APPROVED

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COLLEGE OF GRADUATE STUDIES

The University Of Toledo

New Graduate Course Proposal

* denotes required fields

1. College*: College of Pharmacy

   Department*: Pharmacy Practice

2. Contact Person*: Steven Martin Phone: 383-1964 (xxx-xxxx) Email: steven.martin@utoledo.edu

3. Alpha/Numeric Code (Subject area - number)*: PHPR - 5260

4. Proposed title*: Pharmacy and Healthc ARE ADMINISTRATION

   Proposed effective term*: 201440 (e.g. 201140 for 2011 Fall)

5. Is the course cross-listed with another academic unit? ○ Yes ◉ No

   Approval of other academic unit (signature and title)

   Is the course offered at more than one level? ○ Yes ◉ No

   If yes, an undergraduate course proposal form must also be submitted. If the undergraduate course is new, complete the New Undergraduate Course Proposal; if the undergraduate course is existing, submit an Undergraduate Course Modification Proposal.

6. Credit hours*: Fixed: 2 or Variable:

   to

7. Delivery Mode:

	Primary*	Secondary	Tertiary
a. Activity Type *	Lecture	--SelectType--	--SelectType--
b. Minimum Credit Hours *	2		
Maximum Credit Hours *	2		
c. Weekly Contact Hours *	2		

8. Terms offered: ☑ Fall ☐ Spring ☐ Summer

Date Added: 2-6-2014
Graduate Council Approved: 2-18-2014
To Provost: 2-19-2014

Years offered: (•) **Every Year** ( ) **Alternate Years**

9. Are students permitted to register for more than one section during a term? ( ) No (•) Yes

May the courses be repeated for credit? ( ) No (•) Yes Maximum Hours

10. Grading System*:
- ( ) Normal Grading (A-F, PS/NC, PR, I)
- ( ) Passing Grade/No Credit (A-C, NC)
- ( ) Credit/No Credit
- (•) Grade Only (A-F, PR, I)
- ( ) Audit Only
- ( ) No Grade

11. Prerequisites (must be taken **before**): i.e. C or higher in (BIOE 4500 or BIOE 5500) and C or higher in MATH 4200

Enrollment in the Health Outcomes and Socioeconomic Sciences MS program, or approval from the instructor

( ) PIN (Permisson From Instructor) ( ) PDP (Permission From Department)

Co-requisites (must be taken **together**):

12. Catalog Description* (**75 words Maximum**)

Description and analysis of the organization, financing and delivery of healthcare in the U.S.

13. Attach a syllabus and an electronic copy of a complete outline of the major topics covered. Click here for template.

File Type	View File
Syllabus	View

Course Approval:

Department Curriculum Authority: Dwane Cappelletty Date 1-17-14

Department Chairperson:		Date 1-14-14
College Curriculum Authority or Chair:		Date 1/14/2014
College Dean:	Marcia McKinney	Date 1/17/2014
Graduate Council:		Date 2-18-2014
Dean of Graduate Studies:		Date 2-18-2014
Office of the Provost :		Date

Administrative Use Only

Effective Date:	(YYYY/MM/DD)
CIP Code:	
Subsidy Taxonomy:	
Program Code:	
Instructional Level:	

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The University of Toledo
Course: PHPR 5260 PHCA
Title: Pharmacy and Healthcare Administration
2 Credit hours

Syllabus

Course Instructor
Monica Holiday-Goodman, R.Ph., Ph.D.
Professor and Coordinator, Health Outcomes and Socioeconomic Sciences
Office: WO 1245F
Office Hours: To be determined
Phone: (419) 383-1968
Email: mholida@utnet.utoledo.edu

Support Staff: Mrs. Linda Ruiz; (linda.ruiz@utoledo.edu)

Course TA's:
To be determined

Course Goal:
This course has two primary goals. The first primary goal is to familiarize students with the US healthcare system and the role of the pharmacist and pharmaceutical care within this system. The second primary goal is to provide a basic understanding of the knowledge and skills needed to foster effective interpersonal communication in a multicultural environment.

PHCA Series Objectives

This course is an introduction to the healthcare (HC) system, and describes the role of pharmacy within the system. Upon completion of the this course, students should be able to:

- Understand the role of the pharmacist & pharmaceutical care within the HC system.
- Demonstrate knowledge and skills related to effective interpersonal communication in a multicultural environment.
- Identify elements involved in the effective & efficient utilization of pharmacy practice resources.
- Define objectives for the operation and management of various pharmacy practice settings.
- Understand the barriers to health care access and facilitate patient access to pharmaceutical care.
- Develop, implement and evaluate population-specific, evidence-based medication therapy and disease management programs.

Course Objectives: Upon completion of this course students will be able to:

1. Describe the US health system – its financing, organization, personnel and resources.
2. Describe the role of health care providers, including pharmacists, in providing health care.
3. Identify the strengths and weaknesses of the health care system.
4. Utilize various patient-communication strategies to improve patient care.
5. Define the concept of cultural competency and describe the rationale for cultural competency in pharmaceutical care delivery.

6. Define Health Disparity and describe the pharmacist's role in addressing these discrepancies.

7. Describe and apply several theoretical health behavior models.

PHCA COURSE OUTLINE

The following topics are slated for discussion over the course of the semester. This document is only a plan, therefore, depending on time, guest speaker availability, and other circumstances, some topics may be omitted and additional topics may be covered.

Module 1	Overview and Organization of the US Healthcare System
Module 2	Healthcare Personnel: Roles and Responsibilities
Module 3	Healthcare Financing and Resources
Module 4	Pharmaceutical Care within the US Healthcare System
Module 5	How do we compare? Strengths and Weaknesses of the US Healthcare System
Module 6	Health Disparities and Barriers to Care
Module 7	Cultural Competence
Module 8	Illness Beliefs and Behavioral Models
Module 9	Barriers in Communication
Module 10	Communicating with Special Patients

COURSE POLICIES AND GRADING CRITERIA

Appointments should be made directly with the instructor if possible. If the instructor is unavailable, the student may leave a message with the secretary, Ms. Linda Ruiz, (ph. 383-2921).

Resources

No formal textbook is used for this course. Therefore, it is imperative that students attend class. Exam questions will be based solely on lecture notes, guest speaker presentations and assigned readings. Graduate students will be responsible for obtaining and reading additional sources of information to be assigned by the instructor.

Exams

Two (2) scheduled exams (100 pts each) and a comprehensive final exam (150 pts) will be given during the course of the semester. The exams will be of the multiple choice and short answer/essay variety. Make up exams (Essay format) will be given only if prior notification has been given to the instructor regarding the reason for missing the regularly scheduled exam.

Health Disparities Paper (100 pts)
The elimination of health disparities is a major goal of the U.S. government as is outlined in Healthy People 2010. As the most accessible health care professional, pharmacists have a major role to play in this effort. The U.S. Department of Health and Human Services (DHHS) has identified six areas of health disparities as primary foci. Each student will submit a paper on the pharmacist's role in addressing one of these six areas. Specific guidelines for the paper will be uploaded to Blackboard and must be followed exactly in order to receive full credit.

Class Assignments (100 pts)
In order to augment the information learned in class, students will be responsible for several short assignments based on lecture material. The assignments vary, but are usually short papers or questions related to online sources or readings. The point value for each assignment will vary depending upon the amount of effort required. Assignments and due dates will be given during class and subsequently posted on Blackboard. Students are responsible for adhering to assignment due dates. No late assignments will be accepted, unless prior permission is granted by the instructor.

GRADE APPEALS
Questions about grades on course assignments and examinations should be directed to the instructor(s) responsible for that assignment or exam.

Grading:

Exam I	100
Exam II	100
Final Exam	150
Health Disparities Paper	100
Class Assignments	100

Total Points.....550

GRADING SCALE

Grade	Percentage of Total points
A	93 - 100
A-	90 - 92.99
B+	86 - 89.99
B	83 - 85.99
B-	80 - 82.99
C+	76 - 79.99
C	73 - 75.99
C-	70 - 72.99
D+	66 - 69.99
D	63 - 65.99
D-	60 - 62.99
F	Below 60

The grading scale will be followed strictly. Grades will not be "curved". Students will have ample opportunity to perform well in this course with good attendance and participation.

CLASSROOM PROCEDURES

Attendance, Absences, and Tardiness

This policy provides for basic protections and reasonable accommodations for students who miss class with excused absences. Students are expected to attend every class meeting of courses in which they are registered. Only in specific, unavoidable situations does the University excuse absences from class: 1) personal emergencies, including, but not limited to, illness of the student or of a dependent of the student [as defined by the Board of Trustees' Policy on Family and Medical Leave], or death in the family; 2) religious observances that prevent the student from attending class; 3) participation in University-sponsored activities, approved by the appropriate University authority, such as intercollegiate athletic competitions, activities approved by academic units, including artistic performances, R.O.T.C. functions, academic field trips, and special events connected with coursework; 4) government-required activities, such as military assignments, jury duty, or court appearances; and 5) any other absence that the professor approves.

Students are responsible for complying with the missed class policies of their instructors. Students bear the responsibility of notifying the instructor of a planned absence by one of the methods provided by the instructor. In the event of an emergency or an unavoidably short notice of absence, the student must present the instructor with an approved written excuse upon the student's return to class. Approved written excuses will be at the instructor's discretion, including, but not limited to, doctor's notice, funeral programs, etc. It is strongly recommended that the student use two of the three aforementioned methods (email, writing, or voicemail) to insure that the instructor is properly notified of the planned absence. In the event that the instructor should not receive the student's notification, the student should be prepared to present an alternative excuse. It will be at the instructor's discretion to approve or disapprove of the alternative excuse.

Students are responsible for all material covered in classes they miss, even when their absences are excused as defined above. Students must make arrangements with instructors to complete missed assignments, labs, examinations or other course requirements. In turn, instructors are not to penalize students with excused absences.

Policies on Late Work

It is up to the instructor as to the acceptance of assignments not completed by the deadline and each case will be evaluated individually

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Drop / Withdrawal

- The petition for withdrawal must be received in the Office of the Registrar, Rocket Hall, Room 1100, by the deadline date either: in person, fax, or mail. When mailing, the envelope must be postmarked by the deadline date. For the **fall** and **spring** terms, it must be filed between the 15th calendar day of the term through Friday of calendar week 10.

Academic Dishonesty

Academic dishonesty will not be tolerated. Among the aims of education are the acquisition of knowledge and development of the skills necessary for success in any profession. Activities inconsistent with these aims will not be permitted. Students are responsible for knowing what constitutes academic dishonesty. If students are uncertain about what constitutes plagiarism or cheating they should seek the instructor's advice. Examples of academic dishonesty include, but are not limited to:

- Plagiarizing or representing the words, ideas or information of another person as one's own and not offering proper documentation;
- Giving or receiving, prior to an examination, any unauthorized information concerning the content of that examination;

- Referring to or displaying any unauthorized materials inside or outside of the examination room during the course of an examination;
- Communicating during an examination in any manner with any unauthorized person concerning the examination or any part of it;
- Giving or receiving substantive aid during the course of an examination;
- Commencing an examination before the stipulated time or continuing to work on an examination after the announced conclusion of the examination period;
- Taking, converting, concealing, defacing, damaging or destroying any property related to the preparation or completion of assignments, research or examination;
- Submitting the same written work to fulfill the requirements for more than one course.

While academic integrity is particularly the responsibility of the student, the faculty members also have a responsibility. Assignments and tests should be constructed and proctored so as to discourage academic dishonesty. Faculty members are expected to inform their students explicitly as to what materials and procedures are authorized for use in the preparation of assignments or in examinations (e.g., the use of calculator, computer, text materials, etc.). Should cases of academic dishonesty be found among students, the instructor may choose to counsel the student, or the following sanctions may be imposed:

- The student may be assigned an F for the work in question.
- The student may be assigned an F for the course. In this case the instructor should inform the Dean and the student of this action. The Dean will make certain that the student receives the F grade and is not permitted to withdraw from the course.
- The student may be placed on probation or suspended for some definite period of time, dismissed or expelled by the Dean if either the seriousness of the offense or a record of repeated offenses warrants it. A notation that such a sanction has been imposed will be made part of the student's permanent record. It is expected that the Dean will consult with the instructor and the student in making such a judgment, and that the Dean will notify the student of the sanction imposed and of the appeals procedure.

A student found to be academically dishonest by a faculty member may appeal according to procedures approved by the respective colleges. The procedures for making a final appeal to the Student Grievance Committee may be found in the Student Handbook.

Classroom Courtesy

- The University has jurisdiction over any individual student, group of students or student organization alleged to have violated the Student Code of Conduct on the University of Toledo premises.
- Students must conduct themselves in a manner which is conducive to learning for themselves and others. Disruptive behaviors are not acceptable and may affect a student's final grade, or in severe cases result in a student being removed from class.
- Disruption of operations of the University Community. Disruption is an action or combination of actions by an individual or a group, which unreasonably interferes with, hinders, obstructs, or prevents the right of others to freely participate in its programs, services, or academic settings. This may include, but is not limited to a disruption by the use of pagers, cell phones and/or any other communication devices.

- The use of cell phones, pagers, iPods, MP3 players and such will not be permitted in the classroom. No pets are to be brought to the classroom.
- Students may audiotape lectures; otherwise, no A/V equipment or use of telephotoing is permitted.
- For issues pertaining to lecture content, contact the lecturer of the topic. For issues pertaining to grades, tests, lecture schedule, reading assignments, etc., contact either the instructor for the material or the course coordinator.

EXAMINATION REGULATIONS

A. Promptness - Students should be in the assigned **examination room** at the start of the class period. **No extra time** will be permitted for students who arrive late for an examination. Students who do arrive late, provided no previously arriving student has finished his/her examination and left the room, will be subject to **losing 1 point for each minute he/she is late**. However, **if a student arrives late, but after a previously arriving student has finished his/her examination and left the room**, the tardy student will be considered to have been absent from the examination and will be treated as described below in MAKEUP EXAMINATIONS.

B. Articles in Examination Room - Coats, hats, purses, notebooks, papers, books, telephones, electronic devices, ect. should be placed away from **your examination desk.** The use of pagers, telephones, PDAs, or other electronic equipment is not permitted to be used in any capacity during an examination and **should be turned off**. Unless otherwise **noted,** only pencils/pens will be permitted at your **ASSIGNED** desk.

C. Calculators can be used on examinations **only when permitted**. When calculators are permitted, instructors should be notified of calculators that are programmable and/or have alphanumeric functions. Students should bring several #2 pencils since portions of exams may be computer graded.

D. Violation of the Student Academic Code - Violation of the student academic code WILL NOT BE TOLERATED on any examination. Individuals accused of a violation will be prosecuted according to the policies and procedures of the College and University.

E. Seating - Instructors in the Course reserve the right to seat individuals during examinations as they
see necessary.

F. Format of Examinations - The format of each examination is determined by the instructor(s) responsible for that section of lectures. Multiple choice, essay, true/false, fill-in, matching, or any combination of these may be utilized.

G. Asking Questions - Technical questions (misspellings, missing a page, wrong numbering or lettering, etc.) will happily be answered during examinations. Any questions arising regarding interpretation of an exam question are encouraged to be written out on the test and be brought to the attention of the instructor when handing in the test.

H. The use of dictionaries of any sort during examinations is prohibited.

I. Consumption of food or beverages, the use or expectoration of chewing tobacco, smoking, or
listening/viewing to audio/video equipment, is not permitted during examinations.

J. Conversing with anyone other than instructors is not permitted once answer sheets and/or tests are being passed out. One may resume conversation once they have left

the testing room. When speaking outside the classroom following an exam, voices should be at a level that will not disrupt those remaining who are still taking the exam.

K. Items in one's possession during an examination are subject to inspection.
L. Students are responsible for assuring answer sheets to examinations are marked properly.
M. Students shall treat their answer sheets and test booklets in a manner that does not allow or tempt other students to look at them.
N. Students who request the use of the lavatory during an exam are subject to a 5 point deduction of their examination score.
O. If a class period, during which an exam or quiz was to be given, is canceled or interrupted, assume the exam or quiz will be given during the next scheduled class period if it is not completed on the assigned day.
P. Grades can only be passed out directly to the student or mailed (via U.S. mail) directly to the student. Grades cannot be given over the phone, to a friend, or via email.

MAKEUP EXAMINATIONS & QUIZZES

A. Unexcused absences resulting in a missed exam or quiz will result in a grade of **zero**.
B. Makeup exams will only be administered for *excused* absences. Prior approval for an absence from an examination can only be obtained from acknowledged **direct contact** with the course coordinator. Post-exam approval for an excused absence from an examination must be sought out immediately upon the student's arrival back to school. Documentation of why the absence occurred will be required.
C. Makeup examinations will be given either during Finals Week or as soon possible as determined by the instructor .
D. Makeup quizzes will not be offered for students who miss quizzes.
E. Exceptions may be rarely possible with emergencies upon the discretion of the Course Coordinator.