**Worksheet # 2**

**Pharmacy Management**

**Learning Objectives**

1. Describe the organizational structure of the pharmacy and the reporting structure up to the corporate level.
2. Discuss the role of Human Resources in a Community Pharmacy.
3. Discuss and explain how customer service is evaluated in the pharmacy and how the results are used for service improvement.

**Preceptor:** Discuss this activity with the student and please sign-off in E-value that it has been accurately completed.

Human Resource Management

1. Draw the organizational chart (i.e. the reporting structure) for your pharmacy. Start within the pharmacy and progress up to the corporate level.

2.Explain the roles and staffing model of all the positions that exist within the pharmacy.

3.Have a discussion with your preceptor about the following:

* Where is the pharmacy located in the store? What are the pros and cons of the location?
* What are the daily duties that need to be completed so the pharmacy runs smoothly?
* How does the preceptor provide feedback when an employee is not performing well?
* Procedures for handling personnel issues.
* Training modules offered by your site for new employees and interns. Are they computer based trainings?
* How is a new policy (from Corporate, Board of Pharmacy, or other legal body) communicated to pharmacy personnel?

1. Explain the importance of customer service in a community pharmacy and describe the mechanisms used to determine quality of service. What specific requirements/policies/procedures regarding customer service are available at your site?
2. Discuss with your preceptor the reports that are generated in the pharmacy daily, weekly, or monthly and list  **3** in the table below.

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| --- | --- | --- | --- |
| **Name of Report** | **How often is the report generated?** | **Description of Report** | **How is it used at this site?** |
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