
2012 ASHP Summer Meeting

June 9-13, 2012 – Baltimore, Maryland

Management Case Study

Submission and Format Guidelines

Management Case Studies are 20-minute platform presentations followed by a 10-minute question and answer period.

ASHP is seeking management case studies in specific topic areas:

- Informatics
- Leadership / Administration
- Medication Safety
- Clinical Conundrums

This document will assist you in the preparation of your submission for a Management Case Study (MCS). The number of accepted management case studies will be limited and it is anticipated to be a highly competitive process. *Each primary author is allowed only one submission.*

Due to ACPE Standards regarding active learning, a standard format will be required for final slide presentations which will utilize the learning objectives and self-assessment questions that you prepare for your submission.

Thank you for your interest in presenting at the **2012 ASHP Summer Meeting!**

For assistance with preparing learning objectives and self-assessment questions, visit:

<http://www.ashp.org/menu/Education/OnlinePrograms.aspx>

and select 'Education' from the drop-down menu

What is a Management Case Study?

Introduction

- The case study method was pioneered by the Harvard Business School in the early 1900s and still stands as a popular and effective teaching strategy in business education.
- The case method relies on information about people and events in a true-to-life situation that represents a problem to be analyzed.
- Every case has unique features, but all cases have a common objective – the development of analytical skills through problem identification, evaluation, and recommendations for solutions.

What is the objective of a Management Case Study?

The primary objective of a management case presentation is **to teach the audience administrative decision-making skills** (i.e., how to approach a similar situation, evaluate alternatives, and propose a recommended action plan).

How long is a Management Case Study?

Management Case Studies (MCS) are **30-minute oral presentations** describing the administrative problem, planning, and implementation of a new system or program, or other examples of applied pharmacy management. Presenters are provided 20 minutes for a case study and 10 minutes for questions, answers, and discussion with the audience.

Who attends Management Case Study sessions?

Management Case Studies are very popular with experienced pharmacy managers and supervisors, but the audience may also include a variety of other practitioners.

Above all, the audience is expecting to learn take-home strategies to apply to their current practice.

GUIDELINES FOR COMPLETING YOUR ABSTRACT PROPOSAL

PRIMARY AUTHOR

The person entering the information online *is the Primary Author* and will be responsible for providing the required information to any other authors. We define the "Primary Author" as the leading author and the primary presenter. The submitting author's name will *automatically* appear first on the citation and the abstract, and it is their contact information that will be printed on the published version of the abstract.

Duplicate abstracts on the same topic from one author or institution will not be accepted. The presentation itself must not differ from the original accepted title and abstract content. It is understood that an author of the abstract (preferably the Primary Author) will be at the meeting to present the Management Case Study (MCS).

ADDITIONAL AUTHORS

Each submission may have up to three (3) authors – the Primary Author and two (2) additional authors. The Primary Author should check to make sure that all authors are included and in the order they will appear on the abstract and citation.

BODY OF ABSTRACT

- All fields must be completed.
- ***Abstracts must be an analysis of the sequential steps involved in planning and implementing an administrative task, resolving a particular problem, or other examples of applied pharmacy management.***
- **Proofread abstracts carefully**, particularly doses, numerical values, and drug names. After the deadline, changes cannot be made to the title or content.
- Use standard abbreviations. **Do not include graphs, tables, or illustrations in the abstract.**
- Abstracts with a commercial tone will be rejected.
- Abstracts which review existing literature will be rejected.
- Duplicate abstracts on the same topic from same authors or institution will be rejected.
- Do not include the title or the authors in the body of the abstract.
- The work described must be complete. Planned or incomplete projects will not be accepted.
- Abstracts ASHP considers unusable due to format issues created by not following the rules will be rejected.

Learning Objectives must describe what the learners will be able to do as a result of participating in your educational program.

One self-assessment question and corresponding answer needs to be developed for each objective for participants to evaluate their attainment of the learning objectives.

PEER REVIEW CRITERIA

All Management Case Study submissions will undergo a blinded peer-review process. We do not supply names or author affiliations to reviewers; however, if you want your review to be completely blinded, do not include the name of your institution in the body of your abstract.

All abstracts must include results and conclusions at the time of submission.

A very limited number of Management Case Studies will be accepted, and the decision of the reviewers will be final. *There will be no reconsideration of rejected abstracts.* Each reviewer will be given the same criteria for reviewing your submission, so it is important that your abstract is well written and meets the stated guidelines. Abstracts will be evaluated only on the data submitted.

- Presentation balance: Abstracts will be non-promotional in nature and without commercial bias. Papers that are written in a manner that promotes a company, service, or product will **not** be considered.
- Relevance and importance of topic to our attendees.
- Scientific Merit (where applicable): Well-designed project that states a purpose; results match conclusion.
- Abstract Format: Not following the abstract guidelines for a Management Case Study. Please include well-thought learning objectives and self-assessment questions.
- Authors that are members of ASHP will be given acceptance priority over non-ASHP members.

COMMON REASONS FOR REJECTION

- Instructions not followed; format indicated in instructions is not utilized
- Misleading title
- Does not teach administrative decision-making skills (i.e. how to approach a similar situation, evaluate alternatives, and propose a recommended plan.)
- Commercial tone or a biased conclusion
- Research/project is not original
- Lack of scientific quality or validity; poor quality of research methodology; methods are not reproducible; lack of data or measurable outcomes
- Data collection is ongoing or has not begun
- Inconsistent or ambiguous data
- Lack of conclusions or conclusions that do not match objectives
- Several abstracts from the same study submitted
- Incomplete author disclosure statement (lack of details) or no disclosure statement
- Failure to agree to the Copyright and Recording Agreements

SAMPLE
MANAGEMENT CASE STUDY ABSTRACT
(AS IT WOULD APPEAR IN PRINT)

Purpose: During preparation for a routine monitoring visit by a sponsor of clinical research, an error was discovered involving an investigational drug. This case describes the methods by which a sentinel-event committee addressed the findings of the root-cause analysis (RCA) and shared the recommendations for improving clinical research in an academic medical center.

Methods: A sentinel-event committee completed a RCA after discovery of a medication error related to an investigational drug. Members included the risk manager, the pharmacy director, the quality-improvement director, the pharmacy clinical-research manager, an oncologist, and the medical director for clinical research. A flow diagram of the steps in a clinical trial helped identify opportunities to improve the systems supporting pharmaceutical research. Policies and procedures for the pharmacy-based investigational drug service (IDS) were developed. The results of this process were communicated to medical administration and the institution's research faculty.

Results: Roles of key pharmacy staff members were clearly defined. The IDS was integrated into the development of clinical trials, and the protocol number was required on all orders for investigational drugs. Research records were standardized by creating for each clinical trial a pharmacy notebook to include trial-related records and detailed protocol information. Responsibilities for the procurement and storage of investigational drugs were centralized within the IDS. Extensive staff education was provided to ensure appropriate implementation of the changes.

Conclusion: RCA after an error involving an investigational drug can stimulate improvements that increase pharmacy involvement in the use of investigational drugs.

Learning Objectives:

1. Describe a process-improvement tool that can assist in systems modifications to improve patient care.
2. Describe four key processes in pharmaceutical research that may provide opportunities for systems improvement.
3. Describe how a medication error can lead to systems improvement.

Self-assessment questions: True or False:

1. The most useful process-improvement tool used in the redesign of the investigational drug service at this site was a flow diagram.
2. Interdepartmental communication and coordination are important when designing an investigational drug service.
3. The negative consequences of a medication error usually outweigh the positive impact of any system improvements that result from analysis of the error.

Answers: 1. (T); 2. (T); 3. (F).

If you have any questions, please contact EducServ@ashp.org.

MEETING REGISTRATIONS and CANCELLATIONS

MEETING REGISTRATION

Presenting a Management Case Study at our meeting is a voluntary effort and ASHP cannot pay expenses for your participation. If your submission is accepted you are responsible for your own meeting registration fee and travel.

All presenters must be registered for the meeting, at least for the day of the MCS presentation.

WITHDRAWALS/CANCELLATIONS

Written notification is required for all submission withdrawals. Only the Primary Author may withdraw a submission. Send your withdrawal request to: educserv@ashp.org. Please include your full name and presentation title in your request.

Because of our early publication deadlines, if you withdraw after receiving your acceptance notice we cannot guarantee that your presentation citation and/or abstract will not appear in print, on the ASHP Website, or in other print or electronic media.

PRIOR PUBLICATION OR PRESENTATION

PRIOR PUBLICATION

Abstracts submitted for presentation must not have been presented or published previously.

PUBLICATION RIGHTS

ASHP does not retain the exclusive rights of publication to Management Case Studies; however, accepted MCS abstracts will be published on the 2012 ASHP Summer Meeting CE Center Website (<http://ce.ashp.org>).

DISCLOSURE AND AGREEMENTS

RECORDING AGREEMENT

ASHP intends to audio record all management case study sessions. Audio recordings may be used for any of the following:

- Archival purposes
- Sale to meeting attendees and those unable to attend the meeting
- Posting to the ASHP Website
- Other media as outlined in the agreement

Anyone not agreeing to be recorded will not be allowed to present.

COPYRIGHT AGREEMENT

All ASHP presenters must agree to the following statement:

“I have the full authority to enter into this agreement and will obtain all necessary copyright permission or licenses from any individuals or organizations whose material is included or used in my presentation. I agree to indemnify and hold harmless ASHP against any claims, losses, expenses or damages that may be incurred by ASHP as a result of my presentation. In particular, I agree that the use of any materials prepared by me will not expose ASHP to liability for breach of confidence for infringement of copyright or similar liability.”

AUTHOR DISCLOSURE

All authors and coauthors are required to disclose any financial or other significant *commercial* relationships that may have a direct or indirect interest in the subject matter of the presentation. **Because continuing education credit will be offered with these presentations, spouses/partners, and your institution are included in the disclosure.** This does not apply to non-profit health-systems unless it is a commercial entity within the non-profit.

NOTIFICATIONS and CONTACT INFORMATION

EMAIL NOTIFICATIONS

All correspondence concerning confirmations, reminders, and accept/reject notifications will be sent to the Primary Author's email only and it is the Primary Author's responsibility to notify the coauthors of the abstract as to the status of the submission. It is imperative that this email address is a working email box that is not spam protected. If you do have spam protection, chances are you will not receive our emails. Notification emails will come from educserv@ashp.org.