

Republic of Yemen
Ministry of Higher Education & Scientific Research
21 September University for Medicals and Applied Sciences



Faculty of Clinical Pharmacy

Bachelor of Clinical Pharmacy & Pharm. D.

Course Specification of **Pharmacy Management**

Course No. (05.01.219)

2021/2022

I. Course Identification and General Information:

1	Course Title:	Pharmacy Management			
2	Course Code & Number:	05.01.219			
3	Credit Hours:	Credit Hours	Theory Hours		Lab. Hours
			Lecture	Exercise	
		1	1	--	--
4	Study Level/ Semester at which this Course is offered:	4 th Level / 1 st Semester			
5	Pre –Requisite (if any):	Pharmacology III			
6	Co –Requisite (if any):	None			
7	Program (s) in which the Course is Offered:	Bachelor of Clinical Pharmacy & Pharm. D.			
8	Language of Teaching the Course:	English			
9	Study System:	Semester based System			
10	Mode of Delivery:	Full Time			
11	Location of Teaching the Course:	Faculty of Clinical Pharmacy			
12	Prepared by:	Prof. Ali Alkaf			
13	Date of Approval:				

II. Course Description:

The course content improves the pharmacist skills in managing key aspects of medication use systems. The course is designed to introduces the pharmacist to effectively manage personnel and resources, and how pharmaceutical organizations meet the challenges of today's dynamic business environment and compete successfully in the global market.

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III. Course Intended Learning Outcomes (CILOs) :		Referenced PILOs Learning out of program
A. Knowledge and Understanding: Upon successful completion of the course, students will be able to:		
a1	Describe foundational knowledge and conceptual understanding of medication use systems.	A1, A2
a2	Recognize and understand how to manage key aspects of medication use systems in which human, financial, technological and physical resources impact safety and efficacy	A2, A 4
B. Intellectual Skills: Upon successful completion of the course, students will be able to:		
b1	Demonstrate personnel and resources management skills	B4
b2	Conduct a basic analysis to diagnose and resolve financial and management problems.	B4, B5
C. Professional and Practical Skills: Upon successful completion of the course, students will be able to:		
c1	Apply management skills and principles to effectively market a pharmacy or pharmaceutical care service in pharmacy practice	C3
c2	Successfully implement all activities about the pharmacy operations	C4
D. Transferable Skills: Upon successful completion of the course, students will be able to:		
d1	Communicate effectively and ethically in a team.	D 1,
d2	Develop financial, sales and market management skills.	D2,

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(A) Alignment Course Intended Learning Outcomes of Knowledge and Understanding to Teaching Strategies and Assessment Strategies:

Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
a1- Describe foundational knowledge and conceptual understanding of medication use systems.	- Lectures –interactive discussion - Seminars - Assignment - Off hours - Role plays	Exam Assignment Quiz
a2- Recognize and understand how to manage key aspects of medication use systems in which human, financial, technological and physical resources impact safety and efficacy	- Lectures –interactive discussion - Seminars - Assignment - Off hours - Role plays	Exam Assignment Quiz

(B) Alignment Course Intended Learning Outcomes of Intellectual Skills to Teaching Strategies and Assessment Strategies:

Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
b1- Demonstrate personnel and resources management skills	- Lectures –interactive discussion - Seminars - Assignment - Off hours - Role plays	Exam Assignment Quiz
b2- Conduct a basic analysis to diagnose and resolve financial and management problems.	- Lectures –interactive discussion - Seminars - Assignment - Off hours - Role plays	Exam Assignment Quiz

(C) Alignment Course Intended Learning Outcomes of Professional and Practical Skills to Teaching Strategies and Assessment Strategies:

Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
C1- Apply management skills and principles to effectively market a pharmacy or pharmaceutical care service in pharmacy practice	- Seminars - Role plays	Exam Assignment Quiz
C2- Successfully implement all activities about the pharmacy operations	- Lectures –interactive discussion - Seminars	Exam Assignment

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	- Assignment - Off hours - Role plays	Quiz
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(D) Alignment Course Intended Learning Outcomes of Transferable Skills to Teaching Strategies and Assessment Strategies:		
Course Intended Learning Outcomes	Teaching strategies	Assessment Strategies
d1- Communicate effectively in a team.	- Seminars - Role plays	Presentation
d2- Develop financial, sales and market management skills	- Lectures –interactive discussion - Seminars - Role plays	Exam Assignment Quiz

I. Course Content:					
A – Theoretical Aspect:					
Order	Units/Topics List	Learning Outcomes	Sub Topics List	Number of Weeks	contact hours
1	Introduction	a 1, a2	- The “Management” in Medication Therapy Management - Management Functions - Leadership in Pharmacy Practice - Ethical Decision-Making, Problem-Solving, and Delegating Authority - Creating and Managing Value	1	2
2	Operations Management	b 1, b2, c1, c2, d1, d2	- Strategic Planning in Pharmacy Operations - Business Planning for Pharmacy Programs - Operations Management - Managing Technology That Supports the Medication Use Process - Ensuring Quality in Pharmacy Operations - Risk Management in Contemporary Pharmacy Practice	2	4

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			- Preventing and Managing Medication Errors: the Pharmacist's Role - Compliance With Regulations and Regulatory Bodies		
3	Midterm Exam	a1, a2, b1, b2, c1, c2		1	2
4	People Management	a1, a2b 1, b2, c1, c2, d1, d2	- Managing Yourself for Success - Negotiation Skills - Organizational Structure and Behavior - Human Resources Management Functions - The Basics of Employment Law and Workplace Safety - Pharmacy Technicians Performance Appraisal Systems	1	2
5	Money Management	b 1, b2, c1, c2, d1, d2	- Financial Reports - Budgeting - Third-Party Payer Considerations	1	2
6	Managing Traditional Goods and Services	b 1, b2, c1, c2, d1, d2	- Marketing Fundamentals - Marketing Applications - Customer Service - Supply Chain Management - Merchandising		
7	Managing Value-Added Services	b 1, b2, c1, c2, d1, d2	- Value-Added Services as a Component of Enhancing Pharmacists' Roles in Public Health - Implementing Value-Added Pharmacist Services		
8	Management Applications in Specific Pharmacy Practice Settings	b 1, b2, c1, c2, d1, d2	- Entrepreneurship an Innovation - Applications in Independent Community Pharmacy	1	2
9	Final Exam	a1, a2, b1, b2, c1, c2,		1	2
Number of Weeks /and Units Per Semester				8	16

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B. Case Studies and Practical Aspect:

No.	Tasks/ Experiments	Week Due	Contact Hours	Learning Outcomes (CILOs)
1	NA			

C. Tutorial Aspect: (ان وجدت)

No.	Tutorial	Number of Weeks	Contact Hours	Learning Outcomes (CILOs)
1	NA			

V. Teaching Strategies of the Course:

- Lectures –interactive discussion
- Seminars
- Assignment
- Off hours
- Role plays

VI. Assessment Methods of the Course:

- Assignments
- Quiz
- Exam

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VII. Assignments:

No.	Assignments	Aligned CILOs(symbols)	Week Due	Mark
1	Assignment 1: Each student presents seminar on selected topic of course	a 1, a2, b 1, b2, c1, c2, d1, d2	Week 3	5
2	Assignment 2: Each group of students presents seminar on different Technology That Supports the Medication Use Process	a 1, a2, b 1, b2, c1, c2, d1, d2	Week 6	5
Total				10

VIII. Schedule of Assessment Tasks for Students During the Semester:

No.	Assessment Method	Week Due	Mark	Proportion of Final Assessment	Aligned Course Learning Outcomes
1	Assignment and attendance	Week 1-6	10	10%	a1, a2, b1, b2, c1, c2, d1,d2
2	Quiz 2	Week 3	5	5 %	a1, a2, b 1, b2, c1, c2
3	Midterm Exam	Week 4	10	10%	a1, a2, b 1, b2, c1, c2
4	Quiz 2	Week 7	5	5 %	a1, a2, b 1, b2, c1, c2
5	Final Exam	Week 8	70	70%	a1, a2, b 1, b2, c1, c2
Total			100	100%	

IX. Learning Resources:

- Written in the following order: (Author - Year of publication - Title - Edition - Place of publication - Publisher).

1- Required Textbook(s) (maximum two).

- MD Karch, Drummer Steven B., Olaf, 2014. Leadership and Management in Pharmacy Practice, 2nd Edition, <https://doi.org/10.1201/b17919>

2- Essential References.

- Shane P. Desselle, David P. Zgarrick, Greg L. Alston, 2020. Pharmacy Management: Essential All Practice Setting. 3rded.; ISBN: 978-0-07-177431-4
- Dennis Tootelian , 2012. Essentials of Pharmacy Management, 2nd,

3- Electronic Materials and Web Sites etc.

- <https://www.ashp.org/Pharmacy-Practice/Policy-Positions-and-Guidelines/Browse-by->

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	Topic/Pharmacy-Management?loginreturnUrl=SSOCheckOnly - https://www.fip.org
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X. Course Policies: (Based on the Uniform Students' By law (2007))

1	Class Attendance: Class Attendance is mandatory. A student is considered absent and shall be banned from taking the final exam if his/her absence exceeds 25% of total classes.
2	Tardiness: A student will be considered late if he/she is not in class after 10 minutes of the start time of class.
3	Exam Attendance/Punctuality: No student shall be allowed to the exam hall after 30 minutes of the start time, and shall not leave the hall before half of the exam time has passed.
4	Assignments & Projects: Assignments and projects must be submitted on time. Students who delay their assignments or projects shall lose the mark allocated for the same.
5	Cheating: Cheating is an act of fraud that results in the cancelation of the student's exam or assignment. If it takes place in a final exam, the penalties stipulated for in the Uniform Students' Bylaw (2007) shall apply.
6	Forgery and Impersonation: Forgery/Impersonation is an act of fraud that results in the cancelation of the student's exam, assignment or project. If it takes place in a final exam, the penalties stipulated for in the Uniform Students' Bylaw (2007) shall apply.
7	Other policies: The University official regulations in force will be strictly observed and students shall comply with all rules and regulations of the examination set by the Department, Faculty and University Administration.

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I. Information about Faculty Member Responsible for the Course:

Name of Faculty Member:	Prof. Ali Alkaf	Office Hours					
Location & Telephone No.:							
E-mail:		SAT	SUN	MON	TUE	WED	THU

II. Course Identification and General Information:

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2	Course Code & Number:	05.01.219			
3	Credit Hours:	Credit Hours	Theory Hours		Lab. Hours
			Lecture	Exercise	
		1	1	--	--
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IV. Course Intended Learning Outcomes (CILOs) :

Upon successful completion of the Course, student will be able to:

A. Knowledge and Understanding: Upon successful completion of the course, students will be able to:

a1	Describe foundational knowledge and conceptual understanding of medication use systems.	
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C. Professional and Practical Skills: Upon successful completion of the course, students will be able to:		
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V. Course Contents:

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			- Creating and Managing Value		
2	Operations Management	b 1, b2, c1, c2, d1, d2	- Strategic Planning in Pharmacy Operations - Business Planning for Pharmacy Programs - Operations Management - Managing Technology That Supports the Medication Use Process - Ensuring Quality in Pharmacy Operations - Risk Management in Contemporary Pharmacy Practice - Preventing and Managing Medication Errors: the Pharmacist's Role - Compliance With Regulations and Regulatory Bodies	2	4
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			Health - Implementing Value-Added Pharmacist Services		
8	Management Applications in Specific Pharmacy Practice Settings	b 1, b2, c1, c2, d1, d2	- Entrepreneurship an Innovation - Applications in Independent Community Pharmacy		
9	Final Exam	a1, a2, b1, b2, c1, c2,		1	2
Number of Weeks /and Units Per Semester				8	16

VI. Teaching Strategies of the Course:

- Lectures –interactive discussion
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- Role plays

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