

PHM 384L
PHARMACY AND THE U.S. HEALTH CARE SYSTEM
Fall 2016
Unique # 59485
Tuesday and Thursday, 11:00AM to 12:15PM
PHR 2.108

SYLLABUS

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Course Description:

The course provides an introduction to the U.S. health care system, managed health care, and pharmacy services. We present material on the structure, organization, and delivery of health care in the United States with emphasis placed on pharmacy. Problems with the system will be covered along with approaches that are being used to address the problems. Emphasis will be placed on where pharmacy "fits in" our health care system and how pharmacy can be the solution to some of our health care problems. The lectures will be conducted informally and students are encouraged to ask questions, make comments, and take an active role in classroom discussions. Students are strongly encouraged to complete reading assignments prior to class.

Prerequisites: PHR 244C and 144P

General Course Objectives:

After completing this course, students should be able to:

1. describe the critical issues of the U.S. health care system, potential solutions to these issues, and how these issues affect pharmacy practice;
2. describe the characteristics, structure, and function of the major components of the health care system (pharmacies, the pharmaceutical industry, hospitals, long-term care, home care, hospice, insurance, managed care organizations and other payers, Medicaid, Medicare);
3. describe the activities involved in providing pharmacy services, steps needed to obtain compensation for the provision of services, and the implications associated with the provision of services; and
4. describe the characteristics of medication errors, the factors that contribute to medication errors, steps to take if an error occurs, and how errors can be prevented.

Note: Specific student learning objectives will be provided for each topic.

Required Materials:

Lecture notes, handouts, assignments, and readings will be available on Canvas or distributed in class. Please check Canvas frequently.

Canvas and E-Mail:

The official Canvas web site for this course can be accessed through UTDirect or via <http://courses.utexas.edu>. On this site, you can access the course syllabus, selected readings, grades, and other course resources. E-mail is recognized as an official mode of university correspondence; therefore, you are responsible for reading your e-mail for university and course-related information and announcements.

Assessments and Point Allocations:

Exam I	100 points
Exam II	100 points
Exam III	100 points
Active Learning Exercises (6 @ 20 points each planned)	<u>120 points*</u>
TOTAL	420 points*

*Note: Six Active Learning Exercises (20 points each) are planned; however, this may be revised during the semester which may raise or lower the total possible points. Also, quizzes or other specific assignments may be added to the total possible points.

Grading:

Letter Grade	Course Average (Percent)	Grade Points	Letter Grade	Course Average (Percent)	Grade Points
A	93% – 100%	4.0	C+	77% – 79%	2.33
A-	90% – 92%	3.67	C	73% – 76%	2.0
B+	87% – 89%	3.33	C-	70% – 72%	1.67
B	83% – 86%	3.0	D+	68% – 69%	1.33
B-	80% – 82%	2.67	D	66% – 67%	1.0
			D-	65%	0.67
			F	< 65%	0.0

Examinations:

Examinations may consist of true/false, matching, multiple choice, and short answer/essay questions. Examinations will be given in class as noted on the schedule.

Active Learning Exercises:

Six Active Learning Exercises are planned for the semester (Dr. Barner – 3; Dr. Lawson – 3). More information will be provided prior to each exercise.

The purpose of the Active Learning Exercises is to enhance learning through group discussion and interaction. Students will be asked to work in groups to discuss and respond to questions pertaining to a short case, an article, or questions posed by the instructor. A “flipped classroom” model may be used for some exercises; other approaches will be used for some exercises. When indicated by the instructor, students must complete assigned readings prior to the exercise. Readiness Assessment Tests (RATs) on an individual student basis may be used at the beginning of the in-class exercise followed by group assessment tests at the end of the in-class exercise. Students will be given advance notice when RATs will be administered. RATs will be administered via CANVAS or paper quizzes.

The tentative topics for the Active Learning Exercises are:

Dr. Barner:

Affordable Care Act
Patient Assistance Programs
Provider Status

Dr. Lawson:

Insurance Plans
Medicare Part D
Medication Errors

COURSE POLICIES AND PROCEDURES

Please read the following course policies and procedures. These policies and procedures are in place to help you perform your best and to prevent misunderstandings and conflicts. They were developed with two guiding principles in mind: (1) creating an appropriate learning environment for students; and (2) maintaining the academic integrity of the course and the college. We feel that if you know what to expect from the beginning, problems regarding course policies and procedures are unlikely to occur. Therefore, it is very important that you understand this information before the course begins.

Our expectations can be summed up very succinctly: You are students in a professional program and we expect professional behavior from students. Likewise, the instructors pledge to conduct the course in a professional manner.

Attendance and Classroom Decorum

1. Please attend all scheduled class meetings and arrive on time. Late arrivals and early departures are disruptive. You are responsible for all material covered and all announcements made in your absence.
2. Please minimize distractions. If you have trouble hearing the lecture because of distractions around you, please let the instructor know. Instructors may not be aware of all distractions.
3. Please let the instructor know immediately if you have any problem that is preventing you from performing satisfactorily in this class.

Examinations and Grading

4. There will be three in-class examinations (75 minutes allowed for each). Students must arrive on time for examinations. Examinations will begin promptly at the designated hour. All instructions and corrections will be made at the beginning of the examination period and will not be repeated. **Students should place their backpacks at the side or front of the room before the exam is distributed. Caps should be removed or the bill turned to the back.**
5. Students arriving after any students have turned in their completed exam and left the exam room may not be allowed to sit for the exam and may receive a score of zero for that exam.
6. During examinations, students will be allowed to leave the examination room only after turning in their exams. Please come prepared to remain in the exam room until you are finished.
7. Information from lectures, class discussions, assigned readings, and handouts may be covered on examinations.
8. Grading of objective questions will be based on the Scantron[®] sheets (not on the answers written on the exam papers). The Scanning and Scoring Center will grade the objective questions and perform an item analysis. The instructors will consider the item analysis results in determining whether to retain or discard questions from the exam before computing exam scores.

9. No allowances will be made for an exam being missed, other than due to documented illness or emergency, unless arrangements have been made with the instructor. Students with an unapproved absence from an examination will receive a score of zero for that exam. If you cannot attend an examination, it is your responsibility to notify the appropriate instructor **before** the exam, if possible. If permission to take the exam at an alternate time is granted, you must submit a “Student Request for Alternate Examination Time” form (available from the Student Affairs Office) to the instructor for final approval. In this case, the nature of the “make-up” (format, increased weight on the final exam, etc.) will be at the discretion of the instructor.
10. For approved absences from exams, you should make arrangements with the instructor to take the exam as soon as possible. If the exam is not taken according to the arrangements you make with the instructor, you may receive a score of zero for the exam.
11. Grades will be posted on Canvas. After reviewing the item analysis for the exams, the instructors may go over selected questions during the class meeting following the exam to provide explanations and clarifications. To review your exams any time during the semester, you can set an appointment with the instructor to review your exam in the instructor’s office. If there is disagreement over the answer to a specific question, you can ask the instructor to reconsider the question by submitting a reconsideration request along with an explanation and documentation (in writing) of the basis of the request. You have up to 14 calendar days after the exam grades have been posted to submit a reconsideration request. (Reconsideration requests will not be accepted after the 14-day review period has ended.) This policy does not apply to arithmetic or other grading errors. Note that the instructors will wait to respond to reconsideration requests until after the deadline has passed, so please be patient.
12. **Exams are not returned to students** (except that students may review exams in the instructor’s office as described above).
 - Students are not permitted to copy, reproduce, or distribute exams, portions of exams, or exam questions by any means (including but not limited to photocopying, photography, and written transcription).
 - Viewing exams from this or previous semesters outside of the designated review sessions is considered academic dishonesty.
 - Distributing exams from this or previous semesters is considered academic dishonesty.
 - Students also are not permitted to access or use any electronic devices during exams or while reviewing exams.
13. Posting course materials (handouts, slides, exams, and any other course-related documents provided by the instructors) to websites (e.g., Coursehero) is not permitted.
14. It is faculty prerogative regarding the administration of announced or unannounced quizzes or assessments during lectures. If announced or unannounced quizzes are given, the total possible points for the course may be increased. Canvas will be used for quizzes and readiness assessment tests.
15. No tests or writing assignment grades will be dropped. No additional work will be assigned to make up for missed exams or assignments or to raise grades.

16. **Final Exam Re-Examination Policy:** The re-examination policy for this course will follow the General Information Catalog and College of Pharmacy policies, which read as follows: *“Only a student who has a grade average of at least a C on all class work and lab work submitted before the final exam (in this course, an average of 70% or greater for the in-class exams) may request a temporary delay of the final course grade because he or she failed the final examination (i.e., <65%), which is the examination given during the final exam period as printed in the official examination schedule. If the petition is denied by the instructor, the student’s final course grade will remain as originally determined. If the petition is granted by the instructor, the grade on the re-examination will be **substituted** for the grade on the original exam in determining the student’s final course grade, provided the student earns at least a C on the re-examination. **If the grade on the re-examination is less than a C (in this course, <70%), a final course grade of F must be recorded.**”*

Those students who are eligible for re-examination according to the University criteria specified above must request re-examination in writing (e-mail to the course coordinator) within 7 days of the posting of the final examination scores, and these requests will be considered on an individual basis. Those students who are granted a re-examination will be awarded a course grade of “X” until the re-examination is scored and the final course grade computed.

17. **Class Recordings:** If video-recordings of a class are made available by the College of Pharmacy, they are intended solely for the purpose of review by students currently enrolled in that class. Faculty and students utilizing class video-recordings should be careful to not compromise the privacy of either themselves or other users (<http://registrar.utexas.edu/students/records/ferpa>), or the rights of the presenter. In addition, students who wish to make their own personal recordings (audio and/or video) during class must first secure permission from the presenter. Any additional distribution of College- or student-generated recordings (regardless of format) is prohibited without the written and signed permission of the presenter and students identifiable on the recording.

Wireless Access

18. Some active learning exercises may require internet access. To make sure that the wireless system can accommodate class needs, please follow the following guidelines.
- Turn off phones or place them in airplane mode (just as you would on a flight).
 - Turn off any cellular hotspots/tethering services, Bluetooth headphones and other wireless devices (just as you would on a flight).
 - Use your laptop or tablet for class work (in preference to your phone -- which won't work anyway because it's in airplane mode).
 - Do not use high bandwidth applications like Hulu, YouTube, Netflix, FaceTime, Skype video.
 - Limit the amount of non-classwork wireless use.

Scholastic Integrity

19. The “Statement of Scholastic Integrity of the College of Pharmacy” reads as follows: *“Pharmacy practitioners enjoy a special trust and authority based upon the profession’s commitment to a code of ethical behavior in its management of client affairs. The inculcation of a sense of responsible professional behavior is a critical component of professional education, and high standards of ethical conduct are expected of pharmacy students. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties including failure of the course involved and dismissal from the college and/or the University. Since dishonesty harms the individual, fellow students, and the integrity of the University and the College of Pharmacy, policies on scholastic dishonesty are strictly enforced.”*

Each student in the course is expected to abide by the University of Texas Honor Code:
“As a student of The University of Texas at Austin, I shall abide by the core values of the University and uphold academic integrity.”

Students are expected to work independently on all examinations and written assignments unless otherwise specified by the instructors. Any student caught cheating will be given a zero on the exam/assignment and other penalties may be assessed. Any student suspected of dishonesty will be reported to the Dean of the College of Pharmacy and to the UT Dean of Students, as per University regulations. Students are expected to have read and to understand what constitutes scholastic dishonesty and the relevant procedures as published in the current issue of the General Information Catalog. Please refer to the Student Conduct and Academic Integrity website (<http://deanofstudents.utexas.edu/conduct/>) for the official University policies and procedures on academic integrity.

Emergency Procedures (utexas.edu/emergency)

20. Occupants of buildings on The University of Texas at Austin campus are required to evacuate buildings when a fire alarm is activated or an official announcement is given.
21. Evacuation procedures require orderly exiting and assembly outside.
22. Familiarize yourself with all exit doors of each classroom and building you may occupy. Remember that the nearest exit door may not be the one you used when entering the building.
23. Students requiring assistance in evacuation shall inform their instructor in writing during the first week of class.
24. During an evacuation — follow the instructions of faculty or class instructors.
25. Do not re-enter a building unless given instructions by the following: Austin Fire Department, The University of Texas at Austin Police Department, or the Fire Prevention Services.
26. **CAMPUS CARRY**
Students should familiarize themselves with the information provided by the University regarding the implementation of “Campus Carry” legislation. You will find an information sheet specifically for students (as well as sheets for parents, visitors, faculty, and staff) at <http://campuscarry.utexas.edu/info-sheets>.
27. **LOCKDOWN:**
The directive “Lockdown” is used to protect occupants in proximity of an immediate threat by limiting access to buildings and rooms. If no specific locations are given, all buildings should initiate lockdown procedures. Should you discover that there is a violent or potentially violent person in your building or area, **DO NOT CONFRONT THE PERSON UNLESS THERE IS NO OTHER OPTION TO SAVE YOUR LIFE.**

28. SHELTER-IN-PLACE

For weather:

1. Go to the lowest level of the building if possible.
2. Stay away from the windows.
3. Go to interior hallways and rooms.
4. Use arms to protect head and neck in a “drop and tuck” position.
5. Monitor emergency communications for specific instructions (www.utexas.edu/emergency).

For environmental incidents (chemical, biological, or radiological releases):

1. Go inside the nearest building.
2. Close all doors, windows, and other inlets from the outside.
3. Shut down the fresh air intake or HVAC system if possible.
4. Monitor emergency communications for specific instructions (www.utexas.edu/emergency).

Academic Accommodations

29. “The University of Texas at Austin provides upon request appropriate academic accommodations for qualified students with disabilities.” All University rules concerning accommodations must be followed, including the student arranging for special accommodations **prior to each examination**. In the absence of such prearrangement, the instructors will assume that the student is not requesting special accommodations for that exam, and the student will be expected to take the exam with the rest of the class at the regularly schedule time and location.” For more information, contact the Division of Diversity and Community Engagement, Services for Students with Disabilities, 512-471-6259 (voice) or 1-866-329-3986 (video phone) (<http://diversity.utexas.edu/disability/>).

Religious Holy Days

30. According to UT Austin policy, you must notify the course coordinator of your pending absence at least fourteen days prior to the date of observance of a religious holy day. If you must miss a class, an examination, a work assignment, or a project in order to observe a religious holy day, you will be given an opportunity to complete the missed work within a reasonable time after the absence.

Behavior Concerns Advice Line (BCAL)

31. If you are worried about someone who is acting differently, you may use the Behavior Concerns Advice Line to discuss by phone your concerns about another individual’s behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit <http://www.utexas.edu/safety/bcal>.

Counseling and Mental Health Center

32. The Counseling and Mental Health Center (CMHC) provides counseling, psychiatric, consultation, and prevention services that facilitate students’ academic and life goals and enhance their personal growth and well-being. <http://cmhc.utexas.edu/>

ITS

33. Need help with technology? <http://www.utexas.edu/its/>
34. Canvas help 24/7 at <https://utexas.instructure.com/courses/633028/pages/student-tutorials>

PHM 384L—PHARMACY AND THE U.S. HEALTHCARE SYSTEM
Schedule – Fall 2016

#	DATES	DAY	TOPIC	INSTRUCTOR	NOTES
1	Aug 25	Th	Course Introduction U.S. Health Care System	Lawson Barner	
2	Aug 30	T	U.S. Health Care System	Barner	
3	Sep 1	Th	U.S. Health Care System	Barner	
4	Sep 6	T	U.S. Health Care System	Barner	
5	Sep 8	Th	U.S. Health Care System	Barner	
6	Sep 13	T	Hospitals / LTC	Barner	
7	Sep 15	Th	Home Care / Hospice	Barner	
8	Sep 20	T	Pharmaceutical Industry	Barner/Smith	
9	Sep 22	Th	Pharmacy Services	Barner	
10	Sep 27	T	Pharmacy Services	Barner	
11	Sep 29	Th	EXAM I (covers lectures 1-8)	Barner	
12	Oct 4	T	Pharmacy Services	Barner	
13	Oct 6	Th	Pharmacy Services	Barner	
14	Oct 11	T	Pharmacies	Barner/Bamgbade	
15	Oct 13	Th	Introduction to Insurance	Lawson	
16	Oct 18	T	Introduction to Insurance	Lawson	
17	Oct 20	Th	Managed Care	Lawson	
18	Oct 25	T	Managed Care	Lawson	
19	Oct 27	Th	Managed Care	Lawson	
20	Nov 1	T	Medicaid	Lawson	
21	Nov 3	Th	EXAM II (covers lectures 9–19)	Barner/Lawson	
22	Nov 8	T	Medicare	Lawson	
23	Nov 10	Th	Medicare	Lawson	
24	Nov 15	T	Medicare IPPS	Lawson	
25	Nov 17	Th	Medication Errors	Lawson	
26	Nov 22	T	Medication Errors	Lawson	
	Nov 24	Th	Thanksgiving Holiday		
27	Nov 29	T	Medication Errors	Lawson	
28	Dec 1	Th	EXAM III (covers lectures 20–27)	Lawson	