



**School of Pharmacy**

**Required Course Syllabus**  
**Spring – P3**  
**Course # PHAR 6237 / Track: GHC**  
**Health Services Administration**  
**Course Dates: Thursdays 8:30 – 10:20 AM**  
**January 23 – April 28 2020**  
**Campbell Rm 213**

**Course Coordinator**

<b>Hyeun Ah Kang, Ph.D., M.Pharm, M.Ed., B.Pharm</b>
Office 704 (915) 747-8189 hkang1@utep.edu

**Office Hours**

Thursday 10:30 AM - 12:00 PM and/or by appointment

- To schedule an appointment, send me an email with several blocks of time when you would like to meet.

---

**Course Description**

To practice pharmacy and serve your patients effectively, it is important to understand your practice environment and how administrative, structural, economic, regulatory, and other factors affect that environment. We will address those types of issues in this course. This is a practice-oriented course—we will cover information that is relevant to contemporary pharmacy practice in various settings.

The course provides an introduction to the U.S. health care system, healthcare sectors, and managed health care. It presents material on the structure, organization, and delivery of health care in the United States with emphasis placed on pharmacy. Problems with the system will be covered along with approaches that are being used to address the problems. Emphasis will be placed on where pharmacy "fits in" our health care system and how pharmacy can be the solution to some of our health care problems.

**Pharmacists' Patient Care Process:** This course will assist students in developing and **implementing** health services administration skills such as social aspects, and organizational aspects of healthcare delivery.



Source: <https://doi.org/10.21019/9781582122564.ch6>

---

## Course Learning Objectives

At the conclusion of this course, students shall be expected to:

1. Describe trends in healthcare utilization and spending and health outcomes
  2. Understand why critical problems with the U.S. health care system exist
  3. Explain consequences of the critical problems regarding the health care system
  4. Develop possible solutions to solving the critical problems facing the health care system
  5. Understand how changes in the health care system impact pharmacy
  6. Understand how each healthcare setting (hospital, long term care[LTC], pharmaceutical industry, community pharmacy) is structured and what types of challenges exist in each setting
  7. Explain pharmacists' roles in each healthcare setting
  8. Define risk and explain general terms in insurance
  9. Describe managed care (conceptual definition) and describe the control mechanisms used in managed health care programs and the prescription drug benefit
  10. State the purpose of Medicaid and Medicare and describe the components of both programs
-

## Course & Learning Objectives

This course is designed to achieve learning outcomes consistent with the following 2013 CAPE Outcomes Standards. In support of these standards, students should be able to understand and appropriately apply the knowledge, activities, and assessments related to each. Course and learning objectives are provided on the following table:

Course Objectives	CAPE Outcomes	PCOA	NAPLEX	Learning Activities	Assessment Measures	Level of Assessment (I) Introduce (R) Reinforce (A) Apply
<b>Objective 1</b> Describe trends in healthcare utilization and spending and health outcomes	1.1	3.1.1 3.1.3 3.1.5		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments) of learning	Exams	I
<b>Objective 2</b> Understand why critical problems with the U.S. health care system exist	1.1	3.1.1 3.1.3 3.1.5		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I, R
<b>Objective 3</b> Explain consequences of the critical problems regarding the health care system	1.1	3.1.1 3.1.3 3.1.5		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I, R
<b>Objective 4</b> Develop possible solutions to solving the critical problems facing the health care system	3.1	3.1.1 3.1.3 3.1.5		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments) of learning	Exams	I, R
<b>Objective 5</b> Understand how changes in the health care system impact pharmacy	1.1	3.1.1		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I
<b>Objective 6</b> Understand how each healthcare setting (hospital, long term care[LTC], pharmaceutical industry, community pharmacy) is structured and what types of challenges exist in each setting	1.1	3.1.1		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I,R
<b>Objective 7</b> Explain pharmacists' roles in each healthcare setting	2.1	3.1.1 3.1.4		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams Presentation	I,R
<b>Objective 8</b> Define risk and explain general terms in insurance	1.1	3.1.1		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I

<b>Objective 9</b> Describe managed care (conceptual definition) and describe the control mechanisms used in managed health care programs and the prescription drug benefit	2.4	3.1.1		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I
<b>Objective 10</b> State the purpose of Medicaid and Medicare and describe the components of both programs	2.4	3.1.1		Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I

## Questions Related to the Course and Grading/Exams

In general, questions related to the overall course should be directed to the coordinator. **Content/topic-specific questions** should be directed to the content instructor within **five (5) business days** of the material being presented.

Any questions concerning **assignments/exam grades** should be discussed with the **course coordinator within five (5) business days** after the grades have been posted.

## Additional / Detailed Course Meetings & Location

Lectures will be delivered on Tuesdays 9-11 am at Campbell building 237, unless it's announced separately.

In a major disruption (e.g., H1N1 epidemic, subzero weather), be prepared to maintain course progress via other means (e.g., Internet, our Blackboard course shell, etc.) and check your email (especially your UTEP miners account) regularly.

### Online Platform/Blackboard:

Accessing Course Content on Blackboard: All lectures, handouts, and course material will be located in Blackboard. Log into My UTEP.edu and click on the Blackboard link to access the online course for **PHAR 6237**. The course is individualized, and students may access lectures/handouts as they are made available by course instructors. Except in cases of a UTEP network being “down” or “offline” you are ultimately responsible to ensure that your computer is connected to the internet and that any issues are addressed prior to class and/or assessments.

### Online Assessment Requirements:

This course requires the use of ExamSoft® (or CORE ELMS®). Students are responsible for creating their online login within the first week of class. It is the student's responsibility to maintain access to a reliable internet connection (with the rare exception of when UTEP's systems are down).

If students cannot access your online account, please contact **Adrian Enriquez ([aealonso@utep.edu](mailto:aealonso@utep.edu))**, to resolve this issue **within five (5) business days of the first day of class**. Students are responsible for ensuring they have access to the online assessment system. Mr. Enriquez is **NOT available** for questions or laptop failures/requests **after business hours or on weekends**.

Electronic exams need to be **downloaded at a minimum of 2 hours prior to the examination to avoid a 10% grade penalty** deduction. Repeated instances (> 1 time) of not downloading electronic exams will result in a referral to the professionalism committee on the **SOP Progression Committee and additional 10% grade penalty** deduction from the student's earned exam score.

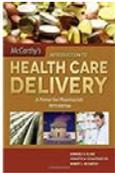
## Methods of Instruction/Learning

*The learning outcomes in this course will be achieved via:*

1. **Outside Preparation:** Students will be required to complete some readings outside of formal class hours. Students must complete all readings and assignments by the due date indicated.
  2. **In-class Lectures:** Some instruction will be delivered via lecture-based format. Students are expected to actively participate in class discussions as they pertain to the lectures.
  3. **Individual or Group Assignments and in-class activities:** Students will complete individual or group assignments and in-class activities.
  4. **Exams/Quizzes:** Exams and/or quizzes will be used to assess the student's knowledge of the course material.
- 

## Required Course Technology/Tools/Needs

Recommended Textbooks:



Introduction to Health Care Delivery: A Primer For Pharmacist 6<sup>th</sup> Edition  
Kimberly S. Place & Kenneth

Laptop Computer

- Students are expected to bring laptop computers to the class each day for participation in on-line exercises or assessments. It is the responsibility of the students to make sure that the laptops are in working condition and meets the University and School of Pharmacy IT requirements (See SOP Student Handbook).

Calculator

- Students are expected to bring a non-programmable calculator to class and to all assessment activities.
- 

## Evaluation and Grading Policy

Course point distribution will be as follows:

Type of Assessment	Total Points	% Course Grade
<b>ECHO Pharm Component of Course</b>		
Attendance	10	10
Group presentation	10	10
Exam 1	40	40
Exam 2	40	40
<b>Total</b>	<b>100</b>	<b>100%</b>

Assignment of grades:

**A = 90 – 100%**

**B = 80 – 89%**

**C = 70 – 79%**  
**D = 60-69%**  
**F = < 60%**

All Assessments will be administered via ExamSoft®, unless noted otherwise.

It is the responsibility of the **student** to monitor his/her progress during the course and see that he/she is maintaining the required competency level. Students should seek advice and assistance from the course facilitator as soon as he/she encounters any difficulty in the course.

#### Group presentation:

- a. Students will present pharmacy-related job opportunities in various healthcare setting.
- b. Students are recommended to use PowerPoint slides for their presentation.
- c. Specific topics and deadline for uploading slides will be provided.

#### Exams:

- a. Exam 1 & 2 (40% each, 80% in total) will cover the class materials posted on Blackboard.
- b. The formats of examinations may include T/F questions, multiple choices, and short answer. Exam formats will be clearly communicated with students before each exam.
- c. You can use your own laptop.

---

## Attendance

The attendance policy for the School of Pharmacy is outlined in the Student Handbook. It is expected that students should demonstrate their commitment to the profession and respect for faculty, guest speakers, and colleagues by attending all classes and arriving to class on time prepared for the day's lesson(s).

Attendance at lectures is required and attendance will be taken at each lecture. One point (1% of total course grade) and half point (0.5% of total course grade) will be deducted from overall course grade for every unexcused absence and late arrival, respectively. If large numbers of students are absent, the course coordinator reserves the right to give unannounced quizzes. Missing class for work is NOT a valid reason for your absence.

If a student has an excused absence, they should immediately notify the course coordinator(s) and instructor(s) or preceptor and Director of Experiential Education. To secure approval for an absence related to travel for professional meetings or for events that fall outside of the criteria outlined in the Student Handbook, please refer to the Handbook for more information regarding required documentation for submission to the Office of Student Affairs.

## Classroom Behavior

Students are expected to be professionals and will be treated as such unless circumstances deem otherwise. Any behavior that impairs student ability to learn will not be tolerated (e.g., side conversation, cell phone use,

electronic device use for activities not related to coursework). Laptops may be used during class for taking notes and quizzes. Using laptops for other activities causes a disruption to the class around you.

## Expectations of Students During Course

It is the responsibility of the **student** to monitor his/her progress during the course. Students should seek advice and assistance from the course facilitator as soon as he/she encounters any difficulty in the course.

## Unique Dress Policy for Course

There is no dress requirement for this course. Refer to OEE Handbook for details.

---

## Exam Day Policy

Students must arrive on time for examinations. Students arriving after any student(s) has/have completed the exam and have left the ILC may not be allowed to sit for the exam, and may receive a score of zero. No allowances will be made for an exam being missed, other than documented illness or emergency. The student must contact the course coordinator for confirmation prior to the exam. If permission is granted to delay the exam; it is the student's responsibility to contact the course coordinator to arrange for an alternative exam time. In this event, the nature of the make-up will be at the discretion of the course coordinator (oral, written, increased weighting on the final, etc.). An unexcused absence from an exam may result in a grade of "zero" for that exam and will result in an extra 5% deduction of the total overall course.

## Student Expectations Prior and During Examination

Seating: Randomized assigned seating will be utilized for each examination.

Room: Students must arrive to room area 15 minutes ahead of examination. Students are not permitted to be in the examination room prior to assigned seating. If the student arrives after the examination has started without proper justification, it will result in a 20% deduction from the student's earned exam score. No additional time will be provided for the examination. If another student has already completed his/her exam and left the exam room when an unexcused late student arrival occurs, the late arrival will not be permitted to sit for the exam and will receive a grade of zero.

Exams: Electronic exams need to be **downloaded at a minimum 2 hours prior to the examination to avoid a grade penalty** as dictated in the syllabus [example 10% deduction]. **Repeated instances (> 1 time)** of not downloading electronic exams will result in a **referral to the professionalism committee** on the SOP Progression Committee and **may result in a 20% deduction** from a student's earned exam score.

Students are responsible for having a computer for electronic exams. Computers are available to check-out as a loan for exams from the ILC, and students should make early arrangements for securing computers. Students who show up without a computer to take an electronic exam will (1) be provided a paper exam, (2) may receive a grade deduction as stipulated in the course syllabus, and (3) will receive a professionalism referral to the SOP Progression Committee.

### Availability of items during exam

By default, faculty will provide scratch paper for examinations, unless faculty determines scratch paper is not necessary in which case students will receive advance notice that scratch paper will not be provided. Only faculty will provide scratch paper, and only scratch paper provided by the School of Pharmacy can be used

during the examination. Any scratch paper utilized during an examination must have the student's name on every page and all pages must be turned in at the completion of the examination. Any exemption will be noted accordingly in the syllabus.

- No backpacks, purses, hats, large coats, and/or other bulky clothing permitted; these items need to be left outside the examination room or in an area in the exam room designated by the faculty/proctor.
- No food or drink allowed during an exam.
- No electronic devices (for example: watches, phones, calculators, etc.) are permitted on the student during an examination unless approved by the instructor prior to the examination or inspected upon entry into the exam room for approval. A specific model for calculators may be specified in the course syllabus or provided in advance of the examination to students.
- Disruption of examination time due to an electronic device can result in a grade penalty as stipulated in the syllabus.
- Bathroom break: No bathroom breaks permitted during examinations unless a prior accommodation is made. Faculty maintain discretion over the permissibility of bathroom breaks; students should expect that a proctor will accompany them to the restroom and will wait outside the restroom if permission for restroom use is granted. No additional time will be provided for examinations when restroom breaks occur.

---

## Missed Quizzes / Exams / Assignments – Excused/Unexcused Absences

Only students who miss an exam, quiz or an assignment due date as a result of an **excused absence** will be allowed to make-up the missed assignment or assessment. Students should consult the UTEP School of Pharmacy **Student Handbook** for definitions and examples of excused absences.

- The course coordinator **MUST** be notified on the day of the exam for the student to be excused from that exam for an **emergency**.
- In the case of **religious holidays**, the student **MUST** notify the course coordinator 10 business days prior to the exam. Students should not assume that they can miss an exam for vacation or other personal conflicts.
- Any excused absence from an exam for **health reasons** must be documented with a note from an appropriate health professional.
- Any unexcused absence from an exam will result in a grade of zero for that exam.

The course coordinator will determine the time and date for a make-up exam, which will occur before the final exam period. If the student is unable to attend either the original exam or the make-up exam, the course coordinator is not required to provide additional opportunities for the student make-up exam. The format of the make-up examination is at the discretion of the course coordinator, and may include any question type including, but not limited to, open-ended questions, an essay examination, or oral examinations.

## Regrade Request

Student who would like to ask the instructor to reconsider the grade that he/she had given for a particular question must submit a separate request (request form will be provided) for each question. The student must also provide a rationale and/or documented evidence in support of the regrade request; otherwise, the request will not be considered. The request must be submitted electronically to the Course Coordinator within 3 business days (excluding weekends) after the quiz/exam scores

have been released. The Course Coordinator will forward the request to the Instructor of the question that is the subject of the regrade request, as applicable. The Instructor, in consultation with the Course Coordinator will determine whether credit should be granted. If the regrade request is for a written or short answer question that was returned to the student, he/she must also attach a copy of it.

## **Remediation Policy**

Students must participate fully in the course to be eligible for remediation. Please refer to the Student Handbook for end-of-course remediation policies and timelines (*see Table of Contents for End of Course Remediation*).

---

## **General Statement about Course Policy**

The syllabus is subject to change to meet course needs, especially if there are unexpected disruptions or changes in class size, resources, etc. The most updated syllabus can be found on the course Blackboard shell. It is the student's responsibility to review the syllabus periodically for updates.

## **UTEP and SOP Policy for Academic Integrity**

Any student who commits an act of academic dishonesty is subject to discipline. The instructor is required to report all suspected academic dishonesty to the UTEP Office of Student Conduct and Conflict Resolution. Please refer to the Student Handbook for SOP guidance on academic integrity (*see Table of Contents for Curriculum and Classroom Policies: Academic Integrity*).

Academic dishonesty includes, but is not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, and any act designed to give unfair advantage to a student or the attempt to commit such acts.

Proven violations of the detailed regulations, as printed in the Handbook of Operating Procedures (HOP), and available in the Office of the Dean of Students and on the homepage of the Dean of Students at [www.utep.edu/dos](http://www.utep.edu/dos), may result in sanctions ranging from disciplinary probation, to a failing grade on the work in question, to a failing grade in the course, to suspension or dismissal, among others. (For more information, see: <https://www.utep.edu/student-affairs/osccr/student-conduct/academic-integrity.html>)

## **Professionalism and Professional Conduct**

While enrolled at the University, a student neither loses the rights nor escapes the responsibilities of citizenship. Thus, UTEP and the SOP value professionalism and expect all students to not only acquire but also maintain the highest standards of professional attitudes and behaviors in their interactions with their fellow classmates, staff, faculty, colleagues and their patients, as described in the **UTEP School of Pharmacy Student Handbook** and as per UTEP's student conduct policies (see <https://www.utep.edu/student-affairs/osccr/student-conduct/index.html> / for further information). Any student who engages in conduct that is prohibited by the Board of Regents' Rules and Regulations, University or SOP rules or by federal, state, or local law is subject to discipline whether such conduct takes place on or off campus or whether civil or criminal penalties are also imposed for such conduct. Please refer to the Student Handbook for specific expectations regarding professional conduct in the SOP (*see Table of Contents for Academic Progression: Good Standing: Professional*).

## Cell Phones

Students should carry cell phones, but keep the phone on the vibrate mode in the event students need to be notified by the emergency alert system. Cell phone use for the purpose of texting, email or social media is not permitted. This use is disruptive to fellow classmates, faculty and the learning environment. The use of a cell phone or the ringing of the phone in class is considered unprofessional behavior. No cellphones, calculators, laptops or other items may be used during an assessment (e.g., exam or a quiz) unless specifically as part of that assessment and approved by the faculty member/instructor.

## Technical Assistance

Checking computer requirements and ensuring that all software up to date is essential for students to access course content. **Supported browsers include** –

- 1) **For a PC:** FireFox, Internet Explorer (Do NOT use IE7), and Chrome
- 2) **For a Mac:** Safari, Firefox, and Chrome

To enhance browser performance, students should clear the browser cache and allow pop-ups. In addition to testing the web browser, check to ensure that the computer has an updated version of **Java** (go to <http://java.com>, click on “Do I have Java”, click on “Verify Java Version,” update Java if needed). Additional browser plug-ins may also be needed to view some content that your instructor may share on the learning management system. Common plug-ins include: **Adobe Reader, Flash Player, Windows Media Player, QuickTime**. When creating documents, slide presentations, spreadsheets, etc., be sure to use Microsoft Office or a compatible program (see 10 Free MS Word Alternatives). The UTEP Technology Support Services (3rd floor, UTEP Library) can also provide students with any applications, compatibility packs, patches, and updates that may be needed.

Students working off campus may need to set up a **Virtual Private Network (VPN)** on their computer to access UTEP resources for this class (i.e., Library). The link below provides information in setting up a VPN connection depending on the operating system. Students may contact the UTEP Help Desk (915-747-HELP) for assistance (or [https://www.utep.edu/technologysupport/ServiceCatalog/NET\\_VPNGlobalProtect.html](https://www.utep.edu/technologysupport/ServiceCatalog/NET_VPNGlobalProtect.html)).

If technical problems are experienced with the course, students should contact the **UTEP Help Desk** during: Monday– Friday: 8AM – 5PM. If calling within UTEP: 915.747.4357. If calling from outside UTEP: 915.747.5257. For more information, please visit <http://helpdesk.utep.edu>. For help with **Blackboard**: [https://www.utep.edu/technologysupport/ServiceCatalog/BB\\_Students.html](https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html)

In order for UTEP to provide a stable learning environment, Thursdays from 12:00-6:00am MST are reserved for minor preventive maintenance. This maintenance window is scheduled during the lowest usage time for the system. Blackboard may or may not be available during this time, depending on whether maintenance is necessary. Whenever possible, this time will be utilized to perform all minor maintenance. Unscheduled outages occur rarely, but they do happen. In the event of an unscheduled outage, Technology Support Services will confer with appropriate student and faculty networks to provide appropriate notifications to those affected.

Students can also visit an on-campus lab such as the ATLAS lab located within the Undergraduate Learning Center (UGLC building) for additional technical assistance. In addition to the various campus computer labs (ATLAS in UGLC or LACIT in Liberal Arts for example), Technology Support Services provides workstations for student use. To learn more, please visit: [https://www.utep.edu/technologysupport/ServiceCatalog/BB\\_Students.html](https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html)

## **UTEP and SOP Policy for Special Accommodations (ADA)**

“If you have or suspect a disability and need classroom accommodations, you should contact the Center for Accommodations and Support Services (CASS) at 747-5148.” You can also e-mail the office at [cass@utep.edu](mailto:cass@utep.edu) or go by their office in Union Building East (Room 106). For additional information, visit the CASS website at <http://sa.utep.edu/cass/>

## **Additional Information**

### **Campus Concealed Carry:**

Effective August 1, 2016. <https://www.utep.edu/campuscarry/>

### **Civility Statement:**

You are expected to follow basic standards of courtesy (<https://www.utep.edu/student-affairs/dean-of-students-office/community-of-care/index.html>) and may be dismissed from class for blatant or sustained disruptive behavior.

### **Student Support:**

UTEP provides a variety of resources for those in need (e.g., if you feel overwhelmed, stressed or dealing with a crisis):

- UTEP’s Counseling Center (free counseling to all students): **915-747-5302**, which after-hours goes to a crisis line
- Mental Health Crisis Line: 915-779-1800
- National Suicide Prevention Hotline: 1-800-273-8255 / [suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)
- **Veterans Crisis Line: 1-800-273-8255 / [www.veteranscrisisline.net](http://www.veteranscrisisline.net)**
- NAMI (National Alliance on Mental Illness) of El Paso: 915-534-5478 / <https://namielp.org>
- <http://caringeducators.tumblr.com/survival>

### **Title IX:**

Title IX of the Education Amendments of 1972 (Title IX), prohibit discrimination on the basis of sex in education programs or activities operated by recipients of Federal financial assistance. Sexual harassment of students, which includes acts of sexual violence, is a form of sex discrimination prohibited by Title IX. Sexual violence refers to physical sexual acts perpetrated against a person's will or where a person is incapable of giving consent due to the victim's use of drugs or alcohol. An individual also may be unable to give consent due to an intellectual or other disability. A number of different acts fall into the category of sexual violence, including rape, sexual assault, sexual battery, sexual coercion, stalking, and relationship violence. All such acts of sexual violence are forms of sexual harassment covered under Title IX.

In accordance with Title IX of the Education Amendments of 1972, UTEP does not discriminate on the basis of sex in the operation of its educational programs and activities. This commitment to non-discrimination applies to both employment in and admission to such programs and activities. [Link to full text at <https://www.utep.edu/titleix/>]

**Phar 6237: Course Calendar and Topic Outline**  
**Health Services Administration**

<b>Week</b>	<b>Date</b>	<b>Topics</b>	<b>Faculty</b>
1	1/23	Course Introduction U.S. Health Care System	Kang
2	1/30	U.S. Health Care System	Kang
3	2/6	U.S. Health Care System	Kang
4	2/13	Hospitals Long term care	Kang
5	2/20	Pharmaceutical industry	Kang
6	2/27	Pharmacies	Kang
7	<b>3/5</b>	<b>Exam 1</b>	Kang
8	3/12	Introduction to insurance	Kang
	3/19	<b>No Class – Spring Break</b>	
9	3/26	Managed Care	Kang
10	4/2	Managed Care	Kang
11	4/9	Medicaid	Kang
12	4/16	Medicare	Kang
13	<b>4/23</b>	<b>Group Presentation</b> – Job opportunities in various healthcare settings	Kang
14	<b>4/30</b>	<b>Exam 2</b>	Kang
15	5/7	International Healthcare Services	TBD