Phar 6704: Foundations of Social and Administrative Pharmacy
Course Syllabus Fall 2018

Meeting Times & Locations

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Duluth Room</th>
<th>Twin Cities Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays</td>
<td>10:10 AM - 12:05 PM</td>
<td>Lib 410</td>
<td>WDH 7-135</td>
</tr>
<tr>
<td>Thursdays</td>
<td>10:10 AM - 12:05 PM</td>
<td>163 LSci</td>
<td>1-451 Moos</td>
</tr>
</tbody>
</table>

Technology Help, Twin Cities: 612-301-4357 help@umn.edu
Technology Help, Duluth: 218-726-8847 itshelp@d.umn.edu

JUSTIFICATION: The widespread use and dependency on drugs and drug products in today's society, coupled with an increased utilization and application of pharmaceutical services, has created a need for pharmacists to understand the social, psychosocial, political, legal, historic and economic factors that impinge upon the use, non-use and abuse of drugs. A number of critical factors shaping the health policies in the United States and around the world emphasize the need for increased attention concerning the role of pharmaceuticals and the pharmacy practitioner in new and old systems of health care. The purpose of this course is to provide students with an introduction to the basic principles of the social, psychosocial, political, legal, historic and economic factors that impinge upon the use, non-use and abuse of drugs. These principles include literature analysis, financial analysis, organizational design, quality control, systems design, policy design, personnel management, and patient care management. This course is designed to provide the background and knowledge base from which societal and administrative decisions can be initiated in different pharmacy environments.

OBJECTIVES:
1. Describe the basic structure, organization and function of the U.S. health care system and how pharmacy contributes to these systems.
2. Relate the basic principles of economics to health care and the pharmaceutical industry.
3. Explain the primary trends and changes occurring in the structure of the U.S. health care system and the pharmaceutical market.
4. Apply the basics of insurance to health care and drug benefit programs.
5. Discuss the impact of changes in health care upon the principal actors including: patients, providers, insurers, financiers, regulators, and corporate purchasers.
6. Apply the basic principles of pharmacoconomics to the evaluation of pharmaceuticals and pharmacy services.
7. Apply basic principles of literature evaluation and evidence-based medicine to drug therapy decision-making.
8. Understand the principles of inventory control, financial analysis, purchasing, and budgeting as they relate to the practice of pharmacy.
9. Understand the basic principles involved in managing human resources in the pharmacy environment.
10. Understand the basic principles and issues surrounding patient care management.
PRIMARY INSTRUCTORS:

Jon Schommer (course director) 7-155 WDH, 612-626-9915, schom010@umn.edu
Olihe Okoro 235 LSci, 218-726-6036, ookoro@d.umn.edu

OTHER INSTRUCTORS:

Timothy Stratton 209 LSci, 218-726-6018, tstratto@d.umn.edu
Oscar Garza 7-177 WDH, 612-624-0124, owgarza@umn.edu
Stephen Schondelmeyer 7-159 WDH, 612-624-9931, schon001@umn.edu
Terrence Adam 7-125E WDH, 612-625-5825, adamx004@umn.edu
Serguei Pakhomov 7-125F WDH, 612-624-1198, Pahk0002@umn.edu
Rui Zhang zhan1386@umn.edu
Angie Carlson angie@dataiq.com
Mahsa Salsabili salsa002@umn.edu
Shannon Reidt shannon.reidt@optum.com
Robert Bechtol becht080@umn.edu

MEETING TIMES: 10:10 AM – 12:05 PM - Monday, Thursday

OFFICE HOURS: We will make ourselves available as needed. It will work best by appointment, but we are often available after class.

GRADING: Contract for Grade

Tell me and I will forget … Show me and I will remember … Involve me and I will understand.

To earn a grade of “C” in this class, the student must successfully complete the following no later than December 17, 2018:

1. Statistics Proficiency Exam
2. Class Pre-Work Assignments
3. One Final Project

To earn a grade of “B” in this class, the student must successfully complete the following no later than December 17, 2018:

1. Statistics Proficiency Exam
2. Class Pre-Work Assignments
3. Two Final Projects

To earn a grade of “A” in this class, the student must successfully complete the following no later than December 17, 2018:

1. Statistics Proficiency Exam
2. Class Pre-Work Assignments
3. Three Final Projects
Statistics Proficiency Exam

The Statistics Proficiency Exam consists of a multiple choice online exam to test students on their knowledge of statistics retained from their pre-pharmacy Statistics course(s). Students may avail themselves of as many of the 12 online Statistics Review Models as they wish before attempting the Statistics Proficiency Exam. [https://canvas.umn.edu/courses/82189](https://canvas.umn.edu/courses/82189)

Students must attain a minimum passing score of 73% (low C). The online exam will first be available in mid-August. Students failing to achieve a 73% will have up to two additional opportunities to take the Proficiency Exam if needed. Subsequent attempts at the Statistics Proficiency Exam will be available prior to starting the Foundations of SAPh course, and students attaining at least 73% before the start of the Foundations of SAPh course will meet this standard for their final grade in Foundations of SAPh. **Students who fail to attain 73% on the Statistics Proficiency Exam after two attempts must meet with Dr. Timothy Stratton before making their third, and final, attempt.**

Class Pre-Work Assignments

For class sessions that ask you complete class pre-work, follow the instructor’s directions for the pre-work (Note that pre-work is likely to be due before class time).

Final Projects

A. Health Services System Quality Improvement Paper

Select one topic from the **SYSTEMS MANAGEMENT** section and describe an important quality improvement issue. For the paper, (1) describe the issue, (2) provide evidence for why it is important to the profession of pharmacy, and (3) make recommendations for how to make quality improvements in the area.

You may work with mentors, current or previous employers, or others to help you identify and evaluate a perceived challenge or opportunity within the health care system. You may work in groups.

B. Evidence-Based Business/Program Proposal

Create a plan for a new pharmaceutical-based or pharmacy-based business or program. It is expected that the skills and tools presented in the **ORGANIZATION MANAGEMENT** section of the class will be used for developing the evidence-based proposal. Your proposal should be compelling and make others want to read the details in the proposal. You should include supporting material and evidence for why your proposal is a good one.

A useful outline to follow for the proposal may include the following components: (1) Executive Summary, (2) Description of Business/Program, (3) Product/Service Offerings, (4) Operations and Management, (5) Financials and Economic Assessment, (6) Summary, and (7) Appendices (supporting information). You may work in groups.

C. Personnel and Patient Care Management Portfolio

The portfolio should be prepared as a creative document, web site, video, or artistic expression that provides your insights regarding one or more of the **PERSONNEL MANAGEMENT** or **PATIENT CARE MANAGEMENT** sections. Be sure to include a title for your work and be sure to include your name at the beginning of your submission. Creativity is encouraged. Use your own ideas, external sources, or opinions. You may work in groups.
ATTENDANCE: You are expected to attend all class sessions. Attendance may be recorded. Class participation reflects your active contributions to class discussions in the course. Favorable assessment of your class participation can reflect numerous contributions including: (1) consistent class attendance, (2) written contributions submitted for class review and discourse, (3) sharing of useful materials to augment topics discussed in class, or (4) other creative contributions that reflect your thoughts on the topics covered in this course. The instructors for this course reserve the right to consider your intensity of class participation in assigning your final grade. Lack of class participation could result in lowering your grade by up to one letter grade.

CENTRAL COLLEGE OF PHARMACY SYLLABUS INFORMATION

https://docs.google.com/document/d/1artQ5e1rbzxe8lEtWo7BE8k8snZAEqMMz_QcW8yJ-II/edit?pli=1

PREREQUISITES: First year College of Pharmacy student.

REQUIRED TEXT:


OPTIONAL TEXTS:


# PHAR 6704

**FOUNDATIONS OF SOCIAL AND ADMINISTRATIVE PHARMACY**

**10:10 AM – 12:05 PM**

**Mondays (7-135 WDH / 410 Lib) and Thursdays (1-451 Moos / 163 LSci)**

<table>
<thead>
<tr>
<th>DATE</th>
<th>TOPIC</th>
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</thead>
</table>
| Sep 10 | Introduction and Course Overview  
Foundations of Social and Administrative Pharmacy  
**NOTE: CLASS will meet in 1-451 Moos / 165 LSci** | Schommer  
Schommer | Course Syllabus | |
| Sep 13 | Models of Healthcare Systems  
Global Health Services Systems | Okoro  
Okoro | Okoro Readings  
Okoro Readings | PW |

## SYSTEMS MANAGEMENT

<table>
<thead>
<tr>
<th>DATE</th>
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<th>ASSIGNMENT</th>
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</table>
| Sep 17 | The US Healthcare System: An Overview  
Healthcare Delivery: Trends & Innovations | Okoro  
Okoro | Okoro Readings | |
| Sep 20 | US Healthcare Financing & Insurance  
Quality of Healthcare in the US | Okoro  
Okoro | Okoro Readings  
Okoro Readings | PW |
| Sep 24 | Public Health  
Population Health | Okoro  
Garza | Okoro Readings | |
| Sep 27 | Healthcare Disparities in the US  
Cultural Competency in Healthcare Delivery | Okoro  
Okoro | Okoro Readings | PW |
| Oct 1 | Pharmaceuticals and the US Health Services System  
Pharmacy and the US Health Services System | Schondelmeyer  
Schondelmeyer | | |
| Oct 4 | Economic Trends in the Pharmaceutical Industry  
Economic Trends in Pharmacy | Salsabili and  
Schondelmeyer | | |
| Oct 8 | Affordable Care Act: Stories, Statistics & Stakeholders  
Healthcare: Policies, Profits, and Politics | Okoro  
Okoro | Okoro Readings | PW |
| Oct 11 | Pharmaceutical Pricing and Policy  
Pharmacy and Pharmacist Payment | Schondelmeyer  
Schondelmeyer | Chisholm –Chapter 16 | |
| Oct 15 | Health Informatics  
Health Informatics | Adam / Zhang  
Pakhomov / Zhang | | |
| Oct 18 | NO CLASS – FALL BREAK | | | |
| Oct 22 | Alphabet Soup: Quality Improvement in Pharmacy  
Assessing Value: Comparative Effectiveness | Schommer  
Schommer | Chisholm –Chapter 18 | |
| Oct 25 | Assessing Value: Evidence-Based Decision Making  
Evidence-Based Quality Improvement in Health Services | Schommer  
Carlson | | |
<table>
<thead>
<tr>
<th>Oct 29</th>
<th>Evidence-Based Evaluation of Pharmacist Services Ethics Corner</th>
<th>Reidt Stratton</th>
<th>JAPhA Article Stratton Case Study</th>
<th>PW</th>
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<tbody>
<tr>
<td>Nov 1</td>
<td>Final Projects Work Day</td>
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**ORGANIZATION MANAGEMENT**

<table>
<thead>
<tr>
<th>Nov 5</th>
<th>Pharmacy Business and Staff Planning Justifying and Planning Patient Care Services</th>
<th>Schommer and Bechtol</th>
<th>Chisholm – Chapter 8 Chisholm – Chapter 12</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 8</td>
<td>Program Planning and Evaluation Pharmacy Operations: Workflow, Practice Activities, Medication Safety and Technology</td>
<td>Schommer and Bechtol</td>
<td>Chisholm – Chapter 12 Chisholm – Chapter 14 Chisholm – Chapter 10</td>
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<tr>
<td>Nov 12</td>
<td>Purchasing and Managing Inventory Cents and Sensibility: Understanding the Numbers</td>
<td>Schommer and Bechtol</td>
<td>Chisholm – Chapter 11 Chisholm – Chapter 17</td>
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<tr>
<td>Nov 15</td>
<td>Conceptual Maps for Organization Management in Diverse Practice Settings</td>
<td>Schommer and Bechtol</td>
<td>Chisholm – Chapter 11 Chisholm – Chapter 17</td>
<td>In-Class Exercises</td>
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**PERSONNEL MANAGEMENT**

<table>
<thead>
<tr>
<th>Nov 19</th>
<th>Four Frames of Leadership Communication Styles (SELF Profile)</th>
<th>Schommer</th>
<th>Chisholm – Chapter 2 Chisholm – Chapter 3</th>
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<tbody>
<tr>
<td>Nov 22</td>
<td></td>
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<tr>
<td>Nov 26</td>
<td>Conflict Management Stress and Time Management</td>
<td>Schommer</td>
<td>Chisholm – Chapter 4 Chisholm – Chapter 32</td>
</tr>
<tr>
<td>Nov 29</td>
<td>Pharmacist Workforce Choosing Opportunities</td>
<td>Schommer</td>
<td>Chisholm – Ch. 22-25 Chisholm- Ch. 30</td>
</tr>
</tbody>
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**PATIENT CARE MANAGEMENT**

<table>
<thead>
<tr>
<th>Dec 3</th>
<th>Health Information, Social Media and Other Distractions Patients’ Information Processing and Decision-Making</th>
<th>Schommer</th>
<th>Schommer Ch. 1-7 Schommer Ch. 8-9a</th>
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<tbody>
<tr>
<td>Dec 6</td>
<td>Achieving Concordance using Targeting and Tailoring Evidence-Based Evaluation of Patient-Centered Care</td>
<td>Schommer</td>
<td>Schommer Ch. 9b JAMA Int Med Article</td>
<td>PW</td>
</tr>
<tr>
<td>Dec 10</td>
<td></td>
<td>Schommer</td>
<td>Schommer Ch. 9b</td>
<td></td>
</tr>
<tr>
<td>Dec 13</td>
<td>Final Projects Work Day</td>
<td>Schommer</td>
<td>Schommer Ch. 9b</td>
<td></td>
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PW = Pre-Work