



## I. COURSE DESCRIPTION:

The learner will be introduced to the business and management of pharmacies. Important topics that will be explored are: business plans; inventory control and management; purchasing; pricing; merchandising; working with suppliers; space utilization; design of a dispensary and the management of staff. Business math is also an important component of this course. Students will be expected to learn how to manage inventories; calculate profits, retail pricing and discounts. The legislation that covers business practices and specifically pharmaceutical commerce will be studied.

**This course is designed to enable students to attain competencies specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice (March 2014).**

(Full document available at [www.napra.ca](http://www.napra.ca))

**This course is designed to enable students to attain the educational outcomes specified in the Canadian Pharmacy Technician Educators Association (CPTA) Educational Outcomes for Pharmacy Technician Programs in Canada (March 2007).** (Full document available at [www.cptea.ca](http://www.cptea.ca))

**This course is designed to enable students to meet and maintain the standards of practice expected within the pharmacy technician's role. The standards are specified in the National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards of Practice for Canadian Pharmacy Technicians (November 2011).** (Full document available at [www.napra.ca](http://www.napra.ca))

## II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. describe Inventory management systems and understand the financial, operational, and safety aspects related to the function.

### Potential Elements of the Performance:

- Compare and contrast different methods of inventory control
- Articulate the impact inventory control has on the financial health of the pharmacy
- Perform business math and interpret the results to create sound inventory control decisions
- identify efficiency or performance measures
- recognize legislative requirements and mandatory record keeping for the purchase, receipt, storage and sale of medications

- Perform inventory audits, identify discrepancies and describe the management of discrepancies.
2. illustrate knowledge and principals of effective leadership and human resource management in a pharmacy environment.

Potential Elements of the Performance:

- Compare and contrast leadership versus management
  - Define the impact of effective human resource management and relate it to quality of care and quality of service
  - Highlight the roles and responsibilities of supervising individuals with recognition of laws governing labour and occupational safety within the pharmacy setting.
  - Construct policies and procedures designed to ensure safe practices, quality audits and address equipment maintenance.
  - Highlight issues related to efficient work flow including: staffing, skills mix, scheduling and, workload measurement.
  - Recognize various principals of time management, analyze personal organizational skills and relate these to the pharmacy setting
3. define the business of Retail Pharmacy, understanding the economic and legislative factors which influence pharmaceutical commerce.

Potential Elements of the Performance:

- Define the various legislative acts governing the practice and business of pharmacy
  - Analyze various different formularies, benefit lists, and interchangeable product lists and compare how each will govern practice
  - Compare innovative pharmacy dispensing systems to various traditional structures and describe the merits and limitations of each.
  - Review the financial aspects of operating a business and apply the knowledge to the development of a business plan
  - Demonstrate the principles of marketing, merchandising, and an understanding of how the physical space, flow and design influence these.
  - Demonstrate business math, interpreting the results to make sound business decisions
  - Formulate and appraise reports to track financial outcomes
  - Prepare business correspondence such as invoices, professional letters, memoranda common to the pharmacy setting
4. compare and contrast inventory management in a hospital setting to a community setting.

Potential Elements of the Performance:

- Describe the management of investigational drugs including the mandatory record keeping, receipt, and storage of study medications

- Differentiate the roles and services between Group Purchasing Organizations, Wholesalers and Distributors
- Describe the management of drugs obtained through the Special Access Program
- Explain management of recalled items and return processes

### III. TOPICS:

1. Human resources and people management
2. Financial stewardship
3. Design of a pharmacy for operational flow
4. Safe efficient procurement and supplier relationships
5. Pricing, merchandising, marketing to ensure a sustainable practice
6. Pharmacy as a business
7. Inventory control
8. Purchasing decisions
9. Inventory management in the hospital pharmacy

### IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

1. Atlas, M. and Faris, A. (2012). *Inventory Management for Pharmacy Technicians* (10<sup>th</sup> ed.). Caledon, ON: Pharmacy Tech Consultants. ISBN 978-0-9810411-9-3
2. Desselle, S. P. and Zgarrick, D. P. (2012). *Pharmacy Management* (3rd ed.). Toronto, ON: McGraw-Hill Medical. ISBN 978-0-07-177431-4
3. Sault College Learning Management System (D2L)

### V. EVALUATION PROCESS/GRADING SYSTEM:

Assignments	15 %
• 1 x 5%	
• 1 x 10%	
Tests (4 x 15%)	60%
Pharmacy Math Test	10%
Final Exam	15%
<b>TOTAL</b>	<b>100%</b>

1. The pass mark for the course is 60%. The total grade is composed of marks accumulated as indicated above.
2. All policies and procedures as outlined in the current Student Success Guide related to submitting assignments, scholarly work/academic honesty, tests and examinations.

3. **No supplements** will be provided for tests or the final exam.
4. Students missing tests or the final exam because of illness or other serious reason must contact the professor before the test or exam to inform him/her (by phone or email). Those students who have notified the professor of their absence, according to policy, will be eligible to arrange an opportunity to complete the test or exam at another time. Students must contact the professor on their first day back at school following a missed test or exam. Those students who do not follow the above procedures will receive a zero for that test or exam. The professor reserves the right to request documentation to support the absence.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D (Fail)	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

**Note:** For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

**A minimum of a “C” grade is required to be successful in most PTN coded courses.**

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

**VI. SPECIAL NOTES:**Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

**VII. COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located on the portal and LMS form part of this course outline.