Course Coordinator: Claire Latiolais, PharmD, MS
Pronouns: She, Her, Hers
Email: c.latiolais@austin.utexas.edu
Phone: (512) 232-0868
Office: PHR 5.218A
Office Hours: email for appointment

Local Coordinator (San Antonio): Kirk Evoy, PharmD, BCACP, BC-ADM, CTTS

Course Unique Number(s):
Austin: #57675
San Antonio: #57680

Classroom(s):
Austin: PHR 4.114
San Antonio: MCD 2.108

Class Days/Times: Tuesday & Thursday: 9:30-11:00AM
Course Information

Course Description:
The objective of this course is to examine and be able to apply some of the principles of pharmacy management and leadership. The principles reviewed apply to all pharmacy practice settings. The course work is presented in a discussion format using case studies, practical exercises, and guest speakers. Quizzes will be used to assess knowledge of reading assignments and lectures. Course evaluation is based upon quizzes, practical exercises, presentations. Some of these exercises will be group projects and some will be homework assignments for you to do on your own.

Course Prerequisites/Co-Requisites: Admission to the professional pharmacy curriculum.

Course Learning Objectives (CAPE Objectives):
By the end of the course, students will be able to:
1. Conduct behaviorally oriented employee interviews
2. Apply pre-set criteria in the selection of potential employees
3. Conduct job performance conversations particularly when there is a performance problem
4. Develop a work performance improvement plan
5. Identify tools/techniques for effectively managing teams
6. Identify characteristics and behaviors that differentiate leaders from managers
7. Develop an effective resume and CV
8. Develop concise and intriguing presentations and practice presentation skills
9. Identify career choice in pharmacy management and the avenues for formal training
10. Develop time management skills

Course Success:
The lectures will be conducted informally with participation by the students expected. This participation will require the students to read the assigned material before attending class. There will be several group exercises. There will be quizzes at the beginning of designated class periods over the required reading materials and lecture. We will also have class discussions on current issues/articles of interest and attendance points will come from discussion and in class assignments.

Course Website:
This course uses Canvas, a Web-based course management system in which a password-protected site is created for each course. Canvas will be used to distribute course materials, to communicate, and to post grades. Canvas is available at http://canvas.utexas.edu. Support is provided by the ITS Help Desk at 475-9400 Monday through Friday 8 am to 6 pm.

Course Communications:
Official course communications will take place in class, through e-mail and on the course Canvas website. Students are advised to configure their Canvas settings to forward course announcements to their official e-mail address. Canvas uses only the e-mail address listed on the official University of Texas directory, so please check the University’s online directory to ensure your e-mail address is listed correctly.

Course Video Recordings:
A video capture system will be used in this course. The video streams are offered as a supplement to lecture attendance, not as a substitute. Therefore, if technical problems preclude recording the lecture, the lecture will not be re-recorded, but students are still responsible for the content of the lecture. Lecture recordings will be
available to you for the balance of the semester unless otherwise specified. Do not expect to have access after the semester is over.

Faculty and students utilizing class video recordings should be careful to not compromise the privacy of either themselves or other users (http://registrar.utexas.edu/students/records/ferpa), or the rights of the presenter. Students are free to make their own recordings of lectures unless specifically prohibited from doing so by the presenter. Any additional distribution of College- or student-generated recordings (regardless of format) is prohibited without the written and signed permission of the presenter and students identifiable on the recording. Likewise, all course materials developed by the faculty member (handouts, PowerPoints, etc.) are the intellectual property of that faculty member and cannot be distributed further without the permission of that faculty member.

Viewing video-streamed recordings of lectures can be streamed on campus or can be viewed off-campus using a DSL broadband connection. Your faculty are not in a position to troubleshoot your video-streaming problems, so please do not ask them to do so; rather, you should access the LRC’s help website at https://www.utexas.edu/pharmacy/help/ to address those problems. You will find additional information about the lecture capture system or can report technical issues at http://sites.utexas.edu/phr-lrc/.

**Course Policies**

**Course Grading Policies:**
Letter grades will be assigned according to the following scale:

<table>
<thead>
<tr>
<th><strong>Point Allocations:</strong></th>
<th><strong>Grading Scale (grades will be rounded up to the nearest whole percentage if above 0.5%)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance/Quizzes</td>
<td>150 points</td>
</tr>
<tr>
<td>CV</td>
<td>25 points</td>
</tr>
<tr>
<td>Cover Letter</td>
<td>25 points</td>
</tr>
<tr>
<td>Pecha Kucha</td>
<td>50 points</td>
</tr>
<tr>
<td>Photo Voice</td>
<td>50 points</td>
</tr>
<tr>
<td>Total</td>
<td>300 points</td>
</tr>
<tr>
<td></td>
<td>90 -100% = A</td>
</tr>
<tr>
<td></td>
<td>80 - 89% = B</td>
</tr>
<tr>
<td></td>
<td>70 - 79% = C</td>
</tr>
<tr>
<td></td>
<td>60 - 69% = D</td>
</tr>
<tr>
<td></td>
<td>0 - 59% = F</td>
</tr>
</tbody>
</table>

Grades will be posted using Canvas. Students have up to 7 days after the 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.

**Assignments:**
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.

**Class Policies:**

1. Since most of the course work will be done in Canvas, you must bring your laptop to class every day.

2. The two lowest quiz/attendance grades will be dropped. Students who are absent for a quiz or exercise will be given zero points for that quiz or exercise, and two can be dropped at the end of the semester.
3. Pecha Kucha Presentation: You will each be presenting your own presentation on a designated day. These days will be determined during the first-class period. Each class will start with a presentation or two.

4. PhotoVoice Presentations: You will be presenting a PhotoVoice presentation at the end of the semester. This will be introduced before spring break so you have ample time to prepare.

5. Quizzes will cover information from lectures, readings, handouts, or assignments.

6. In-class quizzes begin and end promptly at the designated time. Quiz/assignment grades will be posted in Canvas.

7. 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.

8. Required readings, handouts and lecture notes will be posted in Canvas.

**Attendance:**

**Class Attendance:**
Class attendance is highly recommended. Part of your grade will be based on class participation/quizzes. 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. **Please email me and let me know if you are going to be absent.** The lowest two quiz/attendance grades will be dropped. After that, missed class or quizzes will count as a zero for that day.

**Excused Absences:**
The only absences that will be considered excused are for religious holy days or extenuating circumstances due to an emergency. If you plan to miss class due to observance of a religious holiday, please let the course coordinator know at least two weeks in advance, preferably at the beginning of the semester. You will not be penalized for this absence, although you will still be responsible for any work you will miss on that day if applicable. Check with the course coordinator for details or arrangements.

**Attendance at Professional Meetings;**
It is the student’s responsibility to ASK permission IN ADVANCE if they plan to attend a professional meeting that would necessitate missing an exam, assignment, or other required course activity. It is at the discretion of the course coordinator as to whether to grant permission and allow the student to make up any missed work.

**Required Materials:** Required readings, handouts and lecture notes will be posted in Canvas. There are no required textbooks for this class.

**University Policies**

**Academic Integrity:**
Students who violate University rules on academic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. See College Policies and Information, and University Policies and Information for more details.
Religious Holy Days
If you will miss a class, an examination, a work assignment or a project in order to observe a religious holy day, you must notify the course coordinator the first week of class so that arrangements for all such students can be made for the full semester.

Services for Students with Disabilities:
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 https://diversity.utexas.edu/disability/. All University rules concerning accommodations must be followed, including the student arranging for special accommodations prior to each examination. In the absence of such prearrangement, it will be assumed that the student is not requesting special accommodations for that exam, and will be expected to take the exam with the rest of the class at the regularly scheduled exam time.

Please provide a copy of the letter to the course coordinator and the office of the Associate Dean for Academic Affairs as soon as possible after receipt.
<table>
<thead>
<tr>
<th>Class</th>
<th>Date</th>
<th>Pecha Kucha Presentation</th>
<th>Topic</th>
<th>Lecturer</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1.21.20</td>
<td></td>
<td>Course Overview, Introductions, Presentation Day Selection</td>
<td>Latiolais</td>
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<tr>
<td>2</td>
<td>1.23.20</td>
<td></td>
<td>Pecha Kucha Introduction</td>
<td>Latiolais</td>
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<tr>
<td>3</td>
<td>1.28.20</td>
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<td>CVs, Resumes, Cover Letters (Day 1)</td>
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<td>4</td>
<td>1.30.20</td>
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<td>Leadership vs. Management</td>
<td>Latiolais</td>
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<td>5</td>
<td>2.4.20</td>
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<td>Being a Young Leader</td>
<td>Latiolais</td>
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<tr>
<td>6</td>
<td>2.6.20</td>
<td></td>
<td>CVs, Resumes, Cover Letters (Day 2)</td>
<td>Latiolais</td>
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<tr>
<td>7</td>
<td>2.11.20</td>
<td>Student 1 &amp; 2</td>
<td>CVs, Resumes, Cover Letters (Day 3)</td>
<td>Latiolais</td>
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<tr>
<td>8</td>
<td>2.13.20</td>
<td></td>
<td>Diversion, Hospital Management</td>
<td>Amanda Beck, PharmD, MS (Houston Methodist Hospital)</td>
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<td>9</td>
<td>2.18.20</td>
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<td>NO CLASS</td>
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<td>10</td>
<td>2.20.20</td>
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<td>Leadership Wisdom</td>
<td>Jennifer Burnette, PharmD, MBA, BCPS Division Director, Clinical Pharmacy Services, St. David’s Healthcare</td>
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<tr>
<td>11</td>
<td>2.25.20</td>
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<td>HSPA Programs – Current Residents</td>
<td>Gloria Lee – TCH HSPA Resident</td>
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<tr>
<td>12</td>
<td>2.27.20</td>
<td>Student 3 &amp; 4</td>
<td>Meetings/Teambuilding</td>
<td>Latiolais</td>
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<tr>
<td>13</td>
<td>3.3.20</td>
<td></td>
<td>TBD Guest Speaker: Tactics to Get the Dream Job</td>
<td>Priya Patel, PharmD, MBA Regional Director of Pharmacy – BS&amp;W</td>
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<td>14</td>
<td>3.5.20</td>
<td>Student 5 &amp; 6</td>
<td>Giving Feedback; Photo Voice Presentation Introduction</td>
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<tr>
<td>15</td>
<td>3.10.20</td>
<td>Student 7 &amp; 8</td>
<td>Managing Up</td>
<td>Latiolais</td>
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<tr>
<td>16</td>
<td>3.12.20</td>
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<td>Guest Lecture – Hospital Pharmacy Managers</td>
<td>Amanda Grego, PharmD, MS and Josh Blackwell, PharmD, MS (John’s Hopkins)</td>
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<td>-</td>
<td>3.17.20</td>
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<td>Spring Break – NO CLASS</td>
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<td>3.19.20</td>
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<td>17</td>
<td>3.24.20</td>
<td>Student 9 &amp; 10</td>
<td>Applied Management/Case Studies</td>
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<tr>
<td>18</td>
<td>3.26.20</td>
<td></td>
<td>Bolman and Deal’s Four Frame Model &amp; Cases</td>
<td>Dean Ginsburg, Ph.D., M.S., R.Ph., FASHP</td>
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<td>19</td>
<td>3.31.20</td>
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<td>TBD: Guest Speaker: Part 1: “Art of Balance”</td>
<td>Priya Patel, PharmD, MBA Regional Director of Pharmacy – BS&amp;W</td>
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<td>PhotoVoice Presentations</td>
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<td>Students</td>
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<td>4.9.20</td>
<td>Student 11 &amp; 12</td>
<td>Interviewing (Day 1)</td>
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<tr>
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<td>4.14.20</td>
<td>Student 13 &amp; 14</td>
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<tr>
<td>24</td>
<td>4.16.20</td>
<td>Student 15 &amp; 16</td>
<td>Interviewing (Day 3)</td>
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</tbody>
</table>
**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.**

<table>
<thead>
<tr>
<th>Date</th>
<th>4.21.20</th>
<th>Student 17 &amp; 18</th>
<th>Time Management</th>
<th>Latiolais</th>
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<tr>
<td>26</td>
<td>4.23.20</td>
<td>Student 19 &amp; 20</td>
<td>Communication</td>
<td>Latiolais</td>
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<tr>
<td>27</td>
<td>4.28.20</td>
<td>TBD</td>
<td>&quot;Art of Balance&quot;</td>
<td>Priya Patel, PharmD, MBA Regional Director of Pharmacy – BS&amp;W</td>
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<td>4.30.20</td>
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<td>30</td>
<td>5.7.20</td>
<td>TBD</td>
<td>Latiolais</td>
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</table>