

# Pharmacy Communications I

## Course Syllabus Fall 2015

### 31:725:585

#### Course Coordinators

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#### Other Instructors

<b>Instructor</b>	<b>Email</b>	<b>Time</b>
Anisha Bhagat	<a href="mailto:anisha.bhagat@novartis.com">anisha.bhagat@novartis.com</a>	1:30 PM – 3:30 PM
Mindy Chen	<a href="mailto:mintychen@gmail.com">mintychen@gmail.com</a>	8 AM – 10 AM
Cassie Ding	<a href="mailto:siwen.ding@bms.com">siwen.ding@bms.com</a>	10:30 AM – 12:30 PM
Francis Eusebio	<a href="mailto:francis.eusebio@bms.com">francis.eusebio@bms.com</a>	8 AM – 10 AM
Sam Forder	<a href="mailto:sforder11@gmail.com">sforder11@gmail.com</a>	1:30 PM – 3:30 PM
Alex Hendzel	<a href="mailto:alexandra.hendzel@gmail.com">alexandra.hendzel@gmail.com</a>	10:30 AM – 12:30 PM
Robert Kalesnik-Orszulak	<a href="mailto:robert.kalesnik-orszulak@gmail.com">robert.kalesnik-orszulak@gmail.com</a>	10:30 AM – 12:30 PM
Mengsong Li	<a href="mailto:mengsongli416@gmail.com">mengsongli416@gmail.com</a>	1:30 PM – 3:30 PM
Brittany Nguyen	<a href="mailto:emailbrittanynguyen@gmail.com">emailbrittanynguyen@gmail.com</a>	10:30 AM – 12:30 PM
Irene Okeke	<a href="mailto:irene.okeke@merck.com">irene.okeke@merck.com</a>	8 AM – 10 AM
Alex Schepert	<a href="mailto:alschepart@gmail.com">alschepart@gmail.com</a>	Alternate
Suneri Shah	<a href="mailto:suneri.shah@merck.com">suneri.shah@merck.com</a>	8 AM – 10 AM
Chris Wang	<a href="mailto:ccwang88@gmail.com">ccwang88@gmail.com</a>	1:30 PM – 3:30 PM

#### Office Hours

Office hours will be announced by individual faculty or instructors on an as needed basis. Students who wish to schedule an appointment should contact the instructor via phone or email.

#### Recommended Readings/Texts

\* Note: These may be helpful for assigned projects. Please refer to them as necessary.

Berger BA. Communication skills for pharmacists: building relationships, improving patient care. 3<sup>rd</sup> ed. Washington, DC: American Pharmacists Association; 2009.

International Committee of Medical Journal Editors Uniform Requirements for Manuscripts Submitted to Biomedical Journals: Sample References [homepage on the Internet]. Bethesda: U.S. National Library of Medicine; [updated 2011 July; cited 2012 Jul 26]. Available from: [http://www.nlm.nih.gov/bsd/uniform\\_requirements.html](http://www.nlm.nih.gov/bsd/uniform_requirements.html)

## **Other Course Materials**

Course handouts will be posted online at Sakai unless otherwise specified in class or on the site. It is the students' responsibility to print handouts and materials and bring them to class. Additional handouts will not be available during class time.

## **Course Outcomes**

1. Counsel patients to improve understanding of medication information and compliance with prescribed regimen
2. Retrieve, analyze, and interpret the professional, lay, and scientific literature to provide drug information to health care providers, patients, and to the public.
3. Evaluate patient information (signs, symptoms, history) and results of monitoring tests to determine and document achievement of desired outcomes, to recommend appropriate therapy, and to assess for adverse reactions.
4. Exhibit professional behaviors including self-directed learning, respect and compassion for patients, honesty, integrity, and respect in interactions with other health care providers.

## **Examinations and Grading**

The final grade will be based on the addition of points received throughout the semester for participation, projects, activities, and exams. There are 1000 possible points. The total points accrued will determine the final grade, and the breakdown is as follows:

<b>Evaluations</b>	<b>Points</b>
SOAP note x 1	200
One-on-One counseling x 4	400
One-on-One Patient Case Presentation	100
Journal Club	300
<b>TOTAL</b>	<b>1000</b>

Final grades will be based on the following scale.

<b>Grade</b>	<b>Total Points Accrued</b>
A	(900-1000)
B+	(860-899.99)
B	(800-859.99)
C+	(760-799.99)
C	(700-759.99)
D	(600-699.99)
F	(<600)

Please note: **THERE WILL BE NO ROUNDING OF POINTS**

### ***Attendance/participation/professionalism***

Weekly attendance is mandatory. Students will be expected to attend class in professional dress (business casual: no jeans, shorts, open-toed shoes or sneakers allowed; pants or skirts for women, button-down or polo-type shirt for men are acceptable), and will be required to wear their own white lab coat with a name tag to identify the student. Students not in professional attire will have points deducted. Students that are not professionally dressed with their own lab coat will have 40 points deducted from the total for the semester. Students that are late will have point deductions from total course grades in the following manner:

0 - 15 minutes = 20 points

> 15 minutes but ≤ 30 minutes = 40 points

> 30 minutes = considered an unexcused absence (100 points)

Students will be expected to participate within their section, and all verbal, written, and interpersonal communication will be professional at all times during class. All pagers, cell-phones, etc. should be *turned off* prior to the start of class/exam. Failure to do so may result in expulsion from the class/exam, and loss of credit.

### ***Communication Activities (Patient Counseling, Case Presentations)***

During five class sessions throughout the semester, students will be participating in one-on-one communication sessions. Sessions will include counseling of increasing levels of difficulty, which will be described the week prior to the scheduled activity. During one of these classes, students will be participating in a case presentation after review of a mock patient medical record. Each session will consist of a student and an instructor. Students will be graded on accuracy of information and communication skills during the counseling session (as reviewed in class).

### ***SOAP Note***

SOAP Notes will be prepared based on patient cases distributed in class. Notes will be graded on content, structure, and appropriateness and accuracy of information. These will be group projects and the equal participation of all group members is required. Examples with criteria for evaluation will be provided during the SOAP note lecture.

### ***Journal Club***

A formal evaluation of a clinical trial will be presented by small groups of students within each section. The evaluation of the journal club will be based on comprehension of the trial, content of the handout/presentation, and presentation style. The clinical trial will be assigned by the instructors during Week 5

Grades for exams and assignments will be posted on the course website. Office hours to review projects will be announced. Assignments will be returned during class time.

## **Course and Instructor Evaluation**

Online sakai evaluations will be available at the end of the semester to evaluate the overall course. Additional student comments are welcome at any time during the semester. These comments will be used to modify and improve the course for future offerings.

## **Student Integrity**

The University has a firm policy on academic integrity that is summarized in the University Catalog and on the internet (<http://ctaar.rutgers.edu/integrity/policy.html>). All students of the university are responsible for knowing what the standards are and adhering to them. Students should also bring any violations of which they are aware to the attention of the instructors. Any student who is aware of academic misconduct by another student is obligated to notify a faculty member; failure to do so is also a violation of the Policy on Academic Integrity. **Violation of academic integrity is a separable offense under the University Code of Student Conduct. Such violations include cheating, fabrication, facilitating academic dishonesty, plagiarism, and denying others access to information or resources.** Grades in this course are, in part, determined by written exams, and hence no collaborative student efforts are necessary during exams. Therefore, any violations of academic integrity will be either level three or four violations. The recommended sanction for level three violations is suspension from the University for one or more terms with a notation of "academic disciplinary suspension" placed on the student's transcript for the period of suspension and a failing grade in the course. The recommended sanction for level four violations is expulsion from the University and a permanent notation on the student's transcript. Copies of the complete policy are available in the Deans office and on the University website. Any violations of academic integrity relating to this course will be handled by the student disciplinary process outlined in the University Code of Student Conduct. ***Please review the Policies, as you will be accountable for their stipulations.***

All pagers, cell-phones, etc. should be *turned off* prior to the start of class/exam. Failure to do so may result in expulsion from the class/exam.

## Pharmacy Communication Guidelines

**Professionalism:** courteous and respectful treatment of instructors, classmates, and patients; class preparation; punctuality; efficient use of time/completion of work; handling all shared resources or equipment with care and returning them to appropriate areas in a timely manner.

**Attendance and punctuality:** required for all class meetings. Unexcused absences will result in a decrease of 100 points (one letter grade). Excused absences are allowed only for personal illness, family emergencies, or other reasons deemed appropriate by and at the discretion of the coordinators. The course coordinators should be notified, in advance when possible, of the reason for your absence. This must be done by a voicemail or email prior to the day of class. All excused absences must be reported to the Rutgers Absence Reporting System (ARS) prior to being considered and/or deemed as accepted. Documentation may be required for acceptance as an excused absence. If documentation is required, this must be submitted to the coordinators or instructors, in person or via email, within 1 week of the missed class. If the absence is excused after all requirements have been met, students will be given an opportunity to make up assignments. Make-up assignments will be given at the instructors' discretion (i.e. content, structure, etc. may vary). **DO NOT SCHEDULE ANY OTHER ACTIVITIES, i.e. part time jobs, elective surgeries, travel plans, etc., DURING YOUR ASSIGNED RECITATION TIME.**

**Advance preparation:** EXPECTED and REQUIRED for all classes. Students will be called upon in class to answer questions on lecture topics, self-study assignments, or previous class activities. Self-study and preparatory assignments may come from several sources, some which must be shared with your classmates. Be sure to allow yourself adequate preparation time.

**Effective and respectful communication:** communicate with the instructors and staff in person, by telephone or voice mail, and email. You will also be able to communicate with your classmates via email. Please remember to observe appropriate communication etiquette. Unprofessional or inappropriate communications/emails will be returned to sender and asked to be redone in a professional manner.

**Dress code:** to be enforced during all recitation sessions. Lab coats and proper nametags must be worn at all times in small group sessions. Baseball caps, hats, and jackets over the lab coats are not appropriate to be worn during class time. Professional attire is required for all presentations.