<table>
<thead>
<tr>
<th>Course Co-Coordinator:</th>
<th>Leticia R. Moczygemba, PharmD, PhD</th>
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<tbody>
<tr>
<td>Pronouns:</td>
<td>she/her/hers</td>
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<tr>
<td>Email:</td>
<td><a href="mailto:lrmooczygemba@austin.utexas.edu">lrmooczygemba@austin.utexas.edu</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>512-232-6880</td>
</tr>
<tr>
<td>Office:</td>
<td>PHR 3.208G</td>
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<tr>
<td>Office Hours:</td>
<td>By appointment</td>
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<tr>
<th>Course Co-Coordinator:</th>
<th>Veronica Young, PharmD</th>
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<tr>
<td>Pronouns:</td>
<td>she/her/hers</td>
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<tr>
<td>Email:</td>
<td><a href="mailto:youngv@austin.utexas.edu">youngv@austin.utexas.edu</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>512-475-9755</td>
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<tr>
<td>Office:</td>
<td>PHR 5.218B</td>
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<tr>
<td>Office Hours:</td>
<td>By appointment</td>
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Course Unique Number(s): 57890

Classroom(s): PHR 3.106

Class Days/Times: Selected Tuesdays, 8:30A to 9:30A

**Academic Assistants/Advanced Academic Assistants:** Refer to Canvas for information
Course Information

Course Description: Pharmacists have an integral role in improving the delivery of quality and safe care to patients, which directly impacts the health of the population. Pharmacists are also vital members of interprofessional teams to improve quality and safety of care in a larger context. As such, a core focus of this course is completion of the Institute for Healthcare Improvement (IHI) Basic Certificate Training, which is a foundational safety and quality course for health professionals that is recognized worldwide. Also, this course will build upon your IPE experiences in PHM 191U and PHM 191V by engaging in an asynchronous discussion forum with nursing and medicine colleagues.

Course Prerequisites/Co-Requisites: PHM 191U, PHM 191V, PHM 192U

Course Learning Objectives (CAPE Objectives):

Domain 1—Foundational Knowledge
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
2.2.6 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.

Domain 3—Approaches to Practice and Care
3.1.1 Identify and define the primary problem.
3.1.2 Define goals and alternative goals.
3.1.3 Explore multiple solutions by organizing, prioritizing, and defending each possible solution.
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.

Specific Course Objectives
1. Describe the relationship between health care quality and patient safety with population health according to the IHI triple aim.
2. Explain why effective interprofessional teamwork is essential for promoting quality improvement and patient safety.
3. Collaborate with students from other professions, health professionals, public health/community personnel, and patients and/or families to maintain a climate of mutual respect and shared values.
4. Collaborate with students and members of other health professions and/or the community on activities that (1) promote health and wellness, health literacy and/or access to care; (2) reduce health disparity; (3) address other population health issues in the community.
5. Reflect on the impact of individual contributions and team performance on team effectiveness in the delivery of quality and safe patient-/population-oriented care.
Course Success: A student who attends and participates in all in-class pharmacy class discussions, completes all IHI modules by all due dates, and acts in a professional manner during all course activities may expect to receive a perfect score.

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.

Each student will have access to two Canvas sites for this course.
- **PHM 192V**: All course-related communications specific for pharmacy students, including assignments and course grades will be posted at this site
- **Canvas site for IPE online discussion forum**: This Canvas site is shared by COP, DMS, and SON; shared announcements and online interactions will be conducted via this site

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 Policies

**COURSE GRADING POLICIES**

*Unexcused absences:* Each unexcused absence will result in a **10% reduction in the IPE portion of the FPD grade**. See attendance policy.

*Penalty for late submission/completion.* Unless otherwise instructed, late submissions are accepted, with penalty, within the first 72 hours after the due date/time. Submission within the first 72 hours will result in a **10% reduction** in the final FPD course grade for each occurrence. Submission of an assignment after the first 72 hours may result in course failure. Note: The 72-hour late submission policy DOES NOT apply to the online discussion requirement.

Any other instances of unprofessional behavior may result in a grade reduction or course failure at the discretion of the course coordinator.
COURSE REQUIREMENTS

- IHI Modules QI 101, QI 102
- IHI Modules QI 103, QI 104
- IHI Modules QI 105, L 101
- In Class Pharmacy Discussion #1 and pharmacy Canvas assignment submission
- In Class Pharmacy Discussion #2 and pharmacy Canvas assignment submission
- In Class Pharmacy Discussion #3 and pharmacy Canvas assignment submission
- In Class Pharmacy Discussion #4
- Discussion Forum Week 1 – Introduction and first substantive post (shared Canvas site for online forum)
- Discussion Forum Week 2 – Three substantive and constructive replies to peers’ draft aim statement; one reply must be for a post from a nonpharmacy member (shared Canvas site for online forum)
- Discussion Forum Week 3 – Revised aim statement based (shared Canvas site for online forum)
- Discussion Forum Week 3 – Submit original and revised aim statement (Pharmacy Canvas site)
- Poverty Simulation Attendance (Applicable to those assigned for Spring semester)
- Reflection

LETTER GRADES

Letter grades will be assigned according to the following scale:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Course Average (Percent)</th>
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<tbody>
<tr>
<td>A</td>
<td>90% – 100%</td>
</tr>
<tr>
<td>B</td>
<td>80% – 89%</td>
</tr>
<tr>
<td>C</td>
<td>70% – 79%</td>
</tr>
<tr>
<td>D</td>
<td>65% – 69%</td>
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<tr>
<td>F</td>
<td>Below 65%</td>
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</tbody>
</table>

Final course grades ≥ 0.5% will be rounded to the next higher whole percent for assignment of the letter grade.

ATTENDANCE

- Attendance at all three in-class sessions is mandatory. Attendance will be taken during the in-class sessions.

  - 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.

  - Requests for other absences must be submitted and approved in advance by the appropriate course personnel in each region. REQUEST FOR PERMISSION must be obtained by sending an email request to the course coordinators (Drs. Moczygemba and Young) via Canvas at least 2 weeks before the conference/event.

  - For absences due to an emergency or illness, the student is responsible for contacting both course coordinators by email in advance when possible, or immediately after where circumstance permits. Failure to notify course personnel promptly will result in an unexcused absence.

  - 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 coordinators as to whether to grant permission and allow the student to make up any missed work.

- Please do not assume that your request will be automatically approved. Each unexcused absence will result in a 10% reduction in the IPE portion of the FPD grade. IPE accounts for 50% of the final FPD course grade.

**REMEDICATION ASSIGNMENT** (for excused absences)

- For an excused absence, the student is responsible for obtaining the remediation assignment from the AAA and email the completed assignment to the AAA and course coordinators one week following the missed class by 11:59 PM, or otherwise instructed.
- For the spring poverty simulation, students with an approved absence will be required to identify an alternate interprofessional education event that meets IPE criteria. The student must seek approval from the course coordinators to participate in this alternate event at least two weeks prior to the event. The student will provide documentation of attendance AND complete a written paper addressing the focus of the event, whether and how the event met IPE criteria and lessons learned. This paper must have a minimum of 1000 words (about 2 pages single-spaced or 4 pages double-spaced).

**ASSIGNMENTS**

**A. Complete the IHI Basic Certificate Training (see course schedule for due dates)**

The Institute of Healthcare Improvement (IHI) Basic Certificate Training provides students with foundational knowledge in population health, patient-centered care, quality improvement and patient safety. Students should refer to the course schedule for module assignments and due dates. Successful completion of all required modules will result in earning the IHI Basic Certificate, which is recognized nationally and worldwide. The certificate should be uploaded to Canvas by the due date listed in the course schedule. These modules also prepare students for the interprofessional online discussion with medical and nursing students and for the pharmacy IHI discussion sessions.

**B. Collaborate interprofessionally with medical and nursing students via the IHI online discussion forum (conducted via the shared Canvas site; also review instructions on the site)**

Second year students from pharmacy will engage in dialogue with second year medical students and graduate nursing students via Canvas’ online discussion forum. The discussion and response to peer feedback will occur over a designated 3-week period during the semester.

- **In week 1**, students are each required to: 1) Introduce yourself, 2) Identify and describe an opportunity for healthcare improvement based upon your personal/professional experience, and 3) Write an aim statement to address the problem/opportunity described.
- **In week 2**, students are each required to: 1) provide substantive replies to at least 3 of your discussion group peers’ draft aim statement; 2) at least one reply must be for a nonpharmacy colleague.
- **In week 3**, students are each required to post a revised aim statement for the problem or opportunity you have described based upon peer feedback.
- **Additionally in week 3**, students are each required to upload his/her original and revised aim statement to the Pharmacy Canvas site by the end of the three-week period. A required template will be provided in the pharmacy Canvas site.

*Each of the items for weeks 1 – 3 (described above) must be completed. No partial credit will be given. No late submissions will be accepted.*
C. Attend in-class pharmacy IHI discussion sessions
   There will be four required in-class pharmacy IHI discussion sessions to further explore topics presented in the IHI modules and raised via the online forum. Please refer to the course schedule for dates, times and location.

D. Participate in the Interprofessional Poverty Simulation in the fall or spring semester as assigned
   Students will participate in the Interprofessional Poverty Simulation in the P2 year, either in the fall or spring semester as assigned. The Interprofessional Poverty Simulation in the Spring semester is scheduled for Saturday, 2/15, from 9-noon (arrive by 8:30 AM for role assignment) or 1:30-4:30 (arrive by 1 PM for role-assignment)

   P2s who participated in the poverty simulation as P1s will be assigned to a service provider role, and experience this simulation from a different perspective. Students, along with community volunteers, joining the simulation as service providers must report to the simulation at 8 AM for training for the morning simulation, and by 12:30 PM for training for the afternoon simulation.

   The poverty simulation aims to:
   - promote poverty awareness through engendering empathy in participants, most of whom are training to become health and social care providers, through an interactive immersive experience
   - provide an opportunity for participants to explore community resources and encourage interprofessional collaboration with local agencies and other professionals
   - “Rethink Poverty” . . . encourage exploration on how to more effectively provide person-centered and community-oriented services for those living in disparity

   Documentation Requirement
   - Every student who participated in the simulation will receive a certificate of participation. Please be sure to collect yours at the end of the simulation as proof of your involvement.

   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.

   Recordings and Use of Class Materials: The pharmacy IPE discussion sessions will not be recorded. Attendance at sessions is mandatory. Audio and video-recording of the class and small groups for personal use is not allowed unless you have a letter from Services for Students with Disabilities that states you require this accommodation.

   The materials used in this class are copyright-protected works and are not to be shared outside of the class. Any unauthorized copying of the class materials is a violation of federal law and may result in disciplinary actions being taken against the student. Additionally, the sharing of class materials without the specific, express approval of the instructor may be a violation of the University’s Student Honor Code and an act of academic dishonesty, which could result in further disciplinary action. This includes, among other things, uploading class materials to non-University websites for the purpose of sharing those materials with other current or future students.

   Classroom Expectations:
   - Cell Phones: Cell phones must be put away during class.
   - Laptops: Laptop computer use during class is strictly limited to viewing lecture handouts and taking notes.
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.
**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.
# Course Schedule

In-Class Sessions on Selected Tuesdays – 8:30 – 9:30 AM; PHR 3.106

<table>
<thead>
<tr>
<th>Date</th>
<th>Online IHI Modules</th>
<th>Date</th>
<th>Class Session/ Online Forum/ IPE Activity</th>
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| 1/28/20  | **Begin IHI modules:** Qi 101 Introduction to health care improvement  
Qi 102 How to improve with the model for improvement | 1/28/20      | [Class] Orientation                                                                                     |
| 1/28/20  | **Begin IHI modules:** Qi 101 Introduction to health care improvement  
Qi 102 How to improve with the model for improvement | Week of      | [Discussion forum] 2-week IP online discussion forum with DMS and SON students.  
Week 2: Substantive replies due at 11:59 PM on 2/16/20.  
[Pharmacy assignment] Using the template provided, submit your original and revised aim statement via the pharmacy Canvas site, due at 11:59 PM on 2/23/20. |
| 2/11/20  | Qi 101, Qi 102 **Due 10 PM**                                                      | 2/15/20      | [IPE activity] for designated students  
Interprofessional poverty simulation                                                                 |
| 2/18/20  | **Begin IHI modules:** Qi 103 Testing and measuring changes with PDSA cycles  
Qi 104 Interpreting Data: run charts, control charts, and other measurement tools | 2/18/20      | [Class] Pharmacy IHI discussion session  
Topic: Issues raised on discussion forum; Qi 101, Qi 102                                                |
| 3/3/20   | Qi 103, Qi 104 **Due 10 PM**                                                      | 3/10/20      | [Class] Pharmacy IHI discussion session  
Topic: Qi 103, Qi 104                                                                                      |
| 3/10/20  | **Begin IHI modules:** Qi 105 Leading Quality Improvement  
L 101 Introduction to Health Care Leadership                                                                                   | 3/10/20      | [Class] Pharmacy IHI discussion session  
Topic: Qi 103, Qi 104                                                                                      |
| 3/27/20  | Qi 105, L 101 **Due 10 PM**                                                      | 3/27/20      | [Pharmacy Assignment] Upload IHI Basic Certificate in Quality and Safety to pharmacy Canvas site; **due 10 PM** |
| 3/31/20  |                                                                                                                                  | 3/31/20      | [Class] Pharmacy IHI discussion session  
Topic: Qi 105, L 101                                                                                      |
| 4/7/20   |                                                                                                                                  | 4/7/20       | [Class] Pharmacy IHI discussion session  
Class debrief; preparation for P3 IPE  
[Pharmacy Assignment] Submit reflection on IHI modules, online discussion forum and class discussions, due at 11:59 PM on 4/7/20 |