PHM 289P - Introduction to Clinical Skills
Spring 2020

Course Coordinator: Ashley Castleberry, PharmD, MEd
Pronouns: she/her/hers
Email: Ashley.Castleberry@austin.utexas.edu
Phone: 512.232.3494
Office: PHR 5.218C
Office Hours: By appointment. Instructors are typically available immediately prior to and following the lecture and laboratory periods. If you should need to speak at other times, they can be contacted via phone and/or e-mail.

Course Unique Number(s): 57825, 57830, 57835, 57840

Classroom(s): Lecture – PHR 2.108 and Lab – PHR 3.110

Class Days/Times:
Lecture: Friday at 9:00-9:50am
Labs: Monday, Tuesday, Wednesday, or Thursday 1:30-4:30pm

Course Faculty:

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Email</th>
<th>Phone</th>
<th>Office</th>
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<tbody>
<tr>
<td>Ashley Castleberry, PharmD, MEd</td>
<td><a href="mailto:Ashley.Castleberry@austin.utexas.edu">Ashley.Castleberry@austin.utexas.edu</a></td>
<td>512.232.3494</td>
<td>5.218C</td>
</tr>
<tr>
<td>Lucas Hill, PharmD, BCPS, BCACP</td>
<td><a href="mailto:Lucas.Hill@austin.utexas.edu">Lucas.Hill@austin.utexas.edu</a></td>
<td>512.232.7832</td>
<td>2.222G</td>
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<tr>
<td>Kristin Janzen, PharmD</td>
<td><a href="mailto:kristin.janzen@austin.utexas.edu">kristin.janzen@austin.utexas.edu</a></td>
<td>512.232.2592</td>
<td>2.222BA</td>
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<tr>
<td>Claire Latiolais, PharmD, MS</td>
<td><a href="mailto:c.latiolais@austin.utexas.edu">c.latiolais@austin.utexas.edu</a></td>
<td>512.232.0868</td>
<td>5.218A</td>
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<tr>
<td>Sharon Rush, RPh</td>
<td><a href="mailto:sharon.rush@austin.utexas.edu">sharon.rush@austin.utexas.edu</a></td>
<td>512.232.3463</td>
<td>5.218E</td>
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Teaching Assistants:

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Academic Assistants/Advanced Academic Assistants:

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Course Information

Course Description: Designed to develop the practical skills necessary in a pharmacy setting, with a focus on patient histories, how to read and interpret patient charts, adult immunizations (including APhA certification), and training and certification in CPR from the American Heart Association. Laboratory includes practical application of pharmacy clinical skills.

Course Prerequisites/Co-Requisites:
A. Current intern registration with the Texas State Board of Pharmacy
B. Pharmacy PharmD 284M (or Pharmacy 266P) and 392P (or Pharmacy 392S)
C. Credit or registration for Pharmacy PharmD 685E (or Pharmacy 675E) and 184P (or Pharmacy 175P)

Program Learning Outcomes (CAPE Objectives):
Domain 1 - Foundational Knowledge
1.1 Learner (Learner) - Develop integrate, and apply knowledge from the foundational sciences (i.e., pharmaceutical, social/behavioral/administrative, and clinical sciences) to evaluate the scientific literature, explain drug action, solve therapeutic problems, and advance population health and patient-centered care.

Domain 2 - Essentials for Practice and Care
2.1. Patient-centered care (Caregiver) - Provide patient-centered care as the medication expert (collect and interpret evidence, prioritize, formulate assessments and recommendations, implement, monitor and adjust plans, and document activities).
2.3. Health and wellness (Promoter) - Design prevention, intervention, and educational strategies for individuals and communities to manage chronic disease and improve health and wellness.

Domain 3 - Approach to Practice and Care
3.1. Problem Solving (Problem Solver) - Identify problems; explore and prioritize potential strategies; and design, implement, and evaluate a viable solution.
3.3. Patient Advocacy (Advocate) - Assure that patients’ best interests are represented.
3.6. Communication (Communicator) - Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.

Domain 4 - Personal and Professional Development
4.1. Self-awareness (Self-aware) - Examine and reflect on personal knowledge, skills, abilities, beliefs, biases, motivation, and emotions that could enhance or limit personal and professional growth.
4.4. Professionalism (Professional) - Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.

Course Learning Objectives:
Upon completion of this course, the student will be able to:
1. Recall and describe the essential elements of the pharmacist’s patient care process.
2. Collect and interpret evidence in order to provide patient-centered care.
3. Document activities of prioritization, assessments, recommendations, and monitoring plans.
4. Effectively communicate verbally and nonverbally when interacting with patients and other healthcare professionals.
5. Exhibit professional behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.
6. Perform basic life support as certified by the American Heart Association.
7. Administer immunizations as certified by the American Pharmacists Association.

Course Success:
In this course, you will begin to learn to think and act like a clinician. It is your responsibility to learn to care for patients, not to just earn points or pass assessments. Examples from other courses in the PharmD curriculum will be used to connect typical didactic material to patient outcomes. You should participate in both lecture and lab as a professional.

What will I learn?
Main skills and attitudes to be developed:
A. Clinical reasoning skills
B. Patient interview techniques
C. Drug therapy assessments
D. Documentation of interventions
E. CPR for healthcare providers
F. Vaccine administration

What are my responsibilities?
This course consists of a 1-hour lecture and a 3-hour laboratory session weekly. Students are expected to actively participate in class and laboratory activities. The laboratory sessions are to be utilized to practice the skills discussed in lecture.

How is the course structured?
The one-hour lecture session will serve as the foundational knowledge for the laboratory session where you will practice and apply the information. Attendance is expected at both sessions to ensure optimal learning. You will obtain your CPR certification from the American Heart Association and your Pharmacy Based Immunization Provider certificate from the American Pharmacists Association.

How will I learn?
This course is modeled after the Joint Commission of Pharmacy Practitioners (JCPP) Pharmacists’ Patient Care Process (PPCP). The process is applicable to any practice setting where pharmacists provide patient care and for any patient care service provided by pharmacists. The model describes the 5 main steps in the pharmacists’ thought process (Collect, Assess, Plan, Implement, and Follow Up).

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](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/](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/](http://sites.utexas.edu/phr-lrc/)
Course Grading Policies:
The final course grade will be calculated based on:
   A. Exam 1 (20%)
   B. OSCE 1 (20%)
   C. Exam 2 (20%)
   D. OSCE 2 (20%)
   E. Lab Assignments (20%)

Course Grade:
Letter grades will be assigned according to the following scale:

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<thead>
<tr>
<th>Score</th>
<th>Letter Grade</th>
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<tr>
<td>89.50-100</td>
<td>A</td>
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<tr>
<td>79.50-89.49</td>
<td>B</td>
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<tr>
<td>69.50-79.49</td>
<td>C</td>
</tr>
<tr>
<td>59.50-69.49</td>
<td>D</td>
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<tr>
<td>&lt;59.50</td>
<td>F</td>
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NOTE: It is a requirement to pass both the CPR and Immunization trainings. Exams scores from these trainings do not contribute to the overall course score. It is possible to pass the certifications and fail the course. It is not possible to pass the course if you do not obtain the certifications.

Assignments:
Electronic Exams: Two electronic exams will be administered during the regularly scheduled lecture time covering material from the lectures and labs.

OSCE: Two objective structured clinical examinations (OSCEs) will be administered during the regularly scheduled lab sessions to assess the application of the skills learned to real-life scenarios. Students will be randomly scheduled to complete the exam. All students are required to score ≥70% on each OSCE. Failure to do so will result in a repeated examination. Students scoring <70% on the second attempt will fail the course. If a student is required to repeat an OSCE, the original score will be used in the calculation of the final grade.

Weekly Quizzes: The weekly quizzes will be administered at the beginning of each laboratory session. The 5-item quizzes are pass/fail (60% will be used as the cut off point for scores).

Lab Assignments: Weekly assignments will be completed during lab. The instructor will determine what type of assignment is best for their content. Assignments could include but are not limited to quizzes, reflections, demonstrations, presentations, and/or participation.

Basic Life Support: Students will obtain certification in Basic Life Support (CPR) from the American Heart Association. Students must meet ALL requirements from the AHA to become certified. These include attendance in all required CPR lecture and lab sessions. Completion of this certification does not count toward the overall course grade.
Immunization Certificate: Students will participate in the Pharmacy-Based Immunization Delivery Certificate Program for Pharmacists. Students must meet ALL requirements from APhA to become certified. These include attendance in all required immunization lecture and lab sessions. Completion of this certification does not count toward the overall course grade.

Attendance and Participation:
As a required course in a professional curriculum, attendance is required for all lecture and laboratory sessions. You must attend all CPR and Immunization lectures and lab sessions to become certified by these agencies. You must attend the IPPE orientation to begin rotations.

Student are expected to have consistent involvement in all aspects of the course. Students should make meaningful oral and written contributions to laboratory concepts and engage in the content during lecture. Asking questions as necessary for clarification is encouraged.

Class Attendance: Lecture attendance will be taken each week. Each student is allowed two absences during the semester without penalty. Each additional absence will result in a reduction in the final grade of 2.5%. Perfect lecture attendance will result in a bonus of 2.5% in the final course score.

Lab Attendance: A pass/fail quiz will be administered at the beginning of each lab session covering material from the previous lecture. Each student is allowed one excused missed quiz during the semester without penalty. (Excused absences are only accepted in the case of an emergency or illness. The TA must be contacted in advance where circumstance permits.) Any unexcused missed quiz will result in a 5% reduction in the final course score. Each student is allowed one quiz score <60% without penalty. Each additional quiz score <60% will result in a 2.5% reduction in the final course score. Each student who achieves a score of ≥60% on all administered quizzes will receive a 2.5% bonus on their final course score.

In the case of a lecture or laboratory absence, it is the student's responsibility to master the material covered. Due to space limitations in laboratory sections, students will only be allowed to attend the laboratory session to which they are assigned unless otherwise allowed by the course coordinator.

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.
**Final Grade Adjustments**

### Lecture Attendance

<table>
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<th>Perfect Attendance</th>
<th>2.5% Bonus</th>
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<tbody>
<tr>
<td>First and Second Absence*</td>
<td>No Penalty</td>
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<tr>
<td>Third and Each Subsequent Absence*</td>
<td>2.5% Penalty</td>
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### Lab Quiz

<table>
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<tr>
<th>Pass All Quizzes (&gt;60%)</th>
<th>2.5% Bonus</th>
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</thead>
<tbody>
<tr>
<td>First Failed Quiz (&lt;60%)</td>
<td>No Penalty</td>
</tr>
<tr>
<td>Second and Each Subsequent Failed Quiz</td>
<td>2.5% Penalty</td>
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### Unexcused Lab Absence

| Each Unexcused Absence          | 5% Penalty       |

*unless for pre-approved professional meeting attendance (one-time exception)*

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**Required Materials:**

1. **Basic Life Support for Healthcare Providers, AHA, Current edition.** AHA requires that students have a copy of the text in the classroom during the class. All students will be charged a certification fee that covers the cost of the book, training, and AHA processing of the certificate. The cost is $50 and will be billed via ‘What I Owe’.

2. **Pharmacy Based Immunization Delivery, APhA, Current edition, Download only.** This download will be available later in the semester from a link in Canvas®, estimated price $95. This cost will be billed to you via ‘What I Owe’. All students must obtain their own account as APhA ties the cost of the book to the cost of the certification. If you are already certified by APhA, contact Dr. Castleberry and provide a copy of your certificate and you will not be charged this amount.

3. **Devices.** Electronic device for testing and labs. Students are responsible for the maintenance of these devices.

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**Classroom Expectations:**

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

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**Dress Code for Lab:**

As a future pharmacist, your patients, employees, employers, and colleagues expect you to dress in a professional manner. Dress should be appropriate to the clinical environment. Patient’s expectations for professional dress differ depending upon the setting where they receive their care. Most clinical settings will require professional dress with a clean, white lab coat with your name clearly identified. Therefore, for this lab all participants should abide by a business casual dress code:

- **Men:** full length slacks with dress shirt or polo shirt
- **Women:** Pants or skirts with blouses or dresses
- **Everyone:** Clean, unwrinkled white lab coat with your name clearly identified
- **No denim clothing or jeans (of any color)**
- **No flip flops or athletic shoes**

Inappropriate dress, based on the above criteria or the facilitator’s judicious discretion, will result in a warning and/or no credit for that day’s work. If you are unsure if your dress is appropriate, do not wear an item without asking first.
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 exam 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 addressed by 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” would include but are not limited to using a classmate’s login/password, tampering with exam files, and falsifying upload or download information, or 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 Format:
Examinations will be in electronic format. Questions may include short discussion, short answer, fill-in-the-blank, multiple choice, matching, hot spot, and/or true-false type questions.

Students are expected to arrive on time for examinations/OSCEs. Exams/OSCEs will begin promptly as scheduled. Students arriving late will not be allowed to take the exam/OSCE if a student has already completed the exam. Additionally, they will not be given additional time to complete the exam material.

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:
Students will be able to review their exam during a secure delayed review through ExamSoft® at the scheduled weekly time.

Exam Reconsideration Requests:
Student can submit reconsideration requests during the exam review sessions by completing the standardized form.

Missed Exams and Assignments:
Students missing a regularly scheduled examination and having an official University excuse will be given an
opportunity to take a make-up examination at a time convenient to both student and instructor(s). If a valid reason exists for an individual to take an examination at other than the scheduled time, it may be possible to take the examination late, but examinations will not be given early. All students should be aware that the preparation of a make-up examination is a difficult task and ensuring that original and make-up examinations are truly comparable is virtually impossible. Additionally, make-up examinations may consist of question formats that are different from the original examination. For example, if the original examination is all multiple-choice type questions, the make-up examination may consist entirely of short answer or essay type questions and could include oral examination.

**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 this online form at least one month prior to the exam:

https://utexas.qualtrics.com/jfe/form/SV_bfGs9VUDgOYwoXH

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.¹

**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/. 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.

**Concerns and Questions:** Any concerns, questions, or procedural matters related to this course should be addressed in the following order of progression: the Instructor or Course Coordinator, Department Chair, and finally the Dean’s Office.

**Syllabus Modifications:** This course syllabus is a general plan for the course; the syllabus may be modified at any point during the semester and deviations communicated to the class via e-mail, verbal announcement during class, replacement pages for the syllabus, etc.
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<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Lecture</th>
<th>Leader</th>
<th>Date</th>
<th>Lab</th>
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<tr>
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<td>1.24.20</td>
<td>Course Intro, Clinical Reasoning</td>
<td>Castleberry</td>
<td>1.27.20 – 1.30.20</td>
<td>Immunizations 1</td>
<td>Rush</td>
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<td>2</td>
<td>1.31.20</td>
<td>JCPP PPCP Model, Medication Use</td>
<td>Latiolais</td>
<td>2.3.20 – 2.6.20</td>
<td>Immunizations 2</td>
<td>Rush</td>
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<td>Process</td>
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<td>3</td>
<td>2.7.20</td>
<td>Collect: Patient Chart</td>
<td>Janzen</td>
<td>2.10.20 – 2.13.20</td>
<td>Immunizations 3 +</td>
<td>Rush</td>
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<td>2.13.20</td>
<td>Administration Assessment</td>
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<td>2.14.20</td>
<td>Motivational Interviewing</td>
<td>Rush</td>
<td>2.17.20 – 2.20.20</td>
<td>Diabetes Introduction</td>
<td>Litten</td>
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<td>2.20.20</td>
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<td>Collect: Patient Interviewing,</td>
<td>Rush</td>
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<td>Practice OSCEs</td>
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<td>2.28.20</td>
<td>Assess: Building Your Assessment</td>
<td>Rush</td>
<td>3.2.20 – 3.5.20</td>
<td>Mock Patient Interviews</td>
<td>Rush</td>
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<td>Toolkit, Interpreting Labs</td>
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<td>and Med History</td>
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<td>3.6.20</td>
<td>Implement: Creating Care Plans</td>
<td>Litten</td>
<td>3.9.20 – 3.12.20</td>
<td>Making Recommendations &amp;</td>
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<td>3.9.20</td>
<td>and Documenting Care</td>
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<td>8</td>
<td>3.13.20</td>
<td><strong>Exam 1</strong></td>
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<td>SPRING BREAK</td>
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<td>3.19.20</td>
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<td>9</td>
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<td><strong>SPRING BREAK</strong></td>
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<td>3.26.20</td>
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<td>10</td>
<td>3.27.20</td>
<td>Follow Up: Transitions of Care</td>
<td>Rush/Janzen</td>
<td>3.30.20</td>
<td>Discharge Medication</td>
<td>Castleberry</td>
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<td>3.30.20</td>
<td>&amp; Discharge Counseling</td>
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<td>4.2.20</td>
<td>Reconciliation</td>
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<td>11</td>
<td>4.3.20</td>
<td>Clarity, Accuracy, and Precision</td>
<td>Latiolais</td>
<td>4.6.20 – 4.9.20</td>
<td>Pharmacist Role in</td>
<td>Latiolais</td>
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<td>4.9.20</td>
<td>Transitions of Care</td>
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