



**School of Pharmacy
Required Course Syllabus**

Fall 2017-P1 Year

**PHAR 6120 (1 credit hour)/ Track: Global Health Colloquium
Spanish for the Pharmacy Professional IA**

Course Dates: August 28 – December 7, 2017

Thursdays Sections: 19365-Rm 505, 19366-Rm 612, 19366 Rm-504: 1pm-2:20pm
(IPPE – 3 hrs SIM / IPPE 2 hrs / IPE: 0 hrs)

Course Coordinator/Instructor:

Liliana Lunares, PharmD

Office Room 516

915-747-8188

llunares@utep.edu

Office hours: T/TR 2:30-3:30PM or by
appointment

Course Co-Coordinator/Instructor:

Jeri J Sias, PharmD, MPH

Office Room 714

915-747-8599

jsias@utep.edu

Office hours: M/W 2:30-3:30 or by
appointment

Course Instructor

Susana V James, MFA

Instructor

susavir@outlook.com

Office hours: TR 2:30-3:30PM or by
appointment

Course Teaching Assistant

Name: (**Tenative**)

Office hours: TBD

Contact: TBD

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 (family relationships)
 - Personal history (hair/eye color, height/weight)
- 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://jcpe.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 <i>cultures</i>. 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 patient3.8.3 Assertiveness and problem-solving techniques in relation to difficult social and professional conflicts and situations3.8.5 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

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. 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 “Cuéntame” 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**
3. **IPPE Hours** Students will have 3 hours of IPPE Sim Lab (OSCE) with patient encounters. There are 2 hours of additional of IPPE that occur in a pharmacy practice related environment to allow students to practice their Spanish with patients/consumers.
4. **Assignments/Projects**

5. Exams/Quizzes

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).
Online version acceptable via UTEP Pharmacy Library.
Note: in future courses a hard copy will be 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. Barron's Spanish Verbs (~\$12). This text will help students to conjugate verbs for homework and study. **Hardcopy** will be required for future coursework.
3. 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, Lebrede 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),
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Evaluation and Grading Policy

Course point distribution will be as follows:

Type of Assessment	Total Points	% Course Grade
Attendance/ Quiz (weekly)		5%
Introductory concepts assessment/exam		5%
Homework (Complete/not complete)		5%
Active Participation in Cuéntame		10%
Oral Presentation (3)	5% each	15%
OSCE Exams “Fish bowls” (3)	20% each	60%

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.

Introductory concepts assessment/exam

Homework (Complete/not complete)

Active Participation in Cuéntame

Oral Presentation (3)

IPPE/SIM	Activity	Location/Date/Time
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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 	TBD
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. 	TBD

Missed Quizzes / Exams / Assignments Policy

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. In class pop-quizzes will not be allowed to be made up for students who miss class either for an excused or unexcused absence. Students should consult the UTEP School of Pharmacy Student Handbook for definitions and examples of excused absences.

Remediation Policy

Please refer to the Student Handbook for end-of-course remediation policies and timelines (*see Table of Contents for End of Course Remediation*).

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 Help Desk for assistance (See Technical Assistance information). <http://admin.utep.edu/Default.aspx?tabid=58534>

If technical problems are experienced with the course, students should contact the UTEP Helpdesk 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: <http://admin.utep.edu/Default.aspx?tabid=74094>

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 <http://admin.utep.edu/Default.aspx?tabid=74174>.

Attendance and Classroom Behavior

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 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 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.

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/student-conduct/> & <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://carineducators.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>]

Course Number 6120: Course Calendar and Topic Outline
Spanish IA
August 28-December 7, 2017

Day	Topics	Required Reading	Faculty
1 Thu, Aug 31	Course Orientation Introductions Phrases and questions of clarification	Course Syllabus & student Spanish for the Pharmacy Professional (SPP)Page 11	James Lunares Sias
2 *Fri, Sep 8* 3-420pm	NOTE: IPE day (switch) Meeting the patient	SPP pg 1	James Lunares Sias
3 Thu, Sep 14	The parts of the human body Apology phrases Animal vs Human parts	SPP pg 10 Modules-Appendix B	James Lunares Sias
4 Thu, Sep 21	Describing physical and personality characteristics		James Lunares Sias
5 Thu, Sep 28	Collecting the Subjective part of the SOAP format: social history -religion, occupation, profession, education	Mod 12, p 59-60	James Lunares Sias
6 Thu, Oct 5	Fish Bowl OSCE Exam #1	Exam goes over Day 1-4	James Lunares Sias
7 Thu, Oct 12	Collecting the Subjective part of the SOAP format: family history -family structure	Mod 11, p56-57 FLU BLITZ la fe	James Lunares Sias
8 Thu, Oct 19	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 26	Review Collecting the Subjective part of the SOAP format: social, family, & medical history		James Lunares Sias
10 Thu, Nov 2	Pharmacy terminology: pharmacy vocabulary	SPP p. 7-8	James Lunares Sias
11 Thu, Nov 9	Fish Bowl OSCE Exam #2	Exam goes over Day 1-9	James Lunares Sias
12 Thu, Nov 16	Pharmacy terminology: Auxiliary product labels Formulations of medications and other products	SPP p 8-9 Verbos compuestos SPP p 195	James Lunares Sias
13 Thu, Nov 23	THANKSGIVING HOLIDAY		
14 Thu, Nov 30	Pharmacy terminology: Units of measurement	Command form for the formal you, "usted" SPP p. 194	James Lunares Sias
15 Thu, Dec 7	Pharmacy terminology: prescription medications, over-the-counter (OTC) medications, answering questions over the phone	SPP p 11-12	James Lunares Sias
16 Dec 11-15	Fish Bowl OSCE Exam #3	Exam goes over Day 1-14	James Lunares Sias