

PHR 244C — PHARMACY ADMINISTRATION I FALL 2008 Syllabus

(Monday and Wednesday, 1:00 – 2:00 PM, PHR 3.106)

Instructors: Robert D. Salzman, R.Ph., M.S.
Pharmacy Building, Room 3.210C
Office Phone: 471-6892
Office Hours: Tuesday and Thursday 7:00 am to 7:45 am and 9:30 am to 10:30 am or by appointment

James P. Wilson, Pharm.D., Ph.D.
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Office Hours: Tuesday and Thursday 10:00 am to 11 am or by appointment

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Pharmacy Building, Room 3.209D
Office Phone: 471-6892
Office Hours: Monday and Friday
10:00 am to 11:30 am or by appointment

This course is designed to teach the concepts, principles, and fundamentals of pharmacy personnel management, and to introduce students to the social and behavioral elements of pharmacy practice.

Required Text: Rosenbaum, Edward E., The Doctor. New York: Ivy Books, 1988.
(Photocopy available only). Available at Paradigm Books and Lecture Notes, West 24th Street.

Johnson, Spencer., Who moved my cheese? New York: G.P. Putnam's Sons.
Available at the CoOp bookstore. (Can be shared.)

Other Material: Packet of lecture material entitled: Pharmacy Administration I. Available at Paradigm Books and Lecture Notes, West 24th Street. NOT required.

Grading: Exam I (Oct. 15th) -100 pts.
Exam II (Nov. 24th) -100 pts.
Quizzes & Assignments - up to 50 pts.
Final Exam (optional) -100 pts.
[Date during finals week, Dec. 10th – Dec. 16th]

90% - 100% = A
80% - 89% = B
70% - 79% = C
65% - 69% = D
Below 65% = F

STUDENT POLICIES AND PROCEDURES FOR PHARMACY ADMINISTRATION I, PHR 244C

Please read and examine the following course rules and information. It is extremely important that you understand these rules before the course begins.

1. Tardiness to class will not be tolerated. Class will start on time. Since quizzes may be given at the beginning of the hour, it pays to be on time.
2. No tests or quizzes will be dropped!
3. It is your responsibility to attend class and conduct yourself in a manner respectful to both faculty and fellow students in the classroom. If you miss a class for any reason, you will be held responsible for all material covered and announcements made in your absence. Although lecture attendance is neither required nor checked, it is highly encouraged, and it is your responsibility to be on time and remain for the entire class period so as not to be inconsiderate of your colleagues in learning. This class is too large for chit-chat, so please do not; you may be unaware of how far your voice may carry and disrupt others.
4. Students with an unapproved absence from an examination will be given zero points for that exam.
5. For approved absences from lecture exams, the student has one week from the day of the test to make up the exam unless a prior arrangement has been made with the instructor(s) responsible for that exam. If the test is not made up in the specified period, zero points will be awarded.
6. If the student cannot attend an exam, it is the student's responsibility to notify the instructor before the test. Each student must submit a "Student Request for Alternate Examination Time" form when he or she wishes to request for consideration an alternate time for an exam. Forms are available through division secretaries and the Student Affairs Office.
7. Students have up to 7 days after exam grades are posted to review and appeal their grades in writing. No exam grades will be changed after the 7-day period has lapsed.
8. Final exam will be optional. The students requesting the optional final exam must notify Dr. Brown in writing by Monday, Dec. 1, 2008 at 4:00 PM.
9. The optional final exam will be cumulative.
10. Re-examination on the final exam (as described in the University's policy on "Re-Examination Petition") will not be an option in this course.
11. Exams will cover information from lectures, readings, handouts and assignments. No "old" exams are available.
12. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of

the University, policies on scholastic dishonesty will be strictly enforced. Also, you should refer to the Student Judicial Services web site at <http://deanofstudents.utexas.edu/sjs/> to access the official University policies and procedures on scholastic dishonesty as well as further elaboration on what constitutes scholastic dishonesty.

13. After the first student leaves an exam room, no other student will be allowed to enter the room to start the same exam.
14. 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 examination**. In the absence of such **prearrangement**, it will be assumed that the student is not requesting special accommodations for that exam, and the student will be expected to take the exam with the rest of the class at the regularly scheduled exam time. For more information, contact the Office of the Dean of Students at 471-1201 or <http://deanofstudents.utexas.edu/>.

LECTURES - PHARMACY ADMINISTRATION I

<u>CLASS DATE</u>	<u>TOPIC</u>
27 August	Course Introduction
1 September	School holiday: Labor Day
3 September	Paradigms
8 September	History of Management Theory and Pharmacist as a Knowledge Worker
10 September	Management Functions and Authority in Management
15 September	Know Yourself
17 September	Theory X vs. Theory Y
22 September	Motivation Theories: Maslow & Herzberg
24 September	Leadership Differences Based Upon Sex-Role Orientation
29 September	Leadership Differences Based Upon Sex-Role Orientation
1 October	Customer Service
6 October	Customer Service
8 October	Employee Performance and Evaluation

<u>CLASS DATE</u>	<u>TOPIC (cont.)</u>
13 October	Effective Time Management
15 October	EXAM I
20 October	Drug Use Process
22 October	Drug Use Process
27 October	Health and Illness Behaviors — (Readings: <i>The Doctor</i>)
29 October	Health and Illness Behaviors and the Hospitalized Role — (Readings: <i>The Doctor</i>)
3 November	Pharmaceutical Care
5 November	Pharmaceutical Care
10 November	Medication Adherence
12 November	Medication Adherence
17 November	Medication Adherence
19 November	Special Populations: The Elderly
24 November	EXAM II
26 November	School Holiday: Thanksgiving
1 December	Self Care
3 December	Self Care
Period of 10 th –16 th December	Final Exam