This course continues the development of essential skills a pharmacist is expected to perform in daily practice. The skills emphasized during this course include the pharmacists’ patient care process. Additional skills include medication dispensing, medication therapy management, pharmacoepidemiology and drug safety, patient safety and quality issues, practice management responsibilities, and pharmacy law topics. Patient care focus is for patients with skin and musculoskeletal disorders. The patient care skills and tasks taught in this course will prepare you to enter into community, ambulatory and hospital practice settings.

Teaching Partnership Leader

James Taylor, Pharm.D., CDE, BCACP
- Email: jtaylor@cop.ufl.edu
- Office: HPNP
- Phone: 352-273-6239
- Office Hours: By appointment ONLY.

See Appendix A. for Course Directory of Faculty and Staff Contact Information.

Entrustable Professional Activities

This course will prepare you to perform the following activities which the public entrusts a Pharmacist to perform:

**Patient Care Provider Domain**
1. Collect information to identify a patient’s medication-related problems and health-related needs.
2. Analyze information to determine the effects of medication therapy, identify medication-related problems, and prioritize health-related needs.
3. Establish patient-centered goals and create a care plan for a patient in collaboration with the patient, caregiver(s), and other health professionals that is evidence-based and cost-effective
4. Implement a care plan in collaboration with the patient, caregivers, and other health professionals.
5. Follow-up and monitor a care plan.

**Interprofessional Team Member Domain**
6. Collaborate as a member of an interprofessional team.

**Population Health Promoter Domain**
9. Maximize the appropriate use of medications in a population.
10. Ensure that patients have been immunized against vaccine-preventable diseases.

**Information Master Domain**
12. Use evidence-based information to advance patient care.

**Practice Manager Domain**
13. Oversee the pharmacy operations for an assigned work shift.
14. Fulfill a medication order.

**Self-Development Domain**
15. Create a written plan for continuous professional development.

**Course-Level Objectives**

Upon completion of this course, the student will be able to:

1. Collect a medical and medication history from a patient, family member, or caregiver.
2. Present a succinct oral patient summary and therapeutic plan recommendations to another healthcare provider.
3. Document patient care recommendations and interventions
4. Analyze patient safety and quality data
5. Conduct a comprehensive medication review and generate a medication action plan
6. Interpret, dispense and counsel patient on new prescription
7. Discuss community and hospital pharmacy management issues
8. Apply pharmacy law to community pharmacy scenarios
9. Counsel patient on how to administer otic, ophthalmic, nasal and transdermal products
10. Defend a therapeutic plan verbally using guidelines and primary literature
11. Formulate a therapeutic plan, including nonpharmacological options, for patients with skin and musculoskeletal disorders
12. Compound topical products using appropriate calculations, pharmaceutical components, and techniques.
13. Utilize appropriate resources to respond to clinically answerable questions
14. During all skills laboratory simulations and activities:
   a. Demonstrate altruism, integrity, trustworthiness, flexibility, and respect in all interactions.
   b. Display preparation, initiative, and accountability consistent with a commitment to excellence.
   c. Deliver patient-centered care in a manner that is legal, ethical, and compassionate.
   d. Recognize that one’s professionalism is constantly evaluated by others.

**Course Pre-requisites**

1. Successful completion of all Year 1 and Year 2 Pharm.D. program coursework including milestones.
Course Co-requisites

1. PHA 5223: Pharmacoepidemiology & Drug Safety
2. PHA 5226: Patient Safety & Quality
3. PHA 5222: Pharmacy Practice Management
4. PHA 5239: Pharmaceutical Law
5. PHA 5788C: Patient Care VI: Skill & Musculoskeletal Disorders
6. PHA 5703: Personal & Professional Development

Course Outline

See APPENDIX D. Please routinely check your campus calendar and the Canvas course site for any messages about changes in the schedule including meeting dates/times, deadlines, and room changes.

Required Textbooks/Readings

There are no required textbooks for this course.

Suggested Textbooks/Readings

There are no suggested textbooks for this course.

Other Required Learning Resources

1. Top 300 Drugs Flashcards
   • The flashcards are available for free through Access Pharmacy:
     http://accesspharmacy.mhmedical.com/qa.aspx#tab5

2. EHR Go (formerly Neehr Perfect)
   • EHR Go is an educational EHR used throughout the PharmD curriculum. Students will be expected to purchase a subscription to this program.
   • Create your Neehr Perfect account.
     o Go to the website: http://neehrperfect.com
     o Select Subscribe in the upper right corner.
     o Enter the Pharmacy Student Program Key: S96Y29
   • 3PD students are encouraged to purchase the 1-year Student Subscription.

Materials & Supplies Fees

The fee associated with this course is $30.

Student Evaluation & Grading

Evaluation Methods and How Grades are calculated.
<table>
<thead>
<tr>
<th>Assessment Item</th>
<th>Grade Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Pre-Lab Quizzes (13 @ 0.77% ea.)</td>
<td>10%</td>
</tr>
<tr>
<td>Weekly Performance Assessments (13 @ 5.4% ea.)</td>
<td>70%</td>
</tr>
<tr>
<td>Top 200 Drug Exam</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Weekly Pre-Lab Quizzes**

Weekly pre-lab quizzes will be administered online through Canvas. Quizzes will consist of knowledge related to that week’s module and covered during pre-lab preparatory activities (e.g., videos and readings). Quizzes will consist of multiple choice, true/false, or case-based questions. Weekly pre-lab quizzes will be completed at the start of each lab session. Performance on quizzes is an individual effort and collaboration is not permitted.

- If you are tardy for lab, you will not be allowed to take the pre-lab quiz and will receive a zero.
- If you have an excused absence from lab, you will be excused from taking the quiz (EX in the gradebook). No make-up quizzes will be offered.

**Top 200 Exam**

This will consist of 50 multiple choice questions taken from the drug cards. The exam will be administered via ExamSoft. Eligible content includes the brand name(s), generic name, category/indication, FDA indications, mechanism of action, pregnancy category (only if category D or X), common adverse reaction (>10%) and key patient counseling points. Students must obtain a 73% or better on this exam in order to pass the course. Those who do not achieve this score will retake the exam. This grade is also tracked within the Personal and Professional Development course. Please see that course syllabus for minimum performance requirements and how the results are used as milestone assessments. The score earned on the first attempt will be the score which will be used for determining the course grade. Students who fail to obtain a passing score after two attempts will meet with the course coordinator to discuss potential options, which may include a 3rd attempt. Failing to pass this course may result in a student’s progression through the curriculum being delayed. A student’s performance in other aspects of the course will help determine how the situation is addressed. This is a self-taught portion of the course and students are responsible for preparing themselves for the exam. A list of the drugs that will appear on the examination will be released at the beginning of the course. Attendance at the Top 200 Drug Exam is mandatory. In the event of a REAL EMERGENCY (illness, sudden death in the family), a make-up examination may be provided and is at the discretion of the teaching partnership leader.
Rounding of grades:

Final grades in Canvas will be rounded to the 2nd decimal place. If the decimal is X.495 or higher, Canvas will round the grade to X.50. The above scale depicts this policy and grades are determined accordingly. Grade assignment is made using this policy and NO EXCEPTIONS will be made in situations where a student’s grade is “close.”

Educational Technology Use

The following technology below will be used during the course and the student must have the appropriate technology and software.

1. ExamSoft™ Testing Platform
2. Canvas™ Learning Management System

For technical support, navigate to Educational Technology and IT Support Contact Information at this URL: http://curriculum.pharmacy.ufl.edu/current-students/technical-help/

Pharm.D. Course Policies

The Policies in the following link apply to this course. Review the Pharm.D. Course Policies carefully at this URL: http://curriculum.pharmacy.ufl.edu/current-students/course-policies/

Course Specific Policies

The Policies in the following link apply to Skills Lab courses. Review the Pharm.D. Skills Lab Policies carefully at this URL: http://curriculum.pharmacy.ufl.edu/current-students/course-policies/skills-lab-policies/

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.50-100%</td>
<td>A</td>
</tr>
<tr>
<td>89.50-92.49%</td>
<td>A-</td>
</tr>
<tr>
<td>86.50-89.49%</td>
<td>B+</td>
</tr>
<tr>
<td>82.50-86.49%</td>
<td>B</td>
</tr>
<tr>
<td>79.50-82.49%</td>
<td>B-</td>
</tr>
<tr>
<td>76.50-79.49%</td>
<td>C+</td>
</tr>
<tr>
<td>72.50-76.49%</td>
<td>C</td>
</tr>
<tr>
<td>69.50-72.49%</td>
<td>C-</td>
</tr>
<tr>
<td>66.50-69.49%</td>
<td>D+</td>
</tr>
<tr>
<td>62.50-66.49%</td>
<td>D</td>
</tr>
<tr>
<td>59.50-62.49%</td>
<td>D-</td>
</tr>
<tr>
<td>&lt; 59.50%</td>
<td>E</td>
</tr>
</tbody>
</table>
Appendix A. Course Directory

Teaching Partnership Leader/Course Director:

James Taylor, Pharm.D., CDE, BCACP
Email: jtaylor@cop.ufl.edu
Office: HPNP
Phone: 352-273-6239

Questions to Ask:

- Concerns about performance
- Guidance when there are performance problems (failing grades)
- General questions about content

Instructional Designer:

Name: Julie Thomas, M.Ed.
Email: julie.thomas@ufl.edu
Office: HPNP 4309
Phone: 352-273-9294

Academic Coordinator:

Name: Tim Stevens, Email: tstevens1@cop.ufl.edu
Office: HPNP 4312
Phone: 352-273-8677
Absent/Tardy Email: absent3pd@cop.ufl.edu

Educational Coordinators:

McKenzie Wallen
Email: mwallen@cop.ufl.edu
Office: Jacksonville Campus

Victoria Lohrman
Email: vlohrman@cop.ufl.edu
Office: Orlando Campus
Questions to Ask:

• Issues related to course policies (absences, make up exams, missed attendance)
• Absence requests (Only the Academic Coordinator handles absence requests)
• Questions about dates, deadlines, meeting place
• Availability of handouts and other course materials
• Assignment directions
• Questions about grade entries gradebook (missing grades, wrong grade)
• Assistance with ExamSoft® (Distant campus students may contact Education Coordinator for use of SofTest and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.)
Other Teaching Partnership Faculty Members:

Jacksonville Campus Coordinator:
Carol Motycka, Pharm.D., BCACP
Email: motycka@cop.ufl.edu
Office: JAX
Phone: 904-244-9590

Orlando Campus Coordinator:
Erin St. Onge, Pharm.D.
Email: stonge@cop.ufl.edu
Office: ORL
Phone: 407-313-7004

Kalen Manasco, Pharm.D., BCPS, FPPAG
Email: kmanasco@cop.ufl.edu
Office: HPNP 3310
Phone: 352-294-8749

W. Cary Mobley, Ph.D.
Email: mobley@cop.ufl.edu
Office: HPNP 1315
Phone: 352-273-6282

Robin Moorman-Li, Pharm.D., BCACP
Email: moorman@cop.ufl.edu
Office: JAX
Phone: 904-244-9590

Priti N. Patel, Pharm.D., BCPS
Email: ppatel@cop.ufl.edu
Office: St. Petersburg Campus
Phone: 727-394-6213

Joshua Pullo
Email: jpuollo@cop.ufl.edu
Office: TBD
Phone: TBD

Teresa Roane, Pharm.D., BCACP
Email: troane@cop.ufl.edu
Office: HPNP 2300
Phone: 352-273-9692

Rene Soria-Saucedo, Ph.D., M.D., M.P.H.
Email: renesaucedo@cop.ufl.edu
Office: HPNP 3319
Phone: 352-273-6255
Appendix B. Lab Locations & Sessions

Gainesville
- **Location:** Pharmacy Skills Lab
- **Sessions**
  - Session 1: 8:30am-10:25am
  - Session 2: 10:40am-12:35pm
  - Session 3: 1:55pm-3:50pm
  - Session 4: 4:05pm-6:00pm

Jacksonville
- **Location:** COP Lab
- **Sessions**
  - Session 1: 8:30am-10:25am
  - Session 2: 10:40am-12:35pm

Orlando
- **Location:** Room 435
- **Sessions**
  - Session 1 (Group A): 8:30am-10:25am
  - Session 2 (Group B): 10:40am-12:35pm
  - Session 3 (Group C): 1:55pm-3:50pm
## Appendix C. Weekly Performance Assessment Checklist Example

**GATOR Way Patient Counseling Rubric**

<table>
<thead>
<tr>
<th>Counseling Points</th>
<th>Each item is worth 5 points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identifies/introduces self as the student pharmacist.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Explains the purpose of the counseling session</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Identifies/confirms patient or patient’s representative.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Makes appropriate use of the patient profile</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Verifies the name of the medication.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Provides dosage/regimen for medication.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Provides indication for medication.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Discusses potential (major) side effects.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Discusses potential warning, precautions, and interactions.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Describes missed dose instructions.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Provides number of refills.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Discusses storage recommendations.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Addresses any real or anticipated patient concerns.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Uses open-ended questions throughout counseling session.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Verifies patient understanding via teach back method.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Displays effective nonverbal behaviors (eye contact and body language).</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Summarizes by emphasizing key points of information.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Provides closure and opportunity for follow-up.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Student presents facts and concepts in a logical order.</td>
<td>Novice □ 1 pt Competent □ 3 pts Proficient □ 5 pts</td>
</tr>
<tr>
<td>Student provided accurate information.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Student provided understanding and empathetic responses.</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>Student maintained control and direction of the counseling session.</td>
<td>□ YES □ NO</td>
</tr>
</tbody>
</table>

**TOTAL SCORE**

---

<table>
<thead>
<tr>
<th>□ YES</th>
<th>□ NO</th>
</tr>
</thead>
</table>
G = Greet
A = Acknowledge
T = Teach (using language patient will understand)
O = Observe Patient Understanding
R = Repeat/Review
WAY = Global assessment of communication techni
### APPENDIX D: Course Schedule

<table>
<thead>
<tr>
<th>Delivery Date</th>
<th>Mod#</th>
<th>Activity</th>
<th>Activity Title</th>
<th>Syllabus Objectives</th>
<th>Contact Time [min]</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/16/18</td>
<td>1</td>
<td>Module</td>
<td>Module 01: Patient Interviewing, Presentations, and Counseling</td>
<td>1, 2, 3</td>
<td></td>
<td>Kalen Manasco</td>
</tr>
<tr>
<td>08/16/18</td>
<td>1.1</td>
<td>Lecture</td>
<td>Lecture 1: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/16/18</td>
<td>2</td>
<td>Lecture</td>
<td>Lecture 2: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/16/18</td>
<td>3</td>
<td>Lecture</td>
<td>Lecture 3: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/16/18</td>
<td>4</td>
<td>Lecture</td>
<td>Lecture 4: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/16/18</td>
<td>5</td>
<td>Lecture</td>
<td>Lecture 5: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/16/18</td>
<td>6</td>
<td>Lecture</td>
<td>Lecture 6: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/20/18</td>
<td>7</td>
<td>Lecture</td>
<td>Lecture 7: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/20/18</td>
<td>8</td>
<td>Lecture</td>
<td>Lecture 8: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/20/18</td>
<td>9</td>
<td>Lecture</td>
<td>Lecture 9: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/20/18</td>
<td>10</td>
<td>Lecture</td>
<td>Lecture 10: Patient Interviewing, Presentations, and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**
- Syllabus Objectives: 1, 2, 3
- Contact Time [min]: 2hr
- Responsible: Kalen Manasco
<table>
<thead>
<tr>
<th>Delivery Date</th>
<th>Mod#</th>
<th>Activity</th>
<th>Activity Title</th>
<th>Syllabus Objectives</th>
<th>Contact Time [min]</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/25/18</td>
<td></td>
<td>Performance</td>
<td>Indicate whether this is an individual or group activity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>Lab</td>
<td>Skills Lab Session 11</td>
<td>9, 12</td>
<td>2hr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>Module</td>
<td>Module 12 Skin Patient Care</td>
<td>1, 2, 3, 10, 11</td>
<td>2hr</td>
<td>Erin Lyn St Onge</td>
</tr>
<tr>
<td>11/01/18</td>
<td>12.1</td>
<td>Video Lecture</td>
<td>Skin Patient Care</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Quiz In-class Graded</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Performance</td>
<td>Indicate whether this is an individual or group activity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>Lab</td>
<td>Skills Lab Session 12</td>
<td>1, 2, 3, 10, 11</td>
<td>2hr</td>
<td>Robin Moorman Li</td>
</tr>
<tr>
<td>11/01/18</td>
<td>13</td>
<td>Module</td>
<td>Module 13 Musculoskeletal Patient Care</td>
<td>1, 2, 3, 10, 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>13.1</td>
<td>Video Lecture</td>
<td>Musculoskeletal Patient Care</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/01/18</td>
<td></td>
<td>Quiz In-class Graded</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Performance</td>
<td>Indicate whether this is an individual or group activity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/08/18</td>
<td>13</td>
<td>Lab</td>
<td>Skills Lab Session 13</td>
<td>1, 2, 3, 10, 11</td>
<td>2hr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13.1</td>
<td>Video Lecture</td>
<td>Musculoskeletal Patient Care</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/08/18</td>
<td></td>
<td>Quiz In-class Graded</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/15/18</td>
<td>13</td>
<td>Lab</td>
<td>Skills Lab Session 13</td>
<td>1, 2, 3, 10, 11</td>
<td>2hr</td>
<td></td>
</tr>
<tr>
<td>11/18/18</td>
<td></td>
<td>Exam</td>
<td>Top 200 Drugs Exam</td>
<td>2hr</td>
<td></td>
<td>James Robert Taylor</td>
</tr>
</tbody>
</table>