

Supervision: A Pharmacy Perspective

Wick JY. American Pharmaceutical Association, Washington, DC, 2003. Soft cover, approx. 200 pages, ISBN 1-58212-013-7, \$45.00.

Supervision: A Pharmacy Perspective consists of 13 chapters focusing on the essential elements of supervision, primarily the human resources issues faced by current and newly appointed supervisors. Subjects covered include the basics of supervision, workplace rules and expectations, motivation, communication, attendance, performance improvement, change, reward and discipline, complaints and grievances, and pharmacy technicians.

Chapter 2 is dedicated to issues that are unique to pharmacy: licensure, ethics in the pharmacy setting, credentialing, and working with pharmacy students, to name a few.

Special notes, called "prescriptions," appear on virtually every page to give the reader practical information on the realities of the workplace, as well as tips on dealing with a variety of situations ranging from professional etiquette to the implications of introducing change. Of particular note is a "prescription" on page 8 that asks the fundamental question "Are you suited for supervision?"

The book also includes charts of useful tips on issues that supervisors must face on a regular basis, for example, the fundamental information that must be included in an employee's personnel folder, ways of improving employee aptitudes, and the do's and don'ts of handling a grievance.

Chapter 5 presents a number of special supervisory situations, such as personal calls, inappropriate attire, death of an employee, children at work, moonlighting, and dealing with volunteers. The author provides practical tips on how to deal with these situations, which otherwise would have to be learned on the job.

The book is written from an American perspective and contains one chapter on labour laws in the United States. Canadian readers must be familiar with labour laws in their own province and any federal government regulations that apply to the workplace.

Supervision does not deal with issues specifically related to hospital pharmacy practice. However, the reader could easily adapt the practical information provided here to situations that arise in the hospital setting, while keeping in mind that some issues are unique to hospital pharmacy.

The book offers practical information for the new supervisor and anyone interested in becoming a supervisor. It also provides valuable insights for the experienced manager, who will be able to relate to all topics covered. This volume would be a useful addition to the library of anyone whose job includes supervision, and could also be assigned reading during the administration rotation of pharmacy residents.

Overall, this book provides many practical, real-life examples of the daily activities of supervisors and, more important, a number of tips to keep the supervisor "out of trouble." Although it does not cover managerial functions such as financial management, strategic planning, workload measurement, and statistical reporting, it can assist today's supervisors in pharmacy in their day-to-day activities.

Bill Wilson, BSP, FCSHP
Director of Pharmacy
Mount Sinai Hospital
Lecturer, Faculty of Pharmacy
University of Toronto
Toronto, Ontario

Stockley's Drug Interactions 2003

Stockley IH, editor. Pharmaceutical Press, London, UK, 2003. CD-ROM. ISBN 0853695423. \$419.95 (CD-ROM and book version of 6th edition).

This CD-ROM is the electronic version of the 6th edition of the textbook *Stockley's Drug Interactions*. The 5th edition, published in 1999, was reviewed in these pages in 2001.¹ The user guide for the CD-ROM states that the database covers interactions involving prescription drugs, nonprescription drugs, herbal remedies, foods, beverages, pesticides, and some drugs of abuse.

Stockley's electronic database can be searched by selecting a chapter (pharmacologic class) or by entering one or more individual drug names (e.g., warfarin, clopidogrel) or multiword phrases (e.g., serotonin syndrome). Each individual interaction monograph contains 5 sections: summary, clinical evidence, mechanism, importance and management, and references. Additional material is also included, such as general information on mechanisms of interactions, overview of drug classes, and tables of CYP 450 drug metabolism.

In assessing Stockley's on CD-ROM, I compared it with 2 widely used hard-copy drug interaction references (referred to here as "standard references").^{2,3} The first difference noted is that the hard-copy references are updated quarterly, whereas for Stockley's text, from which the CD-ROM is derived, at least 3 years has elapsed between recent editions. This constitutes a major weakness for a drug interactions database. In addition, the standard references use a numeric ranking to quickly indicate the significance of interactions (for

