



School of Pharmacy
Required Course Syllabus SPRING – P3
Course # PHAR 6135 / Track: Global Health Colloquium
Sections: #23763(rm 214) and #26044 (rm 213)

Spanish for the Pharmacy Professional IIIB

Course Dates: January 16-May 10, 2024 | Time: Mondays, 3-4:20 pm
Campbell Rm 202 & 214

IPPE Hours: Up to 8 hours total (8 hours SITE) / IPE: 0 hrs

Course Co-coordinator, Instructor: Jeri J Sias, PharmD, MPH, jsias@utep.edu Office Room 714 / 915-747-8599 Office hours: Tue / Wed 2:30-3:20 pm (or by appointment)	Course Instructor & Co-Coordinator: Laura Mendoza, PhD, lemendoza2@utep.edu Office hours: WEDNESDAYS 12:15-12:45 pm
Course Instructor: Susana V James, MFA, msjames@utep.edu Office hours: WEDNESDAYS 12:15-12:45 pm	Course Instructor Michelle Martinez, MD, MPH, pmmartinez2@miners.utep.edu Office hours: TBD
IPPE (Introductory Pharmacy Practice Experiences) Contact Dr. Cristina Ortega, PharmD; caortega2@utep.edu ; 915-747-8183, Rm 705	

Office Hours Statement:

All Spanish instructors will primarily have in person office hours as listed. However, students may be able to schedule an online(virtual) meeting. Students may request an appointment with the coordinator in person or via e-mail. Individual guest faculty should provide office hours during lecture days. All extra appointments should be made at least 2 business days in advance.

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

If Virtual

Virtual Office Hours will be synchronous through a UTEP-approved platform (e.g., Microsoft Teams, Blackboard, or Zoom) and will be used to discuss problematic exam questions and any course logistic problems. The course coordinator will try to respond as soon as possible (generally within 24-48 hours). When sending an email, send through the Blackboard® course email or place the course number and name (e.g., PHAR 6120 Span Rx IA and the issue/topic in the subject line of the email). For individual faculty, please email faculty for their online office hours.

Course Description

This course is designed to advance professional Spanish communication skills for the pharmacist who will be engaging in work and learning experiences in a predominantly Spanish-speaking community. Students will develop/refine their communicative proficiency in the use of the Spanish Language in the pharmacy/clinical settings with dominant Spanish speaking patients. Students will participate in language tasks through listening, reading, writing, and conversation.

The goal of this semester is to assist students with conversing about common diseases and medications. Topics will align with ISBP IIIB and include: pharmacy terminology, clinical questions (subjective, objective, assessment, plan), and cultural perspectives.

The goal of this course is to make it possible for students to communicate in Spanish with patients whose dominant language is Spanish. This course is connected with IPPEs to reinforce language acquisition and technical language refinement. Topics will include:

- More advanced comprehensive medication reviews, counseling, and education (oral/written)
- More advanced skills of collecting medical information from patient and educating the patient
- Using language that promotes general conversation with a patient that is simple and at improved health literacy level



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

Pharmacists' Patient Care Process (PPCP):

Students will synthesize patient plans apply the entire process of the Pharmacist's Patient Care Process throughout lab with the focus of communication (oral and written) in Spanish. <https://icpp.net/wp-content/uploads/2016/03/PatientCareProcess-with-supporting-organizations.pdf>

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

Course Learning Objectives (mapped to National Pharmacy Education Outcomes)

(Level of Assessment: I-Introduce, R – Reinforce, A – Apply)

The courses focuses on basic skill/beginner level (~60% verbal competency and ~40% listening/written)

At the end of this course, students will build on technical Spanish developed in P1 and P2 years to communicate in basic Spanish with a dominant Spanish-speaking patient as outlined in the objectives below:

Course Objectives	CAPE Outcomes	NAPLEX 2021	Learning Activities	Assessment Measures	Level of Assessment (I) Introduce (R) Reinforce (A) Apply
<ul style="list-style-type: none"> Conduct a patient visit in Spanish for common disease states using the Pharmacist-Patient Care Process (PPCP) to collect patient medical-related information Counsel in Spanish on more complex formulations and medication education plans Document basic written medication information in Spanish Use patient care and health literacy language adapted to the patient 	<p>2.1 Patient Centered-Care (Caregiver)</p> <p>3.5 Cultural sensitivity (Includer)</p> <p>3.6 Communication (Communicator)</p> <p>4.4 Professional (Professionalism)</p>	<p>https://nabp.pharmacy/programs/examinations/naplex/competency-statements-2021/</p> <p>Obtain, interpret, assess, and/or evaluate...</p> <p>1.1.1: information from patient interviews</p> <p>1.1.2: Patient medical records</p>	<ul style="list-style-type: none"> Vocabulary words & phrases Grammar tips Audio files Small group dialogues Live & simulated experiences 	<ul style="list-style-type: none"> Vocabulary Quiz Competency Checks Class Participation Patient education material development 	R, A

IPPE OBJECTIVES: At the completion of the IPPE activity, students should be able to complete the objectives outlined below:

IPPE/SIM	Activity	Location/Date/Time
SITE 8 hours	On-Site Medication Reviews and Counseling with (Primarily) Spanish Speakers	Coordinated with OEE

At the end of the six-semester sequence, learners should be able to:

- Recognize common holidays, cultural events, local food, and health beliefs found in the border region (P1-P3)
- Communicate formally and professional courtesy with patients (greetings/closure) (P1-P3)
- Collect health-related data from patients (e.g., allergies, medications used, symptoms, reaction, SCHOLAR (P2)) (P1-P3)
- Conduct basic assessment of patients (e.g., blood pressure, listening to heart/lungs, diabetes) (P2-P3)
- Give formal instructions to patient (command) for medication (P1-P3)
- Counsel/Educate patients on medication (e.g., Ask Me 3/Teach Back) verbally (P1-P3)
- Use language that is patient friendly and at an improved health literacy level (P1-P3)
- Understand (clarify) patient information about medication or health (P1-P3)
- Communicate basic health, medication and lifestyle information in writing (P3)
- Conduct a medication review for adherence and medication use (P3)

Additional / Detailed Course Meetings & Location

Weekly Language Lab: This language lab course will take place on campus (face-to-face) in the assigned lab room and also MAY have scheduled virtual synchronous sessions using the Blackboard® Collaborate feature on Blackboard®. This lab is blocked for 1 hour and 20 minutes each week. Quizzes, homework and assignments may take 1-2 hours each week.

Classes will take place on Mondays, 3-4:20 pm. HOWEVER, on days that students complete a competency exam, students **will be expected to be available for an assigned time until approximately 5:15 pm.** Updates will be announced on Blackboard®.

that are synchronous will be held at the posted lecture time as outlined in the course calendar. Exams will be held on dates provided in the course calendar until otherwise stated.

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 and CoreElms):

This semester the course will be taught face-to-face and use Blackboard as the primary learning management system.

Accessing Course Content on Blackboard and Live (Synchronous) Online Classes: All lectures, handouts, and course material will be located in Blackboard. Classes, which will occur in a synchronous way using the Blackboard Collaborate feature, will be also accessed through Blackboard. Log into MyUTEP.edu and click on the Blackboard link to access the online course [PHAR 6135]. Log into My UTEP.edu and click on the Blackboard link to access the online course for PHAR 6135. 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.

NOTE: IPPE - All experiential education materials (e.g. worksheets) will be located in CoreELMS® .

Methods of Instruction/Learning

UTEP or SoP may change to primarily online course if major disruption (e.g., pandemic, weather). For tips on succeeding in an online environment, see: <https://www.utep.edu/extendeduniversity/utepconnect/blog/february-2017/tips-for-online-learning-success.html>.

The learning outcomes in this course will be achieved via the following activities:

1. Outside Preparation, Homework, and Discussion Boards
2. In-class Cuénteme Practice/Dialogue.
3. In-class Assignments and Written Patient Education
4. Written Exams (Respondus Lockdown Browser)
5. Open-Book Quizzes
6. Competency Assessments (Verbal, Written, Listening)
7. Simulated Patient Interviews (Spanish)
8. IPPE

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. Computer/laptop. Audio (speaker & microphone) and video (camera) **MUST be checked** to be functional for online synchronous classes and online exams.
2. Blackboard® (with Respondus® Lockdown)
3. ExamSoft®

Required Textbooks: (Students are expected to have online materials readily available and open to lesson each week)

1. *Spanish for the Pharmacy Professional* (Sias, James, Cabello C. de Martínez) – online ****HARD COPY STRONGLY RECOMMENDED**** Bookmark **ONLINE** available in APhA® PHARMACY LIBRARY. **Bookmark** the audio version of the

Spanish dialogues found online through the American Pharmacists Association. 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)
Bookmark **ONLINE** available in APhA® PHARMACY LIBRARY
3. Online resource (in Blackboard®) for Patient Assessment in Spanish (may be printed for class)
4. Spanish Dictionary (online)

Recommended:

The following text will be helpful for grammar to help students to conjugate verbs for homework and study:

- Basic Spanish Grammar, 6th Ed (Used: ~\$5-New: ~\$84)–Jarvis AC, Lebrede R, Mena-Avilon F
- Barron's Spanish Verbs (~\$12).
- 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/>
 - <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).
- **Audio (speaker & microphone) and video (camera) MUST be checked to be functional for classes and online exams.**
- (if online) Students should be ready at any time to share their screen with classmates/faculty for course learning

Calculator

- Not required for this course

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

- **Blackboard® Collaborate: Chrome Browser**
- **Microsoft® Teams (for Office Hours)**
- **Blackboard® Respondus Lockdown**
- **IPPE: CoreELMS®** for Experiential Learning
- *ExamSoft® Exam Monitor – not anticipated to be used*
- Audio (speaker & microphone) and video (camera) **MUST** be checked to be functional for classes and online exams

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 is a class/lab requirement. Attendance will be taken in the form of participation during their assigned lab on campus. **Missing class for work or IPPE is NOT a valid reason for your absence.**

Failure to attend class will result in an immediate 10-point (or 2% of grade) deduction per class excused or unexcused up to five times (1 letter grade: 50 points or 10% of course grade). If excused, students may earn back points by submitting a make-up video covering the material missed plus any other course assignments that are deemed relevant for the week within 5 business days of the missed class (prior to following class session). Students missing more than 5 classes (excused or unexcused) are subject to automatically failing the course.

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

If a student has an **excused absence**, they should immediately notify the course coordinator(s) and instructor(s) and complete form under “Current Students” on the UTPE SoP website (<https://www.utep.edu/pharmacy/current-students/online-forms.html>)

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.

Who to contact/how document absence: **Dr. Jeri Sias and Dr. Laura Mendoza** (course coordinators) via Blackboard® email at jjias@utep.edu.

Out of class preparation: Students are expected to review vocabulary, verbs, and dialogues prior to each class/quiz as outlined in weekly Blackboard postings.

In class participation: Active participation in group discussions and “Cuénteme” dialogues will assist students in language acquisition. Practicing speaking is essential to language improvement and acquisition.

Introductory Pharmacy Practice Experience (IPPE): IPPE hours and activities have been assigned to this course. Students will be responsible to complete a total of **8 hours** as part of this course (8 Site MTM). The IPPE requirements of the course (e.g. site assignments) will be coordinated by **Dr. Cristina Ortega** with guidance from the Office of Experiential Education.

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 and see that they are maintaining the required competency level. Students should seek advice and assistance from the course facilitator as soon as they encounter any difficulty in the course.

Students with accommodations are expected to approach and discuss with instructor at least 1 week prior to each major competency or vocabulary/grammar exam to ensure support.

Tutoring is available with the course instructors, coordinators, and TAs. If the course instructor/coordinator recommends tutoring, it should occur with an approved tutor.

Unique Dress Policy for Course

Students are **expected to dress business casual with WHITE COAT for oral presentations and oral competency tests** as these learning opportunities are part of simulated IPPE experiences.

In this course, pharmacy student/intern **white coat**, name badge, and professional attire must *be worn at all times during IPPEs (SIM) (assigned competency assessment)*.

For any classes conducted using online forums, students are expected to be able to have their audio and video enabled and working and should dress appropriately. The instructors recognize that technical issues occur. However, students should demonstrate active process to resolve technical problems prior to the upcoming class.

Evaluation and Grading Policy

Course point distribution will be as follows with competency testing (**80% oral/20% written/listen**)

Type of Assessment	ESTIMATED Points	% Course Grade
5-10 Weekly Quizzes	100	20
Discussion Board (2)	50	10
In-class activity / Homework/ Oral Presentations (evenly divided)	100	20
CONVERSATION Competency (oral)* + Listening Component	50	20
CASE Competency (oral)* + Listening Component	100	10
Prescription Label Competency	50	10
Vocabulary/Grammar Exam – Respondus Lockdown	50	10
IPPE SITE	PASS/FAIL	PASS/FAIL
Weekly Lab Participation (live)	0**	0**
Total	500	100

*See section on Questions related to Course and Grading/Exams for expected minimum competency

**See section on Attendance for further information about any missed class (excused/unexcused) and grade deductions.

Assignment of grades (estimated based on language acquisition/demonstration of communication in Spanish)

A = Demonstrate basic two-way verbal and listening communication and understanding of written technical Spanish when averaged with other grades

B = Demonstrate basic one-way verbal communication and understanding of written technical Spanish (puts forth effort in course)

C = May demonstrate basic two-way verbal and listening or one-way verbal communication and understanding of written technical Spanish, but course effort is minimal

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.

To help with language acquisition, each instructor may curve based on total class performance or provide extra credit. Extra credit would not exceed more than 2% of a course grade.

All quizzes (open note) will be administered via Blackboard®. Written exams will use Blackboard® Respondus Lockdown or Examssoft® (NO notes) 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 instructor (and coordinator) as soon as he/she encounters any difficulty in the course.

IPPE Grade: Students must pass Experiential (IPPE) components (for example: paperwork, hour documentation, etc) of the course to pass the course. If a student fails to pass the components, they fail the course and must follow UTEP School of Pharmacy remediation policy.

Course activities:

In-LAB Synchronous/Lab Active Participation in Cuénteme: In-class dialogues and practice. Students are expected to participate fully in the on campus and synchronous labs where attendance/participation will be documented. Students who miss the live lab will be expected to make up the course time via: 1) submit a video ~3-5 minutes where students use material in Spanish for the week and/or 2) other activity deemed appropriate by course instructor. Videos must be taped with students in appropriate class attire and posture (sitting or standing). Make-up work must be **completed prior to the following class (usually 5 business days)** or students will receive a grade penalty (see grading/attendance).

1. **Outside Preparation, Homework, and Discussion Boards**– students are expected to complete homework, review/study vocabulary/phrases and apply grammar tips for pharmacy encounters
2. **In-class Cuénteme Practice/Dialogues** – allow for students to apply Spanish vocabulary and grammar concepts
3. **In-class Assignments and Written Patient Education Plans:** Activities to understand medication use, health literacy in Spanish, and developing simplified patient education plans in Spanish to focus on medication use and side effects in Spanish. These assignments may be due at the end of the class period (as outlined in course calendar updated in Blackboard®)
4. **Written Exams (Respondus Lockdown Browser)**– (NOT open book. Are closed book- no resources can be used) allow students to reinforce vocabulary, phrases and selected grammar and will be completed asynchronously
5. **Open-Book Quizzes** - help students review and/or practice Spanish pharmacy vocabulary, grammar, and phrases
6. **Competency Assessments (Verbal, Written, Listening)**– Students must be prepared for the virtual competency examinations (dates are outlined in the calendar). Students should have audio and video checked prior to arrival to the online assessment. **Students arriving late** on the day of a competency may not be allowed to sit for the competency assessment, and **may receive a score of zero**. No allowances will be made for a competency being missed, other than documented illness or emergency. The student must contact the course coordinator for confirmation prior to a requested excused absence to gain permission to delay the competency; it is the student’s responsibility to contact the course coordinator to arrange for an alternative competency time. In this event, the nature of the make-up will be at the discretion of the course coordinator. An **unexcused absence** from a competency assessment may result in a **grade of "zero" for that assessment**.
7. **Simulated Patient Interviews (Spanish)**- provides practice in interview skills and practice integrating clinical information while integrating listening practice

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 **competency assessment and exam grades** should be discussed with the **course coordinator within five (5) business days** after the grades have been posted.

REGRADE REQUEST: Regrade requests for assignments or exams should be made within **five (5) business days** of the posting of the grades in writing via Blackboard® email to course instructor **and** coordinator. Requests regarding regrading will not be entertained after this period (unless excused absence due to extenuating circumstances or faculty coordinator).

Competency Retake: Students who do not achieve oral competency of at least 75% will have an opportunity to retake the oral competency.* The best grade a student can achieve on a repeat of an oral competency is 75%. Students achieving $\geq 75\%$ on an oral competency are not eligible to retake the oral competency. Oral Competency retakes may occur outside of regularly scheduled class time but during the semester.

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 **Blackboard Respondus Lockdown® and 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)**, 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 that need to be **downloaded should occur at a minimum of 2 hours prior to the examination** as outlined in the UTEP Student Handbook guidance for exams.

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.

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.

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

See UTEP SOP common syllabi

Course Evaluation

See UTEP SOP common syllabi

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.