PHA5727 Principles of Systems Based Practice
Fall, 2023
1 Credit Hour: [A-E Grading]

Course Description:
Pharmacists practice in a complex and evolving healthcare delivery system of government and private health insurance programs in the United States (US). The purpose of this course is to introduce the student to the medication use system and the role of pharmacists in various practice settings within the US healthcare system including Managed Care, Community Pharmacy, and Hospital Pharmacy. In addition, this course will introduce topics including medication safety and quality improvement plus touch on the pharmacist's role in patient advocacy.

Teaching Partnership Leaders
Teresa E. Roane, PharmD, MBA, BCACP, CPh
- Email: troane@cop.ufl.edu
- Phone: 352-273-9692
- Office Hours: See canvas course site for posted office hours. Additional times are available with requests.

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 including:
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 United States (U.S.) healthcare system and the relationship of medication use systems in multiple pharmacy practice settings (hospital, community, managed care).

2. Identify the major health insurance programs that provide medical and pharmacy benefits to U.S. citizens.
3. List elements of managed care principles that help contain the cost and utilization rate of prescription benefits and their impact on pharmacy practice.
4. Describe the medication use system and various steps (i.e., procurement, storage, prescribing, transcription, dispensing, administration, monitoring, and documentation) used in both community and hospital settings.
5. Describe how pharmacy information exchange systems are used to support the safe and efficient medication distribution process in a community or hospital setting.
6. Compare and contrast centralized and decentralized medication distribution systems in a hospital setting and identify non-distributive pharmacy services provided by a hospital pharmacist.
7. Recognize the role and responsibilities of the pharmacist in safety and quality improvement strategies and initiatives in different pharmacy practice settings (hospital, community, managed care).
8. Describe the role of various organizations (i.e., Joint Commission, Centers for Medicare & Medicaid Services, Pharmacy Quality Alliance) focused on the improvement of patient outcomes and safety in healthcare systems.
9. 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
N/A

Required Textbooks/Readings
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
N/A

Student Evaluation & Grading

Evaluation methods and how grades are calculated.

Assessment Item	Grade Percentage
IRAT 3 @ 8.33% each	25%
TRAT 3 @ 6.67% each	20%
Assignment: Pharmacy benefits activity	5%
Assignment: Reflection for patient advocacy	10%
Assignment: Safety activity: part 1 (Individual)	2.5%
Assignment: Safety activity: part 2 (Team)	2.5%
Final Exam	35%
Total	100%

Table 1.1 Evaluation and Grading Above

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

Table 1.2 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."

Graded Assignments:

Pharmacy Benefit Activity:

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

Reflection Activity:
Students will write a reflective statement, no more than 100 words, describing the patient advocacy activities of a pharmacist including how to help someone obtain a medication not covered by health insurance (or when the patient does not have health insurance) and how the student sees themselves advocating for patients in their practice once they become a pharmacist. This activity may be completed during the in-class active learning session although students will have additional time for completion.

Safety Activity:
Students will be provided with practice situations to help identify process improvements while focusing on medication safety and quality. This activity will be divided into two parts: individual assessment and a team exercise. The activity will incorporate a root-cause-analysis assessment and include multiple-choice selection, open answer, or other short answer type questions which will be completed after module 5. This activity will be completed during the in-class active learning 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](http://curriculum.pharmacy.ufl.edu/current-students/technical-help/) 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](http://curriculum.pharmacy.ufl.edu/current-students/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 **3** 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 Assignments

Late assignments will **NOT be accepted** and a grade of zero will be given for the respective assignment

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.

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:

Teresa E. Roane, PharmD, MBA, BCACP, CPh

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

Office Hours: See canvas course site for posted office hours. Additional times are available with requests.

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

Other Teaching Partnership Faculty Members:

Tracy Leonard, RPh, BCCP, BCACP, CDCES, CPh

- Email: tracy.leonard@cop.ufl.edu
- Phone: 352-215-1815

Kaitlin Alexander, PharmD

- Email: kaitlin.alexander@cop.ufl.edu
- Phone: 352-294-5276

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 :(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: jnoriegalinares@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 Examplify 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:

Date / Time	Mod #	Activity	Activity Title	Obj	Contact Time (hr)	Faculty
	1	Module	Module 1: Introduction to Healthcare Systems	1		
08/21/23	1.1	Lecture Video	Welcome Course Video		0.25	Teresa Roane
08/21/23	1.2	Lecture Video	Watch: Overview of the US Healthcare System and Introduction to Medication Use System		1	Teresa Roane
	2	Module	Module 2: Managed Care Systems	1-4		Teresa Roane
08/23/23	2.1	Lecture Video	Watch: Managed Care Principles		1	Teresa Roane
08/23/23		Optional/ Suppl.	Health of the Healthcare System (3:30) https://www.kff.org/health-costs/video/health-of-the-healthcare-system/			Teresa Roane
08/23/23		Optional/ Suppl.	Florida Blue Medication Guides (Review Website): https://www.floridablue.com/members/tools-resources/pharmacy/medication-guide			Teresa Roane
	3	Module	Module 3: Community Medication Use System	5-10, 16		Tracy Leonard
08/25/23	3.1	Lecture Video	Watch: Medication Use System in the Community Pharmacy		1	Tracy Leonard
08/25/23		Optional/ Suppl.	ISMP The Five Rights: https://www.ismp.org/resources/five-rights-destination-without-map			Tracy Leonard
08/25/23		Optional/ Suppl.	Processing a Prescription: https://youtu.be/fjo2rNzAovo			Tracy Leonard
08/29/23 1:00-2:50pm	1-3	Active Learning Session	Active Learning Session 1: Life of a Medication order: Community and PBM (Graded Activity)		2	Teresa Roane, Tracy Leonard
08/29/23	1-2	Quiz (iRAT/tRAT)	IRAT #1			Teresa Roane, Tracy Leonard
DUE: 08/29/23 (by 2:50pm)	1-3	Assignment Graded	Assignment: In class activity – graded: Pharmacy Benefits Activity			Teresa Roane, Tracy Leonard

	4	Module	Module 4: Hospital Medication Use System	4, 6, 8-13		
08/31/23	4.1	Lecture Video	Watch: Part 1: Introduction to Hospital Pharmacy		0.75	Kaitlin Alexander
08/31/23	4.2	Lecture Video	Watch: Part 2: Medication Use Systems in the Hospital		0.75	Kaitlin Alexander
08/31/23	4.3	Lecture Video	Watch: Part 3: Introduction to Hospital Pharmacy Services		1	Kaitlin Alexander
09/07/23 1:00-2:50pm	**3 & 4**	**Active Learning Session**	**Active Learning Session 2: Life of a Medication order: Community and Hospital Health System**		**2**	**Kaitlin Alexander, Teresa Roane, Tracy Leonard**
09/07/23	3 & 4	Quiz (iRAT/tRAT)	IRAT #2			Kaitlin Alexander, Teresa Roane, Tracy Leonard
DUE: 09/07/23 (by 11:59pm)	1-4	Assignment (Graded)	Assignment: In class activity – graded: Patient Advocacy Activity			Kaitlin Alexander, Teresa Roane, Tracy Leonard
	5	Module	Module 5: Safety and Quality Improvement	9, 13-16		Kaitlin Alexander, Teresa Roane, Tracy Leonard
09/08/23	5.1	Lecture Video	Watch: Medication Safety and Process Improvement (Community Pharmacy)		0.75	Tracy Leonard
09/08/23	5.2	Lecture Video	Watch: Tools and Strategies for Medication Safety and Quality Improvement (Hospital Pharmacy)		0.75	Kaitlin Alexander
09/08/23	5.3	Lecture Video	Watch: Safety and Quality Improvement Processes (in Managed Care)		0.75	Teresa Roane
09/08/23	5	Optional/ Suppl.	Read: F.A.C. 64B16-27.300 Standards of Practice - Continuous Quality Improvement Program (PDF)			
09/08/23	5	Optional/ Suppl.	Read: ISMP List of High-Alert Medications in Community/Ambulatory Healthcare (WEB)			
09/08/23	5	Optional/ Suppl.	Read: ISMP List of Error-Prone Abbreviations (WEB)			
09/08/23	5	Optional/ Suppl.	Read: Board of Pharmacy Community Inspection Form (WEB)			

09/08/23	5	Optional/ Suppl.	Read: Board of Pharmacy Class II Institutional Inspection Form (WEB)			
09/08/23	5	Optional/ Suppl	Read: Board of Pharmacy Sterile Compounding Form (WEB)			
09/08/23		Optional/ Suppl.	The Beers Criteria and The Beers List https://agsjournals.onlinelibrary.wiley.com/doi/full/10.1111/jgs.18372			
09/12/23 1:00-2:50pm	**1-5**	**Active Learning Session**	**Active Learning Session 3: Applying Safety and Quality Improvement**	**5-12, 16**	**2**	**Kaitlin Alexander, Teresa Roane, Tracy Leonard**
09/12/23	1-5	Quiz (iRAT/tRAT)	IRAT #3			Kaitlin Alexander, Teresa Roane, Tracy Leonard
DUE: 09/12/23 (by 2:50pm)	1-5	Assignment (Graded)	Assignment: In class activity – graded: Safety Activity - Part. 1 - Individual Assessment			Kaitlin Alexander, Teresa Roane, Tracy Leonard
DUE: 09/12/23 (by 11:59pm)	1-5	Assignment (Graded)	Assignment: In class activity – graded: Safety Activity - Part. 2 - Team Assessment			Kaitlin Alexander, Teresa Roane, Tracy Leonard
09/13/23 11:45am - 12:00pm	**1-5**	**Course Eval**	**Course Evaluations Due**			
09/19/23 9:00-10:30am	**1-5**	**Exam**	**Final Exam**			**Kaitlin Alexander, Teresa Roane**
09/26/23 9:00am-9:30am		**Exam Review**	**Exam Review**			
			Total Hours:		14	