

SYLLABUS

PPRA 0571

Quality Assurance and Effective Pharmacy Practice

Fall Quarter, 2009-10

Important Note:

This syllabus describes most of the important policies and procedures specific to this course. Other policies that the student will be held to are included in the MWU Student Handbook. It is each student's responsibility to obtain and read this syllabus. In addition, changes to the policies and procedures described in this syllabus, as well as other policies and procedures not described in this syllabus, will sometimes be announced and described in class. It is each student's responsibility to know what is announced in class, whether or not they are present when an announcement is made.

Class Periods: Monday 12:10 - 1:30 PM Littlejohn AB
Tuesday 9:30 - 10:50 AM Littlejohn BC

Course Coordinator: Ana C. Quiñones, PhD
Office: Alumni Hall (AH), Room 379
Phone: (630) 515-6307
E-mail: aquino@midwestern.edu
Office Hours: Monday 11:00 AM - 12:00 Noon
Tuesday 11:00 AM - 12:00 Noon
and by appointment!



Teaching Assistant: Ms. Danielle Free
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Office hours: Monday 11:00 AM - 12:00 Noon
Thursday 11:00 AM - 12:00 Noon
and by appointment!

Contacting Instructors: If you have a question about course operations (e.g., when an assignment will be returned, trouble accessing material from Blackboard/MWU Online, information on upcoming assignments or exams, etc.) you are encouraged to contact Ms. Free. If you have a question about course content (e.g., you are having difficulty understanding a concept discussed in the lectures or readings) you are encouraged to contact Dr. Quiñones. Please keep in mind that your instructors have numerous obligations during the quarter in addition to teaching courses. While everyone will do their best to respond to your questions in a timely manner, please understand that there may be times when it may take up to 1-3 days to respond to your question (particularly if you ask on an evening or weekend). **Please use your MWU email when contacting faculty/staff. Faculty/staff are not required to reply to personal email accounts.**

Course Description and Overall Instructional Goal

Description:

The course will acquaint the student with the nature of quality assurance in health care and its implications for pharmacy practice.

Overall Instructional Goal:

After receiving training on quality assurance techniques, the PSIII Chicago College of Pharmacy student will be able to describe and demonstrate how the pharmacist plays a quality assurance role in drug therapy.

Credit Hours: 3.0

Course Materials

Recommended Texts:

Reducing Adverse Drug Events.

Leape LL, Kabacoff A, Berwick DM, Roessner J
Institute for Healthcare Improvement. Boston, MA. 1998.
ISBN Number: 1-890070-03-3

- No longer in print, available via course's Blackboard page (under Course Documents, Recommended Reading Material).

Pharmacy Management: Essentials for all Practice Settings.

Desselle, SP, Zgarrick, DP.
McGraw-Hill, New York. 2009.

One hard copy of each is on reserve in the MWU library

Course Web Site:

This course has a Blackboard site that can be accessed at <http://midwestern.blackboard.com/>. You have already been pre-enrolled and should be able to enter the course site from your Blackboard home page. The Blackboard site will contain a variety of information, including important announcements and copies of lecture handouts and PowerPoint slides (as they become available). Students are suggested to check the course Blackboard site frequently (at least once a week) for updates and important announcements.

Course Methods

Lectures: The purpose of lectures is to expose students to quality-related concepts and tools as they apply to pharmacy practice. Students are expected to read assignments before coming to lecture, and may be asked to participate in classroom discussions. PowerPoint slides from lectures will be posted to the course Blackboard site weekly. **Attendance** will not be taken in lectures, but attending is **highly recommended** to fully understand the concepts that are being discussed. Any material covered in any lecture may be covered on your exams.

In-class activities: The purpose of in-class activities is for students to further analyze or apply what they have learned in lectures to pharmacy quality-related situations. Since some in-class activities will require group work students are assigned to groups (these are different from those they were assigned in their PS-I year).

Attendance at scheduled in-class activities is required to receive credit for having completed the assignment. Attendance will be taken during the in-class activity and verified through the collection of some individual/group paperwork at the end of the period. When group work is required, all students who participate will receive the score that their group received for that activity. The course director reserves the right to prorate a student's grade based on their level of participation.

Extra Credit: The course director may offer unannounced extra credit opportunities. These may take the form of short unscheduled in-class activities. Each opportunity is worth up to five points. Extra credit opportunities may be administered at any point during a class session. Only students in attendance at the time the opportunity is announced may receive extra credit. Make-ups for extra credit opportunities will not be offered, regardless of whether an absence is excused or unexcused.

Exams: Exams cover information from lectures, in-class activities, textbooks, assigned readings, the course web site, and any other materials or information presented during the quarter. Attendance at exams is **required**, and students are expected to make every effort to be at exams **on time**. Students who are late for any exam will be allowed to take the exam **only at the discretion of the course director**. Students who arrive for an exam after any student has left the room will not be allowed to take the exam at that time. They may be allowed to take a make-up exam if the absence is deemed excused (see page 4).

All seating for exams will be **assigned**.

The mid-term exam will be based on the material noted in the syllabus. On the final exam, 80% of the points will be based on material discussed after the second exam, and 20% of the points will be comprehensive (material from Weeks 1 - 4).

Course Policies

Statement Regarding Faculty and Student Responsibilities in the Classroom:

Because students invest a great deal of time, effort and money in the education process, it is essential that the faculty member:

- Treat students with respect
- Be prepared for class
- Begin and end class on time
- Provide fair evaluation of student performance
- Provide timely and constructive feedback on exams and in-class assignments
- Be available outside of class and responsive to your questions
- Be eager to motivate and encourage students
- Protect students' rights by enforcing course policies and procedures

Likewise, it is essential that students not engage in any unprofessional behaviors in the classroom. Such behaviors include, among others:

- Being disrespectful to faculty or other students
- Making late or noisy entrances to class
- Talking in class, especially when someone else is speaking
- Making unsolicited public comments
- Displaying overt disinterest (sleeping, leaving)
- Exhibiting lack of awareness of acceptable behaviors
- Doing something unrelated to the course in class
- Packing up books before class ends
- Leaving class early
- Use MWU email when contacting faculty/staff.

Classroom/Exam Etiquette: (from MWU Student Handbook)

In order to maintain an appropriate classroom/exam environment that is most conducive to teaching, learning and performing one's best on exams, students are expected to behave in a manner that is not disruptive or disrespectful to any person that does not adversely affect teaching, learning, or examination performance of any person. If cell phones and pagers need to be turned on during classroom time, then they must be set to the vibrate mode. All calls must be made/received outside of the classroom as this type of activity is disruptive to the teaching/learning environment and is disrespectful to others in the classroom. Students who do not abide by this policy may be asked to leave the classroom and continued abuse of this policy will result in disciplinary procedures.

Children are not typically allowed in the classroom. Students who have an unforeseen temporary need to bring a child into the classroom must receive prior approval from the lecturer.

Cell phones, pagers and other electronic devices are strictly prohibited from being used during examinations. Students who do not abide by this policy may forfeit their right to sit for an examination.

Copies:

"It is not within the scope of CCP staff members to photocopy or print materials related to the course for you, such as handouts, notes, or old exams, at your request, so please do not ask them to do it. Photocopying or printing of any course materials beyond those provided by the instructor is done at the expense of the student at facilities provided elsewhere."

College Exam and Quiz Policies:

Attendance at exams is required. All personal belongings should be placed in an area designated by the instructor/proctor. Only items required by the instructor/proctors should be in sight on the desk.

During the exam:

- Brimmed hats (e.g. baseball hats) should be worn backwards (or not at all). Any other hat or head gear worn should allow for visualization of the ears, unless for religious purposes;
- No sunglasses or mirrored glasses may be worn;

During the exam (cont.):

Cell phones, pagers and personal data assistants/palm organizers must be left with personal belongings and set to operate in a "silent" mode.

Also, no calculator, pencil cases, coats, or water bottles.

*** MWU student ID must be worn ***

All students must stop writing and immediately place their writing instruments on the desk when the end of the exam period is announced. Faculty is permitted to assess a grading penalty to students who continue to work.

Students must turn in all exam materials before leaving the exam room. Portions of the exam may be returned at a later time depending on the policy of the instructor.

The proctors are obligated to provide verbal warning or move a student to another seat if a student:

- 1) appears to be gazing at another student's work;
- 2) appears to be talking or signaling answers;
- 3) neglects to protect his/her answer sheet from view of other students; or
- 4) is sitting near a student who is gazing at their work.

Such interventions are not of a personal nature. To avoid such interventions, every student is required to keep their eyes on their own work, shield their work from the view of others, and otherwise avoid any appearance of suspicious behavior.

Absences:

To be excused from an exam (or scheduled in-class activity) you MUST contact me prior to the exam/workshop session. IF AFTER HOURS, LEAVE A MESSAGE ON MY VOICE MAIL: (630) 515-6307. Personal illness, personal emergency, personal incapacitation, or other exceptional problems of a serious nature that cause you to be absent are the only valid excuses for which missing an exam will be allowed. You will be required to provide documentation for the absence.

Students who have been granted an **excused absence from a scheduled in-class activity** will not have to make up the assignment. Their final grade will be determined based only on the in-class activities in which they participated. Students who have been granted an **excused absence from the Mid-term Exam** will take a make-up exam on Tuesday, November 17th, 2009 from 3:10-5:00pm. Students who have been granted an **excused absence from the Final Exam** will take a make-up Final at a time mutually agreed upon by the course director and student.

If there is no notification prior to the class session and no acceptable excuse, a grade of zero will be assigned for the missed exam or workshop and no make-up will be allowed.

Students who are going to **miss all of their classes and exams for more than one day must contact the CCP Dean's Office**. The Dean's Office will then notify all of your course directors of your absence. Students who plan to attend professional conferences or other events off campus which would result in missing classes, workshops or exams must obtain a permission sheet from the CCP Dean's Office and have their absence approved by each of their course directors.

Academic Honesty

Academic honesty and integrity are expected of all students throughout their course of study at Midwestern University. Any violation of this code is considered to be a serious academic violation and may result in a reprimand, monetary fine, written warning, academic and/or disciplinary probation, suspension, or dismissal. Academic dishonesty constitutes a breach of academic integrity that violates the academic foundation of an institution and compromises the integrity and well being of the educational program. The policies on students' academic and professional responsibilities are included in the MWU Student Handbook. *Strict enforcement of the academic honesty code will be followed and violations will result, at a minimum, in failing the course.*

Course Evaluation

Constructive feedback is important to your instructors. We always strive to improve how we teach and deliver our courses. Based on student feedback, improvements can be made during the quarter or the next time the course is offered. Improvements are not possible without your constructive feedback.

You have the opportunity to provide feedback about this course in a number of ways. The course director (Dr. Quiñones) always welcomes your direct comments about the course. Please feel free to send her an e-mail or stop by her office. You are also encouraged to send an e-mail to the teaching assistant asking about points that may not have been clear during the lecture or workshop right after the class session. These comments will be shared anonymously with Dr. Quiñones, who will spend a few minutes addressing them at the beginning of the next class session. There will be a Mid-Quarter Evaluation on October 13, 2009. You may also provide general comments about the course to your class liaisons prior to the Student Faculty Liaison Meeting on October 28, 2009.

At the end of the quarter, you will have the opportunity to complete course and instructor evaluations on MWU Online. Midwestern University recognizes the value of evaluation of faculty and courses by students. Voluntary and confidential feedback from students regarding courses and faculty provide critical information to faculty for course and self improvement. These data also play an essential role in the annual faculty evaluation process. The ability to provide constructive feedback is an essential skill for professionals. Midwestern University views that one of your responsibilities as a student is to complete faculty and course evaluations and this is a step in your development as a professional. Midwestern University is constantly striving to improve its educational experiences for students. Please complete the faculty and course evaluations as directed.

Grading

Scores for required group activities, extra credit opportunities, and exams will be made available to students only through MWU Online (<http://online.midwestern.edu>). Copies of written assignments will be returned to a designated group member's MWU mailbox. Mid-term and Final exams will not be returned, although students may view their exams at any time by seeing Ms. Free. All final grades will be posted to MWU Online. While every effort will be made to post scores and final grades to MWU Online in a timely manner, it generally takes 3-5 business days from the time you complete an assignment until it is graded and posted.

If you are having difficulty accessing your scores or final grades through MWU Online, please contact MWU Computer Services (630-515-7361). If you have accessed MWU Online and have a question about a score or final grade you received, please contact Dr. Quiñones.

100 pts In-class Activities (4 x 25 points each)
100 pts Mid-term Exam
100 pts Final Exam
300 pts

Grading Scale:

NO D in 2011!!

Points	Grade
300 – 270	A
269 – 240	B
239 – 210	C
209 – 180	D
179 – 0	F

Plus and minus grades will not be given in this course. There will be **no rounding up of scores** either.

QA & EPP Course Schedule

NOTE: This schedule is subject to change based on class' needs.

DATE	TOPIC	INSTRUCTOR	ADDITIONAL INFORMATION
9/8/09	Introduction to the Course History of the Quality Movement	Dr. Q	
9/14/09	Guest Speaker: Quality Improvement in Pharmacy	Russell Massaro, MD	
9/15/09	Quality and the Future of Health Care	Dr. Q	
9/21/09	The Business Case for Quality	Dr. Q	<u>Group activity!</u>
9/22/09	Defining Quality-Related Terms; Organizations Involved with Quality	Dr. Q	
9/28/09	Recognizing, Defining and Identifying Quality Problems	Dr. Q	
9/29/09	Identifying Quality Problems: Charts/Root Cause Analysis/HFMEA	Dr. Q	<u>Group activity!</u>
10/5/09	Midterm Review Session	Dr. Q	Covers material until 9/29/09
10/6/09	MIDTERM EXAMINATION	Dr. Q & Proctors	9:10 – 11:00 AM Littlejohn BC
10/12/09	Measurement of Safety and Quality	Dr. Q	Midterm Exam Overview
10/13/09	Risk Management	Dr. Q	Mid-Quarter Evaluation
10/19/09	Guest Speaker: Medication Errors as Intelligence	Jeannell Mansur, PharmD	
10/20/09	Medication Error Reporting	Dr. Q	<u>Group activity!</u> Mid-Q. Evaluation Feedback
10/26/09	Quality-Based Interventions: The System's Perspective - Design Change and Org. Change	Dr. Q	Background Reading: Leape et. al., <i>Reducing ADEs</i>
10/27/09	Pharmacy-Specific Interventions: Prospective & Retrospective DUR	Dr. Q	
11/2/09	Implementing Changes to Enhance Quality	Dr. Q	<u>Group activity!</u> Liaison Meeting Feedback
11/3/09	Guest Speaker: Quality Assurance at Walgreens	Averill Gordon, PharmD; Mike Wiener, Pharmacy Supervisor	
11/9/09	Guest Speaker: The Pharmacy Quality Alliance and the Future of Pharmacy Quality	Mary Ann Kliethermes, PharmD	
11/10/09	Review for Final Exam and Course Assessment	Dr. Q	
11/16/09	FINAL EXAM	Dr. Q & Proctors	12:10 – 2:00 PM Littlejohn ABC