PHM 387H – Clinical Skills: Community Care
Summer 2020

Course Coordinator: Sharon Rush, R.Ph.
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   Phone: 512-232-3463
   Office: PHR 5.218E
   Office Hours: By appointment

Course Unique Number(s):
   Austin and San Antonio: 87074

Classroom(s): N/A

Class Days/Time: Not applicable. This is an experiential course.
Course Information

Course Description:
The Community Introductory Pharmacy Practice Experience (IPPE) is an activity-based experience in a community pharmacy practice setting designed to help student-interns develop a better understanding of the profession of pharmacy from a community pharmacy perspective. This experience will better prepare student-interns for their Advanced Pharmacy Practice Experience.

Prior to the P3 year, student-interns will be distributed to two campuses: UT Austin and UTHSCSA. Within these geographic areas, student-interns will be assigned to a preceptor and will participate in community/ambulatory care-specific activities. Flexibility to accommodate the student-intern’s class and lab schedule, preceptor availability and patient load will be observed.

Course Prerequisites/Co-Requisites:
Completion of the second professional year in the College of Pharmacy.

Course Learning Objectives (CAPE Objectives):
Domain 1 – Foundational Knowledge
  1.1 Learner (Learner) – Develop, integrate, and apply knowledge from the foundational 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).
  2.2 Medication use systems management (Manager) – Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.
  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.
  2.4 Population-based care (Provider) – Describe how population-based care influences patient-centered care and influences the development of practice guidelines and evidence-based best practices.

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.
  3.2 Educator (Educator) – Educate all audiences by determining the most effective and enduring ways to impart information and assess understanding.
  3.3 Patient advocacy (Advocate) – Assure that patients’ best interests are represented.
  3.4 Interprofessional collaboration (Collaborator) – Actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.
  3.5 Cultural sensitivity (Includer) – Recognize social determinants of health to diminish disparities and inequities in access to quality care.
  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.
  4.2 Leadership (Leader) – Demonstrate responsibility for creating and achieving shared goals, regardless of position.
4.3 Innovation and Entrepreneurship (Innovator) – Engage in innovative activities by using creative thinking to envision better ways of accomplishing professional goals.

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 Success:**
Your success in this experience depends greatly on what goals you set at the beginning with your preceptor. You will be at sites that are busy and have constant interruptions. In order to achieve your goals and the course requirements, it is essential to be independent, willing to try new experiences, and talk to your preceptor frequently.

**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](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 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.

**Introductory Pharmacy Practice Experience:**
- This course provides 94 Patient Care IPPE hours, 0 hours of simulation and 2 hours of reflection toward the student-intern’s overall IPPE requirement.
Course Grading Policies:
This is a 3-hour experience-based course graded “Credit/Fail”. To receive credit for this course, the student-intern must satisfactorily complete ALL course requirements. Failure to successfully complete ANY of the course requirements independently will result in automatic failure of the entire course. If a student-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.
Assessment will include the following areas:

- Canvas assignments
- Experiential hours
- Preceptor evaluation
- APhA MTM Certificate Program requirements
- Professional points

Course Grade: Credit/Fail

Assignments:
Assignments will be submitted on Canvas and are awarded points based on grading rubrics. Not all of these will apply toward your total assignment points, but will be marked as Complete/Incomplete. Total points awarded on all assignments must be 70% or better in order to pass this portion of the course. If a student-intern 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-intern’s points to 70%, the student-intern fails the course and it must be repeated. Assignments that are part of the total possible points include:

- Five MTM cases from your practice site
- Behavior change action plan on MTM Cases #1 and #2
- Follow-up documentation on MTM Cases #1 and #2
- Top 200 Prescription & Top 100 Non-prescription medications exam on Canvas
- Drug Utilization review exercise
- Pharmacy Site Survey
- Key Elements of the Prescription Filling Workflow Process worksheet
- Four reflections

*Full explanations, expectations and grading rubrics are on the Canvas course on the Assignments page.*

Experiential Hours:
Student-interns will complete 94 hours over the course of the semester at approximately 9-10 hours per week. During this time, student-interns are required to participate and complete assigned activities. Schedules will be determined by the student-intern and site preceptor. The number of hours scheduled each week may vary depending on the student-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. A week’s notice is required for any changes to the schedule and must be approved by the student-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 student-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 student-intern provided the preceptor approves. Religious holidays may be observed according to University policy. The student-intern must make up the hours missed during this time. Other hours that do not count toward the total experiential hours are:

- Travel time to and from the site. This will only apply if you are required to travel from one site to another during the same shift as a requirement from the preceptor.
- Breaks and lunches do not count unless you are actively working at the same time.

The Hours Form in CORE ELMS is designed to keep track of all hours completed each week. It is the student-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 student-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.

**Preceptor Evaluation:**
The preceptor evaluation forms on CORE ELMS will document the student-intern’s performance in 16 designated areas, prescription management activities and professional points.

- In order for the student to be evaluated “successfully” by the preceptor, the student-intern must be assessed at the “Meets Expectations (ME)” or “Exceeds Expectations (EE)” in all competencies in CORE ELMS.
- A mid-rotation evaluation will be conducted in CORE ELMS by the student-intern and the preceptor. The preceptor should discuss the student-intern’s overall performance with them, pointing out strengths and areas where improvement can be made. Any indication that the student-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* certificate 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 will result in automatic failure of PHM 387H.

- 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 chronic disease states
  - Minimum of five medications (three need to be prescription medications per course requirements)
  - Failure to meet these criteria will result 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:
Professionalism is expected anytime the student-intern is at the assigned site or related events/activities. It is also expected in the Canvas assignments. Patient safety, pharmacy efficiency and adherence to TSBP rules and laws are affected when a community pharmacist does not show up on time, is inappropriately dressed, or fails to get assigned work accomplished on time. If the student-intern receives a total of 25 or more professional points during the course, the student-intern will fail the course regardless of completion of all other course elements. The points are documented on the evaluation form in PhIRST and are determined as follows:
• Unexcused absence – 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 – 3 points for each occurrence
• Violation of HIPAA – Range of 5 to 20 points. Violation will be reviewed by course coordinator and college administration.
• Designated deadlines on course Activities – 3 points for each school day past the deadline. Activities not completed by the end of the third school day will receive a zero grade and you are still expected to submit the assignment. One school day = 1 minute to 24 hours late. Professional points will continue to accumulate each day until the assignment is turned in, even if you have received a zero grade. These include the following:
  • Canvas submissions:
    o Introduction letter
    o Goal setting
    o All MTM cases – five separate deadlines throughout the course
    o Behavior change action plan and Follow-up with MTM Cases #1 and #2
    o Patient authorization form for MTM Cases #1, #2 and #3
    o Health & History review form for MTM Cases #1, #2 and #3
    o Provider communication form for one MTM case, your choice
    o Top 200 Prescription and Top 100 Non-prescription medications exam
    o Drug Utilization review exercise
    o Pharmacy Site Survey
    o Key Elements of the Prescription Filling Workflow Process worksheet
    o MTM projects
    o Community IPPE Checklist
    o All reflections
    o End-of-semester survey
  • CORE ELMS submissions
    o Initial student self-evaluation – Student-intern only
    o Midpoint exercises and summary evaluations – Student-intern and preceptor
    o Final exercises and summary evaluations – Student-intern and preceptor
    o Prescription Management activities – Student-intern and preceptor
    o Hours – Student-intern and preceptor
  • APhA online course
    o Enrollment code
    o Self-study evaluation
    o Live seminar attendance code
    o Post seminar case statement of completion
    o Certificate of achievement

Missing designated deadlines on APhA’s MTM certificate course will 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 online course requirements listed above to print the certificate at the end of the course.

Required Materials:
APhA website: This course utilizes the “Delivering Medication Therapy Management Services in the Community” APhA certificate course (online) at www.pharmacist.com. Web links and voucher codes will be provided to you by the IPPE coordinator, Sherrie Bendele. Upon successful completion of all APhA MTM course requirements, you will achieve a certificate in Medication Therapy Management.

CORE ELMS: CORE ELMS 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 in your Institutional IPPE and 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 student-intern and preceptor. Final approval will be performed by the course coordinator at the end of the semester.

Recommended Materials:
A variety of clinical and communication resources are available on the Canvas course site.

Site Expectations:
• Student-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.
• Student-interns must abide by all laws and regulations pertaining to a student-intern as defined by the Texas Pharmacy Act and Rules. Violation of these laws and regulations may jeopardize the student-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.
• Student-interns will be removed from a practice site for conduct deemed unprofessional by the preceptor and/or Student Affairs Office, or if the student-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.
• Cell Phones: 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 with the permission of your preceptor.
• Student-interns need to provide a binder to keep all records and documentation.
• Transportation – Each student-intern attested to, as part of the annual survey, and will be held accountable for the following statement:
  o “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.”
  o Prompt arrival is expected.
• 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 student-interns) will be via phone or fax. Professional communications, both oral and written, are expected at all times.
• **Dress Code:** UT student-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.

• **Resources and references used:** Student-interns 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-intern 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/](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](http://www.utexas.edu/pharmacy/students/handbook98/3code.html)

• There may be more than one student-intern per practice site. It is acceptable to work together on MTM
cases if the preceptor allows it. However, all assignments turned in must be the **original work of each
student** and not duplicated by all student-interns at that site. For example, all student-interns at that site
can do the pre-work and patient interview on an MTM case. Student-interns 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.

**Injury or Exposure during experiential courses:** All student-interns must understand that their presence in the
practice site implies inherent risks, such as possible injury or exposure. Student-interns are not covered through
the practice site or UT Austin by any insurance coverage normally applicable to employees of the site or
University. Student-interns are responsible for all costs incurred as a result of illness or accidental injury while
participating in experiential coursework. The student-intern’s personal health insurance, required every year of
the professional curriculum, will be needed to cover associated costs.
Exam Policies

Exam Format:
Exam questions will cover the Top 200 Prescription medications covered in your PHM 186Q Patient Counseling course and the Top 100 Non-Prescription drug cards on Access Pharmacy. You will be responsible for knowing the following concerning each medication for the exam:

- Drug class
- Dosage forms
- Common FDA indications
- Mechanism of action
- Common adverse reactions
- Monitoring parameters for efficacy and toxicity
- Key counseling points

NOTE: Some non-prescription drug cards on Access Pharmacy will not have all of the information above. You are still expected to know this for the exam and for your patients. Utilize your resources on ClinIC to obtain the information, such as Lexi-Comp, Micromedex, Clinical Pharmacology, etc.

Exam questions may include: multiple choice, true/false, fill-in-the-blank, matching and/or short answer.

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:
Exam review will be a one-on-one review in my virtual office. You must contact Professor Rush via Canvas message or email within 24 hours after the exam to set up an appointment.

Exam Reconsideration Requests:
There will be no reconsideration requests. All score/key adjustments will be made in response to the item analysis and/or questions brought up during the exam or one-on-one review sessions. Remember that this exam will be part of your overall Canvas assignment total.

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.
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.

See Canvas course for all other general policies.
### Course Schedule

All required documentation for the week must be submitted by **11:59pm that Friday.**

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<thead>
<tr>
<th>Due Date</th>
<th>Assignment/Activity</th>
<th>Forms Location</th>
<th>Submission Location</th>
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</thead>
<tbody>
<tr>
<td>6/5</td>
<td>• Claim APhA MTM Enrollment code &lt;br&gt;• Sign up for live training session</td>
<td>Sherrie Bendele</td>
<td>• APhA website &lt;br&gt;• Doodle poll</td>
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<td></td>
<td>Prior to live training session</td>
<td>APhA website</td>
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<td></td>
<td>• APhA online modules &lt;br&gt;• APhA Self-Study Evaluation</td>
<td>Canvas</td>
<td>No submission</td>
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<tr>
<td></td>
<td>• Orientation video module &lt;br&gt;• MTM process video module &lt;br&gt;• Review syllabus &lt;br&gt;• MTM cases Carl and Donna</td>
<td>Canvas</td>
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<tr>
<td>6/8 – 6/16</td>
<td>• Live training and orientation session &lt;br&gt;• Claim APhA Live Seminar Attendance Code</td>
<td>Canvas</td>
<td>APhA website</td>
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<td>6/19</td>
<td>• Initial self-evaluation</td>
<td>CORE ELMS</td>
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<td>• Introduction letter</td>
<td>Canvas</td>
<td>Email to preceptor &lt;br&gt;Submit on Canvas</td>
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<td></td>
<td>• Goal setting &lt;br&gt;• Site orientation</td>
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<td>6/26</td>
<td>• Key Elements of Workflow &lt;br&gt;• Site survey</td>
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<td>7/3</td>
<td>• CMR Case #1 &lt;br&gt;• Behavior Change Action Plan Case #1 &lt;br&gt;• Patient Authorization form &lt;br&gt;• Patient Health and History review form</td>
<td>Canvas</td>
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<tr>
<td>7/10</td>
<td>• CMR Case #2 &lt;br&gt;• Behavior Change Action Plan Case #2 &lt;br&gt;• Patient Authorization form &lt;br&gt;• Patient Health and History review form</td>
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<td>• Elderly Patients video module &lt;br&gt;• Financial and Operational Issues video module</td>
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<td>• Midpoint Exercises Evaluation &lt;br&gt;• Midpoint Summary Evaluation</td>
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<td>7/17</td>
<td>Drug Utilization Review</td>
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<td>Patient Safety reflection</td>
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<td>Resubmission of CMR Case #1 - optional</td>
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<td>7/24</td>
<td>CMR Case #3</td>
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<td>MTM Case #2 Follow-up</td>
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<td>7/31</td>
<td>CMR Case #4</td>
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<td>MTM Reflection</td>
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<td>MTM Projects (four)</td>
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<td>8/5 at 10am</td>
<td>Top 200 Prescription and Top 100 Non-prescription medications exam on Canvas</td>
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<td>8/7</td>
<td>CMR Case #5</td>
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<td>Goal setting reflection</td>
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<td>Provider communication form</td>
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<td>8/14</td>
<td>Community IPPE checklist</td>
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<td>Prescription Management Activities</td>
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<td>Final Exercises Evaluation</td>
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