



School of Pharmacy
Required Course Syllabus - Fall 2018-P1 Year
PHAR 6120 (1 credit hour)/ Track: Global Health Colloquium
Spanish for the Pharmacy Professional IA

Course Dates: Aug 27- Dec 06, 2018 | **Time:** Thursdays 1-220P & 230 pm-3:50pm

Sections: Ms James CRN 17769 1P, 19142 2:30P, -CABL 504,
Dr Lunares CRN 17770 1P, 19143 2:30P-CABL 505,
Dr Sias CRN 17771 2:30P-CABL 602

(IPPE – 3 hrs SIM / IPPE 2 hrs / IPE: 0 hrs)

Course Coordinator, Instructor:

Liliana Lunares, PharmD, llunares@utep.edu
Office Room 515
915-747-8188
Office hours: Mon 2:30-3:30P Wednesday 4-5P

Course Instructor:

Jeri J Sias, PharmD, MPH, jjsias@utep.edu
Office Room 714
915-747-8599
Office hours: Monday 2-2:30P Wednesday 4-5P

Course Instructor:

Susana V James, MFA, msjames@utep.edu
Office Room 507
Office hours: Wednesdays 12-1P

Students may request an appointment with the instructor in person or via e-mail.

*Questions related to the **course in general and Blackboard®** should be directed to the course coordinator, **Dr Lunares**, whereas content/topic-specific questions should be directed to the instructor.*

Course Description

This course is designed to provide professional Spanish communication skills for the pharmacist. Students will develop/refine their communicative proficiency in the use of the Spanish Language in the pharmacy/clinical settings with dominate Spanish speaking patients. Students will participate in language tasks through listening, reading, writing, and conversation.

The goal of this course is to make it possible for students to communicate in Spanish with patients whose dominate language is Spanish.

This course may be connected to a service learning component in this curricular track. Topics will include:

- Pharmacy terminology and Introductions
- Subjective part of SOAP format
 - Family history
 - Personal history
- Clinical questions (objective information)
- Cultural perspectives/niceties
- Conversational Spanish

Pharmacists' Patient Care Process (PPCP):

Students will use the Pharmacist's Patient Care Process throughout class to **communicate** and learn how **collect** subjective patient information in Spanish.

<https://jcphp.net/wp-content/uploads/2016/03/PatientCareProcess-with-supporting-organizations.pdf>

Course Learning Objectives

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

Course Objectives	CAPE Outcomes (All at introductory levels)	PCOA / NAPLEX
<p>Be able to communicate in basic Spanish with a dominant Spanish-speaking patient</p> <p>Interview patients in Spanish using an organized structure, specific questioning techniques (e.g., motivational interviewing), and medical terminology adapted for the audience.</p> <p>Actively listen and ask appropriate open and closed-ended questions to gather information.</p> <p>Demonstrate an attitude that is respectful of different cultures. Observable during IPPE-Senior Daycare</p> <p>Demonstrate empathy when interacting with others. Observable during IPPE-Senior Daycare</p>	<p>2.1 Patient Centered-Care (Caregiver)</p> <p>3.5 Cultural sensitivity (Includer) Recognize social determinants of health to diminish disparities and inequities in access to quality care.</p> <p>3.6 Communication (Communicator) Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.</p> <p>4.4 Professional (Professionalism)</p>	<p>3.8 Professional Communication</p> <ul style="list-style-type: none"> 3.8.1 Communications abilities (appropriate verbal, nonverbal, visual, and written) with patient 3.8.3 Assertiveness and problem-solving techniques in relation to difficult social and professional conflicts and situations 3.8.5 Development of cultural competency in pharmacy personnel such that services are respectful of the responsive to the health beliefs, practices, and cultural and linguistic needs of diverse patient populations

Other Related CAPE Educational Outcomes

The Center for the Advancement of Pharmacy Education (CAPE) has defined educational outcomes to guide the PharmD curriculum (see AACP CAPE Outcomes [weblink](#)). The content of this course will cover the following CAPE educational outcomes.

Level of Assessment: 1 – Introduce 2 – Reinforce 3 – Apply

Relevant CAPE Outcomes

	CAPE Outcomes	Level of Assessment
2.1	Patient Centered-Care (Caregiver)	1
3.5	Cultural sensitivity (Includer): Recognize social determinants of health to diminish disparities and inequities in access to quality care.	1
3.6	Communication (Communicator): Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.	1
4.4	Professional (Professionalism)	1

Detailed Course Meetings & Location

Classes will take place in CABL building rooms: 504, 505, & 602 and will take place on Thursdays from 1Pm for 80 min and 2:30P for 80 min unless otherwise noted on the syllabus for OSCE exams. Updates will be announced on Blackboard®.

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 6120**. 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. If you cannot access your online account, please contact Dr. Jessica Shenberger (jmshenberger@utep.edu) to resolve this issue. Students are responsible for ensuring they have access to the online assessment system. Assessments (e.g., assignments, quizzes, and exams) may be disseminated before the due date. This requires students to download the assessment using an internet connection. 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).

Expectations of Students During Course

Attendance

Attendance is a class requirement. Student absences must be cleared with course coordinator in advance. If more than one absence occurs without course coordinator approval, a letter grade drop will be given to the student.

Out of class preparation:

Students are to review vocabulary, verbs, and dialogues prior to each class /quiz.

In class participation:

Active participation in group discussions and “Cuentáme” dialogues will assist students in language acquisition.

This course is connected to one or more of the following areas:

IPPE: Introductory Pharmacy Practice Experiences (IPPEs) that are incorporated within didactic classes will require mandatory attendance. This class has a total of up to **2 IPPE hours** that the student completes. The IPPE component of the class is pass/fail.

Methods of Instruction/Learning

The course coordinator may adapt the syllabus/course calendar to support student and course success.

The learning outcomes in this course will be achieved via:

1. **Outside Preparation**
2. **In-class Practice** – allows for students to apply Spanish vocabulary and grammar concepts
3. **IPPE Hours** - provides practice opportunities for course ability outcomes and allows students to practice evaluating and assessing patient cases, make therapeutic recommendations and document patient interactions
4. **Oral presentations**
5. **Exams/Quizzes** – allows students to demonstrate the course ability outcomes and instructors to provide necessary feedback

Required Course Technology/Tools/Needs

Technology: The following technology below will be used during the course and the student must have the appropriate technology and software.

1. ExamSoft®
2. Blackboard®
3. Qualtrics® Surveys

Required Textbooks:

1. *Spanish for the Pharmacy Professional* (Sias, James, Cabello C. de Martínez)

**** Hard copy required ****

Bookmark the audio version of the Spanish dialogues found online through the American Pharmacists Association. **Website:** <http://www.pharmacist.com/learning-aids-spanish-pharmacy-professional> . Students are expected to listen to dialogues/conversations to assist with pronunciation and overall listening skills in preparation for class at their own pace. These audio clips may be downloaded as MP3 files.

2. *Spanish Conversation Guide Using The Pharmacists’ Patient Care Process* (Mueller, Sias, James)
Required, available in APhA® PHARMACY LIBRARY-Bookmark online
3. Barron’s Spanish Verbs (~\$12).
Hard copy required.
This text will help students to conjugate verbs for homework and study.
4. Spanish Dictionary (online or paper)

Recommended:

The following text will be helpful for grammar:

- Basic Spanish Grammar, 6th Ed (Used: ~\$5-New: ~\$84)–Jarvis AC, Lebreo R, Mena-Avilon F

- Students may also use online resources to find grammar assistance
 - <http://www.cdc.gov/spanish/>
 - <http://www.nlm.nih.gov/medlineplus/spanish/personalhealthrecords.html>
 - <http://www.studyspanish.com/>
 - Your teacher ID: g1oSac3c
 - <http://www.practicingspanish.com/basics.html>

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).

Evaluation and Grading Policy

Course point distribution will be as follows:

Type of Assessment	Total Points	% Course Grade
Listening/Attendance	25	5%
Homework (Complete/not complete)	25	5%
Vocabulary Quizzes (2)	100	20%
Oral Presentation (1)	50	10%
OSCE Exams "Fish bowls" (3)	300	60%
IPPE		(Pass/Fail)
Cuéntame		0%*
Total	500	100%

*Reflects active participation and professionalism throughout class. Lack thereof may lead to a drop in letter grade.

Assignment of grades:

- A** = Demonstrate basic two-way verbal and listening communication and understanding of written technical Spanish when averaged with other grades
- B** = Demonstrate basic two-way verbal and listening communication and understanding of written technical Spanish when averaged with other grades
- C** = Demonstrate basic one-way verbal communication and understanding of written technical Spanish
- D** = Does not demonstrate minimal written, oral, or listening technical Spanish skills when averaged with other grades
- F** = Does not demonstrate minimal written, oral, or listening technical Spanish skills when averaged with other grades

Letter grades are assigned according to the following class percentage:

A = 90% B=80% C=70% D=60% F≤60%

Grades may be curved based on total class performance.

All Assessments will be administered via Blackboard®, 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.

"Fish Bowls OSCE" Exams:

The simulation structure of a "Fish Bowl Oral Skills Clinical Exam (OSCE)" will allow:

1. for a student, "inside the fish bowl," to conduct an "interview" in Spanish with a dominate Spanish-speaking patient actor
2. for classmates, "outside of the fish bowl," to observe the student and patient "in the fishbowl" and use their listening skills and comprehension to collect and write down the patient's reported subjective information in English

Quizzes: Weekly quizzes document understanding and attendance. Quizzes will be held at the beginning of class. If a student arrives late, they will receive a "0" on the quiz.

Active Participation in Cuéntame

Oral Presentation (1)

Introductory Pharmacy Practice Experience (IPPE):

IPPE hours and activities have been assigned to this course. Students will be responsible to complete a total of 5 hours as part of this course (2site, 3 Simulation). Site assignments will be coordinated by the Office of Experiential Education under the guidance of **Dr. Vicki Howe**. At the complete of the IPPE activity, students should be able to:

1. Converse with a patient in Spanish in the community pharmacy setting

To guide this experience, students will complete a checklist/activity documenting the achievement of each learning objective. Specific information regarding these elements will be available to students in the Blackboard Course and CORE ELMS as appropriate.

During the semester, students will select IPPE slot preferences through CORE ELMS. Please refer to CORE ELMS for specific dates from which they may select to schedule IPPE hours. –

Dress Policy: Students are expected to dress professionally *at all times* (e.g. tie (male), no excessive jewelry, closed toed shoes, skirts/dressed above the knee, excessive perfume or cologne, well-groomed). Additionally, some sites may have specific dress requirements the student must follow (e.g. scrubs) It is the student's responsibility to contact the site two weeks in advance to verify any site-specific requirements. Pharmacy student/intern name badge must be *worn at all times* during IPPE/APPE rotations.

Credentials: Students are expected to **carry** with them **at all times** their Texas State Board Trainee Letter/Intern Card. Students must have readily available electronically on CORE ELMS® the following: Unexpired BLS CPR Card, HIPAA Training Certificate, Bloodborne Pathogen, etc. Refer to OEE Handbook for a complete list. Failure to exhibit credentials will result in the student being asked to leave the community pharmacy site. Return to site is determined by the preceptor and the Experiential Programs Director.

IPPE/SIM	Activity	Location/Date/Time
IPPE 1-2hr session	¡A practicar en la comunidad! Activity: Work with clinic/pharmacy to interview dominantly Spanish-speaking adults. Objective: <ul style="list-style-type: none">• Demonstrate patient interview on Spanish to collect the subjective: patient history	COREELMS lottery for sites Homework: Activity sheet. Due date: TBD by OEE
SIM 3-1hr sessions	Three - Fish bowl Exams Objectives: <ul style="list-style-type: none">• Apply patient interviewing skills in Spanish to collect subjective information.• Demonstrate comprehension by listening and writing down conversations in English.	Refer to course calendar

Missed Quizzes / Exams / Assignments Policy

NO make-up examinations or quizzes will be given for an UNEXCUSED ABSENCE.

NO make-up pop quizzes will be given.

NO late assignments will be accepted for an UNEXCUSED ABSENCE.

Excused absences: If a quiz is missed, the points assigned to the quiz will be allocated to the next examination, e.g., percent score on exam will be used to compute the missing quiz score. Missing an examination may mean taking a make-up exam or using a process similar to missing a quiz.

Remediation Policies:

Student must participate in all assignments to be eligible for remediation. Other important factors are also considered. See student handbook for details.

Technical Assistance

If you are off campus, you may need to set up a Virtual Private Network (VPN) in your computer to access UTEP resources for this class (i.e. Library). The link below provides information for you to set up a VPN connection depending on your operating system. You can contact the Help Desk for assistance (See Technical Assistance information).

<http://admin.utep.edu/Default.aspx?tabid=58534>

If you are experiencing technical problems with the course, please contact the UTEP Helpdesk during: M - F: 8AM – 5PM. Calling within UTEP: 915.747.4357. Calling outside UTEP: 915.747.5257. For more information, please visit <http://helpdesk.utep.edu>.

You can also visit an on-campus lab such as the ATLAS lab located within the Undergraduate Learning Center (UGLC building) for additional technical assistance. So that UTEP can continue to provide a stable learning environment, 12:00-6:00am Mountain Time on Thursdays is 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, Course Development and Technology Support will confer with Student and Faculty Services to provide appropriate notifications to those affected including faculty, staff and students.

Attendance and Classroom Behavior

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 is a class requirement. Attendance will be taken in the form of quizzes or class sign in sheets. Student absences must be cleared with course coordinator in advance. If more than one absence occurs without course coordinator approval, a letter grade drop will be given to the student.

If you have an excused absence, you should immediately notify the course coordinator and instructor. The doctor's note or any other form in support of the excused absence should be provided to the course coordinator as soon as possible.

Who to contact/how document absence: **Dr Liliana Lunares via email at llunares@utep.edu.**

Unique Dress Policy for Course:

IPPE: Pharmacy student/intern **white coat**, name badge, and professional attire must *be worn at all times during IPPEs.*

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.

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, 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: <http://sa.utep.edu/osccr/academic-integrity/>)

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 Student Handbook and as per UTEP's student conduct policies (see <http://sa.utep.edu/osccr/studentconduct/> & <http://admin.utep.edu/Default.aspx?tabid=73922> 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**).

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/>

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 your responsibility to review the syllabus periodically for updates.

Additional Information

Campus Concealed Carry:

Effective August 1, 2016.

<http://sa.utep.edu/campuscarry/>

Civility Statement:

You are expected to follow basic standards of courtesy (<http://admin.utep.edu/Default.aspx?tabid=73922>) and may be dismissed from class for blatant or sustained disruptive behavior

Cell Phone Policy:

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 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.

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): 747-5302, which after-hours goes to a crisis line
- Mental Health Crisis Line: 779-1800
- National Suicide Prevention Hotline: 1-800-273-8255
- Veterans Crisis Line: 1-800-273-8255
- NAMI (National Alliance Against Mental Illness) of El Paso: 534-5478
- <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 <http://admin.utep.edu/Default.aspx?tabid=68750>]

P1 Fall 2018
Course Number 6120
Course Calendar and Topic Outline
Spanish for the Pharmacy Professional IA

Wk	Date	Topics	Required Reading	Faculty
1	Thu, Aug 30	Course Orientation Introductions Phrases and questions of clarification Maternal and Paternal names Syllabus Quiz #1	Course Syllabus & student Spanish for the Pharmacy Professional (SPP)Page 11	James Lunares Sias
2	Thu, Sep 6	Quiz #2 Meeting the patient	SPP pg 1	James Lunares Sias
3	Thu, Sep 13	Quiz #3 The parts of the human body Animal vs Human parts	SPP pg 10 Modules-Appendix B	James Lunares Sias
4	*Note IPE switch * TBD Fri, Sep 21	Vocabulary Quiz #1 Members of the family Fish Bowl OSCE mock exam		James Lunares Sias
5	Thu, Sep 27	Quiz #4 Collecting the Subjective part of the SOAP format: social history -religion, occupation, profession, education Fish Bowl OSCE review	Mod 12, p 59-60	James Lunares Sias
6	Thu, Oct 4	Fish Bowl OSCE Exam #1		James Lunares Sias
7	Thu, Oct 11	Quiz #5 Collecting the Subjective part of the SOAP format: family history -family structure	Mod 11, p56-57	James Lunares Sias
8	Thu, Oct 18	Quiz #6 Collecting the Subjective part of the SOAP format: family history -family illness and complications medical history	Mod 11, p56-57 Mod 10, p54-55	James Lunares Sias
9	Thu, Oct 25	Vocabulary Quiz #2 Collecting the Subjective part of the SOAP format: social, family, & medical history		James Lunares Sias
10	Thu, Nov 1	Quiz #7 Pharmacy terminology: pharmacy vocabulary Fish Bowl OSCE review	SPP p. 7-8	James Lunares Sias
11	Thu, Nov 8	Fish Bowl OSCE Exam #2		James Lunares Sias
12	Thu, Nov 15	Quiz #8 Pharmacy terminology: Auxiliary product labels Formulations of medications and other products	SPP p 8-9 SPP p 195	James Lunares Sias
13	Thu, Nov 22	THANKSGIVING HOLIDAY		
14	Thu, Nov 29	Oral presentation #1 Pharmacy terminology: Units of measurement		James Lunares Sias
15	Thu, Dec 6	Quiz #9 Pharmacy terminology: prescription medications, over-the-counter (OTC) medications Fish Bowl OSCE review	SPP p 11-12	James Lunares Sias
16	Dec 11-15	Fish Bowl OSCE Exam #3		James Lunares Sias