustworthy researcher.” Policies on plagiarism and referencing can be found on the UT web site <http://www.utexas.edu/lbj/writing/plagiarism.pdf>.

12. Academic Accommodations: The University of Texas at Austin provides upon request appropriate academic accommodations for qualified students with disabilities. All University rules concerning accommodations must be followed, including the student arranging for special accommodations *prior to each quiz*. In the absence of such *prearrangement*, it will be assumed that the student is not requesting special accommodations for that quiz and will be expected to take the quiz with the rest of the class at the regularly scheduled quiz time. “Students with disabilities may request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students With Disabilities at 471-6259 (voice) or 232-2937 (video phone) or www.utexas.edu/diversity/ddce/ssd.”
13. Religious Holy Days: By UT Austin policy, you must notify me of your absence at least fourteen days prior to the date of observation of a religious holy day. If you must miss a class, a quiz, a work assignment, or a project in order to observe a religious holy day, I will give you an opportunity to complete the missed work within a reasonable time after the absence.
14. Behavioral Concerns Advice Line (BCAL): If you are worried about someone who is acting differently, you may use the Behavior Concerns Advice Line to discuss by phone your concerns about another individual’s behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit <http://www.utexas.edu/safety/bcal>.
15. Use of E-mail for Official Correspondence to Students: E-mail is recognized as an official mode of university correspondence: therefore, you are responsible for reading your email for university and course-related information and announcements. You are responsible to keep the university informed about changes to your e-mail address. You should check your e-mail regularly and frequently. I recommend daily, but at a minimum twice a week to stay current with university-related communications, some of which may be time-critical. You can find UT Austin’s policies and instructions for updating your email address at <http://www.utexas.edu/its/help/utmail/1564>.
16. Use of Canvas in Class: In this class, I use Canvas, a Web-based course management system with password-protected access at canvas.utexas.edu to distribute course materials, to communicate and collaborate online, to post grades, to submit assignments, and to give online quizzes and surveys. You can find support in using Canvas at the ITS Help Desk at (512) 475-9400, Monday through Friday, 8 a.m. to 6 p.m., so plan accordingly.
17. Campus Carry: Students should familiarize themselves with the information provided by the University regarding the implementation of “Campus Carry” legislation. You will find an information sheet specifically for students (as well as sheets for parents, visitors, faculty, and staff) at <http://campuscarry.utexas.edu/info-sheets>.

18. Emergency Evacuation Policy: Occupants of buildings on the UT Austin campus are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation: Familiarize yourself with all exit doors of the classroom and building. Remember that the nearest exit door may not be the one you used when you entered the building.

If you require assistance to evacuate, inform me in writing during the first week of class. In the event of an evacuation, follow my instructions or those of class instructors. Do not re-enter the building unless you are given instructions by the Austin Fire Department, the UT Austin Police Department, or the Fire Prevention Services office.

Please note: If you are not on the UT Austin campus, you must contact the appropriate authorities regarding your campus.

TENTATIVE SCHEDULE OF CLASS TOPICS AND ASSIGNMENTS

This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunities. Such changes, communicated clearly, are not unusual and should be expected.

DATE	TOPIC
Jan 17	Course Overview
Jan 19	Human Resource Management/The Abilene Paradox
Jan 24, 26	Determining Staff
Jan 31, Feb 2, 7	Hiring Staff
Feb 9, 14	Developing Staff
Feb 16, 21	Assessing Job Performance
Feb 23, 28	A Better Place to Work
March 2	Leadership vs. Management
March 7, 9	Sexual Harassment/Hostile Work Environment
March 13-17	Spring Break – No Class
March 21	Sexual Harassment/Hostile Work Environment
March 23, 28, 30	Managing Medication Errors
April 4, 6, 11	Quality/Tools Used for Improvement
April 13, 18	Applied Management/Case Studies
April 20, 25, 27	Meetings/Teambuilding
May 2	Brainstorming
May 4	CVs and Resumes