# Strategic Pharmacy Leadership and Medication Safety Training Course

21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HOS2491_111039

## Course Introduction / Overview:

This comprehensive training course is designed to address the critical intersection of pharmacy management and medication safety, two pillars essential for the success of any modern healthcare institution. In a landscape of evolving regulations and increasing patient expectations, pharmacy leaders must be adept at both operational efficiency and clinical excellence. This program delves deep into the principles of effective pharmacy operations, from supply chain management to financial oversight, while embedding the highest standards of medication safety at every stage. Drawing upon foundational concepts from authorities like the Institute for Safe Medication Practices (ISMP) and insights from seminal works such as "Medication Errors" by Michael R. Cohen, participants will explore a holistic framework for preventing adverse drug events and fostering a culture of safety. BIG BEN Training Center has meticulously structured this course to equip professionals with the strategic skills needed to lead pharmacy teams, optimize workflows, ensure regulatory compliance, and ultimately enhance patient outcomes through robust pharmacovigilance and quality assurance systems. It is an intensive journey from fundamental principles to advanced leadership strategies, preparing participants to navigate the complexities of pharmaceutical care with confidence and competence.

## Target Audience / This training course is suitable for:

- Pharmacists and Senior Pharmacists.
- Pharmacy Managers and Supervisors.
- Clinical Pharmacy Coordinators.
- Heads of Pharmacy Departments.
- Healthcare Administrators and Executives.
- Quality Improvement and Patient Safety Officers.
- Risk Management Professionals in healthcare settings.
- Regulatory Affairs Specialists.
- Lead Pharmacy Technicians.

## Target Sectors and Industries:

- Hospitals and Healthcare Systems.
- Community and Retail Pharmacy Chains.
- Long-Term Care and Rehabilitation Facilities.
- The Pharmaceutical Manufacturing Industry.
- Managed Care Organizations and Health Insurance Providers.
- Governmental health agencies and regulatory bodies.
- Academic Medical Centers and Research Institutions.

## Target Organizations Departments:

- Pharmacy Department.
- Quality Assurance and Improvement Department.
- Patient Safety and Risk Management.
- Clinical Services and Operations.
- Hospital and Clinic Administration.
- Regulatory Affairs and Compliance.
- Procurement and Supply Chain Management.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement robust medication safety protocols to minimize errors.
- Apply strategic management principles to optimize pharmacy operations and workflow.
- Master inventory control and supply chain management techniques for pharmaceuticals.
- Ensure full compliance with national and international pharmacy laws and regulations.
- Lead and motivate a pharmacy team to achieve high performance and a culture of safety.
- Conduct effective root cause analysis of medication incidents to prevent recurrence.
- Implement quality assurance programs and continuous improvement initiatives.
- Manage pharmacy budgets and financial resources effectively.
- Enhance patient counseling and communication skills to improve medication adherence.
- Utilize pharmacy informatics and technology to improve efficiency and safety.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, moving beyond theoretical knowledge to build real-world competencies. This course utilizes a blended learning approach that combines expert-led presentations with dynamic group activities. Participants will engage in in-depth case study analyses of actual medication safety incidents, allowing them to practice root cause analysis and develop preventative strategies in a controlled environment. Interactive workshops and group discussions will facilitate peer-to-peer learning and the sharing of diverse experiences and best practices. Role-playing scenarios will be used to hone critical skills in patient counseling and interprofessional communication with other healthcare providers. Practical exercises will cover key operational areas such as inventory management, workflow design, and quality audits. Throughout the course, a strong emphasis is placed on immediate application, with continuous feedback from the instructor to ensure concepts are not just understood but can be confidently implemented in the participant's own professional setting. This hands-on approach ensures a lasting impact on both individual performance and organizational excellence.

## Course Agenda (Course Units):

### Unit One: Foundations of Modern Pharmacy Management and Safety

- The dual role of the modern pharmacy leader.
- Global and local regulatory frameworks for pharmaceuticals.
- Core principles of medication safety and risk management.
- Understanding the medication use process from procurement to administration.
- The impact of human factors on medication errors.
- Establishing a just culture and a culture of safety in the pharmacy.
- Introduction to key organizations like ISMP and WHO patient safety initiatives.

### Unit Two: Strategic Medication Management and Dispensing

- Best practices for medication procurement and vendor management.
- Advanced inventory control models and supply chain optimization.
- Standards for safe medication storage, handling, and disposal.
- Protocols for high-alert medications and look-alike, sound-alike (LASA) drugs.
- Implementing robust dispensing accuracy checks and verification processes.
- The role of technology and automation in the dispensing process.
- Medication reconciliation strategies across different care settings.

### Unit Three: Quality Assurance and Pharmacovigilance

- Developing a comprehensive pharmacy quality assurance program.
- Systems for identifying, reporting, and analyzing medication errors.
- Conducting effective Root Cause Analysis (RCA) for adverse events.
- Introduction to pharmacovigilance and adverse drug reaction (ADR) reporting.
- Using data and metrics for continuous quality improvement (CQI).
- Preparing for regulatory inspections and accreditation surveys.
- Implementing Failure Mode and Effects Analysis (FMEA) in pharmacy processes.

### Unit Four: Pharmacy Operations and Financial Leadership

- Optimizing pharmacy workflow for efficiency and safety.
- Principles of financial management and budgeting for a pharmacy department.
- Key performance indicators (KPIs) for pharmacy operations.
- Managing pharmaceutical formularies and drug utilization reviews (DUR).
- Leveraging pharmacy informatics and data analytics for decision-making.
- Human resource management for pharmacy staff.
- Strategic planning for pharmacy services and expansion.

### Unit Five: Leadership, Communication, and Patient-Centered Care

- Effective leadership and team management in a healthcare environment.
- Advanced communication skills for interacting with patients and prescribers.
- Techniques for effective patient counseling and education.
- Navigating ethical dilemmas in pharmacy practice.
- Managing conflict within the pharmacy team and with other departments.
- The future of pharmacy: Tele pharmacy, AI, and personalized medicine.
- Developing a personal action plan for leadership and safety improvement.

## FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

In an era of increasing automation and AI in pharmacy, how can human-centric leadership and clinical judgment be preserved to ensure the ultimate standard of medication safety?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating the often-siloed disciplines of operational management and clinical medication safety. While many programs focus on one aspect, this curriculum is built on the philosophy that true patient safety is impossible without operational excellence, and efficient management is meaningless if it compromises safety. We move beyond standard checklists and protocols to cultivate a mindset of strategic leadership and proactive risk management. The curriculum is enriched with real-world case studies drawn from anonymized regulatory reports and institutional experiences, providing a level of practical, applicable insight that is difficult to find elsewhere. Rather than simply teaching theory, the course emphasizes the development of critical thinking and problem-solving skills through rigorous analytical exercises. Furthermore, it places a significant focus on the "soft skills" of leadership, communication, and fostering a just culture, which are the true catalysts for sustainable change in any healthcare organization. It is a forward-looking program that prepares participants not just for today's challenges but for the future landscape of pharmacy practice.