

# PHA5727 Principles of Systems Based Practice

Fall, 2020

*1 Credit Hour – [A-E Grading]*

*Pharmacists practice in a complex and evolving US healthcare delivery system of government and private health insurance programs. The purpose of this course is to introduce the student to the medication use system and role of pharmacists in various practice settings within the US healthcare system. In addition, this course will introduce medication safety and quality improvement with a focus on patient advocacy.*

## Teaching Partnership Leaders

Christina E. DeRemer, PharmD, BCPS, BCACP, TTS, FASHP

- Email: [cderemer@ufl.edu](mailto:cderemer@ufl.edu) (preferred)
- Office: HPNP 3306/GNV
- Phone: 352-273-6224
- Office Hours: weekly on Tuesday – see hours posted below. Additional times are available with requests
  - 8/18/20: 1-2pm
  - 8/25/20: 2-3pm
  - 9/1/20: 11-12am
  - 9/9/20: 1-2pm
  - 9/11/20 (ADDITIONAL Friday): 10-11am
  - 9/14/20 (ADDITIONAL Monday): 1030-1130am

To attend – please join via this zoom link:

<https://ufl.zoom.us/j/4441255366?pwd=N2tBM1V2RmhKSnZHU29OaDlwbm1xUT09>

- Or you could just join meeting ID: 444 125 5366  
Passcode: DEREMER

If you are planning to attending only via phone: +16465588656,,4441255366#

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*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:

Practice Manager Domain

13. Oversee the pharmacy operations for an assigned work shift. ST13.1. Implement pharmacy policies and procedures.

ST13.2. Supervise and coordinate the activities of pharmacy technicians and other support staff.

ST13.3. Assist in training pharmacy technicians and other support staff.

- ST13.5. Identify pharmacy service problems and/or medication safety issues. ST13.6. Maintain the pharmacy inventory.
- ST13.8. Interpret pharmacy quality and productivity indicators using continuous improvement quality techniques.
- ST13.9. Assist in the preparation for regulatory visits and inspections.
14. Fulfill a medication order.
- ST14.1. Enter patient-specific information into an electronic health or pharmacy record system.
- ST14.5. Determine the patient co-pay or price for a prescription.
- ST14.6. Ensure that formulary preferred medications are used when clinically appropriate.
- ST14.7. Obtain authorization for a non-preferred medication when clinically appropriate.

## Course-Level Objectives

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

1. Describe the US healthcare system and the relationship of medication use systems.
2. Identify major health insurance programs providing medical and pharmacy benefits to US citizens.
3. List elements of a managed prescription drug benefit that help manage the cost and utilization rate of prescription benefits, and the impact on pharmacy practice.
4. Identify drug attributes used to assess drug value by drug formulary decision makers in managed care plans and hospitals.
5. Describe how to identify authorized patient medication disposal locations in Florida.
6. Describe the purchasing and distribution process of controlled substances in both community and hospital settings.
7. Identify potential pharmacy practice and patient care benefits of electronic prescribing
8. Describe the medication use system in both community and hospital settings (ie, procurement, storage, prescribing, transcription, dispensing, administration, monitoring, and documentation).
9. Describe the role of the pharmacist in impacting the safety and efficacy of each component of a typical medication use system (i.e., procurement, storage, prescribing, transcription, dispensing, administration, monitoring, and documentation).
10. Describe how pharmacy information systems and automation is used to support safe and efficient drug distribution in a community or hospital setting.
11. Compare and contrast centralized and decentralized drug distribution systems in a hospital setting.
12. Identify non-distributive pharmacy services provided by a hospital pharmacist.
13. Describe strategies and the role/responsibilities of the pharmacist in safety and quality improvement in different practice settings.
14. Describe how managed care plan pharmacists use Medicare Stars measures to improve drug outcomes and safety.
15. Describe the role of The Joint Commission and the National Patient Safety Goals to improve patient outcomes and safety in health-systems.
16. Recommend how to serve as a patient advocate to help patients: a) understand their healthcare issues/needs, b) solve insurance problems, and c) procure medications through medication assistance programs.

## 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. 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

1. There is no required textbook for this course. Required readings will be posted in 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.

[The Canvas© gradebook will be set-up using the percentages below to compute the grade.]

Assessment Item	Grade Percentage
Quizzes [4]	40%
Assignment: Pharmacy Benefits Activity- individual submission	10%
Assignment: Safety activity –individual submission	10%
Assignment: Panel question with reflection for patient advocacy	5%
Final Exam	35%
<b>Total</b>	<b>100%</b>

*Table 1.1 Evaluation and Grading Above*

**\*\*Note that late assignments will NOT be accepted and a grade of zero will be given for the respective assignment**

*Table 1.2 grading scale*

Percentage	Letter Grade
92.50-100%	A
89.50-92.49%	A-
86.50-89.49%	B+
82.50-86.49%	B
79.50-82.49%	B-
76.50-79.49%	C+
72.50-76.49%	C
69.50-72.49%	C-
66.50-69.49%	D+
62.50-66.49%	D
59.50-62.49%	D-
< 59.50%	E

#### **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."

**Pharmacy Benefit Activity:** Completed during an in-class active learning session. Students will have the opportunity to understand healthcare needs while solving insurance problems and advocating for patient safety. Student will analyze coverage criteria and choose appropriate medications to be placed on a formulary from a pharmacy benefit manager or health plan perspective.

**Safety Activity:** Students will be provided practice situations or tool characteristics that allow them to select between tools and/or methods used to improve medication safety and process improvement.

- PDCA (PDSA)
- FMEA
- SWOT
- RCA

This activity will be a multiple-choice selection, open answer, or other short answer that will be completed after module 5.

**Panel Assignment:** this assignment has 2 part to receive full credit. Part 1 will be to list 10 videos at minimum watched and submit 1 question minimum for in class panel discussion. Part 2 will follow the panel. Student are to write a reflective statement, no more than 100 words describing the patient advocacy activities for one of the panelist.

## Makeup Assignments

Makeup assignments may be required for excused absences from all Active Learning Sessions. Students will be required to complete the makeup assignment within one week of the missed session.

## 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 General [Pharm.D. Course Policies](#) carefully, at this URL: <http://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(s):

Christina E. DeRemer, PharmD, BCPS, BCACP, TTS, FASHP

- Email: [cderemer@ufl.edu](mailto:cderemer@ufl.edu) (preferred)
- Office: HPNP 3306/GNV
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### Questions to Ask:

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

## Other Teaching Partnership Faculty Members:

Stacey Curtis, PharmD

- Email: [scurtis@cop.ufl.edu](mailto:scurtis@cop.ufl.edu)
- Office: HPNP 2336/GNV
- Phone: 352-273-6232

Teresa E Roane, Pharm.D., MBA, BCACP

- Email: [troane@cop.ufl.edu](mailto:troane@cop.ufl.edu)
- Office: Gainesville East Campus
- Phone: (352) 273-9692

## Instructional Designer:

Name: Holly Fremen

- Email: [holly.fremen@cop.ufl.edu](mailto:holly.fremen@cop.ufl.edu)
- Office: HPNP 4309
- Phone: 352-273-5558

## Academic Coordinator Gainesville Campus:

Name: Nicole Marlowe

- Email: [nicolemarlowe@cop.ufl.edu](mailto:nicolemarlowe@cop.ufl.edu)
- Office: HPNP 4312
- Phone: 352-273-6523

Absence/Tardy Email: [absent1pd@cop.ufl.edu](mailto:absent1pd@cop.ufl.edu) (Visit the [course policy site](#) for further instructions)

## Educational Coordinators

Name: McKenzie Wallen

- Email: [mwallen@cop.ufl.edu](mailto:mwallen@cop.ufl.edu)
- Office: Jacksonville Campus

Name: Iverta Allen

- Email: [iallen1@cop.ufl.edu](mailto:iallen1@cop.ufl.edu)
- Office: Orlando Campus

### 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.

## Appendix: Course Outline: See Link Below

<u>Dates for Independent Study</u>	<u>Mod #</u>	<u>Activity</u>	<u>Activity Title</u>	<u>[min]</u>	<u>Objectives</u>	<u>Responsible</u>
	1	Module	Module 1: Introduction to Healthcare Systems		1	
8/12/20	1.1	Video lecture	Welcome Course Video			Christina DeRemer
8/12/20	1.2	Video Lecture	Welcome Team Video	6		Christina E. DeRemer, Stacey Curtis, Teresa Elaine Roane
<b>DUE: 8/17/20 @ 5:00pm</b>	1	Quiz Self-Assessment	Course Introduction Quiz			Christina E. DeRemer
8/17/20	1.3	Video Lecture	Watch: Overview of the US Healthcare System and Introduction to Medication Use System: Pharmacist Opportunities	46		Teresa Elaine Roane
8/17/20	1	Reading	Read: Exploring Pharmacists Role in a Changing Healthcare Environment (PDF) Pages 6-22	45		Teresa Elaine Roane
<b>DUE: 8/19/20 @ 5:00pm</b>		Quiz Online Graded	Assignment: Online Quiz 1 (Module 1) - 10min time limit once started			Teresa Elaine Roane
	2	Module	Module 2: Community Medication Use System		5-10, 16	Stacey Davidson Curtis
8/19/20	2.1	Video Lecture	Watch: Community Medication Use System, Part 1	70		Stacey Davidson Curtis
8/20/20	2.2	Video Lecture	Watch: Community Medication Use System, Part 2	37		Stacey Davidson Curtis
	3	Module	Module 3: Hospital Medication Use System		5-12, 16	Christina E. DeRemer
8/20/20	3.1	Video Lecture	Watch: Part 1: Hospital Pharmacy: Types of hospitals and areas of pharmacy practice	40		Christina E. DeRemer
8/21/20	3.2	Video Lecture	Watch: Part 2: Hospital Pharmacy: Qualified and integrated pharmacist	26		Christina E. DeRemer
8/21/20	3.3	Video Lecture	Watch: Part 3: Hospital Pharmacy: Intro to medication use process and financial aspects	37		Christina E. DeRemer
8/24/20	3.4	Video Lecture	Watch: Part 4: Hospital Pharmacy: Life of a medication order	58		Christina E. DeRemer



08/25/20 at 10:40am - 12:35pm	2 & 3	Active Learning Session--VC	Active Learning Session 1: Life of a Medication order: Community and Hospital Health System	120		Christina E. DeRemer, Stacey Curtis
8/25/20		Quiz In-class Graded	Quiz 2 (Modules 2 and 3)			Christina DeRemer, Stacey Curtis
	4	Module	Module 4: Managed Care Pharmacy Benefit Principles		1-4, 14, 16	Teresa Elaine Roane
8/27/20	4.1	Video Lecture	Watch: Managed Care Principles	54		Teresa Elaine Roane
8/28/20	4	Other	<a href="https://professionals.optumrx.com/content/dam/optum3/professional-optumrx/resources/pdfs/Premium-Formulary.pdf">Review Structure: OptumRx Drug Formulary 2020</a> <a href="https://professionals.optumrx.com/content/dam/optum3/professional-optumrx/resources/pdfs/Premium-Formulary.pdf">https://professionals.optumrx.com/content/dam/optum3/professional-optumrx/resources/pdfs/Premium-Formulary.pdf</a>	15		Teresa Elaine Roane
8/28/20	4	Other	<a href="https://www.healthsystemtracker.org/chart-collection/recent-forecasted-trends-prescription-drug-spending/?sf_s=drugs#item-growth-prescription-spending-slowed-2016-increasing-rapidly-2014-2015_2016">Review: What are the recent and forecasted trends in prescription drug spending?</a> <a href="https://www.healthsystemtracker.org/chart-collection/recent-forecasted-trends-prescription-drug-spending/?sf_s=drugs#item-growth-prescription-spending-slowed-2016-increasing-rapidly-2014-2015_2016">https://www.healthsystemtracker.org/chart-collection/recent-forecasted-trends-prescription-drug-spending/? sf s=drugs#item-growth-prescription-spending-slowed-2016-increasing-rapidly-2014-2015_2016</a>	15		Teresa Elaine Roane
8/29/20	4	Reading	Read: AMCP Managed Care Pharmacy (PDF)	30		Teresa Elaine Roane
<b>DUE: 9/1/20 @ 10:25AM</b>		Assignment Graded	Assignment: In class activity – graded: select medication from PBM scenarios			Stacey Curtis, Teresa Elaine Roane
09/01/20 at 8:30am - 10:25am	2 & 4	Active Learning Session--VC	Active Learning Session 2: Life of a Medication order: Community and PBM Pharmacy Benefit Activity	120		Christina DeRemer, Stacey Curtis, Teresa Elaine Roane
9/1/20		Quiz In-class Graded	Quiz 3 (Module 4)			Teresa Elaine Roane
9/2/20		Video Lecture	Watch: Panel Pharmacy Careers	50		Christina DeRemer
	5	Module	Module 5: Safety and Quality Improvement		9, 13-16	

9/2/20	5.1	Video Lecture	Watch: Medication Safety and Process Improvement	34		Christina E. DeRemer, Stacey Curtis
9/2/20	5.2	Video Lecture	Watch: ISMP	20		Christina E. DeRemer, Stacey Davidson Curtis
9/3/20	5.3	Video Lecture	Watch: Quality Standards	23		Christina E. DeRemer, Stacey Davidson Curtis
9/3/20	5.4	Video Lecture	Watch: Safety and Quality Improvement Processes	25		Teresa Elaine Roane
<b>DUE: 9/10/20 at noon</b>		Assignment Graded	Module 05 Assignment			Christina DeRemer, Stacey Curtis
<b>DUE: 9/4/20 @ noon</b>		Assignment Graded	Pre-Panel activity: Watch 10 panel videos and submit 1 question for live panel discussion			Christina DeRemer
<b>09/08/20 at 10:40am - 12:35pm</b>	<b>1-5</b>	<b>Active Learning Session--VC</b>	<b>Active Learning Session 3: Panel and patient advocacy discussion</b>	<b>120</b>		<b>Christina DeRemer, Stacey Curtis, Teresa Roane</b>
9/8/20		Quiz In-class Graded	Quiz 4 (Module 5)			Christina DeRemer, Stacey Curtis, Teresa Roane
<b>DUE: 9/11/20 @ noon</b>	<b>2</b>	Assignment Graded	Assignment: Post-Panel Assignment: reflection activity and advocacy statement			Christina DeRemer
<b>09/15/20 at 8:30am - 10:30am</b>	<b>1-5</b>	<b>Exam</b>	<b>Final Exam</b>	<b>120</b>		<b>Christina DeRemer, Stacey Curtis, Teresa Roane</b>
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