

PHR 287H - Clinical Skills: Community Care

Unique #'s: 59740, 59745, 59750, 59755, 59760, 59765, 59770, 59775, 59780, 59785

Fall 2017

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Course Goals:

- The Community Introductory Pharmacy Practice Experience (IPPE) is an activity-based experience in a community pharmacy practice setting designed to help pharmacist-interns develop a better understanding of the profession of pharmacy from a community pharmacy perspective. This experience will better prepare pharmacist-interns for their Advanced Pharmacy Practice Experience.

Course Objectives:

- Pharmacist-interns will be able to integrate basic clinical and scientific knowledge in the care of ambulatory patients in actual practice settings through the performance of Medication Therapy Management
- Pharmacist-interns will review patient medication histories and develop action plans to optimize a patient's medication therapy and outcomes
- Educate patients on health and wellness through the development and execution of a public health project
- Assess patient safety by performing drug utilization reviews and drug information requests
- Demonstrate longitudinal learning through continued application of patient assessment and immunizations

Course Requirements:

Prerequisites: Completion of the second professional year in the College of Pharmacy.

Prior to the P3 year, pharmacist-interns will be distributed to four campuses: UT Austin, UTHSCSA, UTEP and UTPA. Within these geographic areas, pharmacist-interns will be assigned to a preceptor and will participate in community/ambulatory care-specific activities. Flexibility to accommodate the pharmacist-intern's class and lab schedule, preceptor availability and patient load will be observed. Pharmacist-interns will complete 80 hours over the course of the semester at approximately 6 hours per week. During this time, pharmacist-interns are required to participate in the following:

- **Activities associated with Medication Therapy Management (MTM) in Pharmacy Practice: Core Elements of an MTM Service Version 2.0.** These activities include

medication therapy review, development of personal medication records and medication-related action plans, intervention and referral, documentation and follow-up. Pharmacist-interns will accomplish this by participating in the following:

- Completion of APhA's *Delivering Medication Therapy Management Services in the Community* national certificate training program
- Completion of five Comprehensive Medication Review MTM (CMR MTM) cases submitted to Canvas for grading
 - Follow-up with patients on MTM Cases #1 and #2
- Completion of one standardized MTM case at the beginning of the semester to evaluate student's understanding of MTM case write-up expectations
- **Public health promotion** through the development of a health and wellness-related project as determined by the practice site and pharmacist-intern. For this course, public health is defined as anything that affects the health and wellbeing of a patient, such as disease prevention, immunizations, health screenings, etc. An outline and reflection will be submitted to Canvas for grading.
- **Patient safety exercises** - For this course, patient safety is defined as any aspect of the prescription process that may affect the accurate delivery and administration of a medication. This process follows the prescription from the prescribing physician to the actual use by the patient. The patient safety exercises include:
 - Completion of six Drug Utilization Reviews. One review will be submitted on Canvas for grading. All reviews will be documented on the student evaluation form.
 - Completion of a Pharmacy Site Survey that mimics a Texas State Board of Pharmacy (TSBP) inspection
 - Completion of one Medication Calendar for an MTM patient
- **Prescription management activities** – These consist of four areas and have been included to reinforce your experience learned during your summer internships and previous coursework. The areas are:
 - Prescription transfers from one pharmacy to another. This does NOT include transfers between pharmacies that are within the same company.
 - Taking new prescriptions over the phone from a healthcare provider
 - Counseling patients on new medications
- **Reflections** on experiences will be required at designated times. These reflections give the pharmacist-interns an opportunity to think about what they have learned and examine the procedures used in completing each exercise. It is strongly encouraged to write the reflection immediately upon completion of the exercise while it is still fresh in the pharmacist-intern's mind. It is also strongly recommended that reflection notes are written on a weekly basis to keep track of highlights and thoughts that occur. Reflections need to be one to two pages in length.
- Pharmacist-interns will participate in a minimum of two of the following **elective activities** to build upon previous learning and skill development:
 - Administration of immunizations
 - Demonstration of patient assessment skills through health screenings, etc.
 - Other activities assigned by preceptor

Course Literature:

Required:

- “Delivering Medication Therapy Management Services in the Community” certification course (online)

Suggested:

- “Medication Therapy Management in Pharmacy Practice: Core Elements of an MTM Service Model” – Version 2.0, March 2008 at <http://www.accp.com/docs/positions/misc/CoreElements.pdf>
- Various handouts and/or articles provided on Canvas

Documentation:

This class is participating in the Canvas Learning Management System. Additional resources may be found at: <https://utexas.instructure.com/courses/633028> and at <https://utexas.instructure.com/courses/633028/wiki/canvas-for-students-new>. Canvas will be used for communication, distribution of course materials and documents, submission of assignments and grading of assignments. This course also utilizes the APhA MTM website to document all materials related to the APhA MTM certificate course. Web links and voucher codes will be provided to you by the course administrative coordinator, Sherrie Bendele.

Documentation Forms:

| Experience Form | Where to locate form | Where to submit form |
|---|---|---|
| Medication Therapy Management <ul style="list-style-type: none">• MTM form for comprehensive medication reviews that includes:<ul style="list-style-type: none">○ Medication Therapy Review (MTR)○ Pharmacist Action Plan and Progress Notes○ My Medication Record and Medication-Related Action Plan• Follow-up documentation on MTM Cases #1 and #2• APhA MTM Certificate course<ul style="list-style-type: none">○ Self-study Statement of Credit○ Seminar evaluation○ Post-seminar exercise○ MTM Certificate of Achievement• Reflection | <ul style="list-style-type: none">• MTM forms for comprehensive medication reviews are found on Canvas• Reflection found on Canvas• APhA MTM Certificate course forms found on-line (link and voucher code provided by Sherrie Bendele) | <ul style="list-style-type: none">• MTM forms for comprehensive medication reviews are submitted on Canvas. Keep copies in your notebook.• Reflection form is submitted on Canvas.• APhA MTM Certificate course forms are completed on-line at link provided by Sherrie Bendele |
| Public Health <ul style="list-style-type: none">• Outline | <ul style="list-style-type: none">• Outline found on Canvas | <ul style="list-style-type: none">• Outline and reflection are submitted as one Word |

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| <ul style="list-style-type: none"> • Reflection | <ul style="list-style-type: none"> • Reflection found on Canvas | document on Canvas . Show outline to preceptor and keep in notebook for reference. |
| <p>Patient Safety</p> <ul style="list-style-type: none"> • Drug Utilization Review (DUR) <ul style="list-style-type: none"> ○ Must perform six DUR's ○ Only turn in one DUR for grading • Pharmacy Site Survey • Medication Calendar • Reflection | <ul style="list-style-type: none"> • All Patient Safety forms found on Canvas | <ul style="list-style-type: none"> • Drug Utilization Review (DUR) form submitted on Canvas. NOTE: Only ONE DUR form will be submitted on Canvas for grading. The two remaining DURs are dated and signed off on the student evaluation form by the student and preceptor. • Pharmacy Site Survey, Medication Calendar and Reflection are submitted on Canvas |
| <p>Prescription Dispensing Activities</p> <ul style="list-style-type: none"> • Prescription transfer • Taking new prescriptions over the phone • Counseling patients | | <ul style="list-style-type: none"> • Prescription transfers, taking new prescriptions over the phone and patient counseling activities are dated and signed off on the student evaluation form by the student and preceptor |
| <p>Electives</p> <ul style="list-style-type: none"> • Reflection | <ul style="list-style-type: none"> • Canvas | <ul style="list-style-type: none"> • Canvas |

Course Grade:

This is a 2-hour experience-based course graded "Credit/Fail". To receive credit for this course, the pharmacist-intern must satisfactorily complete **ALL** course requirements. Failure to successfully complete **ANY** of the following course requirements **independently** will result in automatic failure of the entire course:

- Completion of 80 experiential hours
- Completion of APhA's ***Delivering Medication Therapy Management Services in the Community*** certification course plus all required activities and documentation.

Attendance at this course is required – no exceptions. Failure to attend this course may result in automatic failure of the course.

- Successful completion of Self-Study Statement of Credit
- Successful completion of the pre-case workup
- Attendance at live portion of course
- View Canvas modules on Elderly Patient and The Business of MTM
- Completion and documentation of standardized MTM case - Toni

- Completion and documentation of five CMR MTM cases from your practice site with the following criteria:
 - Minimum of three **maintenance** prescription medications
 - Minimum of one chronic disease state
 - **Failure to meet these criteria results in a zero grade for that CMR case**
- Completion and documentation of follow-up with MTM Cases #1 and #2
- Completion of seminar evaluation
- Completion of post-seminar exercise
- Completion of MTM Certificate of Achievement
- Completion of Public Health Project plus all required activities and documentation
- Completion of Patient Safety exercises plus all required activities and documentation
 - Drug Utilization Review – total of six reviews
 - Pharmacy Site Survey
 - Medication Calendar
- Completion of prescription management activities
 - Prescription transfer – Minimum of three
 - Taking new prescriptions over the phone – Minimum of three
 - Counseling patients on new medications – Minimum of 24
 - NOTE: The preceptor has the discretion to have you perform more of these activities than the minimum requirement.
- Completion of a minimum of two elective experiences plus all required activities and documentation.
 - NOTE: The preceptor has the discretion to have you perform more of these activities than the minimum requirement.
- Reflections – Word document that is double-spaced and maximum of two pages in length
 - MTM case
 - Public Health project
 - Patient Safety exercise
 - Elective exercise

NOTE: There are a total of fifteen assignments to submit on Canvas for grading plus various video modules. Each assignment is awarded points based on grading rubrics. Total points awarded on all assignments must be 70% or better in order to pass this portion of the course. If a student has less than 70% of the total possible points, they will be allowed to submit an additional MTM case for grading. If this additional case does not bring the student's points to 70%, the student fails the course and it must be repeated. The assignments consist of:

- Standard MTM case – Toni from the MTM certificate course
- Five MTM cases from your practice site
- Follow-up documentation on MTM Cases #1 and #2
- Drug Utilization review exercise
- Pharmacy Site Survey
- Medication Calendar
- Four reflections (Public Health reflection will include project outline)

- Intern Evaluation Form
 - Must NOT receive 3 or more “2” ratings on the end of rotation evaluation on Exercises 1-8
 - Must NOT receive a “1” rating on the end of rotation evaluation
 - A mid-rotation evaluation will be recorded on the pharmacist-intern’s evaluation form. The practitioner-faculty member should discuss the pharmacist-intern’s overall performance with him/her, pointing out strengths and areas where improvement can be made. Any indication that the pharmacist-intern may fail the course needs to be reported to the course coordinator as soon as possible.
- Professional points – If the pharmacist-intern receives a deduction of 15 or more professional points during the course, the intern may fail the course regardless of completion of all other course elements. The points are determined as follows:
 - Unscheduled absence – 10 points
 - 15 minutes late for a shift – 3 points
 - Lack of professional business casual attire, lab coat or UT name badge worn during your assigned shifts – 1 point
 - Missing designated deadlines on course timeline – 3 points each occurrence
 - These include the following:
 - Toni MTM case
 - All MTM cases – three separate deadlines throughout the course
 - Follow-up with MTM Cases #1 and #2
 - Public Health Outline
 - Drug Utilization review exercise
 - Pharmacy Site Survey
 - Medication Calendar
 - All reflections
 - Hours sheets, Evaluation forms and survey forms
- Failure of the course: If a pharmacist-intern fails this course, the course must be repeated. You are not guaranteed to be able to take it during the next offering since practice sites are limited. A delay in graduation is possible since the course takes place over an entire semester and is only available during the fall and spring semesters.
- **Missing designated deadlines on APhA’s MTM certificate course may result in additional cost to you (\$95) or not receiving your MTM Certificate of Achievement. Some employer groups and insurance companies are now requiring this certificate. You must complete all of the following to print the certificate at the end of the course:**
 - **Self-study Statement of Credit**
 - **Seminar evaluation**
 - **Post-seminar exercise**
 - **MTM Certificate of Achievement**

Schedules:

Schedules will be determined by the pharmacist-intern and site preceptor. The number of hours scheduled each week may vary depending on the pharmacist-intern, the preceptor and the practice site's activities. All efforts will be made to accommodate the schedules of involved entities. Weekend and evening hours may be necessary to fulfill all course requirements, i.e. Saturday screenings, immunization clinics, etc. Schedules for the following month need to be determined by the 22nd day of the month. A week's notice is required for any changes to the schedule and must be approved by the pharmacist-intern and site preceptor. This notice must be done in the preferred form of the preceptor and may include email, phone call or other methods. It is required that pharmacist-interns be present on all days of the scheduled rotation period. Regular and prompt attendance mimics the actual working world. If you are unable to make your assigned shift at the last minute due to illness or other **unforeseen** circumstances, you must call the practice site as soon as you know you are unable to make your shift. Failure to do so may result in a deduction of 10 professional points. Studying for exams, double scheduling events during your assigned shifts, etc. are not considered unforeseen circumstances. Holidays may be observed by the pharmacist-intern provided the preceptor approves. Religious holidays may be observed according to University policy. The pharmacist-intern must make up the hours missed during this time.

The pharmacist-intern's time should be divided up as follows:

- Medication Therapy Management - ~60%
- Public Health - ~10%
- Patient Safety - ~5%
- Prescription Management activities - ~20%
- Elective Experience - ~5%

These are approximations and may vary slightly between sites.

Hours Sheet:

The Hours Sheet is designed to keep track of all hours worked each week plus any scheduled required documentation. It is the pharmacist-intern's responsibility to ensure this sheet is complete, accurate and current on a ***weekly basis***. All entries need to be completed in ink. At the end of the shift, the pharmacist-intern or preceptor must record the shift and hours completed and review any required documentation for that week. ***If a preceptor feels that there is reason to believe that a pharmacist-intern may be misrepresenting his/her hours as recorded on the hour sheet, the Course Coordinator should be notified immediately. This type of behavior constitutes academic dishonesty and will not be tolerated. The penalty for falsification of hours is failure of the course.***

Standards of Conduct:

- Pharmacist-interns are required to abide by the facility's Health Information Portability and Accountability Act (HIPAA) policies. You may be required to sign a temporary HIPAA form at your site.
- Pharmacist-interns must abide by all laws and regulations pertaining to a pharmacist-intern as defined by the Texas Pharmacy Act and Rules. Violation of these laws and regulations may jeopardize the pharmacist-intern's privilege to become a registered pharmacist in Texas and may also result in failure of the course and dismissal from the College and/or the University.
- Pharmacist-interns will be removed from a practice site for conduct deemed unprofessional by the preceptor and/or Student Affairs Office, or if the pharmacist-intern's actions endanger a patient's health or welfare. Removal from a practice site may result in failure of the course. The core values of the University of Texas are learning, discovery, freedom, leadership, individual opportunity and responsibility. Each member of the university is expected to uphold these values through integrity, honesty, trust, fairness and respect towards peers and the community.
- Professional demeanor and dress are expected and required throughout the course. The pharmacist-intern is representing the University of Texas College of Pharmacy and is expected to behave accordingly.
- **IPE Involvement:** You will be communicating with other healthcare professionals such as pharmacists, nurses, Physician Assistants, Nurse Practitioners and physicians. You may also have some interaction with professional pharmacy students from other Colleges of Pharmacy at your practice site. Most of these communications (other than pharmacists and other pharmacy students) will be via phone or fax. Professional communications, both oral and written, are expected at all times.
- **Resources and references used:** Students need to use appropriate references and guidelines throughout the course from respected and widely recognized scientific journals, publications and national guidelines. All resources used need to be cited on designated assignments and any material that is used or developed in the public health project. Wikipedia, known biased references, and resources that are not nationally recognized by the scientific community are not to be used. **Failure to properly recognize resources** is a violation of the honor code and is considered unprofessional conduct.
- There may be more than one student per practice site. It is acceptable to work together on MTM cases and your public health project if the preceptor allows it. However, all assignments turned in must be the **original work of each student** and not duplicated by all students at that site. For example, all students at that site can do the pre-work and patient interview on an MTM case. Students need to complete their own action plan. You will need to coordinate with each other on any physician and patient communications so there is no duplication of effort or confusion.
- Honor code – You are expected to follow the University of Texas College of Pharmacy honor code during this course. The complete honor code can be found at <http://www.utexas.edu/pharmacy/students/handbook98/3code.html>

General Requirements:

- Pharmacist-interns need to provide a binder to keep all records and documentation.
- E-Mail – Email is recognized as an official mode of university correspondence; therefore, you are responsible for reading your email for university and course-related information and announcements. You are responsible for keeping the university informed about changes to your email address. You should check your email regularly and frequently. Daily checking is recommended, but should be a minimum of twice weekly to stay current with university and course-related communications, some of which may be time-critical. You can find UT Austin’s policies and instructions for updating your email address at <http://www.utexas.edu/its/help/utmail/1564>.
- Transportation – The pharmacist-intern is responsible for his/her own transportation to and from any assigned practice site or class activity. Prompt arrival is expected.
- Dress Code - UT pharmacist-intern name badges, business casual dress and white jackets are to be worn at all times while fulfilling the course objectives. Blue jeans and open-toed shoes are unacceptable dress even if the practice site allows it. The Texas State Board of Pharmacy requires you to have your intern card in your possession at all times.
- Cell phones are **not** to be used for personal business during the hours at your site. You may use them to access resource materials related to the course.
- Students with disabilities may request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students with Disabilities at 512-471-6259 (voice) or 512-232-2937 (video phone) or www.utexas.edu/diversity/ddce/ssd.

Timeline:

Deadlines for required documentation are on the timeline which is the last page of the syllabus.

All required documentation for the week must be submitted by **11:59pm that Sunday.**

| DATE | ACTIVITY | COMPLETED |
|------------------------------|--|-----------|
| MTM Certificate Course | Austin and San Antonio: Professor Rush will teach the course Saturday, August 27 th from 9am to 4:30pm in Austin – PHR 3.106 <ul style="list-style-type: none"> • Complete all APhA on-line forms • Seminar evaluation (within 48 hours of seminar date) | |
| Week One: 8/24 – 8/28 | <ul style="list-style-type: none"> • Orientation – Complete Canvas modules by August 31st • Start of Rotation self-evaluation completed by student | |
| Week Two: 8/29 – 9/4 | <ul style="list-style-type: none"> • Start working hours at rotation site once Canvas orientation modules are completed | |
| Week Three: 9/5 – 9/11 | <ul style="list-style-type: none"> • Hours worked at rotation site • Toni case due | |
| Week Four: 9/12 – 9/18 | <ul style="list-style-type: none"> • Hours worked at rotation site | |
| Week Five: 9/19 – 9/25 | <ul style="list-style-type: none"> • Hours worked at rotation site | |
| Week Six: 9/26 – 10/2 | <ul style="list-style-type: none"> • Hours worked at rotation site • Public Health project outline – Show preceptor only (submit on Canvas with reflection during Week Fifteen) | |
| Week Seven: 10/3 – 10/9 | <ul style="list-style-type: none"> • Hours worked at rotation site | |
| Week Eight: 10/10 – 10/16 | <ul style="list-style-type: none"> • Hours worked at rotation site • All Patient Safety exercises and reflection due • Mid-rotation evaluation completed by preceptor and student | |
| Week Nine: 10/17 – 10/23 | <ul style="list-style-type: none"> • Hours worked at rotation site | |
| Week Ten: 10/24 – 10/30 | <ul style="list-style-type: none"> • Hours worked at rotation site • CMR MTM cases #1 and #2 due | |
| Week Eleven: 10/31 – 11/6 | <ul style="list-style-type: none"> • Hours worked at rotation site • CMR MTM case #3 due • Elective reflection due | |
| Week Twelve: 11/7 – 11/13 | <ul style="list-style-type: none"> • Hours worked at rotation site | |
| Week Thirteen: 11/14 – 11/20 | <ul style="list-style-type: none"> • Hours worked at rotation site • CMR MTM case #4 due • MTM reflection due • Follow-up on MTM Cases #1 and #2 due | |
| Week Fourteen: 11/21 – 11/27 | <ul style="list-style-type: none"> • Hours worked at rotation site | |
| Week Fifteen: 11/28 – 12/4 | <ul style="list-style-type: none"> • Hours worked at rotation site • CMR MTM case #5 due • Public Health reflection and project outline due | |
| Week Sixteen: 12/5 – 12/9 | <ul style="list-style-type: none"> • Hours worked at rotation site – all hours must be completed by December 5th | |

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| | <ul style="list-style-type: none">• All prescription management activities completed and documented on evaluation form• Final evaluation completed by preceptor and student• Original Hours sheets, Evaluation forms and Post survey forms turned in to designated local coordinators by December 9th• Complete all APhA on-line forms<ul style="list-style-type: none">○ Post-seminar exercises and evaluations• Print out MTM Certificate of Achievement for your files | |
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