PHA5103 Principles of Patient Centered Care
Fall 2019
2 Credit Hours – A-E Grading

This course explores medication use by patients and health professionals and teaches strategies pharmacists can use to gather information for identifying and resolving drug therapy problems, with an emphasis on improving communication and information transfer with patients and other health care providers. Modern health care embraces a shift to more patient-centered models of care, whereby patients are actively involved in making decisions about treatments, setting personal goals for treatment, and monitoring health outcomes. In order for pharmacists to participate in more patient-centered care, they must have strong interpersonal communication skills. Outcomes of therapy are enhanced by providers who communicate more effectively and build more positive relationships with health care teams and the patients they serve.

Teaching Partnership Leader
Rich Segal, R.Ph., Ph.D.
• Email: segal@cop.ufl.edu
• Office: HPNP 4332C
• Phone: 352-273-6265
• Office Hours: By Appointment only

Kathryn J Smith, Pharm.D.
• Email: ksmith@cop.ufl.edu
• Office: HPNP 2303
• Phone: 352-294-8287
• 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.
   ST1.2. Collect a medication history from a patient or caregiver.
   ST1.3. Determine a patient’s medication adherence.
2. Analyze information to determine the effects of medication therapy, identify medication-related problems, and prioritize health-related needs.
   ST2.4. Perform a comprehensive medication review (CMR) for a patient
   ST2.6. Compile a prioritized health-related problem list for a patient.
4. Implement a care plan in collaboration with the patient, caregivers, and other health professionals.
   ST4.1. Write a note that documents the findings, recommendations, and plan from a patient encounter.
   ST4.2. Educate a patient regarding the appropriate use of a new medication, device to administer a medication, or self-monitoring test.
   ST4.4. Assist a patient with behavior change (e.g., use shared decision making and motivational strategies).

Population Health Promoter Domain

8. Minimize adverse drug events and medication errors.
   ST 8.1. Assist in the identification of underlying system-associated causes of errors.

Course-Level Objectives

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

1. Describe how the medication use system (which processes a medication order) can lead to drug therapy problems (DTP), preventable drug-related morbidity, medication errors, and other system failures.
2. Describe the adverse outcomes that a pharmacist can prevent or collaboratively manage/solve including adverse drug reactions, drug-related morbidity, and adverse drug events.
3. Evaluate scenarios that illuminate problems related to medication management and medication safety and explain how these problems happened.
4. Define pharmaceutical care, the role of the profession of pharmacy in helping society to fulfill a need, and a pharmaceutical care system.
5. Describe the elements of an ideal pharmaceutical care system which responds to a quality problem and explain how this affects patient outcomes and costs of care.
6. Reflect on the philosophy of practice as the ethical foundation for pharmaceutical care practice that prescribes appropriate professional behavior.
7. Apply the pharmacists’ patient care process in solving a basic patient adherence problem.
8. Practice documenting information collected during a patient interview.
9. Identify the socio-cultural relationships in the pharmacists’ patient care process and clarify their importance in the overall system.
10. Employ strategies for successfully accomplishing active listening and empathy as core communication principles during a patient interview and why each is important.
11. Employ effective communication and rapport building techniques that empower patients to consider and accomplish health behavior change (i.e., use of Motivational Interviewing).
12. Respond humanely to patient concerns within the framework of shared decision-making using a patient-centered approach.

Course Pre-requisites

1. Admission to the Doctor of Pharmacy program.
Course Co-requisites

1. There are no co-requisites for this course.

Course Outline

See Appendix B. 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

   - Select chapters will be posted on Canvas.

Use UF VPN to access UF Libraries Resources when off-campus.
The UF HSC library staff can assist you with questions or issues related to accessing online library materials. For assistance contact your College of Pharmacy librarian or visit the HSC Library Website at this URL: http://www.library.health.ufl.edu/

Suggested Textbooks/Readings
Suggested readings will be posted on Canvas.

Other Required Learning Resources
N/A

Materials & Supplies Fees
None
Student Evaluation & Grading

Evaluation Methods and How Grades are calculated.

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<th>Assessment Item</th>
<th>Grade Percentage</th>
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<td>tRATs [6 @ 2.5% ea.]</td>
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<td>Practice Patient Interview Assignment</td>
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<td>Motivational Interviewing Assignment</td>
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Table 1. Grading Scale

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: https://curriculum.pharmacy.ufl.edu/current-students/course-policies/
Course Evaluation Process

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at https://gatorevals.aa.ufl.edu/students/. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via https://ufl.bluera.com/ufl/. Summaries of course evaluation results are available to students at https://gatorevals.aa.ufl.edu/public-results/. 
Appendix A. Course Directory

Teaching Partnership Leader/Course Director:
Rich Segal, R.Ph., Ph.D.  Kathryn J Smith, Pharm.D.
Email: segal@cop.ufl.edu  Email: ksmith@cop.ufl.edu
Office: HPNP 4332C  Office: HPNP 2303
Phone: 352-273-6265  Phone: 352-294-8287

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

Instructional Designer:
Holly Fremen
Email: holly.fremen@cop.ufl.edu
Office: HPNP 4309
Phone: 352-273-5558
8/6/2019 3:09 PM

**Academic Coordinator**

Natalie Hasty
Email: nataliehasty@cop.ufl.edu
Office: HPNP 4312
Phone: 352-273-6002
Absence/Tardy Email: absent1pd@cop.ufl.edu
(Visit the course policy site for further instructions)

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**Educational Coordinators**

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

Iverta Allen  
Email: iallen1@cop.ufl.edu  
Office: Orlando Campus

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**Questions to Ask:**

- Issues related to course policies (absences, make up exams, missed attendance)
- Absence/tardy 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 in gradebook (missing grades, incorrect grade)
- Assistance with ExamSoft® (Distance campus students may contact the Educational Coordinator for use of Examplify® 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:

Eric Egelund, Pharm.D.
Email: eegelund@ufl.edu
Office: Jacksonville campus
Phone: 904-244-9876

Shannon Miller, Pharm.D.
Email: smiller@cop.ufl.edu
Office: Orlando campus
Phone: 407-313-7031

Amber Connelly, Pharm.D.
Email: amber.connelly@cop.ufl.edu
Office: Gainesville campus
Phone: 352-273-9625
<table>
<thead>
<tr>
<th>Module</th>
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- **Reading**:
  - 10.00 AM: Introduction to Pharmaceutical Care and Philosophy
  - 10.30 AM: Practice of Pharmacy - Part I
  - 11.00 AM: Practice of Pharmacy - Part II

- **Activity**:
  - Group Activity: DTP VS DMM Warmup
  - Group Activity: Drug Therapy Scenarios - What they are and how they happen
  - Group Activity: Introduction to Pharmaceutical Care and Philosophy

- **Assignment**:
  - In-Class Activity: Quiz - In-Class Activity 1 (Mod 1)
  - In-Class Activity: Quiz - In-Class Activity 2 (Mod 1)
  - In-Class Activity: Quiz - In-Class Activity 3 (Mod 1)

- **Assessment**:
  - Module 2: Introduction to the Course
  - Module 3: Medication Management and Medication Safety

- **Unit Topic**:
  - Module 0: Introduction to the Course
  - Module 1: Medication Management and Medication Safety

- **Course Time**:
  - 08/22/19: 10:00 AM - 10:30 AM
  - 08/22/19: 10:30 AM - 11:00 AM
  - 08/22/19: 11:00 AM - 11:30 AM
  - 08/22/19: 11:30 AM - 12:00 PM
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  - 08/22/19: 6:00 PM - 6:30 PM
  - 08/22/19: 6:30 PM - 7:00 PM

- **Contact Time**:
  - 08/22/19: 10:00 AM - 7:00 PM

- **Semester Objectives**:
  - Responsible for preparing for and attending class
  - Study and complete assigned readings and assignments

- **Recommended Text**:
  - Textbook: "Principles of Pharmaceutical Care" by Smith and Johnson

- **Additional Resources**:
  - Canvas: Assignments and Discussion Forums
  - Library: Research Materials

- **Appendix B: PHA 5103 Course Schedule**
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**Module 5: Patient-Centered Communication**

**Module 5: Patient-Centered Communication**

- **Assignment Reflection on Documentation**
- **Reading**

**Module 4: The Care Plan**

- **Assignment Reflection on Documentation**
- **Reading**

**Module 3: The Pharmacists' Patient Care Process**

- **Assignment Reflection on Documentation**
- **Reading**

**Module 2: The Process of Practice**

- **Assignment Reflection on Documentation**
- **Reading**

**Module 1: The Role of the Pharmacist**

- **Assignment Reflection on Documentation**
- **Reading**

**Syllabus Objectives**

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**Objectives:**
- Central Interventions
- Specific Interventions to Introduce Principles of Motivational Interviewing
- Vignette Peer Evaluations
- ALS Exam

**Contact Time:**
- Week 3: Chapter 4 (Stop at Section called "The What")
- Week 4: Module 2 (The Human Brain and Treat)
- Week 5: Module 1 (Introduction and Background to Motivational Interviewing)
- Week 6: Module 3 (The Power of Empathy)
- Week 7: Module 4 (Stop at Section called "The Who")

**Recommended Date:**
- 09/03/19
<table>
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<th>Date</th>
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<td>Read: PDC as the Preferred Method of Measuring Adherence, Addressing Patient-Specific Barriers to Medication Adherence with the Patient-Centric Interventions</td>
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