

Pharmacy Care Systems

Auburn University

Department of Pharmacy Care Systems is concerned with the socio-behavioral, economic and administrative sciences in pharmacy. The Department's primary focus is on the process of drug delivery and use by the patient from several different perspectives. All faculty are dedicated and committed to strengthening the student-centered learning environment.



Bruce A Berger, PhD, RPh

Professor & Department Head

Dr. Berger was awarded an Alumni Professorship in 1996. His primary research interest is health behavior change. He has written or presented over 800 papers or seminars on this and related topics. He has attracted over four million dollars in funding to support his research. He is the recipient of the Johnson & Johnson Award, the Lyman Award and the first American Association of Colleges of Pharmacy's Award of

Excellence. He is the 2001 recipient of the Jack L. Beal Post baccalaureate Alumni Award from the Ohio State University. In October of 1997 Bruce was named by American Druggist magazine one of the 50 most influential people in U.S. pharmacy. He is the 2007 winner of the APhA Wierderholt Prize for the best research publication in the social, behavioral, and administrative sciences in the Journal of the American Pharmacists Association.

Kenneth N Barker, PhD

Professor & Director, Center for Pharmacy Operations Design

Dr. Barker's research interests include hospital medication systems, design of pharmacy facilities, automation and robotics, job analysis, and organizational and administrative research. He pioneered research on hospital medication systems, originated unit dose concept now used in most U.S. hospitals. Also, Dr. Barker originated observation method that is now a gold standard for measuring medication error rates to establish evidence basis for system improvements. Dr. Barker is listed in Who's Who in America and has received numerous national awards for his research in hospital pharmacy. Dr. Barker has written three books, published 113 papers and attracted over \$12 million in grants and contracts to support his research.



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Bill G Felkey, MS

Professor

Professor Felkey focuses on the innovation and evaluation of all information technology used in healthcare. His research focuses on creating true systems that transform health-care into a digital field, promoting interoperability, increased use of evidence-based support systems, and increasing efficiency and effectiveness for every clinical and business discipline and specialty. His graduate students do projects ranging from the evaluation of portable information appliances through the implementation of technology for the expressed purpose of the reduction of medication errors within the medication use process.

Elizabeth A Flynn, PhD, RPh

Associate Research Professor

Dr. Flynn's research interests include the application of ergonomic design principles to prevent medication errors, pharmacy design, and evaluation of technology for effects on medication errors and efficiency. She has published or presented over 115 papers. Dr. Flynn has been an investigator on over \$5 million of research in community and hospital pharmacy settings, and has conducted or overseen observation studies in over 250 sites in the U.S., France, the United Kingdom, and Italy. She received a 1999 Cheers Award from the Institute for Safe Medication Practices for contributions to error prevention. Dr. Flynn was a member of the Institute of Medicine's Committee on Identifying and Preventing Medication Errors and the Medication Error and Technologies Analysis Network in the United Kingdom. She is currently a member of the United States Pharmacopeia Safe Medication Use Expert Committee.



Jan Kavookjian, MBA, PhD

Assistant Professor

Dr. Kavookjian's research experiences have involved exploration of behavior intervention outcomes within disease management programs. Her work in this area involves 1) patient psycho/social factors which impact self-care behaviors and outcomes for diabetes and obesity, and 2) physician barriers and facilitators to guidelines-based prescribing and practice behaviors. She recently completed a study among type 2 diabetes patients which examined outcomes and psychosocial factors and their relation to clinical indicators and health care utilization. She is currently developing



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Jan Kavookjian, MBA, PhD (continued)

studies of medication adherence behaviors, and for the exercise and diet behaviors related to obesity. In addressing physician behaviors, Dr. Kavookjian trained pharmacists to use Motivational Interviewing for academic detailing encounters with physicians to influence prescribing of generics and formulary brand medications.

William A Villaume, MA, PhD

Associate Professor

Dr Villaume's research focuses on communication processes during social interaction. He has published research on communication apprehension, interaction involvement, presbycusis, listening and speaking styles, and inferences made while listening. His current research centers on 1) identifying how patients' schemas of antibiotics affect their use of antibiotics, and 2) applying discourse analysis to understand how students and practitioners learn Motivational Interviewing. He has also recently programmed the Auburn University Virtual Patient (AUVP), which received the 2005 Innovation in Teaching Award from the American Association of Colleges of Pharmacy. The AUVP uses digital video and speech recognition to allow students to experience Motivational Interviewing in a simulated face to face patient counseling environment.



Salisa C Westrick, PhD

Assistant Professor

Dr. Westrick's primary research interests include the effect of organizational and social factors on innovation adoption, sustainability, and abandonment of pharmacy-based patient-care services and survey research. In 2004, she was awarded a dissertation grant from the Agency for Healthcare Research and Quality and from Sonderegger Research Center at the University of Wisconsin-Madison to investigate how pharmacists' perceptions of immunization delivery services and social factors influence the adoption of outsourced and in-house immunization services. In 2006 and 2007, she was awarded two grants from the American Association of Colleges of Pharmacy and the Centers for Disease Control and Prevention to conduct studies related to sustainability of immunization delivery services and pro-active pharmacy-based vaccination intervention.

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http://www.pharmacy.auburn.edu/pcs/pcs_graduate_degree_program.htm