PHM 384L
PHARMACY AND THE U.S. HEALTH CARE SYSTEM
Fall 2019

Course Coordinator: Ken Lawson, Ph.D.
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   Office: PHR 3.209C
   Office Hours: Monday 1P-2P and Thursday 1:30P-2:30P or by appointment

Course Unique Number: 58105

Classroom: PHR 2.108

Class Days/Times: Tuesday and Thursday, 11:00A to 12:15P

Course Faculty:
   Instructor: Jamie Barner, Ph.D.
      Pronouns: she/her/hers
      Email: jbarner@austin.utexas.edu
      Phone: 512-471-5612
      Office: PHR 3.210B
      Office Hours: Monday 8-9A or by appointment

   Instructor: Leticia Moczygemba, Pharm.D., Ph.D.
      Pronouns: she/her/hers
      Email: lrmoczygemba@austin.utexas.edu
      Phone: 512-232-6880
      Office: PHR 3.208G
      Office Hours: By appointment

Advanced Academic Assistant:
Course Description:
To practice pharmacy and serve your patients effectively, it is important to understand your practice environment and how administrative, structural, economic, regulatory, and other factors affect that environment. We will address those types of issues in this course. This is a practice-oriented course—we will cover information that is relevant to contemporary pharmacy practice in various settings.

The course provides an introduction to the U.S. health care system, managed health care, pharmacy services, and patient safety. 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.

Course Prerequisites/Co-Requisites: PHM 281L and 181P

Course Learning Objectives (CAPE Objectives):

Domain 1—Foundational Knowledge
1.1.6. Identify and critically analyze emerging theories, information, and technologies that may impact patient-centered and population-based care.
1.1.9. Demonstrate foundational knowledge in quality improvement and patient safety processes that aim to deliver patient-centered and community/population-oriented care that is safe, timely, efficient, effective and equitable.

Domain 2—Essentials for Practice and Care
2.2.1 Compare and contrast the components of typical medication use systems in different pharmacy practice settings.
2.2.2 Describe how pharmacists impact the safety and efficacy of each component of medication use systems (i.e., procurement, storage, prescribing, transcription, dispensing, administration, monitoring, and documentation).
2.2.6 Apply standards, guidelines, best practices, and established processes related to safe and effective medication use.
2.2.7 Utilize continuous quality improvement techniques in the medication use process.
2.2.8 Describe the role of the pharmacists as an integral member of an interprofessional team addressing issues of quality improvement and patient safety that impacts health care delivery.
2.3.4 Evaluate personal, social, cultural, health literacy, economic, and environmental conditions to maximize health and wellness.
2.4.2 Develop and provide an evidence-based approach that considers the cost, care, access, culture, health literacy, and satisfaction needs of a targeted patient population.
Domain 3—Approaches to Practice and Care
3.4.8 Apply leadership and ethical principles that support interprofessional teamwork and collaborative practice in improving the quality, safety and efficiency of care delivered to patients and populations.

Domain 4—Personal and Professional Development
4.1.2 Maintain motivation, attention, and interest (e.g., habits of mind) during learning and work-related activities. Develop skills and attitudes necessary for life-long learning.

Note: More specific learning objectives will be provided with each topic.

Course Success:
Although attendance is not mandatory, it is strongly encouraged. Also, students are strongly encouraged to read assigned articles (available on Canvas) prior to class. The readings provide important background material that will help you understand the material covered in class. Because substantial detail is presented in class, begin preparing for exams early so that you can review sufficiently. Please let the instructor know immediately if you have any problem that is preventing you from performing satisfactorily in this class. We will work with you to address the problem.

Course Website:
This course uses Canvas, a Web-based course management system in which a password-protected site is created for each course. Canvas will be used to distribute course materials, to communicate, and to post grades. Canvas is available at http://canvas.utexas.edu. Support is provided by the ITS Help Desk at 475-9400 Monday through Friday 8 am to 6 pm.

Course Communications:
Official course communications will take place in class, through e-mail and on the course Canvas website. Students are advised to configure their Canvas settings to forward course announcements to their official e-mail address. Canvas uses only the e-mail address listed on the official University of Texas directory, so please check the University’s online directory to ensure your e-mail address is listed correctly.

Course Video Recordings:
A video capture system will be used in this course. The video streams are offered as a supplement to lecture attendance, not as a substitute. Therefore, if technical problems preclude recording the lecture, the lecture will not be re-recorded, but students are still responsible for the content of the lecture. Lecture recordings will be available to you for the balance of the semester unless otherwise specified. Do not expect to have access after the semester is over.

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. Students are free to make their own recordings of lectures unless specifically prohibited from doing so by 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. Likewise, all course materials developed by the faculty member (handouts, PowerPoints, etc.) are the intellectual property of that faculty member and cannot be distributed further without the permission of that faculty member.
Viewing video-streamed recordings of lectures can be streamed on campus or can be viewed off-campus using a DSL broadband connection. Your faculty are not in a position to troubleshoot your video-streaming problems, so please do not ask them to do so; rather, you should access the LRC’s help website at https://www.utexas.edu/pharmacy/help/ to address those problems. You will find additional information about the lecture capture system or can report technical issues at http://sites.utexas.edu/phr-lrc/

Course Policies

Course Grading Policies:

Course Grade: Grades for this course will be based on the following:

<table>
<thead>
<tr>
<th>Exam / Assignment</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100</td>
</tr>
<tr>
<td>Exam 3</td>
<td>100</td>
</tr>
<tr>
<td>Active Learning Exercises (5 @ 20 points each planned)*</td>
<td>100</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>400</strong></td>
</tr>
</tbody>
</table>

*Note: Five 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.

No exam or assignment grades will be dropped. No re-examinations or additional work will be assigned to make up for missed exams or assignments or to raise grades.

Letter Grades

Letter grades will be assigned according to the following scale:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Course Average (Percent)</th>
<th>Letter Grade</th>
<th>Course Average (Percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93% – 100%</td>
<td>C+</td>
<td>77% – 79%</td>
</tr>
<tr>
<td>A-</td>
<td>90% – 92%</td>
<td>C</td>
<td>73% – 76%</td>
</tr>
<tr>
<td>B+</td>
<td>87% – 89%</td>
<td>C-</td>
<td>70% – 72%</td>
</tr>
<tr>
<td>B</td>
<td>83% – 86%</td>
<td>D+</td>
<td>67% – 69%</td>
</tr>
<tr>
<td>B-</td>
<td>80% – 82%</td>
<td>D</td>
<td>63% – 66%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D-</td>
<td>60% – 62%</td>
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<td></td>
<td></td>
<td>F</td>
<td>&lt; 60%</td>
</tr>
</tbody>
</table>

Final course grades ≥ xx.5% at the letter grade cut-off points will be rounded to the next higher whole percent for assignment of the letter grade.
Assignments:

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

Five Active Learning Exercises are planned for the semester (Dr. Barner – 1; Dr. Moczygemba – 2; Dr. Lawson – 2). More information will be provided prior to each exercise.

The purpose of several of the Active Learning Exercises is to enhance learning through group discussion and interaction. For those exercises, 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 planned topics for the Active Learning Exercises are:

Dr. Barner: Patient Assistance Programs
Dr. Moczygemba: Provider Status Medication Safety
Dr. Lawson: Insurance Plans Medicare Part D

Attendance:

Class Attendance:

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.

Excused Absences:

The only absences that will be considered excused are for religious holy days or extenuating circumstances due to an emergency. If you plan to miss class due to observance of a religious holiday, please let the course coordinator know at least two weeks in advance, preferably at the beginning of the semester. You will not be penalized for this absence, although you will still be responsible for any work you will miss on that day if applicable. Check with the course coordinator for details or arrangements.

Attendance at Professional Meetings:

It is the student’s responsibility to ASK permission IN ADVANCE if they plan to attend a professional meeting that would necessitate missing an exam, assignment, or other required course activity. It is at the discretion of the course coordinator as to whether to grant permission and allow the student to make up any missed work.
Required Materials:
There is no required text for this course. Lecture notes, handouts, assignments, and readings will be available on Canvas or distributed in class. Please check Canvas frequently.

Recommended Materials:
Recommended materials will be identified as ‘Recommended’ and will be available on Canvas or distributed in class.

Posting Course Materials:
Posting course materials (handouts, slides, exams, and any other course-related documents provided by the instructors) to websites (e.g., Coursehero) is not permitted.

Classroom Expectations:
Cell Phones: Cell phones must be put away during class and exams.

Laptops: Laptop computer use during class is strictly limited to viewing lecture handouts, taking notes, and performing other class-related activities as assigned by the instructor.

Emergency Procedures: (utexas.edu/emergency)

1. 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.

2. Evacuation procedures require orderly exiting and assembly outside.

3. 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.

4. Students requiring assistance in evacuation shall inform their instructor in writing during the first week of class.

5. During an evacuation — follow the instructions of faculty or class instructors.

6. 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.

7. 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."
8. **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.

9. **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.

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**Exam Policies**

**ExamSoft®:**
Students are responsible for the maintenance of their approved personal devices and Examplify® software. Students are required to bring approved personal devices and privacy screens for all exams and indicated assignments. Lack of preparation may result in an inability to take the exam, adjustments to course grades at the discretion of course coordinators, and/or an unprofessional conduct referral.

Any problems with Examplify® or ExamSoft® should be address via phone to Student Tech Support at 866.429.8889, email to support@examsoft.com, or live chat at www.examsoft.com. Do not expect your faculty to troubleshoot your technology issues.

Students found improperly using ExamSoft® or Examplify® to gain unfair academic advantage are violating the College of Pharmacy Honor Code. Violations such as “academic dishonesty” and/or “professional misconduct” include, but are not limited to using a classmate’s login/password, tampering with exam files, falsifying upload or download information, and any attempt to circumvent the security features of the software.

Students should refer to the ExamSoft® Policies Handbook for a complete listing of policies related to exams, quizzes, and assignments.
Exam Content:
Information from lectures, class discussions, assigned readings, and handouts may be covered on examinations.

Exam Format:
Exam questions will cover learning objectives given at the beginning of each topic. Exam questions may include the following question formats:
   - multiple choice
   - true/false
   - fill-in-the-blank
   - matching
   - short answer

Exam Administration:
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. Instructions and exam question corrections will be announced 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.**

Students arriving after any students have submitted 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.

Exam Grading:
Grading of exams, along with statistical analysis and review of exam questions, will be the responsibility of the course coordinator and faculty, who may choose to grant credit for statistically poor questions.

Exam Return:
No examinations will be returned. Exam scores will be posted on the course Canvas site.

Exam Review:
Secure delayed review

Exam Reconsideration Requests:
During exam review session

Final Exam Review of Old Exams:
Old exams will be not available for review prior to the final. Students should attend the review sessions for the individual exams during the semester.

Final Exam Re-Examination Policy:
There are no final exam reconsideration requests or re-examinations allowed for this course.

Request for an Alternate Exam Time:
No allowances will be made for an exam being missed, other than documented illness or emergency, or by prior approval by the Course Coordinator. An unexcused absence from an exam may result in a grade of "zero" for that exam. Any student requesting accommodation for an upcoming exam must submit the request to the course coordinator using the online form posted on Canvas® at least one month prior to the exam.
Note the new policy that an alternate exam time will be considered *only* if the student documents that they can’t be physically present on the date the exam is already scheduled.

**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. See College Policies and Information, and University Policies and Information for more details.

**Religious Holy Days:**
If you will miss a class, an examination, a work assignment or a project in order to observe a religious holy day, you must notify the course coordinator the first week of class so that arrangements for all such students can be made for the full semester.

**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 471-6259 (voice) or 232-2937 (video phone) or [https://diversity.utexas.edu/disability/](https://diversity.utexas.edu/disability/). 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*, it will be assumed that the student is not requesting special accommodations for that exam, and will be expected to take the exam with the rest of the class at the regularly scheduled exam time.

Please provide a copy of the letter to the course coordinator and the office of the Associate Dean for Academic Affairs as soon as possible after receipt.

**Counseling and Mental Health Center:**
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. [https://cmhc.utexas.edu/](https://cmhc.utexas.edu/)
# PHM 384L—PHARMACY AND THE U.S. HEALTHCARE SYSTEM  
Fall 2019

<table>
<thead>
<tr>
<th>#</th>
<th>DATES</th>
<th>DAY</th>
<th>TOPIC</th>
<th>INSTRUCTOR</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Aug 29</td>
<td>Th</td>
<td>Course Introduction</td>
<td>Lawson Barner Moczygemba</td>
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<td>U.S. Health Care System</td>
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<tr>
<td>2</td>
<td>Sep 3</td>
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<td>Sep 17</td>
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<td>8</td>
<td>Sep 24</td>
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<td>Home Care / Hospice</td>
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<td>9</td>
<td>Sep 26</td>
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<td>10</td>
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<td>Pharmacist Services</td>
<td>Moczygemba</td>
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<td>11</td>
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<td><strong>EXAM I (covers lectures 1-9)</strong></td>
<td>Barner</td>
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<td>Oct 8</td>
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<td>Introduction to Insurance</td>
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<td>20</td>
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<td>24</td>
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<td>Nov 28</td>
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<td>27</td>
<td>Dec 3</td>
<td>T</td>
<td>Medicare IPPS</td>
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<tr>
<td>28</td>
<td>Dec 5</td>
<td>Th</td>
<td><strong>EXAM III (covers lectures 20, 22–27)</strong></td>
<td>Lawson</td>
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