

Postgraduate Diploma

Pharmacy Office Management and
Administration: Direction, Professional
Services and Quality Management



Postgraduate Diploma Pharmacy Office Management and Administration: Direction, Professional Services and Quality Management

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Global University
- » Credits: 18 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: www.techtitute.com/us/engineering/postgraduate-diploma/postgraduate-diploma-pharmacy-office-management-administration-direction-professional-services-quality-management

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01

Introduction

Quality management is essential in any project. In the Pharmacy Office, moreover, it is the indicator of safety in a health activity that deals directly with the user and the barometer of quality that will mean the difference between the success or failure of the project. This program offers Pharmacy professionals the necessary tools in the areas of management and quality management, to develop the activity with the necessary solvency in the most practical areas, also incorporating the specific vision of the Client/Patient and their particularities.





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A high-performance program that will give you a significant boost in the practice of your profession”

Quality management is a must that pharmacies should develop in order to guarantee the correct development of the numerous areas that are part of their activity. Ensuring the proper functioning of these areas from the beginning of the process to the end of the sale to the Client/Patient is the only basis that will guarantee the fulfillment of the proposed goals.

This Postgraduate Diploma is a response to this premise. At present, this need responds among other things, to the increase in the importance of assistance that the Pharmacy Office is achieving in recent times. This situation has led to an increase in the specialization needs of pharmacy professionals.

Professionals' knowledge should no longer be limited to realm of healthcare, but needs to incorporate business skills that allow them to operate competitively within a commercial environment.

Through a study method of proven efficiency, the students will be able to acquire competencies in the areas of leadership and management, and in the areas of business development that are essential.

This **Postgraduate Diploma in Pharmacy Office Management and Administration: Direction, Professional Services and Quality Management** contains the most complete and up-to-date scientific program on the market. The most important features include:

- ◆ Practical case studies presented by experts
- ◆ The graphic, schematic, and practical contents with which they are created provide scientific and practical information on the disciplines that are essential for professional practice
- ◆ New developments in the sector
- ◆ Practical exercises where self-assessment can be used to improve learning
- ◆ Emphasis on innovative methodologies
- ◆ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- ◆ Content that is accessible from any fixed or portable device with an Internet connection



The best program on the online teaching market, created specifically for professionals in the sector"

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Take a leap toward higher quality with this program in Pharmacy Office Management and Administration: Direction, Professional Services and Quality Management will give you the most complete update on the reality of the sector and the new techniques and ways of working”

Its teaching staff includes expert professionals who contribute their work experience to this training program, as well as renowned specialists from leading societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive learning experience designed to prepare for real-life situations.

The design of this program focuses on Problem-Based Learning, through which the pharmacist must try to solve the different professional practice situations that arise. For this purpose, specialists will be assisted by an innovative, interactive video system created by renowned and experienced experts in the field of Pharmacy Sales.

A comprehensive and specialized program that will allow you to study without problems of compatibility with your daily life.

Make the most of this opportunity and make your skills enable you to perform more efficiently and confidently in the areas of Pharmacy Office Management and Administration.



02

Objectives

The objective of this comprehensive program is to accompany and encourage students in a process of professional growth that will allow them to reach another level of performance. With the most interesting and up-to-date knowledge of the moment in a training intensively focused on practice.



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Clear and realistic objectives, in a Postgraduate Diploma that will lead you to the acquisition of skills and competences in a progressive and unstoppable way”



General Objectives

- ◆ Learn how to manage the financial area of the Pharmacy
- ◆ Learn about service management in the Pharmacy Office
- ◆ Know everything you need to know about quality control, standards and certifications



Realistic goals that will turn into immediate job advancements”





Specific Objectives

Module 1. Human Resource Management and Administration in the Pharmacy Office

- ◆ Learn organizational models
- ◆ Learn how to select and interview personnel
- ◆ Learn about interdependencies and leadership
- ◆ Study management models
- ◆ Study about human resources HH in pharmacy
- ◆ Learn about occupational hazard prevention
- ◆ Learn about organization and internal communication

Module 2. Management of the Professional Services of the Pharmacy Office

- ◆ Analyze what services can be developed in the Pharmacy
- ◆ Study how to perform the selection and implementation of services and what requirements they have

Module 3. Quality Management in the Pharmacy Office

- ◆ Learn about certification of quality of the Pharmacy Office
- ◆ Learn how to perform Total Quality and Strategic Management (TQM)
- ◆ Learn about the control points and improvement indicators
- ◆ Identify the strategic niches and competitive advantages

03

Course Management

This Postgraduate Diploma represents an opportunity to learn from the best, with a teaching staff made up of professionals in the sector who will use their theoretical and practical knowledge to take you to the highest level of learning. With the latest and most effective teaching methods on the online teaching market.





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An unparalleled opportunity to learn and grow professionally, hand in hand with the best specialists in this field”

International Guest Director

Internationally recognized for developing innovative solutions during the COVID-19 pandemic, Katherine DeSanctis, Ph.D., is a leading Pharmacist specializing in Operational Management. Her approach excels in applying leadership strategies to train clinical specialists and optimize Pharmacy services in hospital settings.

In this way, she has an extensive career, which has allowed her to be part of renowned health institutions such as the Mass General Brigham in the United States. Among her main achievements, she has led the digital transformation in institutions to provide quality care to patients in their homes. This has made it possible to improve processes to enhance both efficiency and safety in the distribution of medicines.

In this regard, her work has been recognized on multiple occasions. For example, her management skills in times of crisis earned her an international award in the healthcare industry. Likewise, specialized publications such as Becker's Hospital Review have published articles on his work, highlighting her avant-garde mentality.

Among her most notable contributions, she created a dashboard during the SARS-CoV-2 outbreak to foster employee engagement and improve organizational culture. This system improved employee retention and increased their motivation to deal with this difficult period.

At the same time, she has combined this facet with her work as a Clinical Researcher. Her areas of interest include pharmaceutical technology, drug safety and management. In this respect, she actively collaborates with the Vizient Pharmacy Council. In this way, she shares her solid knowledge on platforms such as YouTube to increase professionals' understanding of areas such as drug preparation, central distribution or perioperative Pharmacies.



Dr. DeSanctis, Katherine

- Director of Pharmacy Operations at Mass General Brigham, Massachusetts, United States
- Director of Massachusetts General Hospital
- Resident in Pharmacy Management in Health Systems at UW Health
- Doctorate in Pharmacy from University of Illinois at Chicago
- Master of Science degree from University of Wisconsin-Madison
- Bachelor of Science degree from Villanova University
- Member of:
 - American Society of Health-System Pharmacists
 - Massachusetts Society of Health-System Pharmacists
 - Vizient Board of Pharmacy



Thanks to TECH, you will be able to learn with the best professionals in the world"

Management



Ms. Auni3n Lavar3as, Mar3a Eugenia

- Pharmacist and Clinical Nutrition Expert
- Author of the reference book in the field of Clinical Nutrition "Dietary Management of Overweight in the Pharmacy Office". (Panamericana Medical Publishing House)
- Pharmacist with extensive experience in the public and private sector
- Pharmacist in Valencia Pharmacy
- Pharmacy Assistant in the British pharmacy and health and beauty retail chain Boots, UK
- Degree in Pharmacy and Food Science and Technology. University of Valencia
- Head of Postgraduate Certificate "Dermocosmetics in the Pharmacy Office"



04

Structure and Content

A compendium of knowledge created to give the pharmacist the opportunity to catch up or incorporate the most advanced knowledge in Pharmacy Office Management and Administration in the current panorama. With the confidence and solvency of the largest online university in the world.





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A comprehensive teaching program, structured in well-developed teaching units, oriented towards efficient and swift learning that is compatible with your personal and professional life”

Module 1. Management and Administration of Human Resources in the Pharmacy Office

- 1.1. Organizational Models. Structure and Organization Charts
- 1.2. The Team as a Motor. Profile of the Owner and Collaborators
- 1.3. Personnel Selection and Interview
- 1.4. Relatives in Pharmacy
- 1.5. Definition of the Mission. *Stakeholders*
- 1.6. Interdependencies and Leadership
- 1.7. Management and Development of People in Connection with the Mission
- 1.8. Motivation: Training and Professional Development, Remuneration, etc
- 1.9. Occupational Hazard Prevention
- 1.10. Organization and Internal Communication

Module 2. Management of the Professional Services of the Pharmacy Office

- 2.1. Services That Can Be Developed in the Pharmacy
- 2.2. Selection and Implementation of Services
- 2.3. Requirements for Developing the Services
- 2.4. Offering and Monitoring Services
- 2.5. Economic Management of Services

Module 3. Quality Management in the Pharmacy Office

- 3.1. Quality
- 3.2. Certification of Quality of the Pharmacy Office
- 3.3. Total Quality and Strategic Management (TQM)
- 3.4. Control Points and Improvement Indicators
- 3.5. Identification of Strategic Niches and Competitive Advantages
- 3.6. Control Panels





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A unique, key, and decisive educational experience to boost your professional development”

05

Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.



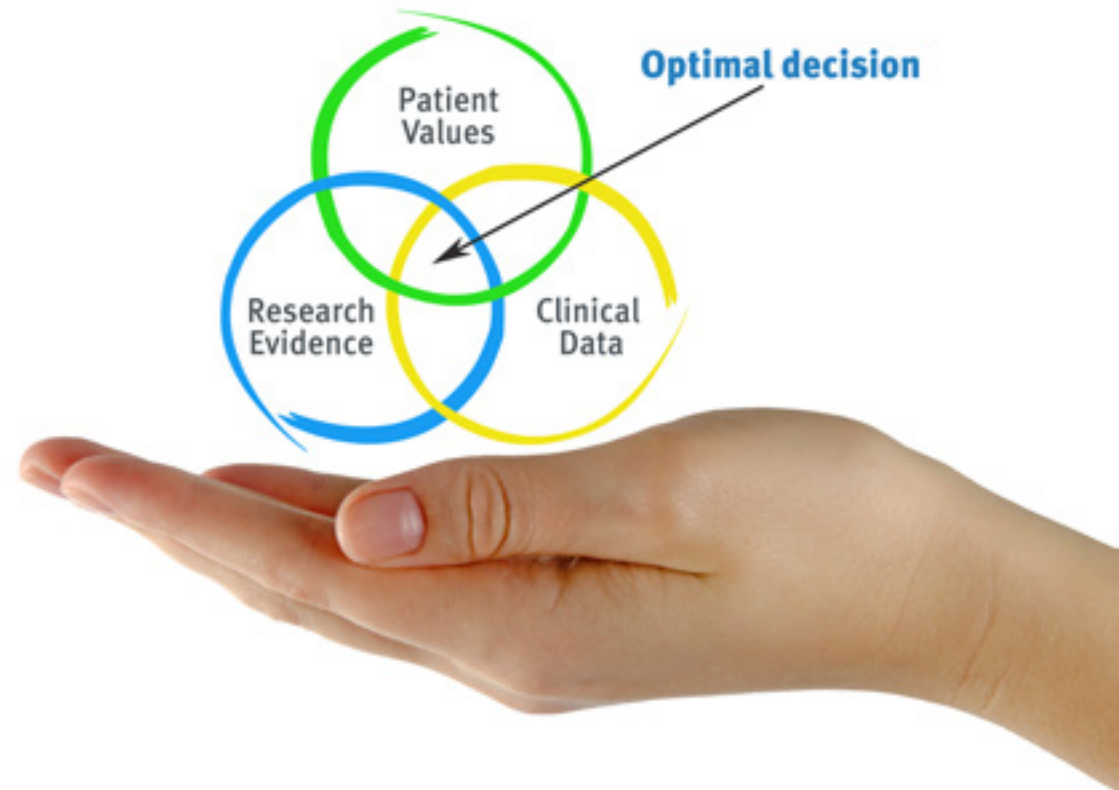


Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

At TECH we use the Case Method

What should a professional do in a given situation? Throughout the program, students will be confronted with multiple simulated clinical cases based on real patients, in which they will have to investigate, establish hypotheses and ultimately, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Pharmacists learn better, more quickly and more sustainably over time.

With TECH you will experience a way of learning that is shaking the foundations of traditional universities around the world.



According to Dr. Gervas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, attempting to recreate the actual conditions in a pharmacist's professional practice.

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Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”

The effectiveness of the method is justified by four fundamental achievements:

1. Pharmacists who follow this method not only grasp concepts, but also develop their mental capacity, by evaluating real situations and applying their knowledge.
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



Relearning Methodology

At TECH we enhance the case method with the best 100% online teaching methodology available: Relearning.

Our University is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which represent a real revolution with respect to simply studying and analyzing cases.

Pharmacists will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.



At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology, more than 115,000 pharmacists have been trained with unprecedented success in all clinical specialties, regardless of the surgical load. This pedagogical methodology is developed in a highly demanding environment, with a university student body with a high socioeconomic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by TECH's learning system is 8.01, according to the highest international standards.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is created specifically for the course by specialist pharmacists who will be teaching the course, so that the didactic development is highly specific and accurate.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Video Techniques and Procedures

TECH introduces students to the latest techniques, to the latest educational advances, to the forefront of current pharmaceutical care procedures. All of this, first hand, and explained and detailed with precision to contribute to assimilation and a better understanding. And best of all, you can watch them as many times as you want.



Interactive Summaries

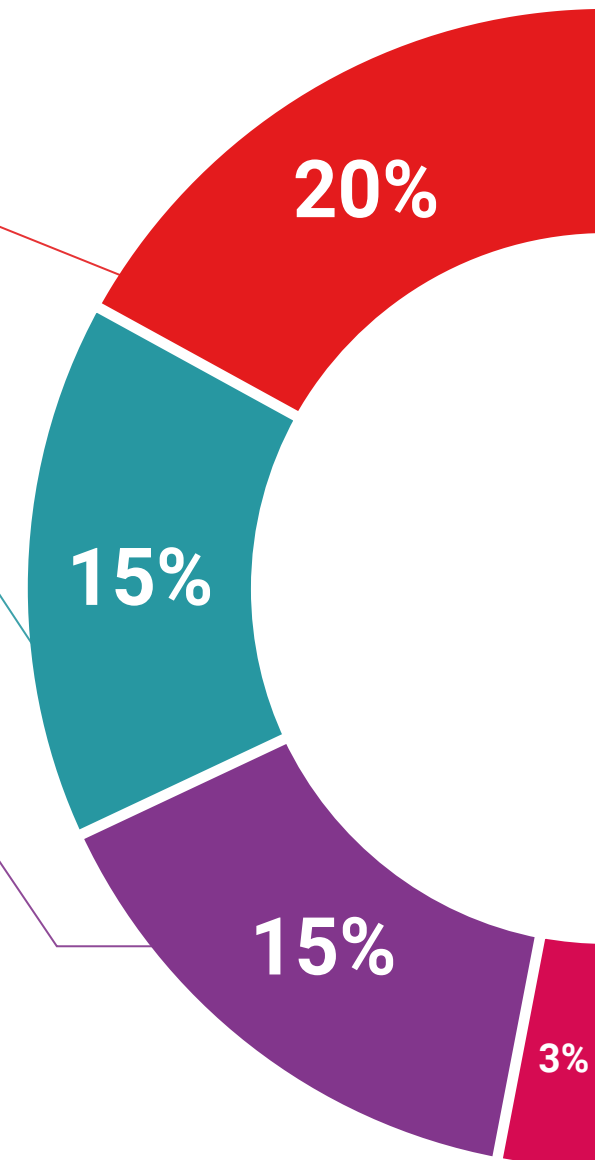
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

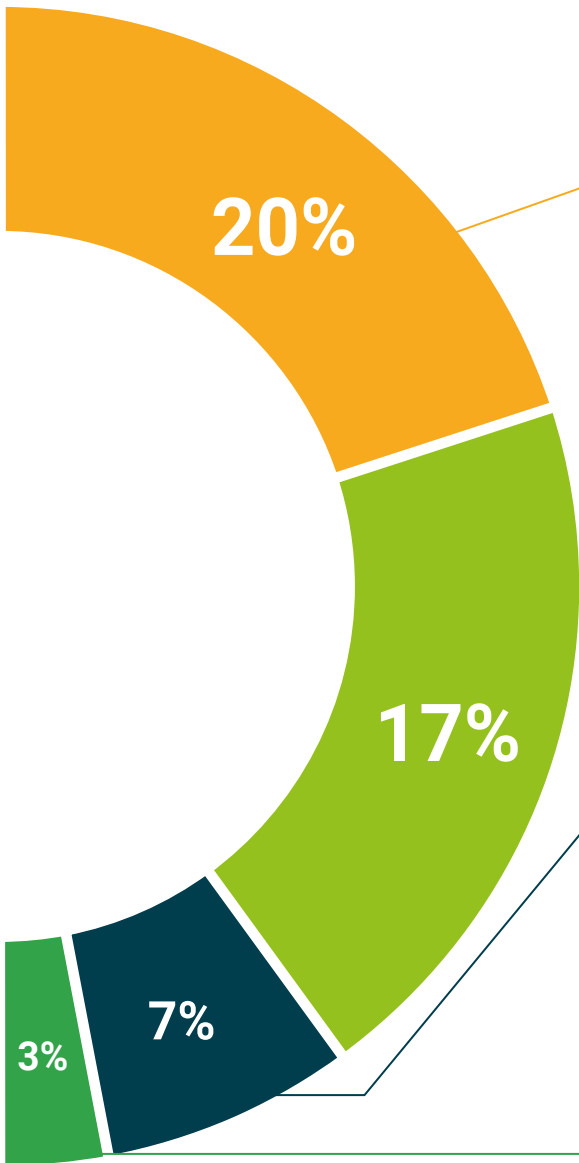
This unique multimedia content presentation training system was awarded by Microsoft as a "European Success Story".



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, we will present you with real case developments in which the expert will guide you through focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



Classes

There is scientific evidence on the usefulness of learning by observing experts. The system known as Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.



06

Certificate

The Postgraduate Diploma in Pharmacy Office Management and Administration: Direction, Professional Services and Quality Management guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Global University.



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Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork”

This private qualification will allow you to obtain a **Postgraduate Diploma in Nombre del Programa** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra (**official bulletin**). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** private qualification is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

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