

# Cover Sheet: Request 11142

## PHA5226C Patient Safety and Quality

### Info

Process	Course New Ugrad/Pro
Status	Pending
Submitter	Beck,Diane Elizabeth beck@cop.ufl.edu
Created	9/23/2016 2:28:05 AM
Updated	9/23/2016 10:35:31 AM
Description of request	Addition of a new Year 3 course that will be taught for the first time in Fall 2017

### Actions

Step	Status	Group	User	Comment	Updated
Department	Approved	COP - Interdisciplinary Studies	Whalen, Karen		9/23/2016
Deleted PHA5226C Pt Safety Quality_9-23-16.docx					9/23/2016
Added PHA5226C Pt Safety Quality_9-23-16.docx					9/23/2016
College	Approved	COP - College of Pharmacy	Beck, Diane Elizabeth		9/23/2016
No document changes					
University Curriculum Committee	Pending	PV - University Curriculum Committee (UCC)			9/23/2016
No document changes					
Statewide Course Numbering System					
No document changes					
Office of the Registrar					
No document changes					
Student Academic Support System					
No document changes					
Catalog					
No document changes					
College Notified					
No document changes					

# Course|New for request 11142

## Info

**Request:** PHA5226C Patient Safety and Quality

**Description of request:** Addition of a new Year 3 course that will be taught for the first time in Fall 2017

**Submitter:** Beck,Diane Elizabeth beck@cop.ufl.edu

**Created:** 9/23/2016 2:28:05 AM

**Form version:** 1

## Responses

**Recommended Prefix**PHA

**Course Level** 5

**Number** 226

**Category of Instruction** Intermediate

**Lab Code** C

**Course Title**Patient Safety & Quality

**Transcript Title**Pt Safety & Quality

**Degree Type**Professional

**Delivery Method(s)**On-Campus

Off-Campus

Online

**Co-Listing**No

**Effective Term** Fall

**Effective Year**2017

**Rotating Topic?**No

**Repeatable Credit?**No

**Amount of Credit**2

**S/U Only?**No

**Contact Type** Regularly Scheduled

**Weekly Contact Hours** 10

**Course Description** Focuses on the assessment of patient care with attention to patient safety and quality. After assessing the effectiveness of pharmacotherapy, quality improvement principles guide the best possible care by full adoption of quality improvement through the comprehensive use of information technology and systems that reward rather than impede quality.

**Prerequisites** Completion of all Year 2 Pharm.D. program coursework including milestones

**Co-requisites** PHA XXXX Pharmacoepidemiology and Drug Safety  
PHA XXXX Professional Practice Skills Lab V

**Rationale and Placement in Curriculum** This course is taken in Fall of the third year. Placement at this point in the curriculum is necessary since this content requires the student to have knowledge related to patient care and practice experiences in the community and hospital settings.

**Course Objectives** 1. Define clinically answerable questions related to quality medication use and use continuous quality improvement techniques in the medication use process.

2. Find and evaluate published medical literature for use in clinical decision-making and quality improvement.

3. Identify opportunities for changes in practice that are feasible and effective for improving patient outcomes.
4. Describe how to design, implement, and evaluate quality improvement programs.
5. Describe the role of the pharmacist in the improvement of quality deficits in the medication use system.
6. Monitor and evaluate the effectiveness of care and modify the plan in collaboration with other health care professionals and the patient/care giver. The following are continually monitored and evaluated:
  - a) Medication appropriateness, effectiveness, and safety and patient adherence through available data, biometric test results and patient feedback.
  - b) Clinical endpoints that contribute to the patient's overall health.
  - c) Outcomes of care, including progress toward or achievement of goals.
7. Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.
  - a) Apply methods used improve patient safety.

**Course Textbook(s) and/or Other Assigned Reading** Terri L. Warholak, David P. Nau (Editors). Quality & Safety in Pharmacy Practice. New York, NY: McGraw- Hill Medical; 2010. ISBN 978-0-07-160385-0. Available electronically via Access Pharmacy (Health Science Center Library). <http://accesspharmacy.mhmedical.com/book.aspx?bookID=452>

**Weekly Schedule of Topics** This course will occur in Block 13 and will be approximately 3 weeks in length.

Week 1:

Module 1: Quality Improvement  
Quality Improvement Concepts  
Quality-based Incentives

Week 2

Quality Measurement  
Quality Improvement Interventions

Week 3

Application of Quality Improvement to the Pharmacy Practice Setting  
Module 2: Patient Safety and Medication Use  
Medication Mis-adventures  
Patient Safety: Fundamentals  
Root Cause Analysis  
Failure Mode and Effects Analysis  
Medication Errors and Root Cause Analysis

**Links and Policies** Policies

Policies Across All 1PD-3PD courses:

Class Attendance & Excused/Unexcused Absences

Attendance and punctuality are expected of pharmacists in practice since they are essential elements in maintaining quality patient care, including patient safety. The Pharm.D. program has firm policies about attendance in order to instill good habits that will be needed in practice, and also because class participation is essential for developing the knowledge, skills, and attitudes essential for success as a pharmacist. Class attendance is mandatory for active learning sessions such as problem-solving sessions, case discussions, laboratory sessions, and other activities that the instructor designates as required attendance. Similar to the employment expectations in pharmacy practice, tardiness and unexcused absences are not tolerated.

Student attendance may be excused in the following situations: serious illness (3 or more consecutive days requires a health care provider note/documentation), serious family emergencies, military obligation, severe weather conditions, religious holidays, and other reasons of that are of a serious nature or unexpected. Absences from class for court-

imposed legal obligations (e.g., jury duty or subpoena) will be excused. The Pharm.D. calendar allows for participation in special curricular requirements (e.g., professional meetings). For unusual situations (e.g., wedding that was planned before admission), the student is expected to have already informed the Office of Student Affairs.

Students who have an infectious illness that is in the contagious phase should not come to class. This is an excused illness. The grade book will show EX or excused for the grade of a missed quiz or iRAT and the course grade will be computed without consideration of these missing points unless a makeup is assigned. If the instructor assigns a makeup assignment, the EX grade will be replaced with the grade earned on the makeup assignment.

Both excused and unexcused absences are tracked across the curriculum. Students with repeated absences may be requested to provide a higher level of documentation and the course leader will include the Associate Dean for Student Affairs in addressing the issue. Requests for Excused Absence

A request for an excused absence must be communicated prior to the class session by email. The email format below must be used for all communications about absences. The email must be addressed to [absent3PD@cop.ufl.edu](mailto:absent3PD@cop.ufl.edu). This message will be received by the Academic Coordinator, distant campus, and Education Coordinator. The Academic Coordinator will communicate the information to the Teaching Partnership Leader/Course Director. If email is not possible, the student should call the Academic Coordinator (see phone number in syllabus). The Academic Coordinator will coordinate all communications about the absence request and therefore, serve as the point of contact about decisions and other information. Students are encouraged to call the Academic Coordinator for assistance with excused absences.

The following format is recommended:

Failing to follow this policy will render the absence unexcused. The expectation of prior notification will be exempted in situations where there was an emergency situation such as an accident or similar serious situation.

A request for an "excused absence" does not guarantee acceptance. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

The student is responsible for follow up and confirming whether the absence is excused or unexcused.

#### Make-Up Assignments

Makeup assignment(s) may be provided for any excused absence(s). Due to the block curriculum model, students are encouraged to complete the make up within one-week of the missed session(s). If the situation leads to missing multiple class sessions and makeup by end of the course becomes difficult, the student and Teaching Partnership Leader/Course Director will meet with the Associate Dean of Student Affairs to develop options such as a makeup/remediation plan or course withdrawal. The time period for this make up will be consistent with the UF attendance policies.

Please refer to the University Attendance Policy at

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

## Professionalism Assessments

Professionalism is an educational outcome of the Pharm.D. program and therefore, is continually assessed. Professional behaviors and attitudes are evaluated at each annual milestone to determine progression and eventual readiness for graduation.

Unprofessional behaviors and attitudes will result in a deduction of points in the overall course grade in which the event occurred. Unexcused absences are considered to be unprofessional behavior. Other forms of unprofessional behavior include: lateness to class resulting in missing the start of the application exercises/discussions unless permitted by instructor; classroom behaviors that are distracting or disruptive to others; use of cell/smart phones during class; reading emails/messages; use of social media; leaving class early without informing the faculty or staff member; disrespectful behaviors toward faculty, staff, or other students; and inappropriate discussion board or social media postings. For incidents of lateness to class, an assessment will be made about the seriousness of the tardiness, and this will be used to determine the course of action.

Nonadherence to the dress code policy is also considered unprofessional behavior.

Students who do not comply with the dress code will be assessed as unprofessional and also asked to leave class as noted in the dress code policy.

Across the academic year, unprofessional behaviors will be tracked across all courses.

Each offense will result in a grade deduction in the course in which the unprofessional behavior occurred. The maximum grade deduction that will be applied to each course is 5% from the final course percentage grade. Repeated unprofessional behaviors will also be evaluated as an end of year milestone, and can negatively impact curricular progression.

## Quiz & iRAT/tRAT Policies

1. Students must bring their laptop or tablet to class in order to participate in the quiz/iRAT/tRAT.
2. All quizzes/iRATs/tRATs are closed book unless otherwise noted by the instructor.
3. At the start of the quiz/iRAT, the access code will be provided. Students who miss getting the access code because they were late will not be allowed to take the quiz/iRAT and a grade of zero will be assigned unless there is an excused absence.
4. When a student completes a quiz/readiness-assessment test (RAT), they must close their laptop or turn over their tablet to indicate they are finished with the assessment. These devices should not be used until the instructor has announced that the quiz/RATs have ended.
5. Students who miss the iRAT may take the tRAT if they are in class at the start of the tRAT. (The Academic or Education Coordinator will assess the time of arrival and indicate to students who enter the classroom late whether they can join their team and participate in the tRAT.)
6. Students may not leave the room during the iRAT and tRAT.
7. All students must remain quiet during the iRATs and as other team are completing the tRATs .
8. For tRATs, a team may appeal the answer to a question to the instructor after the active learning session within 24 hrs. The appeal must be evidence-based and in writing. Such an appeal process is not applicable to quizzes, iRATs, and exams.

## Exam Policy

During any Exam:

1. Students must wait outside the testing room until the proctor enters.
2. The following items are not allowed to be accessed during the exam: cell phones, other electronic or digital devices including smart watches, pagers, photographic devices, and recording devices. Any watches must be placed on the top of the desk for proctor review.
3. All backpacks, purses or other bags should be kept away from the student's designated testing space and must not be accessed during the exam. Nonessential materials are NOT allowed at the student's desk during examination periods. Please leave all nonessential materials outside of or in the front of the examination room.
4. Students must arrive and be seated promptly to be eligible to take the exam. To maintain exam security, students who arrive late for the exam will not be allowed to start

the exam if they are more than 30 minutes late or if another student has left the room after seeing the exam. Students who have valid reasons for arriving late at the exam may request a makeup exam as outlined below.

5. There must be no talking or other disruptive behavior during the distribution or taking of the exam.
6. Calculators must meet the following requirements: Only nonprogrammable calculators are allowed unless the course has a specific policy.
9. If you encounter calculator problems (e.g., dead battery), contact the Proctor.
10. Other exam rules may be instituted during the progression of the course.
11. Once the exam commences, students may not leave the room without first turning in the exam. Once the exam is turned in, the examination period for the student is considered complete and the student must leave the examination room.
12. If there is urgent need to use the restroom, the Proctor will provide guidance.

Failure to follow exam rules may be considered as evidence of academic dishonesty.

#### After an Exam

Policy across All 1PD-3PD courses where ExamSoft is used:

1. Students are required to upload the encrypted exam file within 24 hours of completing the exam to the SofTest website.
  - a. If the encrypted file is not uploaded within 24 hours, the student's exam score will be reduced by 10%.
2. Graded exam appeals
  - a. There are no exam appeals except in instances where the student deems there is a possible grading/grade calculation error. Following release of the exam grades, the student has 3 business days to contact the Teaching Partner and Academic Coordinator to clarify questions and appeal any possible grading errors.

#### Make-up Quiz/iRAT/tRAT/Exam Policy

Policy across All 1PD-3PD courses:

Makeup exams are given only under special circumstances and only for excused absences. (The policies related to requesting an excused absence also apply to makeup requests for quizzes/iRATs and exams.) If the student is unable to take a scheduled assessment, the Teaching Partnership Leader/Course Director and Academic Coordinator must be notified before the assessment or if it is an emergency situation, as soon as possible. The instructor will arrange an alternate deadline for the assessment consistent with the University examination policies.

The questions on the makeup assessment may be in the form of essay, short answer, or multiple-choice and will be the same level of difficulty as the assessment administered during the scheduled time. With the exception of highly extenuating circumstances, failure to follow the prescribed procedures or failure to be present for the make-up assessment will result in a grade of zero for that exam. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

#### General College of Pharmacy Course Policies

The following policies apply to all courses in the College of Pharmacy and are available on the COP website:

#### University Grading Policies

Please visit the following URL to understand how the University uses the course grade to compute your overall GPA:

<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

#### Concerns, Appeals, and Complaints

Students who have concerns about their evaluation of performance and/or student-faculty relations should review the Student-Faculty Handbook for guidance. The Student-Faculty Handbook also outlines the chain of command for any appeals and/or complaints.

### Academic Integrity Policy

Students are expected to act in accordance with the University of Florida policy on academic integrity

(<http://www.dso.ufl.edu/sccr/honorcodes/honorcode.php>). This Honor Code specifies a number of behaviors that are in violation of this code and the possible sanctions.

Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the course's Teaching Partnership Leader/Course Director.

Students are also expected to abide by the UF Honor Code.

The following is the UF Honor Pledge: We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code.

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment."

### Psychomotor and Learning Expectations

Psychomotor expectations relate to the ability to meet the physical demands of the pharmacy curriculum. Physically impaired students and students with learning disabilities such as hearing impairment, visual impairment, dyslexia or other specific learning disabilities such as sensory deficit or sensory-motor coordination problems should cooperate with the faculty and staff in addressing these circumstances in order to meet academic standards.

### How to Request Learning Accommodations

Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, [www.dso.ufl.edu/drc/](http://www.dso.ufl.edu/drc/)) by providing appropriate documentation. Once registered with the Disability Resource Center, students will receive an accommodation letter which must be presented to both the instructor and academic coordinator to utilize classroom accommodations. Students registered with the Disability Resource Center who are requesting clinical accommodations for rotations or clinical experiences should contact their Learning Specialist in the Disability Resource Center. Students with disabilities should follow this procedure as early as possible in the semester.

Additionally, students at all College of Pharmacy campuses are expected to provide a copy of the accommodation letter of the Office of Student Affairs by email ([carswell@cop.ufl.edu](mailto:carswell@cop.ufl.edu)), fax (352-273-6219) or in person at G235 (Student Services Suite) of the Health Professions, Nursing and Pharmacy Building since some learning activities, exams, and assessments require additional assistance. The College of Pharmacy highly encourages that this procedure be completed before each course begins. Being proactive in this process will ensure that accommodations are in place for each student's learning activities, exams, and assessments because grades cannot be retroactively changed.

### Faculty and Course Evaluations

Students are expected to provide feedback on the quality of instruction in every course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>. Evaluations are typically open around mid-semester and need to be completed by the established deadline. Summary results of these assessments are available to students at <https://evaluations.ufl.edu>.

### Computer and Other Technology Requirements

Students are required to meet the following computer and technology requirements:  
<http://pharmacy.ufl.edu/education/student-affairs/admissions/student-computer-requirements/>

ExamSoft® is used for administration of exams and students are required to follow the procedures that are established for exam administration. Students must bring a laptop to class to complete exams and this laptop must meet the computer and technology requirements established by the College. Students must also complete mock exams prior to the actual exam to assure that all computer features are supported by ExamSoft®.

#### Expectations in Class and Other Learning Activities

Students are expected to:

- ? Be diligent and timely in studying the course material.
- ? Be on time for class sessions, quizzes, and exams.
- ? Be prepared for group discussions and conference calls.
- ? Do your own work.
- ? Actively collaborate with peers when assigned to groups.
- ? Inform the Academic Coordinator about an absence from an exam or other assigned class activity at least 24 hours prior to the event.
- ? Dress appropriately for class sessions or clinically related activities.
- ? Turn off cell phones and other electronic communication devices during a class session or phone conference.
- ? Be quiet during class sessions including peer presentations.
- ? Be focused and avoid distractive behaviors in class.
- ? Appropriately use the computer in class, i.e., do not be looking at unrelated information on the web site during class.
- ? Participate in class or group discussions.
- ? Raise one's hand to be recognized before making a comment during a class session.
- ? Be respectful to the teacher.
- ? Be respectful to fellow students in discussions.
- ? Be courteous, respectful, and civil when using discussion boards.
- ? Focus on the course learning activities; it is not respectful to study for other coursework during the class session.
- ? Address faculty with the appropriate title and name, i.e., Dr. (last name) or Professor (last name).
- ? Address concerns about performance or course material directly with the Teaching Partnership Leader/Course Director.
- ? Seek assistance with academic or personal difficulties as soon as possible.

#### Communications

##### Course-related Communications

Students with questions about course content should post questions on the discussion board. As noted in the attendance policy, communications about class attendance/absence should be emailed to [absent2PD@cop.ufl.edu](mailto:absent2PD@cop.ufl.edu). The student may email the course leader for any other needs that are personal in nature (e.g., request for accommodations, personal issues such as illness, emergencies).

##### Faculty member Response Time:

1. The course faculty will work to respond to discussion board postings and email communications within 24 hours of the posting between Monday and Friday 12N. Responses on weekends and holidays will be sporadic. (On weekends when assignments are due, students are advised to post questions before 12 Noon on Friday.)

##### Email Communications:

1. When communicating with faculty via email, the subject line needs to include the course number & title.
2. At the end of the email, in addition to listing your name, list your academic year and

campus/site.

#### Discussion Board Policy

The purpose of the discussion board is to provide a venue for you to enhance your learning. This is accomplished by having a thread for each module where you can post questions to the course faculty. (A thread is a single link that is devoted to a topic.) The discussion board is also a place where your instructors may post virtual cases for you to work up.

Such interaction on the discussion boards with the instructors will allow you to clarify your questions and apply what you are learning in other parts of the course. The goal of these discussions is to help you learn.

#### Student Netiquette on the Discussion Board:

1. Post your comment on the correct discussion thread. If you have a question about A1 (Unit A - Module 1), post it in the discussion thread for A1 and not the B1 thread.
2. The discussion board is not a place to complain. Complaints should instead be directed directly to the Teaching Partnership Leader/Course Director via a professional email. This allows the Teaching Partnership Leader/Course Director to quickly address your concern without causing distraction to other students who have limited time and want to focus on learning.
3. Use "netiquette." If you have never learned "netiquette" - please visit the following URL: <http://www.albion.com/netiquette/corerules.html> If you follow the rules of netiquette described in this URL, you will avoid posting an embarrassing or inappropriate comment.
4. The discussion board has been designed to allow you a place to ask further questions on the material to clarify any confusion, gain a deeper understanding of the material, or ask general course questions. A question you might see on a discussion board is "What do I need to study for the exam?" Please reflect on how this question can be perceived by your lecturing faculty as well as your fellow classmates. Rewording the question to address a specific topic would be more appropriate. For example, "Dr. XX, you listed numerous side effects for drug XX on slide XX. Of those, what are the most relevant that we could expect to occur and monitor for in clinical practice." The type of material that is covered in these classes is material that is important for patient care. All of this material is important. There are variations in courses, but please make use of your syllabus since there might be guidance on how to prepare for various exams in your classes.
5. In most situations, lectures are released as planned by the Teaching Partnership Leader/Course Director. Clarifying at the beginning of a semester on the planned release date/time, if not posted in the syllabus, is appropriate. Continual posts on the discussion board on weekly basis can become overwhelming for the course coordinator as well as your fellow students.

#### Question/Answer sessions in live class sessions:

Time is usually reserved at the end of the class for questions regarding the material to clear up any confusion or expand on material covered in the particular section. This is a valuable time for all students and since time is limited, the questions should focus on the topics at hand. Questions such as, "What material will be covered on an upcoming exam?" or, "Do we need to know dosing for the exam?" are inappropriate during this time period. In our profession, all material is important. However, if this question does need to be asked, please consider using the discussion board to clarify any specific exam questions.

#### Student Complaint Process

Concerns about the course (e.g., course requirements, quizzes, exams) should first be discussed with the appropriate course instructor and the Teaching Partnership Leader/Course Director. If a satisfactory resolution is not achieved, the student may appeal to the Associate Dean for Curricular Affairs and Accreditation who will also engage other individuals depending on the request (e.g., campus dean, department chair,

Associate Dean for Student Affairs). If the student finds the decision unsatisfactory, the student may appeal to the Dean of the College of Pharmacy. If this decision is unsatisfactory, the student may appeal to the Ombuds office:  
( [https://www.dso.ufl.edu/documents/UF\\_Complaints\\_policy.pdf](https://www.dso.ufl.edu/documents/UF_Complaints_policy.pdf) ).

#### Religious Holidays

Please see the University policy on attendance and religious holidays:  
<http://www.registrar.ufl.edu/catalog/policies/regulationattendance.html#religious>.

#### Counseling and Wellness Center

Students who are experiencing issues and events that could adversely affect academic performance and personal health should be encouraged to meet with the Teaching Partnership Leader/Course Director or Associate Dean for Student Affairs for guidance. Students in the Gainesville area may contact the UF Counseling and Wellness Center for Gainesville students (352-392-1575; <http://www.counseling.ufl.edu>). Students outside the Gainesville area may obtain similar contact information from the campus/program administrator.

#### Emergencies

Call the University Police Department for emergencies: 392-1111 or 9-1-1

#### Student Crisis

Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) so that the U Matter, We Care Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 9-1-1.

Students who are experiencing issues and events are also encouraged to contact their local

crisis center. For Alachua County the Crisis Center number is 352-264-6789; for Jacksonville and

Duval County 904-632-0600 and toll free for Northeast Florida at 1-800-346-6185; and for Orlando

407-425-2624.

The following national call numbers are also available for students who reside outside of the main COP campuses: a) 1-800-273-8255, and b) 1-800-784-2433.

#### How to Access Services for Student Success

Students who need guidance for course success or who are having academic difficulty should contact the Teaching Partnership Leader/Course Director. In addition, students are encouraged to contact their advisor or Campus Director/Associate Dean for Student Affairs for assistance.

#### Faculty Lectures/Presentations Download Policy

Photography, audio-visual recording, and transmission/distribution of classroom lectures and discussions is prohibited unless there is expressed written permission. Recorded lectures and class sessions are authorized solely for the purpose of individual or group study with other UF College of Pharmacy students enrolled in the same class. Such recordings may not be reproduced, shared, or uploaded to publicly accessible web environments. Students who do not adhere to this policy will be considered to be breaching COP copyrights and/or FERPA law.

#### Faculty and Staff: Who to Contact

Academic Coordinator/Education Coordinator:

1. Issues related to course policies (absences, make up exams, missed attendance)
2. Absence requests (Only the Academic Coordinator handles absence requests)
3. Questions about dates, deadlines, meeting place
4. Availability of handouts and other course materials
5. Assignment directions
6. Questions about grade entries gradebook (missing grades, wrong grade)
7. Assistance with ExamSoft® (Distant campus students may contact Education Coordinator for use of SofTest and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.)

Teaching Partnership Leaders/Course Directors

1. Questions about grades
2. Concerns about performance
3. Guidance when there are performance problems (failing grades)
4. General questions about content

Other Teaching Partnership Faculty Members

1. Questions about specific content

Technical Support:

For technical support related to eLearning, educational videos, mobile learning tools and other course-related issues, contact College of Pharmacy Educational Technology Support at:

- Gainesville Office Hours: HPNP Rm. 4309 or 4312, Monday – Friday, 8:30 am to 4:30 pm
- E-mail: [edu-help@ahc.ufl.edu](mailto:edu-help@ahc.ufl.edu)
- Phone: 352-273-9492

Contact the University of Florida Computing Help Desk for issues related to Gatorlink accounts, UF e-mail, ONE.UF, myUFL and other centralized UF systems, contact UF Computing Help Desk at:

- Website: <https://my.it.ufl.edu/CherwellPortal/UFITServicePortal>
- E-mail: [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu)
- Help Wiki: <https://wiki.helpdesk.ufl.edu/>
- Phone: (352) 392-4357

**Grading Scheme** Assessment % of Grade

Final Paper: Team-QI Study 40%

(See Appendix A for Rubric)

Team Assessments - tRATs 15%

Individual Assessments - iRATs 25%

Medication Safety Exam 20%

**Instructor(s)** Randy C. Hatton, BPharm, PharmD, FCCP, BCPS

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## PHA 5226C Patient Safety & Quality

### Fall Semester 2017 – Block 13

### 2 Credit Hours

#### Course Purpose:

Evidence-based practice is the process of asking clinically answerable questions, acquiring the best available evidence, critically appraising this evidence, applying the evidence to the patient, population, predicament or problem considering the clinical expertise of the treating clinicians and patients' values and preferences, and, finally, assessing the effectiveness of the patient care provided. This course focuses on the assessment of patient care. After assessing the effectiveness of pharmacotherapy, quality improvement principles are used to provide the best possible care by full adoption of quality improvement through the comprehensive use of information technology and systems that reward rather than impede quality.

Patient safety is an important component of quality pharmacotherapy. The appropriate reactions to adverse drug events and the anticipation of medication errors enable the implementation of systems to prevent and minimize patient risk.

This course teaches pharmacy students to balance individual patient care with a population-based approach. Quality assessment and improvement exercises will be introduced to identify and review variation in pharmacotherapy processes and outcomes. Students will use published evidence to identify targets for quality improvement, to formulate strategies for identifying high-risk patients and to improve patient care, and to define process and outcome measures to evaluate pharmacotherapy outcomes.

*Note: This course is approved by the Board of Pharmacy to fulfill the requirements for 2 hours of continuing education (CE) credit on Medication Safety for licensure. The Office for Student Affairs will issue a letter for every student who achieves a grade of at least 70% for Case #10 (Medication Safety) that will be done during Week 15. This medication-safety grade will be calculated by giving 50% of the grade for participation in the case, 40% based on the online quiz for this week, and 10% based on the essay quiz (i.e., question of the day) that will be administered at the beginning of class. Students must also receive a C or better in this class to receive the medication safety CE credit.*

#### Course Faculty and Office Hours

(See **Appendix A** for Who to Contact)

##### **Teaching Partnership Leader:**

Randy C. Hatton, BPharm, PharmD, FCCP, BCPS

Email: [rhatton@cop.ufl.edu](mailto:rhatton@cop.ufl.edu)

Office: HPNP2331

Phone: 352.294.5785

Office Hours: By email and appointment

**Teaching Partners:**

Thomas Johns, PharmD, BCPS	<a href="mailto:johtho@shands.ufl.edu">johtho@shands.ufl.edu</a>	352.265.0404
Amy F. Rosenberg, PharmD, BCPS	<a href="mailto:roseaf@shands.ufl.edu">roseaf@shands.ufl.edu</a>	352.594.9999
Benjamin J. Staley, PharmD, BCPS	<a href="mailto:staleb@shands.ufl.edu">staleb@shands.ufl.edu</a>	352.265.0404
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TBD	email	number

**Teaching Assistants:**

Name	Email: address	Phone:
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**Academic Coordinator**

TBD	
Email	Office:
Phone:	
Office Hours: By email and appointment	

**Instructional Designer**

Julie Stewart Thomas, M.A.	<a href="mailto:julie.thomas@ufl.edu">julie.thomas@ufl.edu</a>
Office: HPNP4309	Phone: 352.273.6284
Office Hours: By email and appointment	

**This Course Will Prepare You to Perform the Following Activities Which the Public Entrusts a Pharmacist to Perform:**

1. EPA A8. Collaborate as a member of an interprofessional team.
2. EPA B1. Form clinical/practice-related questions and retrieve evidence to advance patient care.
3. EPA C1. Identify system failures and contribute to a culture of safety and improvement.
4. EPA C2. Recommend solutions to needs in the medication use system and the healthcare system.

**Course-Level Objectives**

Upon completion of this course, the student will be able to develop knowledge related to principles of professional communications and the provision of patient-centered care. Specifically:

1. Define clinically answerable questions related to quality medication use and use continuous quality improvement techniques in the medication use process.
2. Find and evaluate published medical literature for use in clinical decision-making and quality improvement.
3. Identify opportunities for changes in practice that are feasible and effective for improving patient outcomes.

4. Describe how to design, implement, and evaluate quality improvement programs.
5. Describe the role of the pharmacist in the improvement of quality deficits in the medication use system.
6. Monitor and evaluate the effectiveness of care and modify the plan in collaboration with other health care professionals and the patient/care giver. The following are continually monitored and evaluated:
  - a) Medication appropriateness, effectiveness, and safety and patient adherence through available data, biometric test results and patient feedback.
  - b) Clinical endpoints that contribute to the patient's overall health.
  - c) Outcomes of care, including progress toward or achievement of goals.
7. Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.
  - a) Apply methods used improve patient safety.

### Pre-Requisite or Co-Requisite Knowledge and Skills

Completion of all Year 2 Pharm.D. program coursework including milestones

Co-Requisites:

PHA XXXX Pharmacoepidemiology and Drug Safety

PHA XXXX Professional Practice Skills Lab V

### Course Outline

\*In-class Activities are active learning sessions that allow for application of other coursework. Since part of the time involves interaction with team members rather than faculty members, a 2.0 hr contact time is equivalent to 1.0 hr of instructor contact time.

Date	Instructor	Related Learning Objective	Topic/Learning Activities	Instructor Contact Hours
Week 1 9/12/17	Hatton	1,2,3,4	<b>Module #1 Quality Improvement</b>	
	Winterstein		Watch: What is Quality Improvement?	<b>1</b>
			Mandatory Reading: <i>Chapter 5. Health Care Quality Improvement</i>	<b>1</b>
			Tutorial: IHI-Improvement Capability 102: The Model for Improvement-Your Engine for Change	<b>0.5</b>
			Tutorial: IHI-Improvement Capability 102: The Model for Improvement-The Human Side of Quality Improvement	<b>0.5</b>
<b>Week 1 9/13/17</b>	<b>Hatton</b>		<b>In-class Activity #1: Quality Improvement Concepts</b> Introduction to Quality Improvement and review of final project [paper]	<b>1 (2-hr class)</b>
			Watch: Quality Deficits (Quality Gaps) [new]	<b>1</b>

Date	Instructor	Related Learning Objective	Topic/Learning Activities	Instructor Contact Hours
			Mandatory Reading: <i>Chapter 6. Recognizing and Defining Quality Problems</i>	1
			Mandatory Reading: <i>Chapter 7. Identifying Causes of Quality Problems</i>	1
<b>Week 1 9/15/17</b>	<b>Hatton</b>		<b>In-class Activity #2: Quality-Based Incentives</b> Quality improvement randomized controlled trials and quality improvement interventions	<b>1 (2-hr class)</b>
	Winterstein		Watch: Quality Measures	0.75 hr
	Winterstein		Watch: National Performance Measures	0.75 hr
			Tutorial: IHI-Improvement Capability 103: Measurement for Improvement (Measurement Fundamentals)	0.5
			Tutorial: IHI-Improvement Capability 103: Measurement for Improvement (Displaying Data)	0.5
			Tutorial: IHI-Improvement Capability 103: Measurement for Improvement (Learning from Measures)	0.5
			Supplemental Reading: <i>Chapter 9. Measuring Medication Safety and Quality</i>	N/A
<b>Week 2 9/18/17</b>	<b>Hatton</b>		<b>In-class Activity #3: Quality Measurement</b> Final project interim assessment #1	<b>1 hr (2-hr class)</b>
	Hatton		Watch: Quasi-Experimental Study Designs	0.67 hr
	Hatton		Watch: How to Evaluate Quality Improvement Quasi-Experimental Studies	1 hr
			Watch: Quality Improvement Interventions [new]	0.5
			Watch: Quality Improvement and Education [new]	0.5
			Mandatory Reading: <i>Evidence-based Quality Improvement: The State of the Science</i>	0.75
			Mandatory Reading: <i>Chapter 12. Implementing Change to Enhance Quality</i>	1
			Mandatory Reading: <i>Chapter 13. Using Technology in the Quality Improvement Process</i>	1
<b>Week 2 9/22/17</b>	<b>Hatton</b>		<b>In-class Activity #4: Quality Improvement Interventions</b> Quality improvement quasi-experimental studies and measuring quality	<b>1 hr (2-hr class)</b>
			Mandatory Reading: <i>Chapter 17. Implementing Your Own Pharmacy Quality Improvement Program</i>	1

Date	Instructor	Related Learning Objective	Topic/Learning Activities	Instructor Contact Hours
			Watch: Computer Decision Support and Safety [new]	0.5
			Watch: Program Evaluation/Implementation Science[new]	0.5
			Watch: Promoting a Culture of Safety [watch]	0.5
			Guest lecturers who show how to measure and implement QI initiatives in various settings	0.75
	Johns		Watch: Practical Applications of Pharmacotherapy Quality Improvement in a Teaching Hospital [new]	1
	Staley		Watch: Practical Applications of Technology to Improve Quality [new]	1
			Watch: Practical Applications of Quality Improvement in a Corporate Pharmacy [new]	0.5
<b>Week 3 9/25/17</b>	<b>Hatton</b>		<b>In-class Activity #5: Application of Quality Improvement to the Pharmacy Practice Setting</b> Final project interim assessment #2	<b>1 hr (2-hr class)</b>
9/26/17	Hatton	1,2,3,4	<b>Module #2 Patient Safety and Medication Use</b>	
			Watch: Medication Misadventures	0.5 hr
	Rosenberg		Watch: Practical Applications of Medication Safety Principles	1 hr
	Hatton		Watch: Failure Mode and Effect Analysis	0.75 hr
			Tutorial: IHI-Patient Safety 100: Introduction to Patient Safety (Understanding Medical Error and Patient Safety)	0.5
			Tutorial: IHI-Patient Safety 101: Fundamentals of Patient Safety (To Err is Human)	0.5
			Tutorial: IHI-Patient Safety 104: Root Cause and Systems Analysis (Root Cause Helps Us Learn from Our Errors)	0.5
			Tutorial: IHI-Patient Safety 105: Communicating with Patients with Adverse Events (The Impact of Adverse Events on Caregivers: The Second Victim)	0.5
			Supplemental Reading: <i>Root Cause Analysis Workbook for Community/Ambulatory Pharmacy</i>	N/A
			Supplemental Reading: <i>RCA1-Improving Root Cause Analysis and Actions to Prevent Harm</i>	N/A

Date	Instructor	Related Learning Objective	Topic/Learning Activities	Instructor Contact Hours
			Supplemental Reading: <i>Failure Mode and Effects Analysis (FMEA)-Institutes for Safe Medication Practices</i>	N/A
			Supplemental Reading: <i>2016-2017 Targeted Medication Safety Best Practices for Hospitals</i>	N/A
			Supplemental Reading: <i>Chapter 11. Risk Management</i>	N/A
			Supplemental Video: 40 of K RCA Example	N/A
<b>Week 3 9/29/17</b>	<b>Hatton</b>		<b>In-class Activity #6: Medication errors and root cause analysis</b>	<b>1 hr (2-hr class)</b>
Week 4 9/XX/17	Hatton		Medication Error Exam In-class with Activity #6	0.5 hr
			<b>Total Instructor Contact Hours</b>	<b>30.92 hr</b>

## Textbooks

Terri L. Warholak, David P. Nau (Editors). *Quality & Safety in Pharmacy Practice*. New York, NY: McGraw-Hill Medical; 2010. ISBN 978-0-07-160385-0. Available electronically via Access Pharmacy (Health Science Center Library). <http://accesspharmacy.mhmedical.com/book.aspx?bookID=452>

## Student Evaluation & Grading

### Evaluation Methods and how grades are determined

Assessment Item	Grade Percentage
Final Paper: Team Proposed Quality Improvement Study* (See Rubric – Appendix A)	40%
Team Assessments (e.g., Team readiness assessments [tRATs])*	15%
Individual Assessments (Individual Readiness Assessments [iRAT])	25%
Medication Safety Exam	20%
Total	100%

Please note that the percentage of the grade awarded for the final team project and the team assessments in this course will be reduced with an up to a 10-point deduction should your contribution to your team's effectiveness, assessed using CATME [peer assessment], finds that your performance requires improvement.

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## Grading Scale

92.50-100%	A
89.50-92.49%	A-
86.50-89.49%	B+
82.50-86.49%	B
79.50-82.49%	B-
76.50-79.49%	C+
72.50-76.49%	C
69.50-72.49%	C-
66.50-69.49%	D+
62.50-66.49%	D
59.50-62.49%	D-
< 59.50%	E

**Rounding of grades:** Final grades in Canvas will be rounded to the 2<sup>nd</sup> decimal place. If the decimal is X.495 or higher, Canvas will round the grade to X.50. The above scale depicts this policy and grades are determined accordingly. Grade assignment is made using this policy and ***no exceptions*** will be made in situations where a student's grade is "close."

## Educational Technology Use

The following technology below will be used during the course and the student must have the appropriate technology and software. **Appendix A** outlines who to contact if you have questions about technology.

1. ExamSoft®
2. Canvas Learning Management System

## Policies

### Policies Across All 1PD-3PD courses:

#### Class Attendance & Excused/Unexcused Absences

Attendance and punctuality are expected of pharmacists in practice since they are essential elements in maintaining quality patient care, including patient safety. The Pharm.D. program has firm policies about attendance in order to instill good habits that will be needed in practice, and also because class participation is essential for developing the knowledge, skills, and attitudes essential for success as a pharmacist. Class attendance is mandatory for active learning sessions such as problem-solving sessions, case discussions, laboratory sessions, and other activities that the instructor designates as required attendance. Similar to the employment expectations in pharmacy practice, **tardiness and unexcused absences are not tolerated.**

Student attendance may be excused in the following situations: serious illness (3 or more consecutive days requires a health care provider note/documentation), serious family emergencies, military

obligation, severe weather conditions, religious holidays, and other reasons of that are of a serious nature or unexpected. Absences from class for court-imposed legal obligations (e.g., jury duty or subpoena) **will be** excused. The Pharm.D. calendar allows for participation in special curricular requirements (e.g., professional meetings). For unusual situations (e.g., wedding that was planned before admission), the student is expected to have already informed the Office of Student Affairs.

Students who have an infectious illness that is in the contagious phase should not come to class. This is an excused illness. The grade book will show EX or excused for the grade of a missed quiz or iRAT and the course grade will be computed without consideration of these missing points unless a makeup is assigned. If the instructor assigns a makeup assignment, the EX grade will be replaced with the grade earned on the makeup assignment.

Both excused and unexcused absences are tracked across the curriculum. Students with repeated absences may be requested to provide a higher level of documentation and the course leader will include the Associate Dean for Student Affairs in addressing the issue.

### Requests for Excused Absence

A request for an excused absence must be communicated prior to the class session by email. The email format below must be used for all communications about absences. The email must be addressed to [absent3PD@cop.ufl.edu](mailto:absent3PD@cop.ufl.edu). This message will be received by the Academic Coordinator, distant campus, and Education Coordinator. The Academic Coordinator will communicate the information to the Teaching Partnership Leader/Course Director. If email is not possible, the student should call the Academic Coordinator (see phone number in syllabus). The Academic Coordinator will coordinate all communications about the absence request and therefore, serve as the point of contact about decisions and other information. Students are encouraged to call the Academic Coordinator for assistance with excused absences.

The following format is recommended:

**To:** [absent3PD@cop.ufl.edu](mailto:absent3PD@cop.ufl.edu)  
**Subject:** PHA XXXX – Excused Absence request  
Dear \_\_\_\_\_,  
Professionally and politely request an excused absence.  
Explain the nature of conflict and rationale for receiving an excused absence.  
Thank the faculty/staff member for their consideration of your special request.  
Salutation,  
Type in your full name and last 4 digits of UF-ID #, and Campus Name

Failing to follow this policy will render the absence unexcused. The expectation of prior notification will be exempted in situations where there was an emergency situation such as an accident or similar serious situation.

A request for an "excused absence" does not guarantee acceptance. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

The student is responsible for follow up and confirming whether the absence is excused or unexcused.

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### Make-Up Assignments

Makeup assignment(s) may be provided for any excused absence(s). Due to the block curriculum model, students are encouraged to complete the make up ***within one-week of the missed session(s)***. If the situation leads to missing multiple class sessions and makeup by end of the course becomes difficult, the student and Teaching Partnership Leader/Course Director will meet with the Associate Dean of Student Affairs to develop options such as a makeup/remediation plan or course withdrawal. The time period for this make up will be consistent with the UF attendance policies.

Please refer to the University Attendance Policy at <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

### Professionalism Assessments

Professionalism is an educational outcome of the Pharm.D. program and therefore, is continually assessed. Professional behaviors and attitudes are evaluated at each annual milestone to determine progression and eventual readiness for graduation.

Unprofessional behaviors and attitudes will result in a deduction of points in the overall course grade in which the event occurred. **Unexcused absences are considered to be unprofessional behavior.** Other forms of unprofessional behavior include: lateness to class resulting in missing the start of the application exercises/discussions unless permitted by instructor; classroom behaviors that are distracting or disruptive to others; use of cell/smart phones during class; reading emails/messages; use of social media; leaving class early without informing the faculty or staff member; disrespectful behaviors toward faculty, staff, or other students; and inappropriate discussion board or social media postings. For incidents of lateness to class, an assessment will be made about the seriousness of the tardiness, and this will be used to determine the course of action. Nonadherence to the dress code policy is also considered unprofessional behavior. Students who do not comply with the dress code will be assessed as unprofessional and also asked to leave class as noted in the dress code policy.

Across the academic year, unprofessional behaviors will be tracked across all courses. Each offense will result in a grade deduction in the course in which the unprofessional behavior occurred. The maximum grade deduction that will be applied to each course is **5% from the final course percentage grade**. Repeated unprofessional behaviors will also be evaluated as an end of year milestone, and can negatively impact curricular progression.

### Quiz & iRAT/tRAT Policies

1. Students must bring their laptop or tablet to class in order to participate in the quiz/iRAT/tRAT.
2. All quizzes/iRATs/tRATs are closed book unless otherwise noted by the instructor.
3. At the start of the quiz/iRAT, the access code will be provided. Students who miss getting the access code because they were late will not be allowed to take the quiz/iRAT and a grade of zero will be assigned unless there is an excused absence.
4. When a student completes a quiz/readiness-assessment test (RAT), they **must close their laptop or turn over their tablet** to indicate they are finished with the assessment. These devices should not be used until the instructor has announced that the quiz/RATs have ended.
5. Students who miss the iRAT may take the tRAT if they are in class at the start of the tRAT. (The Academic or Education Coordinator will assess the time of arrival and indicate to students who enter the classroom late whether they can join their team and participate in the tRAT.)
6. Students may not leave the room during the iRAT and tRAT.
7. All students must remain quiet during the iRATs and as other team are completing the tRATs .

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8. For tRATs, a team may appeal the answer to a question to the instructor after the active learning session within 24 hrs. The appeal must be evidence-based and in writing. Such an appeal process is not applicable to quizzes, iRATs, and exams.

### **Exam Policy**

#### ***During any Exam:***

1. Students must wait outside the testing room until the proctor enters.
2. The following items are not allowed to be accessed during the exam: cell phones, other electronic or digital devices including smart watches, pagers, photographic devices, and recording devices. Any watches must be placed on the top of the desk for proctor review.
3. All backpacks, purses or other bags should be kept away from the student's designated testing space and must not be accessed during the exam. Nonessential materials are NOT allowed at the student's desk during examination periods. Please leave all nonessential materials outside of or in the front of the examination room.
4. Students must arrive and be seated promptly to be eligible to take the exam. To maintain exam security, students who arrive late for the exam will not be allowed to start the exam if they are more than 30 minutes late or if another student has left the room after seeing the exam. Students who have valid reasons for arriving late at the exam may request a makeup exam as outlined below.
5. There must be no talking or other disruptive behavior during the distribution or taking of the exam.
6. Calculators must meet the following requirements: Only nonprogrammable calculators are allowed unless the course has a specific policy.
9. If you encounter calculator problems (e.g., dead battery), contact the Proctor.
10. Other exam rules may be instituted during the progression of the course.
11. Once the exam commences, students may not leave the room without first turning in the exam. Once the exam is turned in, the examination period for the student is considered complete and the student must leave the examination room.
12. If there is urgent need to use the restroom, the Proctor will provide guidance.

*Failure to follow exam rules may be considered as evidence of academic dishonesty.*

#### ***After an Exam***

##### **Policy across All 1PD-3PD courses where ExamSoft is used:**

1. Students are required to upload the encrypted exam file within 24 hours of completing the exam to the SofTest website.
  - a. If the encrypted file is not uploaded within 24 hours, the student's exam score will be reduced by 10%.
2. Graded exam appeals
  - a. There are no exam appeals except in instances where the student deems there is a possible grading/grade calculation error. Following release of the exam grades, the student has 3 business days to contact the Teaching Partner and Academic Coordinator to clarify questions and appeal any possible grading errors.

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## **Make-up Quiz/iRAT/tRAT/Exam Policy**

### **Policy across All 1PD-3PD courses:**

Makeup exams are given only under special circumstances and only for excused absences. (The policies related to requesting an excused absence also apply to makeup requests for quizzes/iRATs and exams.) If the student is unable to take a scheduled assessment, the Teaching Partnership Leader/Course Director and Academic Coordinator must be notified before the assessment or if it is an emergency situation, as soon as possible. The instructor will arrange an alternate deadline for the assessment consistent with the University examination policies.

The questions on the makeup assessment may be in the form of essay, short answer, or multiple-choice and will be the same level of difficulty as the assessment administered during the scheduled time. With the exception of highly extenuating circumstances, failure to follow the prescribed procedures or failure to be present for the make-up assessment will result in a grade of zero for that exam. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

## **General College of Pharmacy Course Policies**

The following policies apply to all courses in the College of Pharmacy and are available on the COP website:

### ***University Grading Policies***

Please visit the following URL to understand how the University uses the course grade to compute your overall GPA: <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

### ***Concerns, Appeals, and Complaints***

Students who have concerns about their evaluation of performance and/or student-faculty relations should review the Student-Faculty Handbook for guidance. The Student-Faculty Handbook also outlines the chain of command for any appeals and/or complaints.

### ***Academic Integrity Policy***

Students are expected to act in accordance with the University of Florida policy on academic integrity (<http://www.dso.ufl.edu/sccr/honorcodes/honorcode.php>). This Honor Code specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the course's Teaching Partnership Leader/Course Director.

Students are also expected to abide by the UF Honor Code.

The following is the UF Honor Pledge: *We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code.*

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: *"On my honor, I have neither given nor received unauthorized aid in doing this assignment."*

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### ***Psychomotor and Learning Expectations***

Psychomotor expectations relate to the ability to meet the physical demands of the pharmacy curriculum. Physically impaired students and students with learning disabilities such as hearing impairment, visual impairment, dyslexia or other specific learning disabilities such as sensory deficit or sensory-motor coordination problems should cooperate with the faculty and staff in addressing these circumstances in order to meet academic standards.

### ***How to Request Learning Accommodations***

Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, [www.dso.ufl.edu/drc/](http://www.dso.ufl.edu/drc/)) by providing appropriate documentation. Once registered with the Disability Resource Center, students will receive an accommodation letter which must be presented to both the instructor and academic coordinator to utilize classroom accommodations. Students registered with the Disability Resource Center who are requesting clinical accommodations for rotations or clinical experiences should contact their Learning Specialist in the Disability Resource Center. Students with disabilities should follow this procedure as early as possible in the semester.

Additionally, students at all College of Pharmacy campuses are expected to provide a copy of the accommodation letter of the Office of Student Affairs by email ([carswell@cop.ufl.edu](mailto:carswell@cop.ufl.edu)), fax (352-273-6219) or in person at G235 (Student Services Suite) of the Health Professions, Nursing and Pharmacy Building since some learning activities, exams, and assessments require additional assistance. The College of Pharmacy highly encourages that this procedure be completed before each course begins. Being proactive in this process will ensure that accommodations are in place for each student's learning activities, exams, and assessments because grades cannot be retroactively changed.

### ***Faculty and Course Evaluations***

Students are expected to provide feedback on the quality of instruction in every course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>. Evaluations are typically open around mid-semester and need to be completed by the established deadline. Summary results of these assessments are available to students at <https://evaluations.ufl.edu>.

### ***Computer and Other Technology Requirements***

Students are required to meet the following computer and technology requirements:  
<http://pharmacy.ufl.edu/education/student-affairs/admissions/student-computer-requirements/>

ExamSoft® is used for administration of exams and students are required to follow the procedures that are established for exam administration. Students must bring a laptop to class to complete exams and this laptop must meet the computer and technology requirements established by the College. Students must also complete mock exams prior to the actual exam to assure that all computer features are supported by ExamSoft®.

### ***Expectations in Class and Other Learning Activities***

Students are expected to:

- Be diligent and timely in studying the course material.
- Be on time for class sessions, quizzes, and exams.

- 
- Be prepared for group discussions and conference calls.
  - Do your own work.
  - Actively collaborate with peers when assigned to groups.
  - Inform the Academic Coordinator about an absence from an exam or other assigned class activity at least 24 hours prior to the event.
  - Dress appropriately for class sessions or clinically related activities.
  - Turn off cell phones and other electronic communication devices during a class session or phone conference.
  - Be quiet during class sessions including peer presentations.
  - Be focused and avoid distractive behaviors in class.
  - Appropriately use the computer in class, i.e., do not be looking at unrelated information on the web site during class.
  - Participate in class or group discussions.
  - Raise one's hand to be recognized before making a comment during a class session.
  - Be respectful to the teacher.
  - Be respectful to fellow students in discussions.
  - Be courteous, respectful, and civil when using discussion boards.
  - Focus on the course learning activities; it is not respectful to study for other coursework during the class session.
  - Address faculty with the appropriate title and name, i.e., Dr. (last name) or Professor (last name).
  - Address concerns about performance or course material directly with the Teaching Partnership Leader/Course Director.
  - Seek assistance with academic or personal difficulties as soon as possible.

## Communications

### Course-related Communications

Students with questions about course content should post questions on the discussion board. As noted in the attendance policy, communications about class attendance/absence should be emailed to [absent2PD@cop.ufl.edu](mailto:absent2PD@cop.ufl.edu). The student may email the course leader for any other needs that are personal in nature (e.g., request for accommodations, personal issues such as illness, emergencies).

### Faculty member Response Time:

1. The course faculty will work to respond to discussion board postings and email communications within 24 hours of the posting between Monday and Friday 12N. Responses on weekends and holidays will be sporadic. (On weekends when assignments are due, students are advised to post questions before 12 Noon on Friday.)

### Email Communications:

1. When communicating with faculty via email, the subject line needs to include the course number & title.
2. At the end of the email, in addition to listing your name, list your academic year and campus/site.

### Discussion Board Policy

The purpose of the discussion board is to provide a venue for you to enhance your learning. This is accomplished by having a thread for each module where you can post questions to the course faculty.

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(A thread is a single link that is devoted to a topic.) The discussion board is also a place where your instructors may post virtual cases for you to work up.

Such interaction on the discussion boards with the instructors will allow you to clarify your questions and apply what you are learning in other parts of the course. The goal of these discussions is to help you learn.

**Student Netiquette on the Discussion Board:**

1. Post your comment on the correct discussion thread. If you have a question about A1 (Unit A - Module 1), post it in the discussion thread for A1 and not the B1 thread.
2. The discussion board is not a place to complain. Complaints should instead be directed directly to the Teaching Partnership Leader/Course Director via a professional email. This allows the Teaching Partnership Leader/Course Director to quickly address your concern without causing distraction to other students who have limited time and want to focus on learning.
3. Use "netiquette." If you have never learned "netiquette" - please visit the following URL: <http://www.albion.com/netiquette/corerules.html> If you follow the rules of netiquette described in this URL, you will avoid posting an embarrassing or inappropriate comment.
4. The discussion board has been designed to allow you a place to ask further questions on the material to clarify any confusion, gain a deeper understanding of the material, or ask general course questions. A question you might see on a discussion board is "What do I need to study for the exam?" Please reflect on how this question can be perceived by your lecturing faculty as well as your fellow classmates. Rewording the question to address a specific topic would be more appropriate. For example, "Dr. XX, you listed numerous side effects for drug XX on slide XX. Of those, what are the most relevant that we could expect to occur and monitor for in clinical practice." The type of material that is covered in these classes is material that is important for patient care. All of this material is important. There are variations in courses, but please make use of your syllabus since there might be guidance on how to prepare for various exams in your classes.
5. In most situations, lectures are released as planned by the Teaching Partnership Leader/Course Director. Clarifying at the beginning of a semester on the planned release date/time, if not posted in the syllabus, is appropriate. Continual posts on the discussion board on weekly basis can become overwhelming for the course coordinator as well as your fellow students.

**Question/Answer sessions in live class sessions:**

Time is usually reserved at the end of the class for questions regarding the material to clear up any confusion or expand on material covered in the particular section. This is a valuable time for all students and since time is limited, the questions should focus on the topics at hand. Questions such as, "What material will be covered on an upcoming exam?" or, "Do we need to know dosing for the exam?" are inappropriate during this time period. In our profession, all material is important. However, if this question does need to be asked, please consider using the discussion board to clarify any specific exam questions.

**Student Complaint Process**

Concerns about the course (e.g., course requirements, quizzes, exams) should first be discussed with the appropriate course instructor and the Teaching Partnership Leader/Course Director. If a satisfactory resolution is not achieved, the student may appeal to the Associate Dean for Curricular Affairs and Accreditation who will also engage other individuals depending on the request (e.g., campus dean, department chair, Associate Dean for Student Affairs). If the student finds the decision unsatisfactory,

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the student may appeal to the Dean of the College of Pharmacy. If this decision is unsatisfactory, the student may appeal to the Ombuds office:

( [https://www.dso.ufl.edu/documents/UF\\_Complaints\\_policy.pdf](https://www.dso.ufl.edu/documents/UF_Complaints_policy.pdf) ).

### **Religious Holidays**

Please see the University policy on attendance and religious holidays:

<http://www.registrar.ufl.edu/catalog/policies/regulationattendance.html#religious>.

### **Counseling and Wellness Center**

Students who are experiencing issues and events that could adversely affect academic performance and personal health should be encouraged to meet with the Teaching Partnership Leader/Course Director or Associate Dean for Student Affairs for guidance. Students in the Gainesville area may contact the UF Counseling and Wellness Center for Gainesville students (352-392-1575; <http://www.counseling.ufl.edu>). Students outside the Gainesville area may obtain similar contact information from the campus/program administrator.

### **Emergencies**

Call the University Police Department for emergencies: 392-1111 or 9-1-1

### **Student Crisis**

Your well-being is important to the University of Florida. The U Matter, We Care initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) so that the U Matter, We Care Team can reach out to the student in distress. A nighttime and weekend crisis counselor is available by phone at 352-392-1575. The U Matter, We Care Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that asking for help is a sign of strength. In case of emergency, call 9-1-1.

Students who are experiencing issues and events are also encouraged to contact their local crisis center. For Alachua County the Crisis Center number is 352-264-6789; for Jacksonville and Duval County 904-632-0600 and toll free for Northeast Florida at 1-800-346-6185; and for Orlando 407-425-2624.

The following national call numbers are also available for students who reside outside of the main COP campuses: a) 1-800-273-8255, and b) 1-800-784-2433.

### **How to Access Services for Student Success**

Students who need guidance for course success or who are having academic difficulty should contact the Teaching Partnership Leader/Course Director. In addition, students are encouraged to contact their advisor or Campus Director/Associate Dean for Student Affairs for assistance.

### **Faculty Lectures/Presentations Download Policy**

Photography, audio-visual recording, and transmission/distribution of classroom lectures and discussions is prohibited unless there is expressed written permission. Recorded lectures and class sessions are authorized solely for the purpose of individual or group study with other UF College of

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Pharmacy students enrolled in the same class. Such recordings may not be reproduced, shared, or uploaded to publicly accessible web environments. Students who do not adhere to this policy will be considered to be breaching COP copyrights and/or FERPA law.

## Faculty and Staff: Who to Contact

### Academic Coordinator/Education Coordinator:

1. Issues related to course policies (absences, make up exams, missed attendance)
2. Absence requests (Only the Academic Coordinator handles absence requests)
3. Questions about dates, deadlines, meeting place
4. Availability of handouts and other course materials
5. Assignment directions
6. Questions about grade entries gradebook (missing grades, wrong grade)
7. Assistance with ExamSoft® (Distant campus students may contact Education Coordinator for use of SofTest and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.)

### Teaching Partnership Leaders/Course Directors

1. Questions about grades
2. Concerns about performance
3. Guidance when there are performance problems (failing grades)
4. General questions about content

### Other Teaching Partnership Faculty Members

1. Questions about specific content

### Technical Support:

For technical support related to eLearning, educational videos, mobile learning tools and other course-related issues, contact **College of Pharmacy Educational Technology Support** at:

- Gainesville Office Hours: HPNP Rm. 4309 or 4312, Monday – Friday, 8:30 am to 4:30 pm
- E-mail: [edu-help@ahc.ufl.edu](mailto:edu-help@ahc.ufl.edu)
- Phone: 352-273-9492

Contact the **University of Florida Computing Help Desk** for issues related to Gatorlink accounts, UF e-mail, ONE.UF, myUFL and other centralized UF systems, contact UF Computing Help Desk at:

- Website: <https://my.it.ufl.edu/CherwellPortal/UFITServicePortal>
- E-mail: [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu)
- Help Wiki: <https://wiki.helpdesk.ufl.edu/>
- Phone: (352) 392-4357

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**Appendix A. DRAFT Rubric for Paper**
**Example Rubric for Grading a Research Paper**

	<b>Score = 5 Outstanding</b>	<b>Score = 4 Good</b>	<b>Score = 3 Fair</b>	<b>Score = 0 Unacceptable</b>
<i>Visual Presenta- tion</i>	Cover page with relevant info, including descriptive title.  Section headings.  Good graphics, with appropriate citations.  Clean and professional looking.	Cover page.  Sections headings.  Graphics included.  Professional looking.	Most relevant information present.  Some section headings, captions, or graphics used.  Looks like H.S. paper.	Dirty or ragged appearance.  Missing titles, captions, headings, name of author.  Not professional.
Abstract	Abstract is proper length.  Highly informative, complete and easy to understand.  Appropriate vocabulary is used.  Abstract makes you want to read the paper.	Abstract is proper length.  Informative, complete and understandable.  Appropriate vocabulary is used.	Abstract is proper length.  Somewhat informative and understandable.	Abstract is not the proper length.  Not very informative or understandable.
Structure	Thesis is clear, easy to find, and appropriate to the assignment.  Thesis is supported by the rest of the paper.  Paper contains a “roadmap” for the reader.  There is a logical flow to the topics/arguments.  Conclusion follows clearly from the arguments presented.	Thesis is clear and appropriate.  Thesis fairly well supported.  Paper is fairly well organized.  Conclusion follows from the rest of the paper.	Thesis is fairly clear.  Inconsistent support for thesis.  Paper weakly organized.  Conclusion is acceptable.	Thesis unclear and/or inappropriate.  Thesis not supported.  Paper is not organized.  Conclusion doesn’t follow from the rest of the paper.
Research	The evidence comes from a wide variety of valid sources.	The evidence comes from valid sources.	Valid sources are inconsistently used.	The evidence seldom comes from valid sources.

	<p>The bibliography is complete and reflects appropriate sources.</p> <p>The evidence used reflects multiple views.</p>	<p>The bibliography is complete.</p> <p>The evidence used reflects multiple views.</p>	<p>The bibliography is missing some pieces.</p>	<p>The bibliography is missing significant information.</p>
Thinking	<p>Arguments are pertinent to the topic.</p> <p>Arguments are logical, supported with evidence.</p> <p>The key arguments have been made – no major points have been left out.</p>	<p>Arguments are pertinent to the topic.</p> <p>Arguments are fairly logical and reasonably supported.</p> <p>Most key arguments have been made.</p>	<p>Arguments are not consistently pertinent, logical, or supported.</p> <p>Few key arguments have been made.</p>	<p>Arguments not pertinent.</p> <p>Arguments rarely, if at all, logical and supported.</p> <p>Almost no key arguments have been made.</p>
<i>Interest factor</i>	<p>Language and style appropriate for intended audience.</p> <p>Paper presents well-developed analysis and synthesis.</p> <p>There is nuance, inference and subtlety to the paper.</p> <p>Main points are memorable. Reader is very engaged.</p>	<p>Language and style appropriate.</p> <p>Paper presents reasonable analysis and synthesis.</p> <p>There is a little nuance, inference and subtlety.</p> <p>Main points clear.</p> <p>Reader is engaged.</p>	<p>Language and style only fair.</p> <p>Less-developed analysis and synthesis.</p> <p>Nuance, inference and subtlety lacking.</p> <p>Main points present, not well made.</p>	<p>Language and style poor.</p> <p>Analysis and synthesis lacking.</p> <p>Main points not discernable.</p>

**Source:**

George Mason University. <http://ctfe.gmu.edu/teaching/grading/sample-rubric-for-grading-a-research-paper>