

**University of Louisiana at Monroe
College of Pharmacy
Office of Assessment**

CQI CONNECTION 2011





*The CQI Connection, No. 82, January 2011
ULM College of Pharmacy*

Staying connected through continuous quality improvement

This is Abby, the beautiful daughter of Drs. Brice and Michael Mohundro. Brice is an assistant professor at the COP Baton Rouge Campus and Michael is a 2002 graduate of our PharmD program.

- ❖ Course evaluation results for the Fall 2010 semester are available at https://webservices.ulm.edu/EES/reports/faculty_login.php. For the College of Pharmacy there are 111 different instructor/course combinations. For PHRD courses, student response rate averaged 56 percent with a range of 24 to 77 percent. Item score averages ranged from 4.25 to 4.51. For PHAR courses, student response rate averaged 31 percent with a range of 18 to 58 percent. Item score averages ranged from 4.29 to 4.56.
- ❖ CQI from the COP Office of Outcomes Research and Evaluation (OORE):
 - 11 Prior Authorization (PA) pharmacists and the PA Director, Melissa Dear, have received certification as asthma educators;
 - Five pharmacists (Melissa Dear, Shawn Corley, Benji Juneau, Rene Oakes, and Beverly Walker) have completed the AADE (American Association of Diabetes Educators) 'Core Concept Course';
 - Dr. Sandy Blake, OORE Director, achieved Critical Outcomes Report Analysis (CORA) Certification from the Disease Management Purchasing Consortium International;
 - Baogong Jiang and Xiaojun Wang received Advanced SAS Programming Certification; and
 - Larry Humble participated in the MTM National Certificate Training Program (from APhA & ASCP)
- ❖ Preliminary analysis of the P1 confidence to progress survey indicates a positive impact of Boot Camp on the confidence of students to progress in the professional pharmacy program. Data were collected during the fall semester of 2008, 2009, and 2010. Responses were:
 - 2008 (old curriculum) – 22% were confident
 - 2009 (new curriculum) – 25% were confident
 - 2010 (new curriculum plus Boot Camp) – 32% were confident



*The CQI Connection, No. 83, February 2011
ULM College of Pharmacy*

Staying connected through continuous quality improvement

NASA's Glory Mission is scheduled for launch Thursday, February 24 at 5:09 EST.

- ❖ **Launch of MMII.** The Curriculum Committee, under the leadership of Dr. Michelle Zagar, has been collecting and reviewing questions from faculty for the mile-marker exams scheduled for Thursday, April 21. This will be the first MMII and the second MMI to be administered for the new PHRD curriculum. As with each shuttle mission, there is a transfer of control from launch to orbit phase and the same is true for the mile-marker exams. During mid-March, Dr. Zagar will transfer control of the MMII and MMI to Dr. Roxie Stewart, Chair of Mission, Planning, and Assessment (MPA) Committee. Dr. Stewart's committee will review the exams overall for face and content validity and will be in charge of administration of exams, review of exam results, and communication of exam results to students. The MPA Committee will provide feedback to the Curriculum Committee on the performance of each exam question. Thank you to Drs. Zagar and Stewart, members of the Curriculum and MPA Committees, and to PHRD faculty for the many hours of work involved in producing these exams. This is a critical part of our assessment mission.
- ❖ **Integrated Course CQI.** Thank you COP Faculty for submitting your CQI forms for PHRD integrated courses and labs. This information is being compiled and will be submitted to ACPE for the April 1 monitoring report. There are seven focus areas for the report and one requires a description of the college's implementation of the second year of the new curriculum and any modifications made based on student or faculty feedback (Standard 10).
- ❖ **2010 NAPLEX and MPJE Results.** Results are in for 2010. ULM COP passing rate for first-time candidates is 95.65%, up from 93.62% in 2009. The 2010 MPJE passing rate for first-time candidates for ULM COP is 92.75%, down from 94.44% in 2009. For comparison purposes, Xavier's NAPLEX passing rate for 2010 is 74.85% and for the MPJE is 92.13%. The national passing rate for the 2010 NAPLEX is 94.41% and the MPJE is 93.88%.
- ❖ **Assessment Website Update.** Marcia Wells, COP Technical Services Manager, has done an outstanding job updating our COP assessment website. Please check it out at <http://www.ulm.edu/pharmacy/mpa.html>.

❖ **Correction.** In the January CQI Connection, responses for “very confident” were reported. When combined with “confident” the results of the P1 confidence to progress survey were:

- 2008 (old curriculum) – 60.25% were confident
- 2009 (new curriculum) – 63.77% were confident
- 2010 (new curriculum plus boot camp) – 80.65% were confident



*The CQI Connection, No. 84, March 2011
ULM College of Pharmacy*

Staying connected through continuous quality improvement

Pharmaceutical Sciences Graduate Student, Vineet Gupta, recently visited Washington D.C. and was the guest of Louisiana Congressman Rodney Alexander. He defends his dissertation on Friday, March 25 at 9:00am in B350. His topic is "Ceramide Glycosylation by Glucosylceramide Synthase (GCS) and Breast Cancer Stem Cells."

❖ **ACPE Report.** For monitoring purposes, the Accreditation Council for Pharmacy Education (ACPE) requires a periodic report addressing issues identified in the last self-study that are considered substantial changes to the program such as implementation of the new curriculum. The last report was submitted in April 2010 and the current report is due April 1. This report covers the progress made in the search for a permanent dean; implementation of the second year of the new curriculum and modifications that have been made based on student or faculty feedback; assessment of the use of new teaching methods; assessment data related to student performance under the new curriculum, including a comparison of performance of the first two classes who have completed the first year of the new curriculum and an initial assessment of performance in the second year of the new curriculum; updated progression data; faculty vacancies and administrative structure; and overall financial health of the college.

❖ **Toxicology Department Community Outreach.** April 2 is Household Toxic Waste Disposal Day from 9:00 – 1:00 at Malone Stadium on the ULM Campus and is organized by the faculty and students of our Toxicology Department under the leadership of Dr. Kevin Baer, Department Head. This is a community service project so please encourage community participation. Then, on April 9th, the Toxicology Department is organizing Bayou Clean-Up Day. The community is invited to participate. Please help promote these events which are not only good for our health and environment but also serve as an educational tool for our young children to

cultivate an appreciation for the quality of our environment and how it affects the quality of our health. After all, it is our college's mission.

- ❖ **COP Health Fair.** For service-learning CQI, the Office of Experiential Education, Dr. Laurel Andrews IPPE Coordinator, is organizing a health fair as part of the P3 service-learning project. The fair will be held Saturday, April 2nd at the ULM Activity Center from 8 am until noon. Offered will be cholesterol testing, glucose testing, Hemoglobin A1c testing, blood pressure monitoring, bone density screening, spirometry, body fat analysis, INR testing, carbon monoxide monitoring as well as counseling and education. Dr. Andrews has brochures advertising the event so please help get the word out to our community. Door prizes will be awarded and snacks provided. Once again, a great educational opportunity for our children to see how important it is to take care of our bodies. So, drop off your toxic waste at Malone Stadium and then go on over to the Activity Center and get your health screening.

- ❖ **COP Family Day at the Ballpark.** Dr. Anthony Walker is creating quite an appetite for baseball as he continues to encourage us to attend the April 10th College of Pharmacy day at the game. Come around 12:30 for food and fun; the game starts at 1:00. This is an excellent event for faculty, staff, students, and our families. It is also very important relationship CQI for our COP family. Admission is free to students with ID. Dean Blaylock will have tickets available for faculty and staff.

- ❖ **MMI and MMII Update.** Utilizing questions written by faculty, the Curriculum Committee has developed both exams under the leadership of Dr. Michelle Zagar, Committee Chair. For CQI, Dr. Zagar developed a spreadsheet to facilitate allocation of exam questions by course and semester. There are 100 questions for MMI and 150 questions for MMII. She has also worked with Vicki Crist, Program Assessment Analyst, who provides LXR*TEST data management and coding of exam questions. The exams will undergo a second review by the Mission, Planning and Assessment (MPA) Committee, Dr. Roxie Stewart Chair. The MPA Committee will administer the exams to P1 and P2 students on Thursday, April 21, will analyze exam results, and will report results to students and faculty. More specifics will be provided to students in April.



*The CQI Connection, No. 85, April 2011
ULM College of Pharmacy*

Staying connected through continuous quality improvement

This year's LSHP Pet Party is Wednesday, April 20, from 5 to 7pm in the COP backyard.

- ❖ **Student/Faculty Interaction.** According to student survey data, one area identified for improvement is social interaction opportunities between COP students and faculty/staff. To foster relationships between students and faculty/staff, the university, the college, and our student organizations have provided a continuous venue for such interactions by sponsoring such events as crawfish boils, family picnics, spring formals, community fundraisers, and the aforementioned pet party. In addition to main campus activities, the Baton Rouge campus held an open house and the Shreveport campus has regular cookouts to coincide with Monroe campus activities. Please take advantage of the many activities offered by ULM, the COP, and our student organizations to foster student/faculty interaction outside the classroom. It's the depth of our relationships that will be remembered after graduation.
- ❖ **AACP Faculty Survey.** The American Association of Colleges of Pharmacy (AACP) has opened the annual faculty survey. Soon, you will receive an e-mail invitation to participate. Please do! Your responses (aggregate) will be used by the MPA Committee to recommend improvements in the college related to the administrative system; recruitment and retention; infrastructure; role and governance; faculty development; curriculum, teaching, and assessment; developing and supervising students; and academic rules. Last years' analysis included a comparison of ULM COP data to peer and national data and was reported in the October 20th edition of the CQI Connection.
- ❖ **AACP Graduating Student Survey.** In May, graduating pharmacy students will receive an e-mail invitation to participate in a survey administered by AACP. Aggregate results are utilized by the MPA Committee to recommend areas for improvement in professional competencies/outcomes; curriculum; pharmacy practice experiences; student services; the student experience; and facilities, experiential sites, and educational resources. Last years' results included a comparison of ULM COP data to peer and national data and were reported in the November 3rd edition of the CQI Connection.
- ❖ **Course CQI Results.** To document modifications to individual courses in the new curriculum, each course coordinator with input from course faculty completed a course evaluation worksheet to identify effective elements and opportunities for improvement. Most

modifications were minor tweaking of topic sequencing and time allocation. The major modifications that resulted from faculty and student feedback was that the Endocrine course was too intense to be taught over an eight-week period, especially at the end of the semester. Because of this and the addition of the Integrated Lab Sequence (ILS) to the third year class, the Endocrine course was converted to a full semester course and a third exam was added prior to the comprehensive final to allow students additional review and an opportunity to improve. The ILS courses were also rescheduled to facilitate scheduling of required courses and the addition of new elective courses. Additional faculty submitted CQI plans are to work with students at the beginning of the semester with preview, review, classmate discussion, and testing themselves with formative quiz questions; reallocating a part of the neurologic system into PHRD 4012; and meeting with every less-than-C student after each exam to help them make a feasible study plan.

- ❖ **MME Question Reminder.** Faculty teaching in PHRD courses, please remember to send your mile-marker exam questions to Carolyn Russell before the end of the semester.
- ❖ **AACP Assessment SIG Core Performance Domains and Abilities.** We are in the process of collecting information related to student readiness to enter APPEs as outlined within the Pre-APPE Core Performance Domains and Abilities (Appendix D of Standards 2007 Guidelines 2.0). Appendix D is divided into eleven core domains with an ability statement followed by EXAMPLE performance competencies. Teaching and assessment methods will also be documented. This will be accomplished through a series of 11 surveys. If you are contacted to participate, please print a copy of your survey submission and send to me to collect for the Curriculum and MPA Committees.
- ❖ **Faculty Publications.** Next month's CQI Connection will feature a list of faculty publications since September 1, 2010 through March 31, 2011. If you published an article, book chapter, or book during that time frame, please enter it in the Faculty Activities Database (FAD) and include the publication date so that when I query the database, it will be included in the resulting report.



*The CQI Connection, No. 86, May 2011
ULM College of Pharmacy*

Staying connected through continuous quality improvement

Coty Lee, COP Vivarium Manager and his wife Amanda with their first daughter, Addison, welcomed their second daughter, Anniston Elizabeth born May 12.

- ❖ **MME1 Results.** Mile-Marker Exam 1 average percent correct was 63.41 with a range of 45.92 to 89.80. Eighty-four students (100% participation) took the exam and test reliability was 0.83. The average modified Angoff percentage assigned by faculty was 70.48. Last year's percentage correct was 65.43.
- ❖ **MME2 Results.** Mile-Marker Exam 2 average percent correct was 66.81 with a range of 47.33 to 86.00. Forty-six students (100% participation) took the exam and test reliability was 0.86. The average modified Angoff percentage assigned by faculty was 73.31. These students will take the MME3 in January. Each student received a detailed report of his/her performance in each course and category of question. Many thanks to Dr. Michelle Zagar and the Curriculum Committee for preparing both mile-marker exams and to Dr. Roxie Stewart and the MPA Committee for administering the exams and reviewing question performance based on quality criteria. Thank you to the Faculty for submitting exam questions.
- ❖ **Course CQI and Curriculum Summit.** Each coordinator in a PHRD course, with input from course faculty, is requested to submit by June 15 the next round of PHRD course CQI forms used to document modifications to individual courses in the new curriculum. Information from these forms will be added to course evaluations and focus group results to triangulate areas for improvement. A curriculum summit will be held this summer to reflect on changes that have improved student learning; to discuss courses that still need improvements; and to plan the new PHRD courses for Fall 2011.

- ❖ **AACP Surveys.** Currently the faculty, graduating student, preceptor, alumni, and tuition surveys are in progress with the American Association of Colleges of Pharmacy (AACP). The faculty and graduating student surveys will close June 30th. At this time we have a faculty participation rate of 72% and a graduating student participation rate of 34%. If you have not completed and submitted the survey, please take a few minutes to do so. Responses (aggregate) will be used by the MPA Committee to recommend improvements in the college related to the administrative system; recruitment and retention; infrastructure; role and governance; faculty development; curriculum, teaching, and assessment; developing and supervising students; academic rules; professional competencies/outcomes; pharmacy practice experiences; and student services.

- ❖ **LA GRAD Act.** For the past few months, the Associate Deans of the five colleges of ULM have participated in a strategic planning process to address our retention goals as they relate to the LA GRAD (Granting Resources and Autonomy for Diplomas) Act that is designed to reward universities for meeting performance goals, including boosting graduation rates. Barbara Michaelides, ULM Director of Retention, is compiling reports from each of the colleges. For the College of Pharmacy, our activities related to progression of professional pharmacy students and tactical steps to retain toxicology students have been submitted for incorporation into the overall University plan. Thank you to Dr. Kevin Baer for submitting the toxicology report.

- ❖ **Spring Progression Report.** As reported at the May faculty meeting, our progression numbers are continuing to improve. For the P1 class, there were 5 Ds in one course for a non-progression rate of 7.58%, the highest non-progression rate for the semester. All P2s progressed and 1 P3 did not progress in Disease Pathogenesis IV. One P4 is completing a rotation and if successful, will graduate in December. We just graduated 90 P4s and will start the 2011-12 academic year with 95 P4s, 46 P3s, 84 P2s (5 are P1-MPs), and 100 new P1s for a total of 325 professional pharmacy students.

- ❖ **Videos.** In addition to the video Dr. Elizabeth Perry shared with you, <http://gallery.me.com/davejcalldwell#100028>, of the Spring Break trip to Belize with Dr. David Caldwell, Dr. Amanda Ranzino, and seven of our P3 students, we are working on a new video that will highlight our Doctor of Pharmacy program. Dr. David Caldwell, Dr. Laurel Andrews, Dr. Kristen Pate, and Dr. Adam Pate are the concept team and are working with a video production company to capture the strengths of our program, which are our students, faculty, staff, building, and affiliation with LSU Health Science Centers in Baton Rouge, Shreveport, and Monroe. This video will be a dynamic recruitment tool and will include shots of the ULM campus.

- ❖ **Faculty Publications.** Your attention please! The Faculty Activities Database report for faculty publications from September 1, 2010 through March 31, 2011 was supposed to appear here but is 18 pages long and contains approximately 220 publications. Please don't get excited. This is because some faculty did not include a date of publication when they entered their FAD data so every time a report is produced, all of their publications appear. Therefore, please review your FAD account and if you have publication entries without publication dates, please correct this. With your cooperation, we can celebrate the success of the newly published in future editions of *The CQI Connection*.

June 2011

CQI CONNECTION

Number 87

*A monthly
newsletter
reviewing the
continuous quality
improvement
activities of the
ULM College of
Pharmacy*



CONGRATULATIONS TO THE CLASS OF 2011

Topics

Items covered in this CQI Connection are:

- Focus Group Feedback
- *Academic Pharmacy Now* Article on OORE
- Kudos Corner
- New video on COP Facebook page
- Course Evaluation Summary
- Student Numbers for Fall 2011
- Faculty Activities Database Update



Walter Pierron, our very own Rooster Cogburn, is back and ready for action!

• Focus Group Feedback

Three focus groups were conducted in April for P1, P2, and P3 students. P4 students received a Graduating Student Survey administered by the COP, AACP, and ACPE. A report for each focus group was provided to the Mission, Planning, and Assessment Committee for review and to make recommendations to the Dean. Recommendations from the P1 focus group included covering the organizational structure and introducing College administrators during orientation; it is not clear to them who everyone is. Students also made recommendations to improve specific courses and that information is being triangulated with course evaluations and CQI forms. Other issues were summer tuition and lack of access to the ULM library on Saturdays. P2 comments resulted in a recommendation for more cross-training in OSPA, a request for all water fountains to be functional, and more power strips in classrooms. P3 students felt that the ULM COP has provided them with a good education and they are satisfied with library resources, Moodle, and the FYDI, a newsletter provided by Dr. Greg Smith, Director of the COP Drug Information Center. They feel that the ULM website is not “user friendly.” They are very happy with Dr. Blaylock being selected as Dean and are very satisfied with professional development opportunities and social events provided by OSPA. They commented that “rotations are awesome” and that they learned a lot. An item they recommended for improvement is their ability to provide negative feedback concerning a rotation site. Follow-up with Dr. Connie Smith, Director of Experiential Education, indicates that this avenue of anonymity is available with our new E-Value system and students have that option.

• OORE featured in *Academic Pharmacy Now*

If you missed seeing the article in the December 2010 edition of AACP's *Academic Pharmacy Now* about our Office of Outcomes Research and Evaluation, please click on the link below and read about this service component of the College. It is on page 22 and covers addressing the needs of patients through medication therapy management. Excellent work OORE team.

<http://issuu.com/aacp/docs/octnovdec2010>

• Kudos Corner

Congratulations to Dr. Khalid El Sayed on his application to patent tobacco cembranoids as anti-cancer agents being accepted by the U.S. Patent Office.

• New COP Video

Many thanks to the faculty team, Dr. David Caldwell, Dr. Laurel Andrews, Dr. Kristen Pate and Dr. Adam Pate, for spearheading the development of a new and improved video to showcase the College of Pharmacy's Doctor of Pharmacy program. It is on our COP Facebook page and the YouTube link is below. Please check it out and share it with students who are interested in coming to ULM.

<http://www.youtube.com/watch?v=XtdwxWJli4A>.

• Spring Course Evaluation Summary

There were 154 combinations of course/instructor evaluations with a total of 384 comments submitted. PHAR courses averaged 4.45 on a 5 point scale with 5 the highest possible rating. PHRD courses averaged 4.43. Of the 1,540 cells covering 10 dimensions, only 6 fell below 3.0.

• Pharmacy Student Numbers for Fall 2011

The number of students enrolled in the professional pharmacy program for Fall 2011 based on progression status is P1 = 114, P2 = 74, P3 = 42 and P4 = 94 for a total of 324 students.

• Faculty Activities Database (FAD) Update

There are several items to note for FAD. First, scheduled teaching is now being loaded through the University system. If you find something missing, you can send me the specifics and I can enter the item for you. If you want to include your pharmacy practice lab activity, you may do so on an individual basis by including it as “Non-Credit Instruction Taught” and use “Other” with an explanation of “pharmacy practice lab;” an audience internal to the University; number of students; academic; and description of your activity. Also include the start and end dates.

Another item we are loading in FAD is your academic advising activity. We will include all P1-P3 students except modified progression students. Again, if you are missing an item, please let me know.

July 2011

CQI CONNECTION

Number 88

*A monthly
newsletter
reviewing the
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ULM College of
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UNIVERSITY OF LOUISIANA AT MONROE COLLEGE OF PHARMACY

Topics

Items covered in this CQI Connection are:

- Curriculum Summit
- Course CQI Form
- University Week
- Faculty Retreat
- P1 Student Boot Camp
- Spanish Elective



Abigail (Abby) Mohundro is daughter of Drs. Michael and Brice Mohundro.

• Curriculum Summit

Thank you to the faculty for participating in our first curriculum summit held Wednesday, July 27th to review our new curriculum courses. Billed “The Good, The Bad, and The Ugly,” by Associate Dean Mike Cockerham, the summit was an opportunity to review course CQI forms for all fall courses as a collective group of faculty. The Assessment and Curriculum Committees met before the summit to discuss the purpose and format of the summit. Feedback after the summit was that it was very informative and gave faculty an opportunity to ask questions and hear discussion about what worked, what did not work, and how courses are being improved. One of the recommendations from faculty is that students inform them of issues with content and exams as they occur during the semester. A formal method is outlined in the COP student handbook that details a process to resolve classroom issues. A review of this policy is recommended for Faculty Retreat August 16th and Student Convocation, August 24th.

A summit will be held in December or January to review spring courses.

• Course CQI Form

The Integrated Course CQI Form has been revised to be the Course CQI Form. This change was made because not all courses in the new curriculum are integrated. However, all courses have been redesigned within what we refer to as the new “integrated curriculum.” All courses in the new curriculum require monitoring and tweaking and need documentation for CQI purposes. Therefore, recognizing this confusion with the design of the form, a little CQI of the CQI form was necessary. The Course CQI Form has been tweaked by eliminating “integrated” from the title and focusing on content removed and added from each course. Thank you to faculty who identified this problem and recommended this improvement. A summary spreadsheet of all CQI forms has been developed to document changes and steps for improving all courses in the new curriculum. Triangulation of student focus groups, student evaluations, and CQI forms points to common themes of better communication and more formal meetings of course faculty to discuss content and intentional overlap. Attending each others’ lectures is also encouraged if faculty are available to do so.

• University Week

For faculty development, ULM offers a week of workshops to help faculty in many areas such as active learning strategies, using Moodle, Faculty

Activities Database (portfolios), learning styles, and research proposals. The keynote speaker this semester is Dr. Michele DiPietro who will speak on *How Learning Works: Seven Research-Based Principles for Smart Teaching*. Abstract: Any conversation about effective teaching must begin with a conversation on how students learn. This very interactive session will synthesize 50 years of research on learning in cognitive, motivational, and developmental psychology, as well as diversity and inclusion studies, into seven integrated principles. It will highlight the principles, demonstrate them for the audience, and suggest implications for teaching.

University Week is August 15-19 and the full program can be viewed at the link below.

<http://www.ulm.edu/tlrc/index.html>

• Faculty Retreat

As a part of University Week, each college has a faculty retreat day. August 16th will be our faculty retreat and will kick-off with a student/advisor breakfast with P1s who will start boot camp the same day. The Faculty Retreat agenda will be provided in early August and will include annual committee reports including CQI items identified and addressed by each committee. There is a faculty meeting with President Bruno at 11:00 followed by a faculty luncheon.

• P1 Student Boot Camp

Incoming P1 students will start their professional pharmacy program with a boot camp designed to help students from different backgrounds adjust to the rigor of the professional program, bond with their classmates, experience lectures with note-taking tips, and take a practice exam. Feedback from last year’s boot camp was positive and resulted in an increase in student confidence to progress and decreased non-progression. Boot Camp will also include professionalism, a learning styles test, student organization presentations, rotation and portfolio information, and success tips from P2s. The week will conclude with a back to school BBQ, white coat ceremony, and Saturday Family Day.

• Spanish Elective

A Spanish elective (SPAN1004) has been designed exclusively for professional pharmacy students and will be taught by Dr. Ruth Smith, Department Chair of Foreign Languages. The class will meet in the pharmacy building on Tuesdays and Thursdays, from 4:00-5:15. This three credit-hour course covers the basics to communicate with Spanish-speaking patients in a retail setting.

August 2011

CQI CONNECTION

Number 89

A monthly newsletter reviewing the continuous quality improvement activities of the ULM College of Pharmacy



Pharmacy Alumni Liaisons (PALs) say “Welcome Back!”

Topics

Items covered in this CQI Connection are:

- Faculty Development Opportunities
- Annual Reports



This “bushel of crabs” is actually a cake made of white chocolate, crushed graham crackers, and vanilla wafers. Thank you to Rob Toups for the photo.

• Faculty Development Opportunities

ULM's Office of Sponsored Programs and Research will hold two workshops addressing Board of Regents grant competitions. They are scheduled as follows:

Research component (RCS and ATLAS)
September 6, 11:30 am - 1:00 pm
ADMIN 2-105

Enhancement and Graduate Fellows Program
September 7, 11:30 am - 1:00 pm
ADMIN 2-105

Another faculty development opportunity is a webinar scheduled by the COP Faculty Development Committee, Dr. Jessica Brady - Chair, on the use of clickers in the classroom. It will be Wednesday, September 7th from 1 p.m. - 2 p.m. Michael S. LaPointe Ph.D., Associate Professor of Biology at Indiana University Northwest, is the presenter.

• Annual Reports

Thank you to department heads, directors, committee chairs, and faculty senators for the very informative annual reports provided at the recent Fall Faculty Retreat. These reports document our ongoing commitment to continuous quality improvement. Here are a few of the report highlights taken from the meeting minutes:

BPS (Dr. Briski): Dr. El Sayed's patent award; American Association of Pharmaceutical Scientists award to graduate student Mohammed Khanfar; Dr. Briski invited to speak at the Science Foundation's Major Research Program; Dr. Girish Shah's research selected to be presented at the American Cancer Society meeting this year; and Dr. Sylvester to give platform presentations at two conferences.

CAS (Dr. Jastram): 46 podium and poster presentations; 31 peer-reviewed publications; 75 book chapters, newsletters, abstracts, case reports, meeting proceedings; 33 grants in various stages of development; and 8 funded in 2010 - for approximately \$500,000.

Toxicology (Shannon Banks): 85 students enrolled in the Toxicology Program.

Graduate Program (Dr. Sylvester): 37 students enrolled; graduated 10 students in the spring 2011 semester; and accepting 8 new students into the program for the fall 2011 semester.

DIC (Dr. Greg Smith): FYDI newsletter is being distributed statewide to preceptors, students, faculty, and Medicaid providers.

OEE (Dr. Connie Smith): 6th Annual Preceptor Conference will be held October 1st in Baton Rouge and October 28th in Monroe. ULM College of Pharmacy Health Fair will be at the Council on Aging on November 22. This is a service learning project for the P3 students. Conversion to the E*Value system is complete. All faculty will have access to E*Value and training is planned.

OORE (Dr. Sandy Blake): Program continues to grow. Added a pharmacist in Baton Rouge to work with DUR and two new persons in Monroe to work with the lock-in program.

OSPA (Mary Caldwell): Dr. Cockerham, Dr. Brady, Mary Caldwell, and four students attended a conference this summer at the University of Utah School on Alcohol & Chemical Dependency. Dr. Andrews and Mary Caldwell attended a Student Affairs workshop at Ole Miss.

Curriculum (Dr. Michelle Zagar) Boot camp was successful and had a positive impact on student confidence and progression. The committee reviewed 582 questions for the mile-marker exams.

Ethics and Professional Conduct (Dr. Lance Nickelson): Code was updated and approved by faculty and students.

Events Planning (Dr. Anthony Walker): Promoted "Spirit Days" before home games and placed ULM Warhawk fathead posters around the pharmacy building. Working on ULM Homecoming.

Faculty Development (Dr. David Caldwell): Toolbox on website, survey conducted, and monthly workshops continue based on faculty needs.

MPA Committee (Dr. Roxie Stewart): The strategic plan and assessment website data were updated. AACP surveys (faculty, student, preceptor, and alumni) were analyzed and recommendations made to Dean Blaylock. Worked on mile-marker exams.

Space Utilization (Dr. Joe Feldhaus): The special needs testing room was relocated to the second floor for more space and privacy.

Student Affairs (Dr. Laurel Andrews): Developed a student travel application form.

September 2011

CQI CONNECTION

Number 90

A monthly newsletter reviewing the continuous quality improvement activities of the ULM College of Pharmacy



UNIVERSITY OF LOUISIANA AT MONROE COLLEGE OF PHARMACY

Topics

Items covered in this CQI Connection are:

- AACP Faculty Survey Results and Recommendations



This is Randy and his older brother Richard. They are the sons of Baogong Jiang, programmer analyst with our COP Office of Outcomes Research and Evaluation.

• AACP Faculty Survey Results

The Mission, Planning, and Assessment Committee, Dr. Roxie Stewart Chair, reviewed results of the 2011 AACP Faculty Survey at its August meeting. They compared ULM COP results with those of peer institutions and national data and looked at five year trend data. A summary of their comments and recommendations are as follows.

Administrative System: There is concern in the area of administrators' roles and the function of administration as a unified team. While it is felt that things are being taken care of, it is hard for faculty (and students) to know who is handling what, and who to go to with certain problems, as there seems to be an overlap of responsibilities. It was recommended that specific job descriptions be communicated. The committee feels that once the roles are more defined, faculty perception of administration functioning as a unified team will improve. It was also mentioned that the level of communication between administration and faculty members may not be what it once was. The committee recommends having regularly scheduled faculty meetings.

Recruitment and Retention: 85% of faculty feel that the college uses an effective faculty recruitment process; and 95% feel that they have access to documents that detail policies related to their performance as a faculty member. There is a five-year downward trend in the percent of faculty members who feel that they receive formal feedback of their performance on a regular basis. No downward trend was noted for peer and national. A four-year downward trend was noticed in the percent of faculty members who feel that the performance feedback they receive is effective. Again, no peer or national downward trend was noted. An improvement was noted in the percent of faculty who feel the college consistently applies promotion and tenure policies and procedures. The committee recommends forwarding this information to department heads for evaluation.

Infrastructure: 85% of faculty feel that they receive adequate support staff resources, compared to peer (66%) and national (72.1%). 100% feel that they have adequate office space. There has been a five-year decline in the percent of faculty members who feel that their computer resources are adequate for their academic responsibilities. This trend was not seen on peer and national data. A three-year improvement was seen in the percent of faculty members who feel that they have access to library and other educational resources. However, we are still below peer (96.4%) and national (97%). 100% of faculty respondents feel that the program's resources can accommodate present student enrollment. 97.5% feel that their campus work environment is safe (a four-year upward trend).

Role and Governance: 92.5% of faculty feel that the college requested their input during the development of the current strategic plan. This is higher than peer (81.7%) and national (83.7%). However, 72.5% of faculty feel that the college effectively employs strategic planning. This is lower than peer (85.7%) and national (79.1%). There has been a three-year decline in this area. The committee recommends that administration update faculty members on the progress of the implementation of the strategic plan (changes in priority due to budget cuts; items completed; etc).

Faculty Development: 52.5% of faculty feel that they have funds available to support their development. This is an improvement from 2010 (35.3%) but is still below peer (66%) and national (70.8%). It was noted that a large number of faculty have not been able to comment about the availability of programs for non-practice faculty to orient them to the pharmacy profession and professional education. The committee discussed the fact that faculty members may not know what was being done in the area of programs for non-practice faculty. The nature of the integrated curriculum should help to introduce non-practice faculty to the pharmacy profession, but there is room for more programming to foster development in this area. It was suggested that an exchange of seminars between disciplines may be helpful. This information will be provided to the Faculty Development Committee.

Curriculum, Teaching, and Assessment: The faculty feel that laboratories and other non-classroom environments are conducive to learning and the curriculum is consistent with the collective vision of the faculty and administration. They are consulted in curricular matters and the organization and structure of the curriculum is clear. They understand how their instructional content fits into the curriculum and the curriculum is taught at a depth that supports understanding of central concepts and principles. Of special note, there were five-year upward trends in curricular collaboration among disciplines and the use of programmatic assessment data to improve the curriculum.

Developing and Supervising Students: Decreases were seen across the board for ULM on all four questions in this area. 87.5% feel that the college provides an environment and culture that promotes professional behavior among students, faculty, administrators, preceptors, and staff. 70% feel that the college effectively manages academic misconduct by students. 72.5% feel that the college effectively manages professional misconduct by students. 77.5% feel that the college effectively manages poor academic performance of students. Follow-up with focus group.

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CQI CONNECTION

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AMERICAN ASSOCIATION OF PHARMACEUTICAL SCIENTISTS
ULM COLLEGE OF PHARMACY
STUDENT CHAPTER

Topics

- *The ULM Forum*
- Graduating Student Survey
- Electronic Portfolios
- APhA-ASP Meeting
- Kudos Corner

The ULM College of Pharmacy
invites you to the
Boo & Bop

Students, faculty, alumni and friends: **join us for a great evening!**

The details
Pharmacy Building,
1800 Bienville Drive
Friday, October 28th
from 7 to 11 pm
Costumes, of course; cash
bar; light hors d'oeuvres;
music and dancing!

• **The ULM Forum**

Dr. Roxie Stewart, Chair of the Mission, Planning, and Assessment Committee and Assistant Professor in Clinical and Administrative Sciences, was a guest on *The ULM Forum* on KEDM Radio. Please click the link and listen to her podcast, <http://www.kedm.org/audio/college-pharmacy-faculty-appointed-state-association-ulg-forum-9-16-11>. As President-Elect of the Louisiana Society of Health System Pharmacists (LSHP), a trade organization that supports clinical and hospital pharmacists and technicians, she explains the role of LSHP in development of pharmacists throughout the State. The Society now serves over 1,000 members and is a state affiliate of the American Society of Health-System Pharmacists (ASHP). The 46th ASHP Midyear Clinical Meeting & Exhibition will be held December 4-8, 2011 in New Orleans. Also elected to LSHP's Board of Directors from the ULM COP were Dr. Brice Mohundro and Dr. Jessica Brady.

• **Graduating Student Survey Results**

The Mission, Planning, and Assessment Committee reviewed the results of the 2011 AACP Graduating Student Survey at their September meeting. Items identified for improvement were outcome competency "interpret and apply drug use policy and health policy;" assignment of practice sites; information about agencies; administration's response to issues; research opportunities with faculty; and availability of library on weekends. Issues have been addressed with implementation of the new curriculum, a more equitable process for P4 APPE assignments; appointment of a new dean; and elective course offerings that incorporate research.

A five year trend analysis (2007-2011) of the data shows significant improvement in students' competency to interpret economic data relevant to treatment of disease, to manage the system of medication use to affect patients, and to search the health sciences literature. The program also improved in opportunities to develop professional attitudes, ethics, and behaviors. For pharmacy practice experiences, there were significant improvements for introductory pharmacy practice experiences and involvement in direct patient care responsibilities in both community and institutional settings, for sites available for introductory pharmacy practice experiences being of high quality, and for the fairness of the process of assigning sites for introductory pharmacy practice experiences. For the student experience, there were significant positive trends in students' awareness of the process for raising issues with the college's administration; student representation on college committees with responsibilities for curriculum and other matters; the college welcoming

students with diverse backgrounds; a student government that effectively communicates student opinions and perspectives to the faculty or administration; effective management of academic or professional misconduct; computer and information technology resources; commons spaces such as lounges, lobbies or other areas for relaxation and socialization; and access to educational resources (e.g., library, electronic data bases, drug information center).

• **Electronic Portfolios**

P1 students have entered their CV information into their electronic portfolios using E-Value's *MyFolio*. They will continue to update these portfolios with projects, papers, posters, and other examples that demonstrate their abilities and competencies. They will develop these portfolios during their four years in the professional program and use them for future educational opportunities or employment. Faculty advisors have access to these portfolios and are encouraged to review them with their students to make recommendations for improvement or to just get to know the backgrounds of their student advisees. P2 and P3 students have access to their portfolios and will be provided with a professional development on how to effectively use *MyFolio*. A faculty development program will also be provided on E-Value and *MyFolio*.

• **APhA-ASP Meeting**

Dr. Anthony Walker, Faculty Adviser for the American Pharmacist Association - Academy of Student Pharmacists (APhA-ASP), is working with students to host the Midyear Regional Meeting in Shreveport at the Clarion Hotel and Conference Center. Pharmacy schools from six states will be attending, and the ULM COP will be the host school for this year. Registration for faculty is complimentary by APhA. ULM is responsible for providing a Friday night reception; gift-bags and t-shirts for approximately 200-300 students, faculty, and advisers; and snack breaks between meetings. More detailed information about this regional meeting and APhA can be found at www.pharmacist.com. The ULM Office of Development has set-up a gift-giving tab online for ULM APhA-ASP. The direct site is: <http://ulm.edu/giving>. Click on the ULM Events tab at bottom right and select APhA-ASP. Dr. Walker adds, "With your assistance and our students' hard work, we will make our university and college of pharmacy shine! Our students are so deserving of this opportunity."

• **Kudos Corner**

Dr. Adam Pate, COP faculty, and students deserve a big THANK YOU for participating in the AHA Heart Walk and raising the most money of any team.

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ULM COLLEGE OF PHARMACY STUDENTS PARTICIPATE IN HEART WALK

CHINEDU AKUNNE, BETTY LY, EMILY WHITE, HEATHER SCULLIN, DEANNA TURNER, TRAM KELLEY, STEPHANIE PENN, AND COURTNEY LUCAS

Topics

- Boo & Bop Review
- COP Facebook
- COP Administration
- Faculty Development
- Mile-Marker 3 Exam



• Boo & Bop Review

Before it fades into history, another thank you to the Events Planning Committee for a very successful Boo & Bop costume party and dance. Committee members are Dr. Anthony Walker (Chair), Mr. Greg Andrews, Mr. Mike Moncrief, Dr. Adam Pate, Ms. Marcia Wells, and Mrs. Mary Caldwell. Faculty, staff, and students had a wonderful time and if you don't believe me, just check out the COP Facebook page.

• COP Facebook Page

Most of us know about the COP Facebook page, but just in case you don't, please look at this very liquid form of communication, www.facebook.com/pages/ULM-College-of-Pharmacy/138109926682. The pictures and stories reflect the people who make the ULM College of Pharmacy breathe. In addition to Boo & Bop pictures, there is coverage of our participation in Heart Walk; Rho Chi initiates; research presentations and awards; Super Tailgate and Homecoming 2011; "Know Your Medicine; Know Your Pharmacist" pictures with the Caddo Council on Aging; and the most recent addition to the ULM College of Pharmacy video series starring Nicholas O'Connell. Thank you to Marcia Wells and Dr. David Caldwell for maintaining our page.

• COP Administration

One of the recommendations from the Mission, Planning, and Assessment (MPA) Committee's review of the AACP Faculty Survey was better communication of the administrative structure of the college to students, faculty, and staff. The best way to see this structure is to view the College of Pharmacy Organizational Chart at <http://www.ulm.edu/pharmacy/admin/COP%20Org%20Chart.pdf>. Reporting directly to the Dean are the Department Heads of Basic Pharmaceutical Sciences, Clinical and Administrative Sciences, Toxicology, and the Director of Graduate Studies and Research. In addition to the academic departments, reporting directly to the Dean are the Business Manager, Facilities Manager, and Director of the Drug Information Center. The two Associate Deans also report directly to the Dean but split service units. The Director of the Office of Outcomes Research and Evaluation and the Program Assessment Analyst report directly to the Associate Dean of Assessment and Outcomes Research. The Director of the Office of Student and Professional Affairs and the Director of the Office of Experiential Education report directly to the Associate Dean of Academic Affairs. The three Assistant Deans for the Monroe, Baton Rouge, and Shreveport campuses report directly to the Department Head of Clinical and Administrative Sciences. All duties related to these positions are based on this organizational chart.

• Faculty Development

Dr. Jessica Brady, Chair of the Faculty Development Committee, has announced upcoming programs. The November program is on TurningPoint AnyWhere and the December program is on E-Value for experiential education and student portfolios. The December program will be followed by a COP Holiday Luncheon.

The TurningPoint AnyWhere program is on **Monday, November 28th from 2:00 - 3:00 in B350**. Shreveport and Baton Rouge faculty will connect in their conference rooms. TurningPoint AnyWhere allows you to poll from content in whiteboard software, web browsers, PDFs, Word documents and more. All attendees should bring a laptop and thumb drive to the program so you may utilize the software as you go through the program. Dr. Deanna Buczala from the Office of Course Redesign will be the presenter.

Another faculty development program offered is "How to Better Position Yourself as a Scholar, Researcher, and Grant Writer!" Dr. David Stone, Associate Vice President for Research at Northern Illinois University, has written two articles for the Chronicle of Higher Education, "Becoming a Successful Principal Investigator" and "How Your Grant Compares." These articles introduce the concept of positioning, the idea that there are many things that a faculty member needs to do before he or she considers writing a grant. These things can determine whether a grant is funded. For this webinar, Dr. Stone will discuss positioning in greater detail, take questions on how you might best position yourself, and discuss the importance of collaborative tools in facilitating better positioning. The date is Thursday, December 1, 1:00 - 2:00. [Register Now!](#)

• Mile-Marker 3 Exam

P3 students will take their final mile-marker exam on Friday, January 20 from 1:00-5:00. There are 200 multiple choice questions from semesters 1 through 5. For the new curriculum, mile-marker exams take the place of P4 APPE written exams. Students will still take OSCEs and practicals in their P4 year. This assessment of their comprehensive knowledge based is necessary before students start advanced pharmacy practice experiences. A remediation plan is in place for students who do not pass the exam. After MME 1 and 2, formative mile-marker exams, each student received a detailed report of his or her performance to use for self-directed learning and improvement. A big **THANK YOU** to the Curriculum Committee, Dr. Michelle Zagar (Chair), for hours of review and development of the MME 3. The MPA Committee, Dr. Roxie Stewart (Chair), will administer the exam and review and report results.

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ULM COLLEGE OF PHARMACY STUDENTS PARTICIPATE IN ASHP MIDYEAR MEETING IN NEW ORLEANS

Topics

- Spring Curriculum Summit
- Student Council CQI
- Kudos Corner
- Pancakes and PJs
- ASHP Participation
- APhA Counseling Competition



Dr. Jamie Terrel's rotation students provided blood pressure screenings for Caddo Council on Aging's Veteran's Day Program.

• Spring Curriculum Summit

Tuesday, January 10th is the faculty retreat and will be a follow-up to the July Curriculum Summit. This time we will review CQI for P1 and P2 Spring PHRD courses and preview P3 Spring courses. Course coordinators for Spring 2011 are asked to provide reports for P1 and P2 courses. Course coordinators for P3 Spring courses are asked to provide course outlines to familiarize all faculty with the flow of the curriculum.

The January retreat will also feature a guest speaker on civility in the classroom. This is a follow-up to an identified problem with what is appropriate or inappropriate to say to students or other faculty in the classroom setting. Proper respect for each other and for students is a cornerstone of professionalism that we expect from each other and from our students.

• Student Council CQI

In addition to providing an avenue for student input to College administration, the Student Council closed the loop on a recommendation that has been on the top of the students' wish list for several years. That wish is for extended hours of access to the pharmacy building. Student Council President Bryan Bordelon coordinated a plan with Dean Blaylock who approved a schedule to keep the pharmacy building open to students later than 5:00pm during the last week of class and during finals. Student Council representatives monitored the front door to allow access to pharmacy students. First floor access was provided for students to have a quiet study area or a place to meet.

Due to it's location off-campus and to the nature of it's mission, the pharmacy building is a secure facility with access limited to College of Pharmacy students, faculty, and staff.

• Kudos Corner

Dr. Elizabeth Perry passed her BCPS exam.
Dr. Jill Comeau passed her Oncology Board Certification. Congratulations ladies!

• Pancakes and PJs

Students enjoyed interaction with faculty and staff during finals week with what has become the traditional Pancakes and PJs event. The turnout was great and students commented that they enjoyed the break from studying. Please check out our facebook page for pictures of the event,

<http://www.facebook.com/pages/ULM-College-of-Pharmacy/138109926682>.

• ASHP Participation

Pharmacy students and faculty participated in the Midyear Meeting of the American Society of Health-System Pharmacists (ASHP) in New Orleans. ULM COP hosted a reception, faculty and students presented research posters, and two students participated in the clinical skills competition. Ashley Hanna and Julie Sheridan, P4 students, represented ULM in the ASHP National Clinical Skills Competition and finished 11th out of 116 teams!! Congratulations to them both on such a great accomplishment!

• APhA Counseling Competition

The American Pharmacists Association-Academy of Student Pharmacists (APhA-ASP) Patient Counseling Competition took place on November 18th. Thank you to all the students who participated and the faculty members that helped judge the competition. The scores were very close and everyone did well! The winner of the competition is eligible to compete in the National Counseling Competition at the APhA Convention in New Orleans.

The winners of the competition are:
First Place- Mr. Brian Primeaux
Second Place- Mr. Darren Erlicher
Third Place- Mr. Josiah Land