Meeting Time, Place, Credits

Target audience: PD1 students
Credits: 2
Course Website: https://ay17.moodle.umn.edu
Dates: 9/5/2017-12/8/2017
Locations and Times:

<table>
<thead>
<tr>
<th></th>
<th>Scheduled Days &amp; Times</th>
<th>TC Room</th>
<th>D Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussion</td>
<td>Thursday 8:00-9:55am</td>
<td>WDH 7-135</td>
<td>410 Lib</td>
</tr>
<tr>
<td>Lab Section 002</td>
<td>Tuesday 1:25-3:20pm</td>
<td>WDH 3-150</td>
<td>216 LSci</td>
</tr>
<tr>
<td>(TC &amp; D)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lab Section 003</td>
<td>Tuesday 3:35-5:30pm</td>
<td>WDH 3-150</td>
<td>216 LSci</td>
</tr>
<tr>
<td>(TC &amp; D)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lab Section 004</td>
<td>Tuesday 8:00-9:55am</td>
<td>WDH 3-150</td>
<td></td>
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<tr>
<td>(TC only)</td>
<td></td>
<td></td>
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<tr>
<td>Lab Section 005</td>
<td>Tuesday 10:10am-12:05pm</td>
<td>WDH 3-150</td>
<td></td>
</tr>
<tr>
<td>(TC only)</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Course Instructional Team

Course Team
Karen Bastianelli, PharmD, BCACP
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Office Hours: By appointment

Teaching Assistants: See course website for roster and contact information
A Note from the Course Instructional Team

Dr. Bastianelli
My first exposure to pharmacy was as a teenager and I have been involved in the profession ever since. I have worked a variety of positions and I will relate many of our lab activities to ‘real life’ situations. I strongly believe in the profession of pharmacy and all of the benefits we can bring to our patients and other health care professionals. Building relationships with patients has always been an important aspect of my professional philosophy and I am looking forward to not only teaching you, but getting to know each of you, and learning from you. In general, I am usually in my office (221 LSci) from 8am-2pm on Monday, Tuesday, and Thursday. Please feel free to stop by my office anytime to discuss aspects of the course or any other topic of interest you may have. In order to ensure my availability, you may schedule an appointment with me through phone or e-mail. However, if I’m in my office with my door open, I’ll be available to talk to you. I am also happy to respond to both e-mail and phone messages. Unless you are otherwise notified that I am out of town, I will respond to your messages within 24 hours (excluding weekends, in which case it may be 48 hours). If you should need to contact me to alert me of an illness or a family emergency, please leave me a voicemail at home or office as soon as it is convenient for you.

Dr. Chen
My passion for pharmacy is a culmination of my interest in chemistry, medicine, and caring for patients. I also enjoy teaching, and I have sought various teaching opportunities since I was an undergraduate student. I firmly believe that understanding the “why” and the “how” are critical to learning, as is the application of knowledge. As pharmacists, we have the privilege to empower our patients to take better care of themselves – and to assist them when they are unable to do so. In order to do this, we must “know our stuff,” and I am committed to helping you get there. I am generally on campus Tuesday-Thursday and in clinic Mondays and Fridays. While it is best to schedule an appointment, please feel free to stop in my office any time my door is open. You may also contact me by e-mail or phone.

Overview of the course

Course content:
This course is designed for first year pharmacy students to provide an introduction to the profession and begin building the skills necessary to become a competent and caring pharmaceutical care practitioner. The course consists of two components: a laboratory section and a discussion. Students will also read and participate in an online book club on The Spirit Catches You and You Fall Down by Anne Fadiman.

Course format:
Pharmaceutical Care Skills Lab 2 comprises two distinct but integrated sections: lab and discussion. Each student must register for the discussion and one laboratory section on their respective campus. The course directors on each campus work closely to ensure similar experiences, expectations, and assessments on both campuses.

Students must refer to the Course Schedule posted on the course website in order to be prepared each week for lab and discussion. It is NECESSARY AND ESSENTIAL for all students to read through material and complete assignments prior to coming lab and discussion. All activities are intentionally integrated and sequenced into the curriculum; therefore, all activities must be completed in order to progress through the program. Authorization may be pre-arranged with the course director in regard to making up a missed activity due to an excused absence.

Discussion Section
The discussion for the class meets once a week for 1 hour and 55 minutes. The purpose of the discussion is to provide an orientation and introduction to selected pharmacy topics and to facilitate discussions of patient care skills. Discussion is a required, essential component of this course. The discussion may include, but is not limited to, small or large group active learning exercises, discussions, or team based learning (TBL). Activities in discussion may be graded based on content or participation, so attendance is critical for your grade.
Discussions may be conducted using a modified Team Based Learning (TBL) approach. TBL is an active learning teaching strategy that assists students in learning how to apply course concepts. In our modified TBL, students are expected to review material from previous labs and discussions prior to class. Students are expected to come to class prepared and will be held accountable for that preparation via the Readiness Assurance Process (RAP) and peer evaluations. The RAP includes an individual readiness assessment test (iRAT) and a re-taking of the same test as a student team. After each team readiness assessment test (tRAT), a team may appeal an answer by writing down the reason and support for their answer choice. This must occur and be given to the instructor during the 5 minutes before any large group discussion occurs. Only teams which appeal may be granted credit for successful appeals. Students will complete self and peer evaluations at a midpoint and end of the semester. Assessing your team members’ strengths and weaknesses is a critical piece of TBL. The evaluations will have one rating for completion and another rating based off their peers’ evaluations for each period. Peer assessment helps you prepare to assess peer pharmacists, technicians or others who you will manage. Giving a peer a perfect score when their contribution does not merit it does not help that person change behavior and harms the team. The online evaluations will be anonymous; however, we encourage an open discussion about team performance, and welcome any teams or team members to meet with course directors to discuss their performance at any time.

Lab Sections
Each lab section will meet for 2 hours. Each laboratory section may be further divided into smaller working groups. Labs will occur on a 3-week rotating schedule.

Online Book Club
Students will be reading The Spirit Catches You and You Fall Down by Anne Fadiman and participating in an online book club on the course website. Throughout the semester, students will be expected to make two thoughtful online discussion posts and respond to final reflection questions. For each online discussion, students are expected to make two thoughtful comments on peers’ posts. One rating will be assigned to each online discussion and the final reflection questions. Students must thoughtfully complete all components of each online discussion and the final reflection questions to receive full credit.

Expected Workload
While every student is different, and workload may vary by week, the average expected amount of time spent outside of class for this course is 2.5 hours per week for lab and 1 hour per week for discussion. If you find you are consistently spending significantly more than the expected time preparing for class, please see the course director.

Prerequisites

- Students must be enrolled in the Pharm.D. program
- Students must know the goal of the Pharm.D. program in Minnesota is to develop a competent generalist practitioner, and how a generalist practitioner is defined.
- Students should be committed to becoming a competent generalist practitioner who assumes responsibility, and is willing to be held accountable for their patients’ medication outcomes.
- Students must have successfully completed Becoming a Pharmacist
- Students must be concomitantly registered in all required PD1 courses

Computer/Technology Requirements

The University of Minnesota computer requirements are listed here:
- [http://www.oit.umn.edu/moodle/technical-requirements/index.htm](http://www.oit.umn.edu/moodle/technical-requirements/index.htm)
- Students must have ability to access course materials during lab and discussions.
Course Goals & Objectives

The courses included in the pharmaceutical care learning center curriculum span over five semesters. These courses build steadily on each other, until students have reached all of the goals for each course. Course goals for 6710 are listed below:

Patient Care

- Explain and apply the Pharmacists’ Patient Care Process (PPCP)
- Successfully perform a brief patient assessment, including:
  - Interviewing a patient
  - Obtaining current medication list
- Be patient-centered and empathetic; sensitive to patients’ needs
- Identify drug therapy problems by evaluating drugs for indication, effectiveness, safety, convenience (IESC)
- Develop individualized and clinically appropriate care plans for a patient with one to three simple conditions
- Be cognizant of cultural variations and potential impact on health care
- Appropriately educate patients on their drug therapy and assess for patient understanding
- Communicate effectively with all patients and their families
- Accept responsibility of providing continuing care to patients

Extemporaneous Compounding

- Demonstrate proficiency in a complement of basic skills related to sterile and non-sterile compounding.
  - Sterile:
    - Evaluate prescriptions for Indication, Effectiveness, Safety, and Convenience (IESC), including safety parameters specific to parenteral products
    - Demonstrate aseptic technique compliant with USP 797 (personal prep, cleaning hood, vial to bag, reconstitution, syringe) for a product with one to two manipulations
  - Non-sterile:
    - Evaluate prescriptions for Indication, Effectiveness, Safety, and Convenience (IESC)
    - Demonstrate appropriate use of torsion balance
    - Demonstrate and be able to appropriately apply non-sterile compounding techniques: spatulation, levigation, trituration, geometric dilution

Practice Management

- Demonstrate ability to dispense a prescription in outpatient and inpatient settings, including:
  - Identifying if a prescription contains all legally required components
  - Appropriate labeling
  - Appropriate packaging
- Apply Drug Literature Evaluation (DLE) skills in developing a plan to address a patient’s drug-related needs.
- Effectively document clinically appropriate care plans for a patient with one to three simple conditions
- Compare and contrast cost effective drug options and consider patient-specific needs.

Professionalism

- Exhibit professional behavior
- Recognize the responsibility to provide service to communities
- Accept the responsibility of life-long learning and self-reflection
- Improve own learning and peers’ learning via peer-evaluations
Attendance and Tardiness Policy

Attendance in lab and discussion is mandatory, and any absence will need to be made up, whether it is an excused or unexcused absence. Discussion will start each week with announcements, and if you miss the announcements you will still be held responsible for the content. Excused absences include: personal illness, family emergency, or school-sponsored extracurricular activities. In order to be excused, you must contact the course director (by phone or email) prior to the lecture or lab session missed. Accommodations will then be made to make up the missed session. Failure to complete any assigned make-up work prior to a given deadline will result in a U for that activity. In addition, late arrival in the laboratory is unacceptable, as it fails to project a professional demeanor. If late, an S- will be given for a portion of that activity. Students reporting more than 5 minutes late will be asked to leave and will receive a U until the activity is made up at a later date for a maximum S- grade. Students are expected to attend classes on the campus where they are enrolled.

Course Materials

Textbooks
Required books to purchase:

Required eReserve text:

Optional texts:
- A current pharmacotherapy text (DiPiro or Koda-Kimble).

Course Website
This syllabus, as well as all of the details of the course, including schedules, pre-lab and pre-discussion activities, an overview of each activity, sample grading sheets, etc. can be found on the course website. Course announcements will also be posted on this site as necessary. It is required that students check the website at least once a week. Students will need to access this site to find and complete assignments prior to coming to discussion and lab each week.

Assessments and Grading

Graded Assessments and Assignments
The following graded assessments and assignments will count toward your final grade for this course:

<table>
<thead>
<tr>
<th>Date</th>
<th>Assignment/Assessment</th>
<th>Rating</th>
<th># of ratings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>Lab*</td>
<td>S+, S, S-, U</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>• 3 ratings per lab</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekly</td>
<td>Discussions*</td>
<td>S+, S, S-, U</td>
<td>Up to 33</td>
</tr>
<tr>
<td></td>
<td>• 2-3 ratings per discussion</td>
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</table>
**Grading Information**

Integrating student knowledge, skills and values into the provision and process of pharmaceutical care is a primary focus in this course. It is very important to not lose sight of this within the structure of the academic setting and grading.

**Definitions of ratings in the “S+, S, S-, U” System**

This course is graded A/F. This course will use a “S+/S/S-, U” rating system to provide additional qualitative feedback to students about their level of performance relative to the learning objectives and to the care of their simulated patients. All determinations of ratings will be made by teaching assistants or the course director. The definitions for each are given below.

**“S”:**  
To be considered satisfactorily completed and receive an “S” rating, activities must meet the following criteria:
1. Be completed and handed in at their due date/time.  
2. Show appropriate effort for thoroughness and accuracy in meeting the learning objectives and providing patient care.  
3. Be completed in accordance with the Honor Code.

**“S+”:**  
To receive a rating of “S+”, activities must meet the criteria for an “S” rating and not meet any criteria for an “S-” rating. In addition, the student’s method of completing the exercise and the exercise’s results must exceed the learning objectives and/or provide optimal patient care in every detail (within the limitations of the activity itself).

**“S-”:**  
The purpose of the “S-” rating is to help the student identify components of their work that would hinder the appropriate provision of Pharmaceutical Care or any pharmacy services to patients. Compared to a numerical score, an S- illustrates to the student, an action or skill that is not appropriate professionally. It may be something that would harm a patient, something that would cause confusion for other health care providers, an unlawful procedure, or incorrect information provided to a patient.

A rating of “S-” will be given if a component of the rated activity is completed in a fashion:
1. That would result in harm to the patient.  
2. That makes part or all of the “deliverable portion” of the activity (verbal or written communication, product, etc) unusable to the intended recipient (patient or other health care practitioner).  
3. That is clearly not consistent with applicable Pharmaceutical Care Learning Center Policies and procedures.  
4. That is clearly not consistent with applicable practice laws.

Furthermore, an “S-” rating will be given if a student:
1. Reports 1-5 minutes tardy for a laboratory activity (after 5 minutes, you will receive a “U” and be asked to leave and make up the activity at a later date).
2. Misses a major error or omission during required “double check” process in peer’s documentation (label or procedure) that results in a likely harmful rating.

3. The activity is not handed in at its due date and time but is handed in within 1 business day of due date and time.

4. Is not adherent to the Dress and Behavior Code (see below).

5. Does not observe the policy related to cleanliness as outlined in the syllabus.

6. Has completed an activity with an amount of effort that is less than that necessary to meet the learning objectives but that does not meet the criteria to receive a rating of “U”.

7. Received a score on a quiz of between 70-79%

8. Received a score on the lab practical of between 70-79%.

Upon receipt of an “S-“ rating, the student may be asked to revise some specified component of the activity at the discretion of the Course Director. This revision must be completed in the time and manner specified by the Course Director or the “S-“ rating will become an unsatisfactory, receive a “U.”

“U”:
Activities that meet any of the following criteria will be deemed unsatisfactorily completed, and will receive a “U.”

1. The activity is not handed in **within one business day** after its due date and the student has not made plans with the course director for completion of the activity.

2. The activity is handed in on time/completed on time but is completed with extremely poor effort that clearly does not meet the learning objectives and could not provide appropriate patient care.

3. The activity originally received an “S-“ rating AND a revision was called for by the Course Director, but the revision was not completed in the time and/or manner specified by the Course Director.

4. If an activity was originally given a U rating and a revision was called for by the Course Director, the maximum grade that can be earned is an S-grade.

5. Student was absent from a lab activity and did not make arrangements with the Course Director ahead of time.

6. Student did not take a scheduled quiz (and did not have an approved absence) or the student failed to pass a quiz (70% is required).

7. Student did not pass the final lab practical (70% is required).

Regrade Requests

Only requests for a regrade from an S- to S will be considered. Regrade requests for an S to S+ will not be considered. Regrade requests must be discussed with the responsible TA within **48 hours** of receiving graded material. Should further questions arise, requests must be submitted in writing via email to course director within 1 week of receiving graded material. Requests received after this deadline will not be honored. Note that the entire activity will be regraded when a regrade request is made.

Minimum Competency

Students are required to obtain a minimum competency level of S ratings on specified activities for each category of lab (non-sterile compounding, sterile compounding, and patient care, as indicated on the lab schedule), including the final lab practical (see table below). Obtaining more than the allotted number of S- ratings will require completion of an activity to be determined by the course director. Students will have one attempt to demonstrate minimum competency. Failure to do so will result in failure of the course. Labs labeled as “miscellaneous” and all pre-labs are exempt from this requirement. All S-’s obtained will be reflected in the final course grade.

<table>
<thead>
<tr>
<th></th>
<th>Non-sterile Compounding Labs</th>
<th>Sterile Compounding Labs</th>
<th>Patient Care Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum number of S-grades allowed before re-demonstration of minimum competency will be required</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
Minimum Passing Level
This course is graded on an A, B, C, F system. A letter grade of D will not be awarded in this course. In the Pharmaceutical Care Skills Lab courses, students must receive an S or better on 90% or more of the total ratings for any A, 85-89.9% for any B, or 80-84.9% for a C. Students must also receive S+’s on at least 10% of the total ratings to receive the highest increment of a letter grade. The following table shows how the "S+/S/S-" system will be applied to the final grade in this course, which has up to 70 total ratings.

<table>
<thead>
<tr>
<th>Percent S or Better Ratings</th>
<th>S-</th>
<th>S+</th>
<th>Final Grade*</th>
</tr>
</thead>
<tbody>
<tr>
<td>90% or greater</td>
<td>7 or fewer</td>
<td>Median or higher</td>
<td>A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Below median</td>
<td>A-</td>
</tr>
<tr>
<td>85-89.9%</td>
<td>8-10</td>
<td>Top 1/3</td>
<td>B+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Middle 1/3</td>
<td>B</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bottom 1/3</td>
<td>B-</td>
</tr>
<tr>
<td>80-84.9%</td>
<td>11-14</td>
<td>No requirement</td>
<td>C</td>
</tr>
<tr>
<td>Less than 80%</td>
<td>15 or more</td>
<td>No requirement</td>
<td>F</td>
</tr>
</tbody>
</table>

* Grade will be assigned primarily based on number of S- ratings (rather than number of S+ ratings)  
** Any U rating will lower the final course grade by one full letter grade

Statement on Extra Credit
No extra credit will be offered in this course.

University of Minnesota and College of Pharmacy Policy Reference (Centralized Syllabus)

Students are required to be familiar with all required UMN and CoP policies, e.g., Academic Freedom; Copyright; Course Evaluations; Disability Accommodations; FERPA, etc.

Additional Policies

Professionalism
Professional behavior is expected at all times during class in the PCLC, during discussion, and is part of the policies below. Students are expected to: exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society; demonstrate altruism, integrity, trustworthiness, flexibility, and respect in all interactions; display preparation, initiative, and accountability consistent with a commitment to excellence; deliver patient-centered care in a manner that is legal, ethical, and compassionate; recognize that one's professionalism is constantly evaluated by others; engage in the profession of pharmacy by demonstrating a commitment to its continual improvement.

Dress and Behavior Code
The Pharmaceutical Care Learning Center is considered to be a professional setting during laboratory sessions – you are dressing for your patients, not your peers. You are required to dress in a neat, clean, and professional manner. Professional demeanor is conveyed to your colleagues and patients in your behavior as well as in your appearance. Therefore, students must practice acceptable personal hygiene and grooming as well as wear a clean white lab coat with
a College of Pharmacy-issued name tag in the lab at all times. Lab coats from outside pharmacies are not acceptable unless the identification of the pharmacy is covered. Scrubs are acceptable to wear during the parenteral lab activities, but are NOT acceptable for wear during other lab activities. Clothes that would be inappropriate in a patient care setting (i.e. t-shirts, shorts, short skirts (above the knees), open-toed shoes, flip-flops, jeans (regardless of color), abdomen exposing, low-cut, or off-the-shoulder shirts, and hats) are not acceptable in the learning center. Leggings are not acceptable unless worn under a skirt or dress. It is unacceptable and unsafe (because of risk for exposure to chemicals or other hazards) to wear open shoes or shorts.

If you come to lab wearing improper attire, you will automatically be given an S- for the Pre-Lab/Lab Preparation rating for your assigned lab activity. If your improper attire poses a safety concern, you will be asked to leave and make up the activity at a later date. Furthermore, if patients (real or simulated) will be present in the learning center, you may be asked to leave at the discretion of the instructor or course director, requiring you to make up the activity at a later date.

Safety and Cleanliness
The safety of all of our students and faculty/instructors is vital to the function of the PCLC. To help ensure safety, it is crucial that students (and instructors, of course!) behave in a professional manner at all times. While working in the compounding or parenteral sections, no food or drink will be allowed. All beverages in other areas must be in a closed container. In the parenteral section, it is ESSENTIAL that all needles and lancets are properly disposed of in the sharps containers. Students not disposing of these products properly will receive an S- in the laboratory activity. If you have any questions about safety issues, please ask an instructor at any time.

If you or someone in your group should ever receive a needlestick, please let your instructor know IMMEDIATELY. Appropriate action will be taken at that time. If you have any known drug allergies to products we are utilizing in lab, please let the instructor know before lab starts, and appropriate accommodations can be made.

The pharmaceutical care learning center is available for all of us as a learning environment. It is expected that each of you will take care of the equipment and furniture housed in the PCLC. Your area and all of the equipment you use in the laboratory must be cleaned and put away before you leave the lab.

Disruptive Behavior
Instructors have the authority and discretion to set rules that foster student learning. As a matter of academic freedom, these rules can be tailored to the subject matter and the instructor’s teaching methods and leading objectives. For these reasons, the course instructor is the one who makes a determination about what constitutes disruptive behavior. Also, it is not appropriate to use MP3 players during class. Use of smartphones, tablets and other devices must be limited to electronic resources relevant to the current in-class activity.

Participation and Communication between Campuses via ITV
Typically PCLC courses are NOT conducted via ITV. In the event we use ITV,

- When you are called upon in class to give a response or ask a question, please speak loudly enough so that you may be heard by students on both campuses
- Do not talk out of turn, wait to be recognized before speaking, and do not try to dominate a discussion with your questions or comments- give others a fair opportunity to participate.
- Keep on the topic at hand. If you have questions off the current topic, address these outside of class at office hours or by email with the instructor.

While we endeavor to make archives of all ITV lectures available to students in a timely way, we cannot guarantee that every course lecture will be recorded and posted successfully. ITV lecture archives are made available as a convenience and a study aid to students, but they are not considered a replacement for attending lectures. Students are responsible for the content discussed in face-to-face meetings regardless of whether lectures are successfully posted or not, and should plan accordingly.