

# PHA5060: Ambulatory Care

Fall 2023

2 Credit Hours – [A-E Grading]

*The purpose of this course is to introduce students to the practice of ambulatory care. The first half of the course empowers students to treat complex chronic illnesses commonly encountered in ambulatory patients by exploring the patient care process. Care will center on a partnership with the patient emphasizing a holistic approach to patient wellness and exploring obstacles commonly encountered. The course will focus on strategic planning in an ambulatory care center. Methods to secure interdisciplinary ambulatory care practices will be explored. In addition, students will be exposed to the use of physical assessment tools as part of patient care.*

## Teaching Partnership Leaders

Bradley Phillips, PharmD, BCACP

- Email: [bradnp@cop.ufl.edu](mailto:bradnp@cop.ufl.edu)
- Office: Orlando campus
- Phone: 407-313-7118

Office Hours: Please see the Canvas course site for posted office hours

Jason Powell, PharmD, BCACP

- Email: [jpowell@cop.ufl.edu](mailto:jpowell@cop.ufl.edu)
- Office: Gainesville campus
- Phone: 352-265-7015

Office Hours: Please see the 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 students to perform the following activities which the public entrusts a pharmacist to perform:

1. EPA A1. Gather patient information (subjective and objective data).
2. EPA A2. Interpret patient data, identify medication-related problems, and develop a prioritized problem list.
3. EPA A3. Formulate evidence-based care plans (In collaboration with an interprofessional team).
4. EPA A4. Provide counseling about medications and health wellness (including referral when there are social determinants of health and disparities).
5. EPA A6 Present and defend in an evidence-based manner a succinct oral patient summary and plan to a health care provider.
6. EPA B1. Form clinical/practice-related questions and retrieve evidence to advance patient care.
7. EPA D1. Demonstrate soft skills in daily practice including interprofessional team collaboration (e.g., interpersonal communication, professionalism, cultural sensitivity, innovative mindset).

8. EPA E2. Assist patients and caregivers to obtain their medications and related para-pharmaceuticals in an affordable manner that meets their healthcare needs (Requires utilization of knowledge of private and public health insurance options).

## Course-Level Objectives

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

1. Collect and organize patient-specific information needed by the pharmacist to prevent, detect, and resolve medication-related problems.
2. Design appropriate evidence-based, patient-centered medication, non-medication, health improvement, wellness, and/or disease prevention recommendations in a complex ambulatory patient.
3. Implement effective communication strategies (verbal and non-verbal) when interacting with a provider or patient in an ambulatory setting.
4. Discuss the role of evidence-based guidelines to develop patient-specific therapeutic goals in an ambulatory care setting.
5. Explain the provision of realistic limits of treatment outcomes in the ambulatory setting.
6. Identify the patients' roles in determining therapeutic goals in the ambulatory setting.
7. Demonstrate understanding of the role and challenges a patient caregiver has in comanaging patients medical needs
8. Demonstrate strategic planning for ambulatory care services including billable services.
9. Demonstrate behaviors consistent with trust given to the pharmacy profession by patients and other health care providers.

## Course Pre-requisites

1. Satisfactory completion of all Pharm.D. coursework up to and including block 14 of the curriculum.

## Course Co-requisites

1. None

## 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. Readings from the primary literature will be assigned where appropriate.

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

1. AccessPharmacy, McGraw-Hill Professional, New York, NY (This resource is available through the UF Health Science Center Library.)
2. Joseph T. DiPiro, Gary C. Yee, L. Michael Posey, et al. DiPiro: *Pharmacotherapy A Pathophysiologic Approach*, 12e. New York, NY: McGraw Hill Medical; 2023
  - a. ISBN: 9781264264544;  
<https://accesspharmacy.mhmedical.com/Book.aspx?bookid=3097>

## Other Required Learning Resources

Smartphone capable of downloading the FreeStyle Libre app for the CGM activity.

## 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.]

*Table 1.1 Evaluation and Grading*

Assessment Item	Grade Percentage
Assignments (Module 1 Assignment Diabetes, Module 2 Heart Failure Treatment, Module 3 VTE Treatment, Module 5 Social Determinants of Health—each assignment 2.5% each)	10%
In Class Assessment: Module 2 Heart Failure and VTE Physical Assessment	5%
SOAP – Patient Assessment and Plan	20%
Protocol/Clinical Proposal	10%
Facilitated Case Discussion	15%
Empathy Project:	
Reflections (Post CGM reflection 5%, Post course reflection 15%)	20%
Virtual Pill Box Assembly	5%
Caregiver Scenarios	5%
Continuous Glucose Monitoring Recordings (*Two lowest scores dropped)	5%
Weekly Meal Plan Assignment	5%
Total	100%

*Table 1.2 Grading Scale*

Percentage Range	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](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 5 required sessions. A student who misses greater than 1 session (25% of the required active learning sessions/activities) for this course will receive an incomplete in the course and will retake the course during the next offering, resulting in delayed graduation.

## 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.

## Late Assignments

Late assignments will result in a 20% reduction of grade for that assignment.

## 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.bluer.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):

Bradley Phillips, PharmD, BCACP

- Email: [bradnp@cop.ufl.edu](mailto:bradnp@cop.ufl.edu)
- Office: Orlando campus
- Phone: 407-313-7118

Office Hours: Please see the Canvas course site for posted office hours

Jason Powell, PharmD, BCACP

- Email: [jpowell@cop.ufl.edu](mailto:jpowell@cop.ufl.edu)
- Office: Gainesville campus
- Phone: 352-265-7015

Office Hours: Please see the 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 Dietrich, PharmD, BCACP, CPC-A, CEMC, CPB

- Email: [dietrich@cop.ufl.edu](mailto:dietrich@cop.ufl.edu)
- Office: HPNP 2301
- Phone: 352-294-5648

Eric Egelund, Ph.D., Pharm.D.

- Email: [eege Lund@cop.ufl.edu](mailto:eege Lund@cop.ufl.edu)
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- Phone: 904-244-9876

Jessica Huston, Pharm.D.

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Angelina Vascimini, PharmD, BCACP

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- Office: HPNP 3306
- Phone: 352-273-6224

Chardae Whitner, PharmD

- Email: [whitnerc@cop.ufl.edu](mailto:whitnerc@cop.ufl.edu)
- Office: Jacksonville campus
- Phone: 904-244-9119

## Instructional Designer:

Chris Egan, MEd, NRP, CHSE

- Email: [cegan@ufl.edu](mailto:cegan@ufl.edu)
- Phone: 352-294-5636

## Academic Coordinator Gainesville Campus:

Ashleigh Langford

- Email: [lynn8597@cop.ufl.edu](mailto:lynn8597@cop.ufl.edu)
- Office: HPNP 4309
- Phone: 352-273-6284

## Educational Coordinators:

Katie Orben

- Email: [korben06@ufl.edu](mailto:korben06@ufl.edu)
- Office: Jacksonville Campus
- Phone: 904-244-9590

Jessica Linares

- Email: [jnoriegalinares@ufl.edu](mailto: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

<b>Date / Time</b>	<b>Mod #</b>	<b>Activity</b>	<b>Activity Title</b>	<b>Contact Time (hr)</b>	<b>Responsible</b>
	1	Module	Continuous Glucose Monitoring		Bradley Phillips, Jason Powell
11/29/23	1.1	Lecture Video	Course Overview	0.28	Bradley Phillips
11/29/23	1.2	Lecture Video	Continuous Glucose Monitors	1.2	Angelina Vascimini
11/29/23		ALS Prep	Pre-ALS Required Activity for FS-Libre Set-up - **MUST COMPLETE PRIOR TO ALS #1**	0.1	
11/29/23 12-1:50 pm	1	Active Learning Session	Active Learning Session 1. Demonstrate effective verbal communication techniques	2	Angelina Vascimini, Bradley Phillips, Eric Egelund, Jason Powell
11/29/23 - 12/4/23		Assignment (Graded)	Continuous Blood Glucose Monitoring (Total of 10)		
11/30/23	1.3	Reading	Standards of Medical Care in Diabetes--(Standards of Care Section 2, 6, 10)	4.33	Bradley Phillips
11/30/23 due 11:59pm		Quiz (Online)	Post-Class Assignment: Diabetes		
	2	Module	The Patient Care Process: Communication, Collect, Assess, and Plan. Physical Assessment for Pharmacists		Bradley Phillips, Jason Powell
11/30/23	2.1	Lecture Video	Medication Adherence Aids	0.5	Madden Stockstill
11/30/23	2.2	Video Other	YouTube Video: Empathy: The Human Connection to Patient Care	0.1	Bradley Phillips
11/30/23	2.3	Video Other	Podcast: Roslind Franklin University Tips for Patient Counseling	0.75	Bradley Phillips
11/30/23	2.4	Reading	5 Tips for Improving Communication in the Pharmacy	0.2	Bradley Phillips
12/01/23	2.5	Reading	Communication Strategies in Pharmacy	1.75	Bradley Phillips
12/01/23	2.6	Reading	Improving Medical Communication: Skills for a complex (and multilingual) clinical world	0.5	Bradley Phillips
12/01/23	2.7	Reading	Chapter 38 Venous Thromboembolism Pharmacotherapy: A Pathophysiologic Approach (Sections: Clinical Presentation Including Diagnostic Considerations pgs 8-11)	0.33	Bradley Phillips
12/01/23	2.8	Reading	Heart Failure Guidelines (select pages: 901-907; 923-941; 973; 978)	0.33	Bradley Phillips
12/01/23		Reading	Cornerstones for Care (in person handouts/folder)	1	Bradley Phillips
12/01/23 at 12-1:50pm	2	Active Learning Session	Active Learning Session 2: Physical Assessment Workshop	2	Bradley Phillips, Jason Powell, jessicahuston@cop.ufl.edu



Date / Time	Mod #	Activity	Activity Title	Contact Time (hr)	Responsible
12/01/23 due at 2:00pm		Quiz (In Class)	In Class Assessment: Heart Failure and VTE Physical Assessment		
12/01/23 due at 11:59pm		Quiz (Online)	Post-Class Assignment: Heart Failure Treatment		
12/06/23 due at 11:59pm		Quiz (Online)	CGM Post-Reflection		
	3	Module	The Patient Care Process: Collect, Assess, and Plan		Jason Powell
12/06/23	3.1	Lecture Video	Practical Management of Anticoagulation	1	Jason Powell
12/07/23	3.2	Reading	Antithrombotic Therapy for VTE Disease	2	Jason Powell
12/07/23 due 11:59pm		Assignment (Graded)	Pre-Class Assignment: Prepare and submit a Focused SOAP Note (A/P only for Longitudinal Patient)		
12/08/23 at 12 1:50pm	3	Active Learning Session Zoom	Active Learning Session 3: Pharmacist's Patient Care Process: Collect, Assess and Plan: Develop a treatment plan; Present and defend treatment plan; Discussion ***Teams will be divided and students will need to show up for assigned 1 hour***	1	Bradley Phillips, Jason Powell, jessicahuston@cop.ufl.edu
12/08/23 due 11:59pm	3	Quiz (Online)	Post-Class Assignment: VTE Treatment		Jason Powell
12/8/23 - 12/12/23		Assignment (Graded)	Caregiver Scenarios (Total of 5) + Reflections		
12/08/23 due 11:59pm		Assignment (Graded)	Pill Box Assembly Submission		
	4	Module	Administration Week: Strategic Planning for an Ambulatory Care Practice		Eric A Dietrich
12/11/23	4.1	Lecture Video	Billing Strategies for Ambulatory Care Practices	1.25	Eric A Dietrich
12/11/23	4.2	Reading	Pharmacists as Mid-Level practitioners/Providers. Ann Pharm 2011 (pages 810 – 812)	0.1	Eric A Dietrich
12/11/23	4.3	Reading	Pharmacist Billing for Ambulatory Pharmacy Patient Care Services in a Physician-Based Clinic and Other Non-Hospital-Based Environments (pages 1-9)	0.1	Eric A Dietrich
12/11/23	4.4	Lecture Video	Sustainable Billing Models	0.75	Eric A Dietrich
12/11/23 at 12-1:50pm		Active Learning Session	Active Learning Session 4: Administration: Strategic Planning for an Ambulatory Care Practice	2	Bradley Phillips, Eric A Dietrich, Jason Powell
12/11/23 due 2:15pm		Assignment (Graded)	In-Class Written Assignment: Prepare practice protocol or agreement or develop a proposal for a new clinic.		Eric A Dietrich

<b>Date / Time</b>	<b>Mod #</b>	<b>Activity</b>	<b>Activity Title</b>	<b>Contact Time (hr)</b>	<b>Responsible</b>
12/11/23 due at 11:59pm		Assignment (Graded)	Meal Plan Assignment		
	5	Module	Pharmacists' Patient Care Process		Bradley Phillips, Jason Powell
12/12/23	5.1	Lecture Video	Digital Health Equity	0.7	Chardae Whitner
12/12/23	5.2	Lecture Video	Transitions of Care	0.5	Bradley Phillips
12/12/23	5.3	Reading	The Need to Educate Pharmacy Students in Telepharmacy and Telehealth	0.5	Bradley Phillips
12/12/23		Assignment (Ungraded)	Equitable Digital Health Service - team project		
12/13/23 due 11am		Quiz (Online)	Pre-Class Assignment: Social Determinants of Health		
12/13/23 at 12-1:50pm		Active Learning Session	Active Learning Session 5: Pharmacists' Patient Care Process: Discuss obstacles encountered when designing an appropriate evidence-based recommendation in a complex ambulatory patient	2	Bradley Phillips, Chardae Whitner, Jason Powell
12/14/23 at 11:59pm		Assignment (Graded)	Course Reflection		
			<b>Total Hours</b>	<b>27.27</b>	