

**Ernest Mario School of Pharmacy, Rutgers The State University of New Jersey  
Department of Pharmacy Practice and Administration**

**Pharmacy Practice Management**

**30:725:308**

**Fall 2015     ARC 103**

**Monday and Wednesday: 1:40 PM to 3:00 PM**

**Course Coordinators:**

Evelyn R. Hermes DeSantis, Pharm.D., BCPS  
Clinical Professor  
Robert Wood Johnson University Hospital  
732-937-8842  
[ehermesd@pharmacy.rutgers.edu](mailto:ehermesd@pharmacy.rutgers.edu)

Joseph Barone, Pharm.D, FCCP  
Dean and Professor II

**Course Faculty**

Joseph Cruz, Pharm.D.  
Clinical Assistant Professor

John Colaizzi, Jr. Pharm.D.  
Walgreens

Glenn Grey, Pharm.D, CCP

Donna Feudo, RPh  
Director, Experiential Program

James Ward, RPh  
Walgreens

Joe Voelkel, RPh  
Barnabas Health Retail Pharmacy

Rupal Mansukani, Pharm.D  
Clinical Assistant Professor

Brian Pinto, RPh  
Tiffany Natural Pharmacy

Anne Crochunis, Pharm.D, CCP  
Walgreens

Scott Mathis, PharmD  
Monmouth Medical Center

Robert Kershaw, RPh  
Walgreens

Jaimini Amin, PharmD  
RWJUH

Jessica Lise, PharmD  
RWJUH

**Course Objectives:**

Students completing the Pharmacy Practice Management course will be able to demonstrate the following competencies:

1. To analyze health care delivery systems and their impact on pharmacy management.
2. To define managerial, financial, and marketing terminology for effective pharmacy management.
3. To identify the influence of third party reimbursement processes on resource allocation in pharmacy practice.
4. To describe the basic theoretical principles of financial, marketing, operations, information systems, and human resource management for the implementation of effective pharmacy systems.
5. To demonstrate how management concepts and skills can be applied effectively in pharmacy practice.

Specific learning objectives will be provided for each lecture; however, all lectures/course assignments and exams are designed to emphasize the above general professional competencies.

**Pharmacy Practice Management**  
**30:725:308**  
**Fall 2015**  
**3 credits**  
**ARC 103**

<b>Date</b>	<b>Day</b>	<b>Time</b>	<b>Topic</b>	<b>Lecturer</b>
Sept. 2	WED	1:40 – 3:00	Course introduction Understanding the terminology of management	DeSantis
Sept. 8	TUE	1:40 – 3:00	Conflict resolution	Feudo
Sept. 9	WED	1:40 – 3:00	Managing people – Human Resource issues	Barone
Sept. 14	MON	1:40 – 3:00	Managing people – Human Resource issues	Barone
Sept. 16	WED	1:40 – 3:00	Quality improvement and assurance	Cruz
Sept. 30	WED	1:40 – 3:00	Independent pharmacy management	Pinto
Sept. 21	MON	1:40 – 3:00	Community practice management	Ward
Sept. 23	WED	1:40 – 3:00	Community practice management	Colaizzi
Sept. 28	MON	1:40 – 3:00	Community practice management	Colaizzi
Oct. 5	MON	1:40 – 3:00	<b>EXAM I (9 classes Intro –Independent)</b>	
Oct. 7	WED	1:40 – 3:00	Hospital pharmacy management	Mathis
Oct. 12	MON	1:40 – 3:00	Hospital pharmacy management	Mathis
Oct. 14	WED	1:40 – 3:00	Academic pharmacy management	Barone
Oct. 19	MON	1:40 – 3:00	Consultant pharmacy management	Grey
Oct. 21	WED	1:40 – 3:00	Grocery pharmacy management	Voelkel
Oct. 26	MON	1:40 – 3:00	Multi Pharmacy Site supervision	Crochunis
Oct. 28	WED	1:40 – 3:00	Medication safety issues	Amin/Lise
Nov. 2	MON	1:40 – 3:00	Marketing pharmacy services & Social Media	Crochunis
Nov. 4	WED	1:40 – 3:00	Industry pharmacy management	Barone
Nov. 9	MON	1:40 – 3:00	<b>Exam II (9 classes Hospital– Medication Safety)</b>	
Nov. 11	WED	1:40 – 3:00	Regulatory affairs issues	Colaizzi
Nov. 16	MON	1:40 – 3:00	Clinical pharmacy management	Cruz
Nov. 18	WED	1:40 – 3:00	Transition of Care Management issues	Mansukani
Nov. 23	MON	1:40 – 3:00	Technology management issues	Kershaw
Nov. 25	WED	1:40 – 3:00	<b>No Class (THANKSGIVING)</b>	
Nov 30	MON	1:40 – 3:00	Immunization program management	Colaizzi
Dec. 2	WED	1:40 – 3:00	Third party management issues	Colaizzi
Dec. 7	MON	1:40 – 3:00	Specialty Pharmacy management issues	Colaizzi
Dec. 9	WED	1:40 – 3:00	Future of pharmacy	Colaizzi
Exam week			<b>Final Exam (8 classes Regulatory – Future)</b>	

**Course Materials:** Handouts and additional materials will be posted on the Sakai website for the course, which may be accessed at <https://sakai.rutgers.edu/portal>. **NO HANDOUTS WILL BE MADE AVAILABLE AT THE LECTURE UNLESS OTHERWISE NOTED ON THE WEBSITE—IT IS YOUR RESPONSIBILITY TO DOWNLOAD THE HANDOUT PRIOR TO LECTURE.**

**Textbooks:** The required textbook for the course is “Pharmacy Management: Essentials in all practice settings”. The book is accessible through AccessPharmacy. Additional readings may be assigned and will either be downloadable from the course website or the citation will be provided for copying from the Library of Science and Medicine.

### **Examinations and Grading:**

- Any absence from an exam must be approved by the course coordinator either verbally or in writing prior to the exam time and must be for a valid, documented reason. Leaving a phone message or e-mail, without a response from the course coordinator, does not constitute approval for the absence. Make-up examinations may consist of different questions, using a different question format. *There will be NO MAKE-UP EXAMS for unexcused absences.*
- Students are expected to arrive on time for examinations. Students will not be allowed admittance to an exam after any other student has completed the exam and left the exam room. This will be considered an unexcused absence.
- Students must leave coats, book bags, and other belongings at the front or back of the examination room. The only items allowed on the desk are those that are essential to completion of the exam. Other than the examination itself, papers of any kind are not allowed on the desk.
- Students must be prepared to present picture identification (e.g. driver’s license, Rutgers student ID) if requested by the exam proctors.
- A student may be moved to a different seat at any time during the exam at the discretion of the proctors.
- Students who want to keep track of the time during an exam should wear a watch. Exam proctors will also provide periodic updates on the time remaining. Cellular phones and personal digital assistants (PDAs) are not acceptable timepieces and will not be allowed on the desk.
- Programmable calculators or PDAs may not be used during an exam. The exam proctors reserve the right to inspect and remove any calculator that they feel may give a student an unfair advantage.
- Students wearing baseball caps or similar hats with lids must turn the hat around so that the lid does not cover the eyes.
- For multiple-choice questions, students must not write their answers in big block letters in the margin of the exam.
- Students must refrain from talking from the time they enter the examination room until they have left the room AND are out of hearing range. Talking about the exam outside of the room is unacceptable at any time.

Please check the syllabus for dates and times of the exams. There will be a **two-week period** after return of graded examinations in which grade adjustments will be considered (ie. re-grading of questions/exams). Challenges of exam questions will not be considered outside of this period.

Three examinations are scheduled for the course. Point totals for each exam are as follows:

Exam 1: 100 points

Exam 2: 100 points

Exam 3: 100 points

A total of 300 points is possible through examinations and assignments. Letter grades will be assigned based on the percentage of total possible points out of 300, according to the following grading scale:

Letter Grade	Percentage	Point Range
A	90-100	269 300
B+	86-89	257 268
B	80-85	239 256
C+	76-79	227 238
C	70-75	209 226
D	60-69	179 208
F	Less than 60	≤ 178

### **Academic Integrity Policy Statement**

Students are required to be familiar with the University's Policy on Academic Integrity (see <http://ctaar.rutgers.edu/integrity/policy.html>). Violation of academic integrity is a separable offense under the University Code of Student Conduct. Violations of academic integrity occurring during exams will be either level three or four violations. The recommended sanction for level three violations is suspension from the university for one or more terms with a notation of "academic disciplinary suspension" placed on the student's transcript for the period of suspension and a failing grade in the course. The recommended sanction for level four violations is expulsion from the university and a permanent notation on the student's transcript. Any student who is aware of academic misconduct by another student is obligated to notify a faculty member; failure to do so is also a violation of the Policy on Academic Integrity. Any violations of academic integrity relating to this course will be handled by the student disciplinary process as outlined in the University Code of Student Conduct.

***Violations of the University's policy on academic integrity will not be tolerated and may lead to academic suspension and a failing grade in the course or expulsion from the School of Pharmacy. To view this policy in its entirety please refer to:***

<http://teachx.rutgers.edu/integrity/policy.html> and <http://teachx.rutgers.edu/integrity/student.html>

*Plagiarism interactive program: reviews examples of plagiarism and how to avoid plagiarizing:*

<http://www.scc.rutgers.edu/douglass/sal/plagiarism/intro.html>

### **Course Instructor Evaluation:**

Forms will be provided at the end of the semester to evaluate the design and content of the course and to evaluate each instructor. Your comments and suggestions are greatly appreciated and will be used to modify (and improve) the course in the future.

### **Office Hours:**

All instructors practice at clinical sites that are removed from the School of Pharmacy. Office hours will therefore be scheduled by appointment only. Questions regarding specific lectures or examination questions may be directed to the appropriate instructor (or you may contact Dr. Hermes-DeSantis who can forward the question to the appropriate faculty member). For any general course-related problems or questions, please contact Dr. Hermes-DeSantis first.