

I. **COURSE NAME:** Social and Behavioral Aspects of Pharmaceutical Care/Ethics

II. **COURSE NUM:** PH 101

III. **CREDITS:** Three (3)

IV. **FACULTY:** Nathaniel M. Rickles, Pharm.D., Ph.D., Course Coordinator
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V. **COURSE RATIONALE:**

In daily pharmacy practice, pharmacists encounter a variety of cognitive, behavioral and affective issues related to interactions among patients, providers and health care organizations. It is valuable for future pharmacists to understand the basic principles underlying the dynamics of these constantly changing interactions so that they can approach issues and concerns in a meaningful way. The basic principles learned in this survey course can help future pharmacists better understand, predict and ultimately change the nature of their interactions with patients, other providers and health care organizations. Future pharmacists who have mastered the concepts in this course should be better equipped to optimize their delivery of pharmaceutical care and ultimately achieve positive patient outcomes.

VI. **COURSE OVERVIEW:**

The course explores social and behavioral aspects of pharmaceutical care across two dimensions: (1) unit of human action and (2) level of human interaction with pharmaceutical care. In the first part of the course, the cognitive, behavioral and affective dimensions are presented as the core units of human action toward taking medication. We discuss such topics as how people's health beliefs affect their health behavior. We also can explore concepts that can help motivate and change health behavior. This first part of the course is, therefore, focused on looking at human action at the individual level representing the first of the three levels of human interaction with pharmaceutical care. The two remaining levels that will be discussed in the course are those involving the interpersonal and organizational levels of human interaction with pharmaceutical care. The interpersonal approaches to pharmaceutical care will involve discussions about a philosophy regarding pharmacist-patient interactions, ethical issues faced by pharmacists when caring for patients, and special issues faced by pharmacists caring for populations with special needs. The last part of the course will focus on organizational aspects that affect the conditions that pharmacists deliver pharmaceutical care.

VII. COURSE TIME COMMITMENTS:

- Lecture Hours: 2 hours per week
- Laboratory Hours: 1 hour per week
- Self-Study Hours: 2-3 hours per week

VIII. PREREQUISITE COURSES:

College-level introductory course in psychology
PH 100-Health Care Systems

IX. PREREQUISITE KNOWLEDGE:

- An understanding of the place of pharmacy in the health care system.
- A basic comprehension of English to be able to read, write and speak with others about course topics.

X. ATTENDANCE POLICY:

Recommended for lecture; Required for recitation.

XI. RECOMMENDED TEXT:

Smith MC, Wertheimer A. Social and Behavioral Aspects of Pharmaceutical Care. Bingham, New York: Pharmaceutical Products Press, 1996.

XII. ADDITIONAL SUGGESTED READINGS/HANDOUTS

Handouts/readings will be posted on the library's electronic reserves.

XIII. THIS COURSE WILL CONTRIBUTE TO YOUR MEETING THE FOLLOWING CURRICULAR ENDPOINTS:

- Counsel patients to ensure appropriate pharmaceutical care outcomes, and institute programs to maximize adherence to drug regimens and health promotion behaviors.
- Provide general health education to the public.
- Exhibit ethical principles in daily practice.
- Develop the skills in lifelong learning in order to improve patient outcomes.
- Be able to find, understand, analyze, evaluate, and synthesize information and then make informed, rational, responsible, and ethical decisions.
- Demonstrate a basic understanding of the strengths and problems of cultural diversity and the historic responses of society as they relate to oneself and others.
- Demonstrate sensitivity to and facility with personal values and ethical principles in professional and social contexts.
- Demonstrate effective interpersonal and intergroup behaviors in a variety of situations and circumstances.

XIV. OVERALL COURSE OBJECTIVES/GOALS:

The goal of this course is to help pharmacy students develop an awareness of various psychosocial issues they will face when delivering pharmaceutical care and learn ways to solve problems related to these various issues.

XV. LEARNING/BEHAVIORAL OBJECTIVES:

Students will be able to:

1. Differentiate between psychosocial and biomedical approaches to pharmaceutical care.
2. Show relationships between pharmaceutical care and concepts, principles, and theories of pharmacist and patient behavior.
3. Identify and describe relationships between knowledge, attitudes, beliefs, behaviors and affect.
4. Identify and describe behavioral theories of health and illness.
5. Identify and describe social and behavioral factors associated with medication nonadherence and identify strategies to help motivate better medication adherence.
6. Apply social and behavioral research to understand and improve pharmaceutical care.
7. Apply ethical principles to the practice of pharmacy in a variety of patient care settings.
8. Differentiate social and psychological aspects of mental disorders from a biomedical point of view.
9. Identify causes of stress, and the most effective ways to relieve stress from a non-pharmacological framework, illustrating with personal and professional examples.
10. Define and distinguish different models of professionalism.
11. Identify psychosocial issues related to the care of those with specific physical disorders.
12. Apply concepts of behavioral change as a way to facilitate improved patient outcomes.
13. Demonstrate how pharmacists can be of assistance to the dying person and their caregivers based upon an understanding of the psychological issues affecting the dying person.
14. Demonstrate sensitivity to the various multicultural factors involved in pharmaceutical care.
15. Demonstrate an awareness of the psychological/behavioral and emotional aspects of pharmaceutical care of special populations of patients such as children and the elderly.

XVI. GRADING POLICY:

Midterm Exam	100 points
Final Exam	100 points
Recitation	50 points (5 points per assignment, 10 assignments)

* There will be three (3 points each, total possible of 9 points) pop quizzes based on reading and previous lecture materials. The intent of these quizzes is to (1) prepare you for the exams and style of exam questions and (2) provide an avenue for receiving extra points. Students can also receive two extra points for attending or writing about Albany Day/regulatory activities.

Course Total: 250 points

A	90% - 100%	=	\geq 225.00 points
A-	87% - < 90%	=	217.50 points – 224.99 points
B+	83% - < 87%	=	207.50 points – 217.49 points
B	80% - < 83%	=	200.00 points – 207.49 points
B-	77% - < 80%	=	192.50 points – 199.99 points
C+	73% - < 77%	=	182.50 points – 192.49 points
C	70% - < 73%	=	175.00 points – 182.49 points
C-	67% - < 70%	=	167.50 points – 174.99 points
D	60% - < 67%	=	150 points – 167.49 points
F	< 60%	=	\leq 149.99 points

- Students who do not complete the final exam receive an “ABS”, not an “INC” (an incomplete). There is no extra credit (beyond the pop quizzes and Albany Day assignment) for papers or projects, nor can exams be retaken.

XVII. EXAM POLICIES:

- Please show up on time at your assigned seat (seats will be posted outside Room B-12 of the Pharmacy Building at least 48 hours prior to an exam).
- You will not be able to take the exam after **45** minutes from the time the exam is expected to start. Students taking the exam can leave **45** minutes after the start of the exam.
- Each exam in this course is worth 100 points.
- You may review your exam results at any time following an exam. However, if you are contesting any questions and/or the answers you felt were valid, please respond with written explanations as to why you feel the points should be given (please provide supporting evidence from lecture and readings).
- While there is no curving in this course, it is possible that occasional exam questions will be thrown out due to issues of clarity and fairness.
- Makeup exams are all essays.
- Cheating during examinations will **not be tolerated**. The Dean of Students will be notified of those perceived of cheating.

XVIII. RECITATION POLICIES:

- Please show up on time at your assigned recitation time. Being late disrupts the flow of lab and interrupts the recitation experience. If you are more than 5 minutes late for recitation (regardless of reason), the Teaching Assistant/Recitation Instructor will note it in his/her attendance records. If you are late two or more times, you will lose two points for every recitation period you are late.
- If you have to switch a recitation permanently or temporarily, please send **e-mail** to the course coordinator for approval. Requests for approval of such switches should be made at least 24 hours in advance of the recitation you will be attending.

- There are 13 recitations during the semester. You will lose 2 points for every recitation that is missed.
- Attendance will be measured by turning in your laboratory work for that day and/or a graded assignment that was due in lab that day.
- There will be 10 recitation assignments that will be worth 5 points each for a total of 50 points. One point will be deducted for each day the assignment is late.
- Recitation assignments are worth a total of 50 points.

XIX. POLICY CONCERNING STUDENTS WITH SPECIAL NEEDS:

If a student needs special consideration due to a disability, he/she has to make an appointment with the course coordinator and/or contact the Special Education facility for appropriate assistance.

XX. PROFESSIONAL BEHAVIOR EXPECTATIONS:

Academic dishonesty of any type will not be tolerated. Students observed behaving dishonestly will be identified and the Dean of Students notified. Students in either lecture or recitation who continually disrupt class with beepers going off, cell phones ringing, and/or excessive talking or joking will be asked to meet with the course coordinator to discuss this inappropriate behavior. Possible consequences of this continued inappropriate behavior include lost recitation attendance points, expulsion from class, and/or receive appropriate disciplinary actions from the Dean of Students.

XXI. PLAGIARISM POLICY:

“Plagiarism is a special kind of academic dishonesty in which one person steals another person's ideas or words and falsely presents them as the plagiarists' own product. This is most likely to occur in the following ways:

- using the exact language of someone else without the use of quotation marks and without giving proper credit to the author
- presenting the sequence of ideas or arranging the material of someone else even though such is expressed in one's own words, without giving appropriate acknowledgment
- submitting a document written by someone else but representing it as one's own”

Above excerpt was obtained from Purdue University's website on academic dishonesty:
<http://www.purdue.edu/odos/administration/integrity.htm>.

As indicated previously, this or any type of academic dishonesty will not be tolerated and will be dealt with by bringing the matter to the attention of the Associate Dean of Students and recommended courses of action will be taken.

XXII. LECTURE OUTLINE:

Date	Week #	Topic
1/18 & 1/19	1	Introduction; What does psychosocial aspects of pharmaceutical care mean?
1/25 & 1/26	2	A dynamic interaction between knowledge, attitudes, beliefs, behaviors and affect
2/01 & 2/02	3	Theoretical approaches toward understanding illness behaviors
2/08 & 2/09	4	Assessment of multicultural beliefs and practices
2/15 & 2/16	5	Cognitive and behavioral approaches to improving patient medication use behavior
2/22 & 2/23	6	No Class on Tuesday (President's Day); Class on Wednesday
3/01 & 3/02	7	Affective and motivational components of behavioral change
3/08 & 3/09	8	Affective and motivational components of behavioral change
3/15 & 3/16	9	Spring Break
3/22 & 3/23	10	Concepts of Health Promotion & Behavioral Change Among Groups
3/29 & 3/30	11	Professionalism and Models of Professional Behaviors; Organizational factors affecting the delivery of pharmaceutical care
4/05 & 4/06	12	Ethical Decision-Making
4/12 & 4/13	13	Psychosocial aspects of caring for those with stigmatized conditions & Ethical Applications
4/19 & 4/20	14	Psychosocial aspects of caring for those across the lifespan & Ethical Applications
4/26 & 4/27	15	Psychosocial aspects of caring for those dying & Ethical Applications
5/03 & 5/04	16	Class on Tuesday; No class on Wednesday (Study Day)

XXIII. RECITATION OUTLINE:

Week of	Week #	Topic
1/18	1	No Recitation This Week
1/25	2	Recitation Policies & Procedures; Pharmaceutical Care Concept Lab
2/01	3	Inventory of knowledge, attitudes, behaviors and affect related to pharmacy
2/08	4	Discuss Week 3 Lab & Begin Health Belief/Behavior
2/15	4	Complete Health Belief Behavior, Assign Multicultural Belief Exercise*
2/22	5	Adherence Lab
3/01	6	Discuss Adherence Lab & Multicultural Belief Exercise
3/08	7	Motivating Behavioral Change Lab
3/15	9	No Recitation This Week- Spring Break
3/22	10	Discuss Motivating Behavioral Change Lab; Begin Ethical Case Scenarios
3/29	11	Complete & Discuss Ethical Case Scenarios
4/05	12	Health Promotion Lab; Assign Organizational Culture Exercise*
4/12	13	Mental Illness Lab
4/19	14	Discuss Mental Illness Lab
4/26	15	Discuss Organizational Cultural Exercise
5/03	16	No Recitations This Week

* An out-of-class assignment