

PHA5103 Principles of Patient Centered Care

Fall 2023

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 Leaders

Rich Segal, R.Ph., Ph.D.

- Email: segal@cop.ufl.edu
- Office: DSIT 6304/HPNP 2302
- Phone: 352-273-6265

Office Hours: See canvas course site for posted office hours.

Jessica Huston, Pharm.D.

- Email: jessicahuston@cop.ufl.edu
- Office: Jacksonville Campus, Tower 2
- Phone: 904-244-9590

Office Hours: See canvas course site for posted office hours.

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 (PDRM), 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 pharmacy profession in helping to fulfill a societal need, and a pharmaceutical care system.
5. Describe the elements of an ideal pharmaceutical care system that responds to a quality problem and explain how this affects patient outcomes and costs of care.
6. Describe the Pharmacists' Patient Care Process (PPCP) steps and apply the PPCP in solving a basic patient adherence problem.
7. Practice documenting information collected during a patient interview.
8. Identify the socio-cultural relationships in the Pharmacists' Patient Care Process (PPCP) and clarify their importance in the overall system.
9. Employ strategies for successfully accomplishing active listening and empathy as core communication principles during a patient interview and why each is important.
10. Employ effective communication and rapport-building techniques that empower patients to consider and accomplish health behavior change (i.e., Motivational Interviewing).
11. Describe conflict resolution and assertiveness strategies that may be used when communicating with a patient who has medication adherence issues.
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

N/A

Required Textbooks/Readings

1. Pharmaceutical Care Practice: The Patient-Centered Approach to Medication Management Services (available in AccessPharmacy). Referred to as Text 1 in weekly description of syllabus.
2. Required readings for each module are specified 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

Recommended readings will be posted on Canvas.

Other Required Learning Resources

N/A

Materials & Supplies Fees

N/A

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
iRATs [6 @ 2.50% ea.] (Each iRAT will include 5 questions.)	15%
tRATs [6 @ 1.66% ea.]	10%
Practicing Documentation Assignment	5%
Practice Patient Interview Assignment	5%
Motivational Interviewing Assignment	10%
Midterm Exam (Mod 00, 01, 02, 03)	20%
Final Exam (Cumulative)	35%
Total	100%

Table 1.1 Evaluation and Grading Above

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."

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/>

Artificial Intelligence Use

The use of artificial intelligence (AI) text generators such as ChatGPT on assignments, projects, quizzes, and exams is prohibited in this course. Use of AI text generators is considered evidence of academic dishonesty. If a student is uncertain about the use of AI technology, it is the student's responsibility to ask the instructor prior to beginning the assignment or assessment.

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/>

Attendance Policy

Attendance is mandatory for active learning sessions such as team-based learning sessions, case discussions, laboratory sessions, and other activities that the instructor designates as required. This course has 7 required sessions. A student who misses greater than 1 session for this course (greater than 25% of the required active learning sessions) will receive an incomplete in the course and will retake the course during the next offering, resulting in delayed graduation.

Late Assignment Policy

Assignments submitted for credit after the assigned due date will not be accepted and a grade of zero will be given for the respective assignment.

Makeup Assignments

Makeup assignments will not be required for excused absences from Active Learning Sessions; however, students are responsible for the subject matter covered during Active Learning Sessions regardless of attendance.

Accessibility and Belonging Statement

The University of Florida College of Pharmacy strives to stimulate a culture that promotes diversity and inclusion within an exceptional community of students, faculty, and staff. It is our intent that students from all diverse backgrounds and perspectives be well served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to this class be viewed as a resource, strength, and benefit.

We intend to present materials and activities that are respectful of diversity: gender, sexuality, disability, age, socioeconomic status, ethnicity, race, and culture. Your suggestions are encouraged and appreciated. Please let us know ways to improve the course's effectiveness for you personally or for other students or student groups.

If any of our class meetings conflict with any of your religious events, an excused absence will be provided when requested using the standard UF COP process as detailed in the [UF COP Course policies](#).

If you feel that you have experienced or witnessed any bias/treatment that falls short of these expectations, you may submit a report through the UF [COP Student Mistreatment Report](#).

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):

Rich Segal, R.Ph., Ph.D.

- Email: segal@cop.ufl.edu
- Office: - DIST 6304
- Phone: 352-273-6265

Office Hours: See canvas course site for posted office hours.

Jessica Huston, Pharm.D.

- Email: jessicahuston@cop.ufl.edu
- Office: Jacksonville Campus, Tower 2
- Phone: 904-244-9590

Office Hours: See canvas course site for posted office hours.

Questions to Ask:

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

Other Teaching Partnership Faculty Members:

Eric Egelund, Pharm.D., Ph.D

- Email: eegelund@ufl.edu
- Office: Jacksonville Campus
- Phone: 904-244-9876

Teresa Roane, Pharm.D.

- Email: TRoane@cop.ufl.edu
- Phone: 352-273-9692

Instructional Designer:

Holly Fremen

- Email: holly.fremen@cop.ufl.edu
- Office: HPNP 4309
- Phone: 352-273-5558

Academic Coordinator Gainesville Campus:

Ashley C. Williams

- Email: acwilliams@ufl.edu
- Office: HPNP 4309
- Phone: 352-273-9951

Absence/Tardy Process: (Visit the course policy site for further instructions)

Educational Coordinators

Katie Orben

- Email: korben06@ufl.edu
- Office: Jacksonville Campus
- Phone: 904-244-9590

Jessica Linares

- Email: jnoriegalinaires@ufl.edu
- Office: Orlando Campus
- Phone: 407-313-4087

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 Exemplify and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.

Appendix B: Course Outline: See Link Below

Date / Time	Mod #	Activity	Activity Title	Obj	Contact Time (hr)	Faculty
	0	Module	Module 0: Introduction to the Course			Richard Segal
08/21/23	0.1	Lecture Video	Watch: Introduction to Course		0.5	Richard Segal
08/21/23	0	Reading	Read: Text 1, Chapter 4 "Stop at Section called Adherence as a Test of Patient Centeredness"		0.75	Richard Segal
08/22/23	0	Quiz (Self-Assessment)	Course Introduction Quiz			Richard Segal
	1	Module	Module 1: Medication Management and Medication Safety	1-3		Richard Segal
08/21/23	1.1	Lecture Video	Watch: Medication Use System, Medication Management & Safety Part I		0.5	Richard Segal
08/21/23	1.2	Lecture Video	Watch: Medication Use System, Medication Management & Safety Part II		0.5	Richard Segal
08/22/23	1	Video Other	Listen: Insulin's High Cost Leads to Lethal Rationing (see Canvas)		0.05	Richard Segal
08/22/23	1	Reading	Read: How Many Die from Medical Mistakes in U.S. Hospital (see Canvas)		0.05	Richard Segal
08/22/23	1	Reading	Read: Disturbing New Study Finds Medication Errors in Half of all Surgeries (see Canvas)		0.05	Richard Segal
08/22/23	1	Reading (Web)	Fatal Overdose Uncovers Need to Rethink Where Pediatric IV Medications Are Dispensed and Administered. https://www.ismp.org/resources/fatal-overdose-uncovers-need-rethink-where-pediatric-iv-medications-are-dispensed-and-administered		0.15	Richard Segal
08/22/23	1	Reading (Web)	Medication-Related Hospital Readmissions Within 30 Days of Discharge: Prevalence, Preventability, Type of Medication Errors and Risk Factors. https://www.frontiersin.org/articles/10.3389/fphar.2021.567424/full		0.2	Richard Segal

08/22/23	1	Reading	Read: Background Therapeutics Primer		0.25	Richard Segal
08/22/23	1	Recommended	Hepler and Segal text. Preventing Medication Errors and Improving Drug Therapy Outcomes through Systems Management			Richard Segal
08/22/23	1	ALS Prep	Student Study Guide			Richard Segal
08/23/23 GNV 10:00-11:50am JAX 1:00-2:50pm ORL 3:00-4:50pm	0-1	Active Learning Session--Asynch	Active Learning Session 1: DTP/DRM, Drug Therapy Scenarios		2	Eric Egelund, Jessica Huston, Richard Segal
08/23/23	1	Quiz (iRAT/tRAT)	iRAT and tRAT (Mod 1)			Richard Segal
08/23/23	1	In-class Activity	Group Activity 1: DTP vs DRM Warmup			Richard Segal
08/23/23	1	In-class Activity	Group Activity 2. Drug Therapy Scenarios - what they are and how did they happen			Richard Segal
08/22/23	2	Module	Module 2: The Pharmacists' Patient Care Process	6-7		Jessica Huston, Richard Segal
08/23/23	2	Lecture Video	Watch lecture video 2.1 - Introduction to Pharmaceutical Care		0.5	Richard Segal
08/23/23	2	Recommended	Read Opportunities and responsibilities in pharmaceutical care (see Canvas).			Richard Segal
08/24/23	2	Lecture Video	Watch lecture video 2.2 - The Pharmacists Patient Care Process		0.5	Jessica Huston
			Module 2.2 Practice Quiz			Jessica Huston
08/24/23	2	Optional/Supplemental	Module 2 Study Guide			Jessica Huston, Richard Segal
08/24/23	2	Recommended	Read Chapter 1: The Patient Care Process Pharmacotherapy: A Pathophysiologic Approach, 11e (available on accesspharmacy)			Jessica Huston

08/25/23 8:00am - 9:50am	2	Active Learning Session	Active Learning Session 2: Pharmacists' Patient Care Process		2	Eric Egelund, Jessica Huston, Richard Segal
08/25/23	2	Quiz (iRAT/tRAT)	iRAT and tRAT (Mod 2)			Jessica Huston
08/25/23	2	In-class Activity	Group Activity: Working through the Pharmacists Patient Care Process/ Mr. Hammer Case			Jessica Huston, Richard Segal
08/28/23	3	Module	Module 3: Documenting Patient Care			Jessica Huston
08/28/23	3.1	Lecture Video	Watch: Documenting Patient Care		0.5	Jessica Huston
08/28/23	3.2	Lecture Video	Watch: Assignment Patient Interview Video		0.25	Jessica Huston
08/29/23		Optional/ Supplemental	Practice Quiz: Knowledge Check SOAP Notes			Jessica Huston
08/28/23		Optional/ Supplemental	Module 3 Study Guide			Jessica Huston
08/29/23		Optional/ Supplemental	Read: The Pharmacists' Patient Care Process			Jessica Huston
DUE: 8/30/23 9:59am		Assignment (Graded)	Assignment: Patient Interview			Jessica Huston
08/30/23 10:00am - 11:50am	3	Active Learning Session	Active Learning Session 3: Documentation		2	Eric Egelund, Jessica Huston, Richard Segal
08/30/23	3	Quiz (iRAT/tRAT)	iRAT and tRAT (Mod 3)			Jessica Huston
08/30/23	3	In-class Activity	Group Activity: Practicing Documentation			Jessica Huston

DUE: 8/30/23 11:40am	3	Assignment (Graded)	Practicing Documentation			Jessica Huston
08/29/23	4	Module	Module 4: Patient-Centered Communication: Introduction to Motivational Interviewing and Shared Decision Making	8-10		Richard Segal, Teresa Roane
08/29/23	4	Reading	Read: Text 3, Chapter 4 (Stop at Section called "The What, Why, and How of Presentations")		0.75	Richard Segal
08/29/23	4.1	Video Other	Watch: Module Lecture Part 1: The SHARE Approach		0.25	Richard Segal
08/30/23	4.2	Lecture Video	Watch: Introduction to comMlt Modules		0.5	Teresa Roane
08/30/23	4	Lecture Video	Watch: The Power of Empathy		0.25	Richard Segal
08/30/23	4	Lecture Video	comMlt Module 1: Introduction and Background to Motivational Interviewing		1	Richard Segal
08/30/23	4	Other	Read directions to Vignette assignment. Watch Vignettes (see Canvas At-Home Activity)			Richard Segal, Teresa Roane
09/01/23 at 10:00 to 12:00pm	0-3	Exam	Midterm Exam Modules 0-3		2	Jessica Huston, Richard Segal
09/01/23 at 11:59 pm	4	Assignment (Graded)	Assignment: Part 01 of Vignette Assessment Questions Due. Note: Read actions required in Canvas Module04 page once the assignment is turned in for the purpose of completing Part II of the assignment.			Richard Segal
09/01/23	5	Module	Module 5: Communication Principles: Motivational Interviewing	6-10		Teresa Roane
09/01/23	5	Recommended	Read: Motivational Interviewing and Diabetes: What Is It, How Is It Used, and Does It Work? (Welch, Rose, and Ernst 2006)			Teresa Roane
09/01/23	5	Video Other	Watch: Vignettes (see Canvas At-Home Activity in Module 04)		0.5	Richard Segal, Teresa Roane

09/04/23	5	Lecture Video	comMI Module 4: Developing Rapport and the Synergy of MI		1.5	Teresa Roane
DUE: 09/07/23 at 11:59 pm	5	Assignment (Graded)	Assignment DUE: Part 02 of Vignette Assignment Due. Peer Evaluations.			Richard Segal, Teresa Roane
09/06/23 8:00am to 9:50am	4-5	Active Learning Session	Active Learning Session 4: Motivational Interviewing		2	Eric Egelund, Jessica Huston, Richard Segal, Teresa Roane
09/06/23	4-5	Quiz (iRAT/tRAT)	iRAT and tRAT (Mod 4-5)			Teresa Roane
09/06/23	4-5	In-class Activity	Small Group Activity: Using Principles of Motivational Interviewing to Identify Issues Related to Medication Use Application Case			Richard Segal, Teresa Roane
09/06/23	6	Module	Module 6: Communication Principles: Addressing Patient-Specific Barriers to Medication Adherence with Patient-Centric Interventions	9-10		Teresa Roane
09/06/23	6	Reading	Read: Development of the DRAW Tool		0.5	Teresa Roane
09/06/23	6	Recommended	Read: PDC as the Preferred Method of Measuring Medication Adherence			Teresa Roane
09/06/23	6.1	Lecture Video	Watch: Addressing Patient-Specific Barriers to Medication Adherence		0.5	Teresa Roane
09/07/23	6	ALS Prep	Explore: 1. Script Your Future 2. epill - Medication Reminder 3. Millionhearts			Teresa Roane
09/08/23 9:00am to 9:30 am		Exam Review	Exam 01 Review			

09/08/23 at 10:00 to 11:50 am	6	Active Learning Session	Active Learning Session 5: Adherence		2	Eric Egelund, Jessica Huston, Richard Segal, Teresa Roane
09/08/23	6	Quiz (iRAT/tRAT)	iRAT and tRAT (Mod 6)			Richard Segal
09/08/23	6	In-class Activity	Small Group Activity: Communication Principles: Addressing Patient-Specific Barriers to Medication Adherence with Patient-Centric Interventions			Richard Segal, Teresa Roane
		Virtual Office Hours	Virtual Office Hours (attendance optional)			Jessica Huston, Richard Segal
09/11/23	7	Module	Module 7: Communication in Difficult Situations	9-12		Jessica Huston
09/11/23	7	Lecture Video	Watch: Communication in Difficult Situations		0.5	Jessica Huston
09/11/23		Reading	The Power of the Patients Voice : select pages only: 1-13 https://cssjs.nejm.org/landing-page/cj-ebook-2021/The-Power-of-the-Patient-Voice.pdf		0.5	Jessica Huston
09/11/23		Optional/Supplemental	Module 7 Study Guide			Jessica Huston
		Exam Review	Midterm Review			Jessica Huston, Richard Segal
09/13/23 at 8:00 to 9:50am	7	Active Learning Session	Active Learning Session 6: Difficult Conversations		2	Eric Egelund, Jessica Huston, Richard Segal, Teresa Roane
09/12/23		Quiz (iRAT/tRAT)	iRAT and tRAT (Mod 7)			

09/15/23	8	Active Learning Session-- Async	Active Learning Session 7: Wrapping Up - Putting It All Together		2	Eric Egelund, Jessica Huston, Richard Segal, Teresa Roane
Group 1 (GNV 1-7; ORL 29-36) 10:00 to-11:50am						
Group 2 (GNV 8-14; ORL 37-43) 1:00 to 2:50pm						
Group 3 (GNV 15-21; JAX 22-28) 3:00-4:50pm						
09/15/23	1-7	In-class Activity	In-Class Activity: Bring sufficient copies of the DRAW tool to class.			Richard Segal
09/15/23	1-7	In-class Activity	Group Activity: Case Discussion (Lynda Blake) and team role plays that bring together all elements learned in this course (e.g., the patient care process, principles of communication) the patient care process, principles of communication).			Richard Segal
		Virtual Office Hours	Virtual Office Hours (attendance optional)			Jessica Huston, Richard Segal
		Exam Review	Exam Review Virtual Office Hour			
09/13/23 11:45 - 12:00pm		Course Evaluation	Course Evaluation Due			
09/20/23 1:00 to 2:50 pm	1-7	Exam	Exam: Modules 0-8 (Cumulative)			Jessica Huston, Richard Segal
09/20/23 1:00 to 1:30 pm		Exam Review	Exam 2 review			
			Total		27.5	