



School of Pharmacy
Required Course Syllabus

Spring – P2/P3

Course # PHAR 6272 / Track: Patient Care, Practice, and Innovation

Ambulatory Care Elective

March 22 – May 5, 2021

Monday 3:00pm – 5:00pm

Wednesday: 4:00pm – 6:00pm

Location: Hybrid

Course Coordinator

Jordan E. Bell, PharmD	
Office Room Number: 713	(VIRTUAL) OFFICE HOURS: by appointment
Office Phone: (915) 747-8183	
E-mail: jebell2@utep.edu	

Course Faculty

Faculty Lecturers/Facilitators
Faculty Name: Margie E. Padilla, PharmD, CDE, BCACP Clinical Associate Professor Office Room: 702 Email: meperez@utep.edu Phone 915-747-8532 Office hours: <i>Provided in Blackboard®</i>
Faculty Name: Natalie Arndt, PharmD Clinical Associate Professor Office Room: 503 Email: nnarndt@utep.edu Phone 915-747-8557 Office hours: <i>Provided in Blackboard®</i>

Office Hours Statement:

The coordinator will post office hours and accommodate all students as time permits. 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 appointments should be made at least 2 business days in advance.

Course Description

PHAR 6272 is an elective course in Ambulatory care, which is a growing aspect of pharmacy practice. Pharmacy graduates are given the clinical knowledge to manage chronic conditions and to assess patients with complex medication regimens through skills gained in clinical courses. This course will help students to further develop their clinical problem-solving skills and introduce the practice management skills needed to develop and maintain and ambulatory care practice.



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

Pharmacists' Patient Care Process (PPCP): This course will help students utilize the concepts of the PPCP model, Collect, Assess, Plan, Follow-up, and Evaluate, when practicing effective communication strategies and components of life skills when working in teams and with patient populations during co-curricular and extracurricular experiences.

Course Learning Objectives (mapped to national outcomes):

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

Course Objectives	CAPE Outcomes	PCOA	Types of Activities to meet Learning Objectives	Assessment Measures	Level of Assessment (I) Introduce (R) Reinforce (A) Apply
Objective 1 Describe the pathophysiology, clinical presentation, and treatment of acute and chronic diseases treated in ambulatory care settings	4.1, 4.3	3.8.8	Readings, patient simulation, discussions, and class activities	Assignment	R, A
Objective 2 Refine triage and referral skills	4.2, 4.3, 4.4	3.8.2	Discussions and class activities	Assignment	R, A
Objective 3 Develop a care plan that is rational and defensible when given a patient scenario	4.1	3.8.3	Readings, patient simulations, discussions, and class activities	Assignment	R, A
Objective 4 Refine clinical problem-solving skills using case-based application	4.1, 4.2, 4.4	3.8.3	Readings, discussions, and class activities	Assignment	R, A
Objective 5 Determine methods for obtaining compensation for ambulatory care pharmacists	4.2	3.8.3	Readings, lectures, discussions, and class activities	Assignment	I,R,A
Objective 6 Describe how an ambulatory care service can be promoted to patients, providers, and payers	4.1, 4.3	3.8.3	Readings, lectures, discussions, and class activities	Assignment	I,R
Objective 7 Interview a pharmacist in an ambulatory care practice and reflect on the experience	4.1, 4.3	3.8.3	Shadowing	Assignment	I,R

Additional / Detailed Course Meetings & Location

Monday 4:00pm – 6:00pm & Wednesday 4:00pm – 6:00pm starting March 22, 2021

Location: Hybrid Platform

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):

This semester the course will be taught online using Blackboard/Zoom 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 6272**. The course is individualized and students may access lectures/ handouts, as course instructors make them available. 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.

Methods of Instruction/Learning

This semester, the course will be taught primarily online via Blackboard/ZOOM. 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:** watching lecture/videos via blackboard, responding to colleagues’ posts via blackboard, preparing assignments for formal presentation, review, and/or grading
2. **In-class Lectures:** to introduce and reinforce concepts related to co-curriculum
3. **Team Assignment/Activity:** discuss, design, and critique assignments related to co-curriculum
4. **Case Discussions:** provides practice opportunities for course ability outcomes
5. **Written Assignments:** demonstrates the course ability outcomes and permits instructors to provide necessary feedback

Required Course Technology/Tools/Needs

Required Textbooks:

- Brunton LL. Goodman & Gilman’s The Pharmacologic Basis of Therapeutics. 13th ed. ISBN 978-0071624428. Available in AccessPharmacy.

Optional Textbooks:

- Handbook of Non-Prescription Drugs 19th Edition (2018) Edited by Daniel L. Krinsky et al, Published by American Pharmacists Association.
The electronic version of this book is available through the University’s subscription to www.pharmacylibrary.com.
- Building a Successful Ambulatory Care Practice: A Complete Guide for Pharmacists 2nd edition (2019), available for purchase at ASHP.org

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 and to all assessment 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.

- Blackboard® Collaborate: Chrome Browser
- Microsoft® Teams
- ZOOM®
- Audio (speaker & microphone) and video (camera) MUST be checked to be functional for classes and online exams
- EHRGo

Attendance

Attendance in class every week is required. Participation in the activities of this course require that you are present during class time.

If a student has an excused absence, they should immediately notify the course coordinator. 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.

Unique Dress Policy for Course

- Professional attire should be worn for pharmacist interview

- Professional attire & lab coat should be worn for face-to-face sessions on campus

Professional attire includes the following:

- Clean white lab coat with nametag
- Men: full length slacks, dress shirt with tie or polo shirt (shirts must have collars)
- Women: pants/skirts, blouses/dress shirts, or dresses
- No shorts, jeans, sneakers, athletic shoes, flip-flops, caps/hats, or visible undergarments are permitted

COVID-19

**If the course meets on campus during the semester, then all CURRENT public health precautions/measurements should be taken. For up-to-date UTEP policies, please see: <https://www.utep.edu/resuming-campus-operations/?home>

Evaluation and Grading Policy

Course point distribution will be as follows:

Type of Assessment	Total Points
SOAP note 2	10
SOAP note 3	10
SOAP note 4	10
SOAP note 5	10
Guideline Quizzes (4)	20
MNT assignment #1	10
MNT assignment #2	10
Diabetes Camp assignment	10
Marketing assignment (Elevator speech)	10
Ambulatory Care Consensus assignment	10
340B Survey assignment	10
Ambulatory Care Presentation	20
Point of Care assignment	10
Ambulatory Care Pharmacist Interview & Reflection	20
TOTAL	170

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 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.

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: Regrade requests for assignments or exams should be made within five **(5) business days** of the posting of the grades. 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>

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).

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://namiiep.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/>]

Course Number PHAR 6272: Course Calendar and Topic Outline
Ambulatory Care Elective
March 22, 2021 – May 5, 2021
Thursday 3:00 – 3:50 PM

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

Date	Time	Topic	Delivery
Monday March 22	4:00 – 5:50 PM	Course Introduction/ Collaborative Practice Agreements / Case 1	Synchronous
Wednesday March 24	4:00 – 5:50 PM	Case 2	Synchronous
Monday March 29	4:00 – 5:50 PM	Medical Nutritional Therapy	<u>Asynchronous</u>
Wednesday March 31	4:00 – 5:50 PM	Medical Nutritional Therapy Part II	<u>Asynchronous</u>
Monday April 5	4:00 – 5:50 PM	Diabetes Camp	Synchronous
Wednesday April 7	4:00 – 5:50 PM	Case 3	Synchronous
Monday April 12	4:00 – 5:50 PM	Needs Assessment/ Quality Measures/ Marketing	Synchronous
Wednesday April 14	4:00 – 5:50 PM	Ambulatory Care Consensus Jigsaw/ Ambulatory Care Residency Panel	Synchronous

Monday April 19	4:00 – 5:50 PM	340B Drug Reimbursement	Synchronous
Wednesday April 21	4:00 – 5:50 PM	Case 4	Synchronous
Monday April 26	4:00 – 5:50 PM	Ambulatory Care Specialties or Patient Education	<u>Asynchronous</u>
Wednesday April 28	4:00 – 5:50 PM	Case 5	Synchronous
Monday May 3	4:00 – 5:50 PM	Ambulatory Care Specialties & Patient Education Presentations	Synchronous
Wednesday May 5	4:00 – 5:50 PM	Point of Care & Wrap-up Discussion	Face to Face