



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 21 – May 6, 2021
Online (Virtual)

Course Coordinator

Hyeun Ah Kang, Ph.D., M.Pharm, M.Ed., B.Pharm

hkang1@utep.edu

Virtual Office Hours: Thursday 10:30 am - 12:00 pm via Zoom and/or by appointment

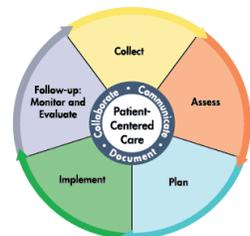
MS Teams: hkang1@utep.edu

- 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.



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

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.

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. Discuss 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
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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
Objective 1 Describe trends in healthcare utilization and spending and health outcomes	1.1	3.1.1 3.1.3 3.1.5	5.4	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments) of learning	Exams	I
Objective 2 Understand why critical problems with the U.S. health care system exist	1.1	3.1.1 3.1.3 3.1.5	5.4	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I, R
Objective 3 Explain consequences of the critical problems regarding the health care system	1.1	3.1.1 3.1.3 3.1.5	5.4	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I, R
Objective 4 Discuss possible solutions to solving the critical problems facing the health care system	3.1	3.1.1 3.1.3 3.1.5	5.4	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments) of learning	Exams	I, R
Objective 5 Understand how changes in the health care system impact pharmacy	1.1	3.1.1	5.4 6.1	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I
Objective 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	1.1	3.1.1	5.4 6.1	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I,R
Objective 7 Explain pharmacists' roles in each healthcare setting	2.1	3.1.1 3.1.4	5.4 6.1	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams Presentation	I,R
Objective 8 Define risk and explain general terms in insurance	1.1	3.1.1	5.4 6.1	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I

Objective 9 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	5.4 6.1	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I
Objective 10 State the purpose of Medicaid and Medicare and describe the components of both programs	2.4	3.1.1	5.4 6.1	Readings, lectures, discussions, and class activities (classroom, outside classroom, and/or online environments)	Exams	I

Additional / Detailed Course Meetings & Location

Online Platform/Blackboard:

This semester the course will be taught online using Blackboard as the primary learning management system.

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 lecture recordings and 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. For tips on succeeding in an online environment, see:

<https://www.utep.edu/extendeduniversity/utepconnect/blog/february-2017/tips-for-online-learning-success.html>

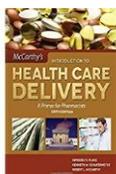
Methods of Instruction/Learning

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. **Group Assignments and in-class activities:** Students will complete 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 6th Edition
Kimberly S. Place & Kenneth

<https://www.amazon.com/McCarthys-Introduction-Health-Care-Delivery/dp/1284094103>

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).
- **Audio (speaker & microphone) and video (camera) MUST be checked to be functional for classes and online exams.**
- Students should be ready at any time to share their screen with classmates/faculty for course learning

Calculator

- Students are expected to bring a non-programmable calculator to class activities. Some exams (e.g., ExamSoft®) may use the software calculator.

Software/Technology must be tested in orientation/first week of courses to ensure functionality.

- ExamSoft® Exam Monitor
 - Blackboard® Collaborate: Chrome Browser
 - Microsoft® Teams
 - CoreELMS® for Experiential Learning
 - **Audio (speaker & microphone) and video (camera) MUST be checked to be functional for classes and online exams**
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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 live sessions is not mandatory in that attendance will not be taken at each lecture. However, attendance and punctuality at lectures are strongly recommended and expected as a sign of professional behavior. If large numbers of students are absent (i.e., not coming to live sessions), the instructor reserves the right to give unannounced quizzes or to modify attendance policy in the middle of the semester. Not coming to 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). 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 / Online Etiquette

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. Using laptops for other activities than taking notes causes a disruption to the class around you.

ONLINE: Your instructors and classmates want to generate a safe online learning environment. Please use appropriate online classroom behavior by reading the UTEP Netiquette Guide for Online Courses available at <https://www.utep.edu/extendeduniversity/cid/Files/docs/faculty-resources/student-orientation/NetiquetteGuideforOnlineCourses>.

Expectations of Students During Course

It is the responsibility of the **student** to monitor their progress during the course. Students should seek advice and assistance from the course facilitator as soon as they encounter any difficulty in the course.

Evaluation and Grading Policy

Exams that are synchronous will be held on dates provided in the course calendar until otherwise stated.

Course point distribution will be as follows:

Type of Assessment	Total Points	% Course Grade
Group presentation	20	20
Exam 1	40	40
Exam 2	40	40
Total	100	100%
Optional Essay (extra credit activity)	10	10

Assignment of grades:

- A = 90 – 100%**
- B = 80 – 89%**
- C = 70 – 79%**
- D = 60-69%**
- F = < 60%**

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. Information about specific topics, grading rubric, 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, matching, multiple choices, and short answer. Exam formats will be clearly communicated with students before each exam.
- c. All Assessments will be administered via ExamSoft® utilizing ExamID and ExamMonitor, unless noted otherwise.

Optional Essay (extra credit activity)

- a. Students will turn in an optional individual essay about the responses to the COVID-19 in order to obtain extra credits.
- c. Information about grading rubric and specific instructions will be provided.

For students who missed an Exam for an unexcused absence, make-up Exam will be not allowed and the student will receive a score of zero.

Questions Related to the Course and Grading/Exams

MATERIAL: 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.

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

REGRADE REQUEST: Example: *Regrade requests for assignments or exams should be made within five (5) business days of the posting of the grades. ***Faculty may make their own guidance for requests in writing with evidence/rationale to support their decisions.**** Requests regarding regrading will not be entertained after this period (unless excused absence due to extenuating circumstances or faculty coordinator).

EXAM-RELATED Technology and Guidance:

Please refer to the UTEP School of Pharmacy Student Handbook for guidance for exams (online/remote as well as on campus) <https://www.utep.edu/pharmacy/current-students/current-students.html>

Online Assessment Requirements:

This course requires the use of ExamSoft®. 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)**, 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**

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.

Remediation Policy

Remediation occurs if a student fails the course. 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 Student Handbook: Table of Contents for End of Course Remediation*).

Course Evaluation

During this course, you will be provided with an opportunity to evaluate this course and your instructors. The Associate Dean for Assessment, Accreditation, and Strategic Planning will send an email reminder toward the end of this course for you to complete the course evaluation. UTEP uses an online course evaluation system. Course Evaluations can be taken at my.utep.edu by clicking on the CLASSES TAB on the left. The Course Evaluation module will appear and your classes will be listed. Click on the Course Name, or CRN, to complete the evaluation for the course. Your participation is an integral part of this course and the accreditation process, and your feedback is vital to improving education at the School of Pharmacy.

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 (which could include failure of course or dismissal from School of Pharmacy). Please refer to the Student Handbook for SOP guidance on academic integrity (*see Student Handbook - 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, 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 Student Handbook: 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. Disruptive 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:** Mozilla FireFox and Google Chrome (NOT Internet Explorer)
- 2) **For a Mac:** Safari, Firefox, and Chrome

Check for updates on supported browsers:

https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support#supported-browsers_OTP-0

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).

ExamSoft Technical Support: 866.429.8889 or 954.429.8889

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

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

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 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/>) 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
- **Veterans Crisis Line: 1-800-273-8255** / www.veteranscrisisline.net
- NAMI (National Alliance on Mental Illness) of El Paso: 915-534-5478 / <https://nami.org>

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

Week	Date	Topics	Faculty
1	1/21	Course Introduction U.S. Health Care System	Kang
2	1/28	U.S. Health Care System	Kang
3	2/4	U.S. Health Care System	Kang
4	2/11	Hospitals Long term care	Kang
5	2/18	Pharmaceutical industry	Kang
6	2/25	Pharmacies Review for Exam 1	Kang
7	3/4	Introduction to insurance	Kang
8	3/11	Exam 1	Kang
	3/18	No Class – Spring Break	
9	3/25	Managed Care	Kang
10	4/1	Managed Care	Kang
11	4/8	Group Presentation – Job opportunities in various healthcare settings	Kang
12	4/15	Group Presentation – Job opportunities in various healthcare settings	Kang
13	4/22	Medicaid	Kang
14	4/29	Medicare Review for Exam 2	Kang
15	5/6	Exam 2	Kang
	5/14	Optional Essay	Kang