PHM 287H - Clinical Skills: Community Care
Unique #’s: 59905, 59910, 59915, 59920, 59925, 59930, 59935, 59940, 50045, 59950
Spring 2018

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Office hours by appointment

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Teaching Assistants:
Email via Canvas
Office hours by appointment

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
• Application of communication skills and behavioral change models as pharmacist-interns encourage patients to improve lifestyle behaviors that affect health 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, drug information requests and analysis of the prescription filling workflow process
• Demonstrate longitudinal learning through continued application of patient assessment and immunizations
• **This course provides 92 Patient Care IPPE hours, 0 hours of simulation and 2 hours of reflection toward the student’s overall IPPE requirement.**

## PREREQUISITES

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

## COURSE STRUCTURE

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 92 hours over the course of the semester at approximately 6-7 hours per week. During this time, pharmacist-interns are required to participate and complete assigned activities.

## COURSE LITERATURE

**Required:**

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

**Suggested:**

- Various handouts and/or articles provided on Canvas
REQUIRED ACTIVITIES AND RELATED DOCUMENTATION FORMS

This course utilizes three different documentation systems:

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.

APhA website: This course utilizes the APhA MTM website at www.pharmacist.com 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.

PhIRST: PhIRST is the UT College of Pharmacy’s experiential program database. It requires a UT EID and
password to enter the system. You will utilize this system again throughout your P4 rotations. This system will
document all hours at the practice site, self-evaluations and preceptor evaluations. All of your prescription
management activities and professional points will be documented here. The evaluation and hours forms are
considered legal documents since they are periodically audited by the Texas State Board of Pharmacy in order to
determine and verify internship credit hours. These will be electronically maintained, certified and submitted by
the pharmacist-intern and preceptor. Final approval will be performed by the course coordinator at the end of
the semester.

You will be required to complete activities in the following areas:

- Medication Therapy Management
- Public Health
- Patient Safety
- Prescription Management
- Electives

Details for each of these areas are provided on pages 4 – 8 of this document.

Medication Therapy Management

Complete American Pharmacist’s Association Delivering Medication Therapy Management Services national
certificate training program. 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 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**
- Follow-up with patients on MTM Cases #1 and #2

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<thead>
<tr>
<th>Experience Form</th>
<th>Where to locate form</th>
<th>Where to submit form</th>
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<tbody>
<tr>
<td>MTM form for comprehensive medication reviews</td>
<td>Canvas</td>
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<tr>
<td>Follow-up documentation on MTM Cases #1 and #2</td>
<td>• MTM form</td>
<td>• MTM forms for comprehensive medication reviews</td>
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<tr>
<td>MTM Reflection</td>
<td>• Follow-up documentation form</td>
<td>• Follow-up documentation forms</td>
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<tr>
<td>APhA MTM Certificate course</td>
<td>• Reflection</td>
<td>• Reflection</td>
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<tr>
<td>• Self-study Statement of Credit</td>
<td>APhA MTM Certificate course forms found on-line at APhA website (link and voucher code provided by Sherrie Bendele)</td>
<td>APhA MTM Certificate course forms are completed on-line at APhA website (link and voucher code provided by Sherrie Bendele)</td>
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<tr>
<td>• Seminar evaluation</td>
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<td>• Post-seminar exercise</td>
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<td>• MTM Certificate of Achievement</td>
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**Public Health**

Public health promotion will be achieved 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.

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<th>Experience Form</th>
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<tr>
<td>• Outline</td>
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<tr>
<td>• Public Health Reflection</td>
<td>· Outline</td>
<td>· Outline and reflection are submitted as one Word document on Canvas. Show outline to preceptor.</td>
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Patient Safety

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 in PhIRST.
- Completion of a Pharmacy Site Survey that mimics a Texas State Board of Pharmacy (TSBP) inspection
- Completion of the Key Elements of the Prescription Filling Workflow Process worksheet and algorithm based on the Institute of Safe Medication Practices (ISMP) model

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<th>Experience Form</th>
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| Drug Utilization Review (DUR)                        | All Patient Safety forms found on Canvas | Canvas
  - Must perform six DUR’s
  - Only turn in one DUR for grading                     |                                            | • Drug Utilization Review (DUR): Only **ONE DUR** form will be submitted on Canvas for grading.
| Pharmacy Site Survey                                 |                                        | • Pharmacy Site Survey                                    |
| Key Elements of the Prescription Filling Workflow Process worksheet |                                            | • Key Elements worksheet                                  |
| Algorithm based on Institute of Safe Medication Practices (ISMP) model |                                            | • ISMP model algorithm                                    |
| Patient Safety Reflection                            |                                        | • Reflection                                              |
| All DURs are dated and signed off on the student evaluation form by the student and preceptor |                                            |                                                         |
Prescription Management

**Prescription management activities** – These consist of three 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

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- Prescription transfers, taking new prescriptions over the phone and patient counseling activities are dated and signed off on the student evaluation form in PhIRST by the student and preceptor

Elective Activities

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

**NOTE:** Not all practice sites participate in immunizations and health screenings. If these are not available to you, you will pick two other activities with the approval of your preceptor.

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<td>Elective Reflection</td>
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**REFLECTIONS**

**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 and will be submitted on Canvas.
STUDENT ASSESSMENT

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 course requirements independently may result in automatic failure of the entire 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.

Details for these assessment areas are provided on pages 10 – 13 of this document.
## EXPERIENTIAL HOURS
Pharmacist-interns must complete a minimum of 92 experiential hours

## CANVAS ASSIGNMENTS
There are a total of fifteen assignments to submit on Canvas for grading. 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:

- Five MTM cases from your practice site
- Follow-up documentation on MTM Cases #1 and #2
- Drug Utilization review exercise
- Pharmacy Site Survey
- Key Elements of the Prescription Filling Workflow Process worksheet
- Algorithm based on the Institute of Safe Medication Practices (ISMP) model
- Four reflections (Public Health reflection will include project outline)
The preceptor evaluation form on PhIRST will document the pharmacist-intern’s performance in 16 designated areas, prescription management activities and professional points.

**Preceptor evaluation of designated areas:** The first three exercises apply to Medication Therapy Management. Exercise 4 applies to Public Health and exercises 5 & 6 apply to Patient Safety. Exercises 7 & 8 apply to the elective exercises and all may not be applicable to the student-intern’s evaluation. Exercises 9 – 16 apply to professional development and allow the preceptor to assess the student-intern on slightly more subjective and important areas. It is possible that all the bullet points under each exercise are not able to be accomplished in every practice setting for which this form is used. Each exercise will be evaluated as it applies to the practice site. An evaluation rubric is attached to the online evaluation form and will be used to assess your performance. In order to satisfactorily complete the preceptor evaluation, the pharmacist-intern:

- 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.

**Prescription management activities:**

- Prescription transfers – 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.
APHA MTM CERTIFICATE PROGRAM

APhA’s *Delivering Medication Therapy Management Services in the Community* certification program plus all required activities and documentation. Attendance at the live portion of this program is required – no exceptions. Failure to attend the live portion of this program may result in automatic failure of PHM 287H.

- 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 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 of seminar evaluation
- Completion of post-seminar exercise
- Completion of MTM Certificate of Achievement
PROFESSIONAL POINTS

Professional points: If the pharmacist-intern receives a deduction of 15 or more professional points during the course, the pharmacist-intern may fail the course regardless of completion of all other course elements. The points are documented on the evaluation form on PhIRST and are determined as follows:

- Unexcused absence – 10 points for each occurrence
- Violation of HIPAA – 10 points for each occurrence
- 15+ minutes late for a shift – 3 points for each occurrence
- Lack of professional business casual attire, lab coat or UT name badge worn during your assigned shifts – 1 point for each occurrence
- Late evaluation or hours forms – 3 points for each day past deadline
- Missing designated deadlines on course timeline – 3 points for each day past deadline. These include the following:
  - All MTM cases – four separate deadlines throughout the course
  - Follow-up with MTM Cases #1 and #2
  - Public Health Outline
  - Drug Utilization review exercise
  - Pharmacy Site Survey
  - Key Elements of the Prescription Filling Workflow Process worksheet
  - Algorithm based on the Institute of Safe Medication Practices (ISMP) model
  - All reflections

Missing designated deadlines on APhA’s MTM certificate course may result in additional cost to you as determined by APhA 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:
The Hours Form in PhIRST is designed to keep track of all hours completed each week. It is the pharmacist-intern’s responsibility to ensure this form is complete, accurate and current on a weekly basis. 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, they have been instructed to notify the Course Coordinator 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.
- **Academic Integrity:** 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.” Plagiarism is taken very seriously at UT. Therefore, if you use words or ideas that are not your own (or that
you have used in previous class), you must cite your sources. Otherwise, you will be guilty of plagiarism and subject to academic disciplinary action, including failure of the course. You are responsible for understanding UT’s Academic Honesty and the University Honor Code which can be found at the following web address: http://deanofstudents.utexas.edu/conduct/

- 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

- 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.
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 – Each student attested to, as part of the annual survey, and will be held accountable for the following statement:
  - “I understand that I am responsible for my own personal transportation to and from any practice sites to which I am assigned for the purpose of completing experiential course requirements (CARE program, IPPEs, APPEs). This may include the use of public transportation, or other methods of transportation, if I cannot drive. It may also include a commute of longer distances than anticipated.”
  - 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.
- Services for Students with Disabilities: 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.
- Counseling and Mental Health Center: Do your best to maintain a healthy lifestyle this semester by eating well, exercising, avoiding drugs and alcohol, getting enough sleep and taking time to relax. This will help you achieve your goals and cope with stress. All of us benefit from support during times of struggle. You are not alone. There are many helpful resources available on campus and an important part of the college experience is learning how to ask for help. Asking for support sooner rather than later is often helpful. If you or anyone you know experiences any academic stress, difficult life events, or feelings like anxiety or depression, we strongly encourage you to seek support. You can find more
information at the following website:
https://www.cmhc.utexas.edu/individualcounseling.html

- Campus Carry: Students should familiarize themselves with the information provided by the University regarding the implementation of campus carry legislation. Information sheets can be found at http://campuscarry.utexas.edu/information.

### 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**.

<table>
<thead>
<tr>
<th>DATE</th>
<th>ACTIVITY</th>
<th>COMPLETED</th>
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<tbody>
<tr>
<td>Live Training</td>
<td><strong>APhA MTM Certificate live portion</strong></td>
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<td></td>
<td>- <strong>Austin:</strong> Friday, January 12\textsuperscript{th} from 12:30pm to 6pm</td>
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<td>- <strong>San Antonio:</strong> Friday, January 12\textsuperscript{th} from 12:30pm to 6pm</td>
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<td>- <strong>El Paso:</strong> Wednesday, January 17\textsuperscript{th} starting at 8am</td>
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<td>- <strong>RGV:</strong> January 31\textsuperscript{st} starting at 1pm</td>
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<td><strong>Persuasion Communication Skills</strong></td>
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<td>- Will be on Canvas</td>
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<tr>
<td>Week One and Two:</td>
<td>1/16 – 1/28</td>
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<td></td>
<td><strong>Complete APhA MTM online modules</strong></td>
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<td><strong>Complete seminar evaluation before designated deadline</strong></td>
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<td><strong>Contact preceptor and set up orientation meeting</strong></td>
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<td>Week Three: 1/29 –</td>
<td><strong>Complete scheduled hours at rotation site</strong></td>
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<td>2/4</td>
<td><strong>Complete MTM-related Canvas videos</strong></td>
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<td>Week Four: 2/5 – 2/11</td>
<td><strong>Complete scheduled hours at rotation site</strong></td>
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<td>Week Five: 2/12 – 2/18</td>
<td><strong>Complete scheduled hours at rotation site</strong></td>
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<td>Week Six: 2/19 – 2/25</td>
<td><strong>Complete scheduled hours at rotation site</strong></td>
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<td><strong>Public Health project outline – Show preceptor only (submit on Canvas with reflection during Week Fifteen)</strong></td>
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<td>Week Seven: 2/26 – 3/4</td>
<td><strong>Complete scheduled hours at rotation site</strong></td>
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<td><strong>All Patient Safety exercises and reflection due</strong></td>
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<td>Week Eight: 3/5 – 3/11</td>
<td><strong>Complete scheduled hours at rotation site</strong></td>
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<td><strong>CMR MTM Case #1 due</strong></td>
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<td><strong>Mid-rotation evaluation completed by preceptor and student on PhIRST</strong></td>
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<td>Week Nine: 3/12 – 3/18</td>
<td><strong>SPRING BREAK</strong> - Hours may be completed at rotation site if approved by preceptor</td>
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| Week Ten: 3/19 – 3/25  | - Complete scheduled hours at rotation site  
|                        | - CMR MTM case #2 due |
| Week Eleven: 3/26 – 4/1 | - Complete scheduled hours at rotation site  
|                        | - CMR MTM case #3 due  
|                        | - Elective reflection due |
| Week Twelve: 4/2 – 4/8 | - Complete scheduled hours at rotation site  
|                        | - Resubmission of Case #1 if needed |
| Week Thirteen: 4/9 – 4/15 | - Complete scheduled hours at rotation site |
| Week Fourteen: 4/16 – 4/22 | - Complete scheduled hours at rotation site  
|                        | - CMR MTM case #4 due  
|                        | - MTM reflection due  
|                        | - Follow-up on MTM Cases #1 and #2 due |
| Week Fifteen: 4/23 – 4/29 | - Complete scheduled hours at rotation site  
|                        | - CMR MTM case #5 due  
|                        | - Public Health reflection and project outline due |
| Week Sixteen: 4/30 – 5/4 | - Complete scheduled hours at rotation site – all hours must be completed by May 4th  
|                        | - All course requirements completed  
|                        | - Final evaluation and hours forms on PhIRST completed by preceptor and student by December 15th  
|                        | - Complete all APhA on-line forms  
|                        | - Post-seminar exercises and evaluations  
|                        | - Print out MTM Certificate of Achievement for your files |