

Course Number and Title: PYPC 5010 - Patient-Centered Skills

Credit Hours: 2

Prerequisites: First Year PYDI Standing

Corequisites: None

Course Description:

This course will help develop effective methods for developing positive, therapeutic relationships with patients through the application of communication skills (empathy, assertiveness training, effective listening, etc.) and other behavioral interventions.

Date: November 12, 2004

Reading Materials:

Course packet on the web and hyperlinks in syllabus. In addition to some basic reading materials, the course packet contains journal articles from the *American Journal of Pharmaceutical Education*, the *American Journal of Health System Pharmacists*, *The Journal of the American Pharmaceutical Association*, and *US Pharmacist*. **PLEASE NOTE: You are expected to come to class having READ the materials assigned for that day.**

Course Ability Based Outcomes

1. Evaluate Pharmacotherapy of Individual Patients
2. Provide Appropriate Pharmacotherapy Interventions to Individual Patients

Course Objectives:

1. Use and understand specific communication language and skills which will facilitate effective patient communication.
2. Effectively counsel a patient.
3. Use and develop communication skills and intervention strategies to improve patient adherence with appropriate medication regimens.
4. Develop written communication abilities
5. Make an effective presentation
6. Understand how feelings, values and perceptions enter into expectations and behavior.
7. Evaluate ethical considerations in information gathering and provision.
8. Students will learn to work together as a group and assign appropriate responsibility to each other.

Course Content

Weeks	Topic
1	Introduction to course.
2	Patient compliance <ul style="list-style-type: none">* Compliance Flow Chart
3	Patient Counseling <ul style="list-style-type: none">* Interviewing and data collection
4	Basic nature of communication <ul style="list-style-type: none">* Interpersonal Communication
5	Basic nature of communication (Continued) <ul style="list-style-type: none">* One way versus two way channels* How is the message communicated and understood
6	Test 1
7	Self-Deception / Self-Betrayal <ul style="list-style-type: none">* Way of being* Anger management
8	Self-Deception / Self-Betrayal (Continued) <ul style="list-style-type: none">* Collusion* Staying out of the box more often
9	MIDTERM EXAM
11	Listening, Misunderstandings, Nonverbal Communication <ul style="list-style-type: none">* Face-saving* Proxemics, Haptics, Kinesics, Territoriality
12	Listening, Misunderstandings, Nonverbal Communication (Continued) <ul style="list-style-type: none">* Verbal and Non-verbal Immediacy* Assertiveness
13	Transtheoretical Model of Change <ul style="list-style-type: none">* Patient counseling* Motivational Interviewing
14	Test 2
15	Transtheoretical Model of Change (Continued) <ul style="list-style-type: none">* Motivational Interviewing cont* Applications

Final Exam

Methods of Evaluation

Students will be evaluated on a number of class activities. The points earned on each activity will count toward the final course grade. The activities and their weights are as follows:

- 1) **Tests** – there will two tests, each worth 7.5% of your grade for a total of **15%** of your grade
- 2) **Midterm Exam** – worth **20%** of your grade
- 3) **Final Exam** - worth **25%** of your grade. The final will be comprehensive.
- 4) **Patient Counseling Activity** - worth 15% of your grade.
- 5) **Virtual Patient Activity (a small group assignment)** - worth 20% of your final grade.
- 6) **PPE Reflection** – worth 5% of your grade.

Grading

Final grades will be determined using a scale of:

A = 90% and higher

B = 80-89%

C = 70-79%

D = 60-69%

F = 59 and below

Policy Statements

Late Assignments: Assignments turned in past the deadline date will receive a 10% reduction in grade for each day late.

Examinations: The exams and tests will be drawn from the lectures, assigned readings, handouts, class discussions, and guest presentations.

Grading of Assignments / Tests / Exams: Scores for all graded elements will be available as soon as possible on the course website.

Students may challenge any graded element by

1. Submitting a written evidenced-based challenge with appropriate supporting documentation to back up the challenge. The appropriate supporting documentation consists of a photocopy of the reference that was used as a basis for the challenge with the applicable text highlighted.
2. Faculty must receive the challenge within two (2) business days of the graded material being made available.
3. The item in question along with the evidenced-based challenged will be reviewed by the question author one other faculty member. The review committee may **DECREASE** the points awarded for the original response, **MAINTAIN** the points awarded for the original response, or **INCREASE** the points awarded for the original response based on the evidence provided. The decision of this committee will be final.
4. Only serious, professionally worded, evidence-based challenges will be considered.

Conduct and Academic Dishonesty: A professional demeanor is expected at all times during large group and team activity sessions. For the benefit of your classmates, all cell phones, pagers, and other electronic communication devices that may disrupt the class must be turned off prior to the start of class. Failure to do so may result in confiscation of the disruptive item(s). Students engaging in disruptive behavior may be asked to leave the classroom.

The student is responsible for reading and abiding by the provisions of the Auburn University Harrison School of Pharmacy Honor Code (the Honor Code). Violations of the Honor Code include but are not limited to the following:

- Printing, duplicating, recreating, or saving to a file any test question, exam question, or unauthorized homework file.
- Working on a test, exam, or any individually graded assignments with the assistance of any one else.
- Taking a quiz, exam, or completing any graded assignment using another student's ID.

A student is responsible for reporting to the course coordinator any student whom he/she observes engaging in one of these activities and any student who indicates to that he/she has engaged in one of these activities.

Class Attendance and Missed Work

Attendance Policy

1. The student is expected to attend and participate in all lectures.
2. The student is expected to carry out all assigned work and to take examinations during the class period designated by the instructor.
3. The regularly accepted time for class to begin is __: __ __M. If the instructor does not convene class within fifteen minutes after the hour, it may be assumed that class is canceled for that day.
4. It is the University policy that all classes will be as scheduled on the last day before and the first day after holiday periods designated by the University.
5. Unresolved problems regarding class attendance, grading policies or other issues involving the class should be discussed with the instructor. If the student is not satisfied with the results of these discussions, he or she should follow the Auburn University School of Pharmacy procedures for handling course-related disputes.

Make-Up Work

1. Arrangements to make up missed work due to excused absences are to be initiated by the student.
2. A student will be allowed to make up any missed exams as long as the instructor is notified prior to the exam. Such absences must be for legitimate, documented purposes as indicated in the Auburn University Handbook. Make-up exams will be taken at the convenience of the instructor and most likely will not take place during regularly scheduled class time.
3. No students will be allowed to take an exam prior to the scheduled date and time.

Special Needs:

It is the policy of Auburn University to provide accessibility to its programs and activities and reasonable accommodation for persons defined as having disabilities under Section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990.

Students should contact the instructor at the beginning of the semester so that accommodations can be arranged. Students should also contact the Program for Students with Disabilities 1244 Haley Center, phone: (334) 844-2096.