

Wisdom from the Pharmacy Leadership Trenches

Clark T, White SJ. American Society of Health-System Pharmacists Inc, Bethesda, Maryland, 2015. Softcover, 199 pages. ISBN 978-1-58528-472-6. US\$25 (US\$21 for ASHP members).

In this book, Toby Clark and Sara White share some of the pharmacy management insights that they have accumulated over their combined pharmacy practice experience of almost 100 years. Although many of these insights might be applicable to a broader audience, this publication is clearly directed toward hospital pharmacy managers and those who are planning to pursue such a career path. As the authors suggest, this is not a book that should be read in a single sitting. Each chapter focuses on a particular skill or attribute that is important for a pharmacy manager to have or to acquire. After a chapter has been read, the reader will want to reflect upon the material presented and then ask themselves if they should make changes to enhance their own departmental operations or management skills. Taking time for reflection and planning how improvements could be made, before moving on to the next chapter, is advised.

The authors clearly have a sense of humour and a willingness to take an unconventional approach. They have included at least one chapter for each letter of the alphabet (e.g., Accountability, Brand, Coaching, Delegation), which keeps the reader guessing what the next chapter title will be, especially when the next letter is X. Personally, I had never heard the word “Xystering”, but the authors slipped in that chapter title very nicely.

Concepts such as delegation, branding, coaching, and communication are pulled together in this book and applied specifically to

the work environment in which pharmacy managers operate. My only significant criticism of this book is the absence of references, even though the material is often drawn from the work of others, such as Kotter’s change model¹ and Peters’s personal branding publications,² which readers might want to access for further reading.

This book is recommended for pharmacists who are contemplating a future career in pharmacy management, as well as those who are already in a pharmacy management position. The latter may mistakenly think there will be nothing new to learn by reading this book, but if they take the time to read and apply the insights provided by the authors, they will almost certainly be proven wrong.

References

1. Kotter JP. *Leading change*. Boston (MA): Harvard Business Review Press; 2012.
2. Peters T. *The brand you 50: fifty ways to transform yourself from an ‘employee’ into a brand that shouts distinction, commitment, and passion!* Toronto (ON): Random House of Canada Limited; 1999.

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Competing interests: Kevin Hall was (until June 2015) one of the Managing Editors for the Hospital Pharmacy in Canada Survey and Report, which is funded by Eli Lilly Inc. He occasionally gives invited presentations at conferences and other educational venues, most recently a presentation at the 2014 Banff Seminar sponsored by Pharmaceutical Partners of Canada (now Fresenius Kabi).