PHM 287DA
Introduction to Patient Care (IPC)
Fall 2017

Instructor Info:
Holli Temple, PharmD, BCPS, BCGP
Clinical Assistant Professor
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P: 512-232-1214

Teaching Assistants:
Nidhi Shukla
nihdi.shukla@utexas.edu
Office hours by appointment

Elizabeth Ogunbona
lizogunbona@gmail.com
Office hours by appointment

Serene Zhang
shiyuzhang@utexas.edu
Office hours by appointment

Classroom:
PHR 2.110
First 4 Tuesdays of fall semester and Thursdays from
10 am to 10:50 am

Office Hours:
PHR 2.222
Tuesdays 10:00 am – 10:50 am or by appointment

Course Description
Introduction to Patient Care provides opportunities for students to learn about patient care through interactions with the elderly, lectures, discussion sessions, and writing assignments.

Course Goals
During PHR287DA, the student will:

1. Foster a relationship with a person residing in an assisted living facility
2. Discuss issues related to caring for patients
3. Practice written, verbal, and non-verbal communication skills
4. Utilize on-line resources to enhance information literacy skills

Course Prerequisites
First professional year (P1) standing in pharmacy.
Students must fully comply with the College of Pharmacy’s credentialing requirements which includes immunizations, Tb testing, background check, drug screen, et al. The credentialing requirements must be completed by the deadline set by the Dean’s Office. If you are unable to complete the requirements by the deadline, you must notify Dean Ridings-Myhra.

Course Website and Communications
Accessible only to students registered in the course via Canvas at http://canvas.utexas.edu -- UTEID and password required. Canvas will contain copies of PowerPoint slide presentations, learning objectives, case studies, the course syllabus, and other course materials.
Messaging through Canvas is the official method for faculty to communicate with students in this course. Please keep your email address on UT DIRECT current at all times. Support for Canvas is provided by the ITS Help Desk. Help desk link: http://it.utexas.edu/students. Link to Canvas student tutorials: https://utexas.instructure.com/courses/633028/pages/student-tutorials.

See CARE Visit Expectations on Canvas for information on the administrative aspects of the CARE Program and associated consequences for not following instructions.

Learning Objectives

1. Recognize common types of dementia
2. Maintain confidentiality of patient information utilizing HIPAA as a guide
3. Discuss possible barriers to communicating with patients (e.g., physical, mental, social, generational, economic) and strategize how to overcome these barriers
4. Identify types and signs of abuse in disabled adults and elders
5. Define palliative care and paraphrase the services that palliative care provides
6. Outline services provided by Assisted Living Facilities (ALFs) and discuss the demographics of the population residing in ALFs
7. Apply the components of SOAP to a patient presentation
8. Locate evidence for patient presentation and research paper using primary, secondary, and tertiary sources
9. Compose an evidence based argumentative essay to answer a question related to patient care – add a drug info objective?
10. Analyze service-learning experiences via reflections
11. Differentiate between good and bad grammar

What to Expect

*Introduction to Patient Care* consists of four components:

1. Presentations by guest lecturers which focus on different issues related to patient care
2. Participation in the Care and Respect for the Elderly (CARE) Program which involves the care of residents (patients) at elder care facilities in the Austin and Buda areas
3. Participation in periodic one-hour group discussion sessions
4. Series of writing assignments designed to enhance reflective learning and to fulfill writing flag course requirements Writing Flag courses are designed to give students experience with writing in an academic discipline. Expect to write regularly during the semester, complete substantial writing projects, and receive feedback to help you improve your writing. You will have the opportunity to revise one or more assignments, and you may be asked to read and discuss your peers’ work. Fifty percent of your of your grade comes from writing assignments. Writing Flag classes meet the Core Communications objectives of Critical Thinking, Communication, Teamwork, and Personal Responsibility, established by the Texas Higher Education Coordinating Board.

*Introduction to Patient Care is a time intensive course.*

Discussion Session/Room Assignments

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<tr>
<th>Mondays 8:00 am – 8:50 am</th>
<th>Tuesdays 8:00 am – 8:50 am</th>
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<tr>
<td>Unique #59865 PHR 2.208</td>
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<td>Unique #59915 PHR 3.114B</td>
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<td>Unique #59890 PHR 5.214</td>
<td>Unique #59920 PHR 5.214</td>
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Grading Policy

Components of Course Grade:

1. 30% Research Paper and associated assignments
2. 20% Two reflections (10% each) graded according to a rubric
3. 20% Discussion Session assignments, presentations, and participation
4. 10% One-hour exam based on lectures, reading assignments, and discussion sessions
5. 10% Attendance and classroom quizzes
6. 10% Satisfactory completion of the IPPE component

Failure to turn-in/post the assignments below by the due date and time will result in a **25% decrease** in that assignment’s grade.

- Writing Assignment (an additional 5% deduction for each missing part, e.g. honor statement, which must still be submitted to receive grade for assignment)
- Each Reflection (late resubmission results in a 12.5% decrease in assigned grade)
- Discussion session assignments
- Resident Visitation Form – CARE Program

Note: Penalties for uploading wrong paper, uploading incomplete submissions, et al will be determined on a case by case basis.

**STUDENTS MUST COMPLETE ALL COMPONENTS OF THE COURSE TO SUCCESSFULLY COMPLETE PHM287DA**

Introductory Pharmacy Practice Experience (IPPE) Hours

Earn Introductory Pharmacy Practice Experience (IPPE) hours via the Care and Respect for the Elderly Program. If the CARE component of the course is satisfactorily completed, the student will earn a maximum grade of 100 (10%).

Resident/patient visits account for six (6) Patient Care IPPE hours. Reflections earn one (1) IPPE hour. Total IPPE hours

Thus, students earn seven (7) IPPE hours through PHM287DA, which count toward the student’s overall IPPE requirement.

Expectations for CARE Program are as follows:

- Must visit your resident (patient) a minimum of **five (5) times each semester for a total of 6 hours**. Minimum visitation time = 30 minutes; Maximum visitation time 2 hours, which can include chart review. The expectation is that you visit every other week. One visit per week is acceptable.
- Stacked visits (2 or more visits within same week) will receive a 25-point deduction in the CARE portion of the grade.
- Resident visit documentation forms turned in after due date and time will result in a letter grade reduction for final course grade.
- Failure to complete six (6) on-site visitation hours will result in an F for the course.
- Students who exhibit unprofessional behavior risk receiving an “F” in PHM287DA.
- Students MUST observe patient confidentiality. Taking pictures or videos of residents, medical charts, and/or photocopying resident records is prohibited and grounds from dismissal from the program and an “F” in the PHM287DA.

**Course Policies**

**Attendance Policy:**

Students are required to attend each classroom session (orientation, lectures, exam) and each discussion session to which they are assigned. A class roster will be distributed or Canvas quiz will be administered at the beginning of each
class and discussion session. Students must sign the class roster or take the quiz to verify attendance. The signed class roster is considered an official university document. Thus, falsifying the document (such as signing in for another student) or providing students who are absent from class with the quiz access code will be considered scholastic dishonesty. Falsifying sign-in/sign-out sheets at an Assisted-Living Facility (ALF), and/or removing sign-in/sign-out sheets from binders at the ALF will also be considered scholastic dishonesty. Since illnesses and other life factors can result in unavoidable absences from lecture, the two lowest quiz or attendance scores will be dropped when determining your grade. There is no need to secure approval for lecture absences. The two dropped scores can compensate for the absences. Use these absences wisely.

Discussion session attendance is required and expected. If you cannot attend a discussion session due to illness, you must notify Dr. Temple and your facilitator at least 30 minutes before your discussion session starts via e-mail. If you fail to notify Dr. Temple and your facilitator about your absence at least 30 minutes before your discussion session, a zero will be recorded for the missed discussion session. For students who miss discussion session due to illness and who followed the notification procedure as described above, Dr. Temple reserves the right to adjust point values for the absence and/or assign additional work to make up for the missed session. If the Dean has approved your attendance at a professional state or national meeting which conflicts with your assigned discussion session or lecture, you must notify Dr. Temple a minimum of two weeks before the meeting.

Regardless of the reason for the absence, students are required to complete assignments by the original published deadlines.

Professional Classroom Decorum:
All phones must be silenced during lecture and discussion sessions. Cell phone tones can be a distraction to speakers and peers. Text messaging and e-mailing in class is prohibited. Laptop computers (including iPads, tablets, et al) can ONLY be used for taking class notes. The use of laptop computers for other purposes is strictly prohibited.

Demeanor: Please be on time for each class and discussion session and remain for the entire period. Arriving late and/or leaving early is inconsiderate of peers and speakers and has consequences as noted below. Please do not converse with others once class has started. This is considered unprofessional conduct in class. You may not realize how disturbing and/or distracting your “private” conversations are when others are trying to listen to a lecture or watch a video. Talking is also inconsiderate and distracting to a speaker presenting a lecture.

Dress Code for class and discussion sessions is as follows:

• Clean white lab jacket with name tag
• Men: full length slacks, dress shirt or polo shirt (shirts must have collars)
• Women: pants or skirts with blouses or dresses
• No shorts, jeans, athletic shoes, caps or hats will be permitted

Students who violate the professional classroom decorum will receive a warning on the first offense. Penalties for subsequent offenses are at the discretion of the instructor.

Testing Policy:
Students are expected to arrive on time for the examination. The exam will begin promptly as scheduled. Students arriving late to the exam will not given additional time to complete the exam regardless of the reason. There will be a course instructor present to proctor each exam. No examinations will be returned. Test scores will be posted in Canvas. Students may review their exams during a designated time period, but exams may not be removed from the room, copied, photographed, or otherwise reproduced. Absences on test days must be approved by Dr. Temple prior to the scheduled test. The only valid excuses for missing an exam are a death in the family, significant personal illness, or similar type emergencies. In the unfortunate event that this type of situation should occur, it is your responsibility to contact Dr. Temple as soon as possible. Requests must be in writing. If permission is granted by telephone at the last minute (e.g. due to illness), it is the student’s responsibility to confirm the request in writing as soon as possible and to provide Dr. Temple with a written medical excuse for the absence.
If permission is given to miss the exam, a make-up examination will be scheduled. An unexcused absence will result in a grade of "0" for the exam. Please do not request a "special" exception such as taking a test either early or late.

Exam Day Decorum:
The only items allowed at student desks are pencils. Books, bags, coats, and hats must be placed in a location designated by the faculty proctor. No student may possess a cell phone, digital music player, or any other type of personal digital assistant during the exam. Students caught with any of these devices will be reported to Student Affairs in the College of Pharmacy and/or the Dean of Students and may receive a score of zero on the exam.

College of Pharmacy and University Policies

Students with Disabilities:
The University of Texas at Austin provides, upon request, appropriate academic adjustments for qualified students with disabilities. All University rules concerning accommodations must be followed, including the student arranging for special accommodations at least two weeks prior to the examination. In the absence of such prearrangement, the student will be expected to take the exam with the rest of the class at the regularly scheduled exam time. Students with disabilities may request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students with Disabilities, 512-471-6259 (voice), 512-410-6644 (video phone), or http://ddce.utexas.edu/disability/about/.

Writing Center:
You are strongly encouraged to use the Undergraduate Writing Center (http://uwc.utexas.edu). The Undergraduate Writing Center offers free, individualized, expert help with writing for any UT undergraduate, by appointment or on a drop-in basis. Any undergraduate enrolled in a course at UT can visit the UWC for assistance with any writing project. The consultants there work with students from every department on campus, for both academic and non-academic writing. Whether you are writing a lab report, a resume, a term paper, a statement for an application, or your own poetry, UWC consultants will be happy to work with you. Their services are not just for writing that has "problems." Getting feedback from an informed audience is a normal part of a successful writing project. Consultants help students develop strategies to improve their writing. The assistance they provide is intended to foster independence. Each student determines how to use the consultant's advice. The consultants are trained to help you work on your writing in ways that preserve the integrity of your work.

University of Texas Honor Code:
The core values of The University of Texas at Austin 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 toward peers and community.

College of Pharmacy Honor Code:
Students are also expected to uphold the University of Texas at Austin College of Pharmacy Honor Code, which may be located for your review at https://pharmacy.utexas.edu/students/programs-of-study/pharm-d-program/pharm-d-student-handbook/codes-of-conduct-and-professionalism/#honorcode.

Scholastic Dishonesty:
Students are expected to work independently on examinations, quizzes, and interim assignments. Any student engaging in academic dishonesty will be given an appropriate penalty, including possible failure of the course. Any case of academic dishonesty will be reported to the Dean’s Office of the College of Pharmacy and to the University Dean of Students, as per University regulations.

Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. For further information, visit the Student Conduct and Academic Integrity website at: http://deanofstudents.utexas.edu/conduct/
Falsifying visitation dates and/or times (hours) or forging a signature on participation documentation forms for the “CARE” Program constitutes scholastic dishonesty and will result in failure of the course.

**Academic Integrity:**
Students who violate University rules on academic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students, and the integrity of the University, policies on academic dishonesty will be strictly enforced. For further information please visit the Student Judicial Services Web site: [http://deanofstudents.utexas.edu/sjs](http://deanofstudents.utexas.edu/sjs).

**Plagiarism** constitutes scholastic dishonesty. Therefore, plagiarism on writing assignments will not be tolerated. To learn what constitutes plagiarism, read the following information from the Department of Rhetoric and Writings: [https://liberalarts.utexas.edu/rhetoric/firstyearwriting/plagiarismcollusion.php](https://liberalarts.utexas.edu/rhetoric/firstyearwriting/plagiarismcollusion.php).

**Accommodations for Religious Holidays:**
In accordance with University of Texas at Austin policy, you must notify the course coordinator of your pending absence from class at least two weeks 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.

**Behavioral Concerns Advice Line (BCAL):**
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://besafe.utexas.edu/behavior-concerns-advice-line](http://besafe.utexas.edu/behavior-concerns-advice-line).

**Emergency Evacuation Policy:**
Occupants of buildings on the UT Austin campus are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation: Familiarize yourself with all exit doors of the classroom and the building. Remember that the nearest exit door may not be the one you used when you entered the building.

If you require assistance to evacuate, inform Dr. Temple in writing during the first week of class. In the event of an evacuation, follow my instructions or those of other class instructors. Do not re-enter a building unless the Austin Fire Department, the UT Austin Police Department, or the Fire Prevention Services office gives you specific instructions.

**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](http://campuscarry.utexas.edu/info-sheets).
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<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Speaker</th>
<th>Room</th>
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<tbody>
<tr>
<td>Wed, Aug 30</td>
<td>Orientations at Assisted Living Facilities (ALF) except Brookdale Parmer Lane</td>
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<tr>
<td>Thu, Aug 31</td>
<td>Orientation to Intro to Patient Care</td>
<td>Dr. Temple</td>
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<td>Tue, Sept 5</td>
<td>Dementia 101</td>
<td>Dr. Temple</td>
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<td>Wed, Sept 6</td>
<td>Orientation at Brookdale Parmer Lane</td>
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<td>See Schedule</td>
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<td>Thu, Sept 7</td>
<td>HIPAA Overview Consequences of Violating HIPAA</td>
<td>Fred Brinkley, RPh, MBA Health Care Consultant Jeffery Graves, JD Associate Vice President Vice President for Legal Affairs University of Texas at Austin</td>
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<td>Tue, Sept 12</td>
<td>ALF Panel (8 AM)</td>
<td>P2 Representatives from each ALF</td>
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<td>Thu, Sept 14</td>
<td>Locating the Evidence</td>
<td>Dr. Young</td>
<td>2.110</td>
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<td>Tue, Sept 19</td>
<td>Tips for Communicating with Patients</td>
<td>Dr. Temple</td>
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<td>Thu, Sept 21</td>
<td>Discussion Session Information</td>
<td>Dr. Temple</td>
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<td>Fri, Sept 22</td>
<td>Research Worksheet Due</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<td>Mon, Sept 25</td>
<td>Discussion Session #1</td>
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<td>Tue, Oct 3</td>
<td>Caregiving</td>
<td>Dr. Temple</td>
<td>2.110</td>
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<tr>
<td>Fri, Oct 6</td>
<td>Revised Reflection #1 Due</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<tr>
<td>Sun, Oct 8</td>
<td>Research Paper Outline, Search Strategy, and Annotated Bibliographies Due</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<td>Mon, Oct 9</td>
<td>Discussion Session #3</td>
<td>Aging Simulation</td>
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<td>Tue, Oct 12</td>
<td>Palliative/End of Life Care</td>
<td>Sabrina Mikan, PhD, RN, ACNS-BC Director, Supportive Care Programs Texas</td>
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<td>Mon, Oct 16</td>
<td>Discussion Session #4</td>
<td>Subjective(S) and Objective information; resident medication form</td>
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<td>Tue, Oct 17</td>
<td>What happens when we age?</td>
<td>Dr. Temple</td>
<td>2.110</td>
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<td>Fri, Oct 20</td>
<td>Optional: TA Review of Research Paper</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<td>Mon, Oct 23</td>
<td>Discussion Session #5</td>
<td>S &amp; O Presentations Continued</td>
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<td>Tue, Oct 24</td>
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<td>Thu, Oct 26</td>
<td>Elder Abuse</td>
<td>Dr. Temple</td>
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<td>Fri, Oct 27</td>
<td>Research Paper Due</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<td>Mon, Oct 30</td>
<td>Discussion Session #6</td>
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<td>Tue, Oct 31</td>
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<td>Thu, Nov 2</td>
<td>IPE Breakdown – Pharmacist role in Interprofessional Care (Professional attire not required)</td>
<td>Dr. Young</td>
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<td>Fri, Nov 3</td>
<td>Reflection #2 Due</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<td>Thu, Nov 9</td>
<td>Exam Review (attendance optional; professional attire not required)</td>
<td>Dr. Temple</td>
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<tr>
<td>Fri, Nov 10</td>
<td>Revised Reflection #2 Due</td>
<td>Submit to Canvas by 11:59 PM CST</td>
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<td>Thu, Nov 16</td>
<td>Exam (professional attire not required)</td>
<td>Dr. Temple</td>
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<tr>
<td>Thu, Nov 23</td>
<td>No Class! – Happy Thanksgiving!</td>
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<tr>
<td>Thu, Nov 30</td>
<td>Resident Visit Documentation Due; Course Evaluations (Professional attire not required)</td>
<td>Dr. Temple</td>
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