Elective Clerkship

Pharmacy Business Leadership Advanced Pharmacy Practice Experience

Multiple site travel required with field managers

Preceptors: Select CVS Pharmacy Supervisors and Licensed District Managers

It is the student’s responsibility to obtain the learning contract from the preceptor for each elective rotation in which the student is enrolled
Preceptors are to use designations listed below when arriving at a grade determination for an advanced student’s work.

EXAMPLE OF GRADE DETERMINATION

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>(90 to 100)</td>
</tr>
<tr>
<td>A-</td>
<td>(87 to 89)</td>
</tr>
<tr>
<td>B+</td>
<td>(83 to 86)</td>
</tr>
<tr>
<td>B</td>
<td>(80 to 82)</td>
</tr>
<tr>
<td>B-</td>
<td>(77 to 79)</td>
</tr>
<tr>
<td>C+</td>
<td>(73 to 76)</td>
</tr>
<tr>
<td>C</td>
<td>(70 to 72)</td>
</tr>
<tr>
<td>C-</td>
<td>(67 to 69)</td>
</tr>
<tr>
<td>D+</td>
<td>(63 to 66)</td>
</tr>
<tr>
<td>D</td>
<td>(60 to 62)</td>
</tr>
<tr>
<td>F</td>
<td>(&lt;60)</td>
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*Utilize School grading system and reporting completion
**Purpose:**
To provide the pharmacy profession with the next generation of pharmacy business leaders. This rotation will provide exposure to basic leadership competencies through core values, business management principles concurrently enhancing clinical outcomes.

**Course Overview:**
To provide students with advanced leadership experiences and to expose individuals to business management within a large organization. Students will learn about leadership and business management and be able to demonstrate competencies through core leadership values such as Integrity, Caring, Accountability, Innovation and Collaboration. The goal is to ensure students understand there are 3 critical roles future pharmacist must play – Clinician, Manager and Leader.

This Multi-week elective advanced practice experience will serve to provide insight into corporate and field management daily practices.

Through the dynamic Pharmacy Business Leadership APPE, students will:

- Experience first-hand how to manage and be part of a store team while gaining a basic overview of store, district, and region operations
- Gain knowledge about the theory and decision making process behind pharmacy initiatives
- Participate in designated workshop and travel days centered around topics such as leadership, loss prevention, district manager responsibilities, Pharmacy operations, Compliance & Regulatory Affairs, Quality Assurance and Human Resources that will allow them to interact and network with many members of field management
- Opportunity to participate in region and district meetings as well as off site clinics and Career/Interview Days.

**Hours:**
8 hours/day
Approximately 9am-5pm Monday –Friday, exact schedule and times to be provided by preceptor

**Course Prerequisites:**
- Minimum of 1 year (500 hours minimum) retail working/paid internship experience within the past 2 years
- Strong post graduate desire for future leadership roles in Community Pharmacy
- Leadership experience recommended exemplified through various campus/community groups
- **Flexibility with schedule and travel required**
- Suggested prior APPE Community Pharmacy Experience

**Additional Requirements:**
- Original intern permit or technician license required by state must be on person at all times during the course of this APPE. (This permit/license must be displayed when student is in a store preceptor site)
- **Professional Attire required at all times**
- Student ID required to be on person at all times
- Contingent Worker Modules Completion and acknowledgement of Company Confidentiality and proprietary information agreement
Rotation Objectives:
- Solve problems and make decisions for a given employee relations situation.
- Integrate ideas, information and skills necessary in order to provide direction and influence all levels.
- Be able to find, understand, analyze, evaluate and synthesize information and then make informed, rational, responsible and ethical decisions daily.
- Communicate effectively through various methods with patients, health care professionals and other leadership positions for positive outcomes.
- Demonstrate sensitivity to and facilitate personal values and ethical principles in professional and social contexts.
- Demonstrate effective interpersonal and inter-group behaviors in a variety of situations and circumstances.
- Apply principle of pharmacy law in daily practice.
- Ability to practice the core leadership values of Accountability, Integrity, Caring, Innovation and Collaboration both on a personal and professional level.
- Analyze and evaluate learning's in order to develop a business project that encompasses leadership core values, management principles resulting in enhanced clinical outcomes and cost reduction for patient and company.

Rotation Activities:
- Display Leadership through Integrity, Caring, Accountability, Innovation & Collaboration
- Collaborate with members of leadership team to complete assigned tasks
- Present project to preceptor and/or team of leaders

Integrity: Delivering on our promises; doing what we say and what is right
- Completion and understanding of contingent worker compliance modules
- Confidentiality requirements of reports and proprietary information training
- Review of Quality Assurance Plan; Incident reporting and follow up
- Resolve a customer service issue

Caring: Treating people with respect & compassion so they feel valued & appreciated
- Demonstrate the positive business impact diversity and inclusion has on the workplace, workforce and our marketplace. Discuss the ways we can advance our current business through diversity leadership.
- Demonstrate how to effectively coach high performing and underperforming pharmacy team members as well as creating a development plan.
- Provide recommendations on how to improve business outcomes through a review of engagement survey results

Accountability: Taking personal ownership for our actions and their results
- Review how to read and interpret all field management reporting and be able to identify variability and provide appropriate coaching/feedback
- Demonstrate Tell me, Show me, Coach me technique for specific store development
- Complete relevant course outcomes as stated in the course syllabus

Innovation: Demonstrating openness, curiosity & creativity in the relentless pursuit of delivering excellence
- Proactive Pharmacy Care- understanding the why's behind our programs and utilizing various reports to both measure pharmacy teams performance and be able to influence desired behaviors needed
- Demonstrate how new work flows and technology enhances overall performance
- Explain and discuss how an integrated health care provider company reinvents pharmacy and how it impacts our customers, colleagues and business.
Collaboration: Sharing & partnering with people to explore and create things that we couldn’t do on our own

- Partner with a DM and Front Store Manager to develop a profitable Pharmacy End cap and Up sell item
- Set Agenda for plan, align team, set accountability, achieve execution, track/deliver results and provide feedback
- Assist with Pharmacy Acquisition, Store Relocation or New Store set up
- Partner with Loss Prevention Representative to understand and perform a store LP baseline audit and understand its impact on our total business
- Partner with Human Resource Partner/Manager of Professional and College Relations to understand how we manage, recruit and retain talent in order to impact total business.
- Develop and present a comprehensive project that is tied to real world business activities and initiatives within the organization; ultimately creating opportunities to meet and network with members of field and corporate management
- Attend meetings and conference calls
- Attend site visits with field team (flexible schedule and travel required)

Learning Resources:

- RXConnect computer system
- Intranet access to Clinical references such as Clinical Pharmacology
- RADAR for store financial and business reporting
- CVS LEARNet for training and additional resources

Assessment:

- Develop and present a comprehensive project that is a demonstration of a Pharmacist’s role as the Clinician, Manager and Leader which ties into leadership values, real world business activities and initiatives in community pharmacy.

Suggested Projects:

- Analyze current quality assurance procedures and best practices within the district. Complete a root cause analysis with a corrective action plan for prevention of future dispensing errors.

- Demonstrate the positive business impact diversity has on the workplace, workforce and our colleagues. Act as a consultant for the district and submit a proposal plan to enhance clinical and financial outcomes with diversity in mind.

- Review engagement results for specific store and provide recommendations on how to approach team and improve business outcomes.

- Develop and present a business plan to improve execution of pharmacy programs for specific store or stores in district. Discuss how variability can impact clinical and financial outcomes.

- Develop a plan to improve flu shots in a given store/district. Discuss business and financial impact of hitting and exceeding flu targets. Demonstrate within this project the importance of a Pharmacist acting as the clinician, leader and manager.

- Develop a plan to target a specific patient population and inform and influence them of various vaccines and immunizations available for them. For example: Call asthmatics and discuss importance of Pneumococcal Vaccine. Set goal and track success of your outreach.

- Partner with Rx Supervisor, District Manager, Front Store Manager and Pharmacy Team to develop a profitable Pharmacy End cap and “Up sell” item for select store/district. Set Agenda for plan, align team, set accountability, achieve execution, track/deliver results and provide feedback. Discuss the impact a Pharmacist can have on total store patient and financial outcomes.
# Project Evaluation Form

Student: ___________________________  Student ID #: __________________

Field Preceptor: ___________________  Date: __________

Please assess the pharmacy student using the key below by writing the number that best describes his/her performance for each activity, since the inception of this rotation.

<table>
<thead>
<tr>
<th>Poor / Unsatisfactory</th>
<th>Needs Improvement</th>
<th>Average</th>
<th>Above Average</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 59.4</td>
<td>59.5 – 69.4</td>
<td>69.5 - 79.4</td>
<td>79.5 – 89.4</td>
<td>89.5 – 100</td>
</tr>
</tbody>
</table>

1. The student did appropriate background research.

2. The student clearly stated his/her viewpoint on the subject.

3. The student provides a valid solution/recommendation for problem/challenge.

4. The project is well written, understandable, grammatically correct, well organized, and has supporting data where applicable.

5. The student completed the assignment in a timely fashion

<table>
<thead>
<tr>
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<tbody>
<tr>
<td></td>
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</table>

Average of Score: 

Final Grade: ______

Preceptor’s Signature: ___________________  Date: ______

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6
Presentation Evaluation Form

Student: _________________________________ Student ID # _____________________

Field Preceptor:____________________              Date: ___________

Title of Presentation: ____________________________________________________________

Please assess the pharmacy student using the key below by writing the number that best describes his/her performance for each activity, since the inception of this rotation.

<table>
<thead>
<tr>
<th>Poor / Unsatisfactory</th>
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<td>79.5 – 89.4</td>
<td>89.5 - 100</td>
</tr>
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</table>

I. Content / Organization

1. Specifies the purpose in an introductory statement
2. Based on the topic of the project, the content was presented accurately and precisely.
3. Provides a clear explanation of the subject matter
4. Length of presentation was appropriate
5. Presentation was effective in conveying information
6. Student appropriately identifies, retrieves, reviews and analyzes timely references to support the contents
7. Presentation was well organized

Subtotal: Average Score x 0.50

II. Visual Aids

1. Used appropriate visual aids
2. Visual aids reinforced message
3. Visual aids were a representation, not reproduction of the spoken words

Subtotal: Average Score x 0.10

III. Communication Skills

1. Established eye contact before speaking
2. Maintained frequent eye contact with all the members of the audience
3. Appears confident and relaxed
4. Volume and energy appropriate
5. Speaks with enthusiasm

Subtotal: Average Score x 0.20

IV. Ability to Answer Questions

1. The student answers the questions in a logical fashion
2. The student’s accuracy of answers corresponds with the expected competency of the student
3. The student is able to think creatively and analytically. May theorize, if not sure of an answer, but identifies answer as such

Subtotal: Average Score x 0.20

Total I + II + III + IV = ________________                Final Score: _______________

Preceptor’s Signature: _________________________________
Advanced Pharmacy Business Leadership Field Experience Rotation

Interim Student Assessment Form (Discussed with Student)

Student: ___________________________ Identification #: __________________

Field Preceptor: ___________________ Date: __________

1. Daily Performance  _____(30%)
2. Project  _____(40%)
3. Presentation  _____(20%)
4. Professionalism
   (Punctuality, executive presence, interactions with peers and health care providers)  _____(10%)

Total Points  _____(100%)

Comments: ____________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Final Grade: __________

Preceptor's Signature: ___________________________ Date: __________

Student’s Signature: ___________________________ Date: __________
Advanced Pharmacy Business Leadership Field Experience Rotation

Final Student Assessment Form (Submitted to the College) Fax: (insert #)

Student: __________________________________________ Identification #: ______________
Field Preceptor: ___________________                                  Date: ________

1. Daily Performance        _____(30%)
2. Project                    _____(40%)
3. Presentation                                                                                                _____(20%)
4. Professionalism
   (Punctuality, executive presence, interactions with peers and health care providers)   _____(10%)

Total Points         _____ (100%)

Comments: ____________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

Final Grade: __________

Preceptor's Signature: ______________________________________ Date: ______________
Student’s Signature: ________________________________________ Date: ______________