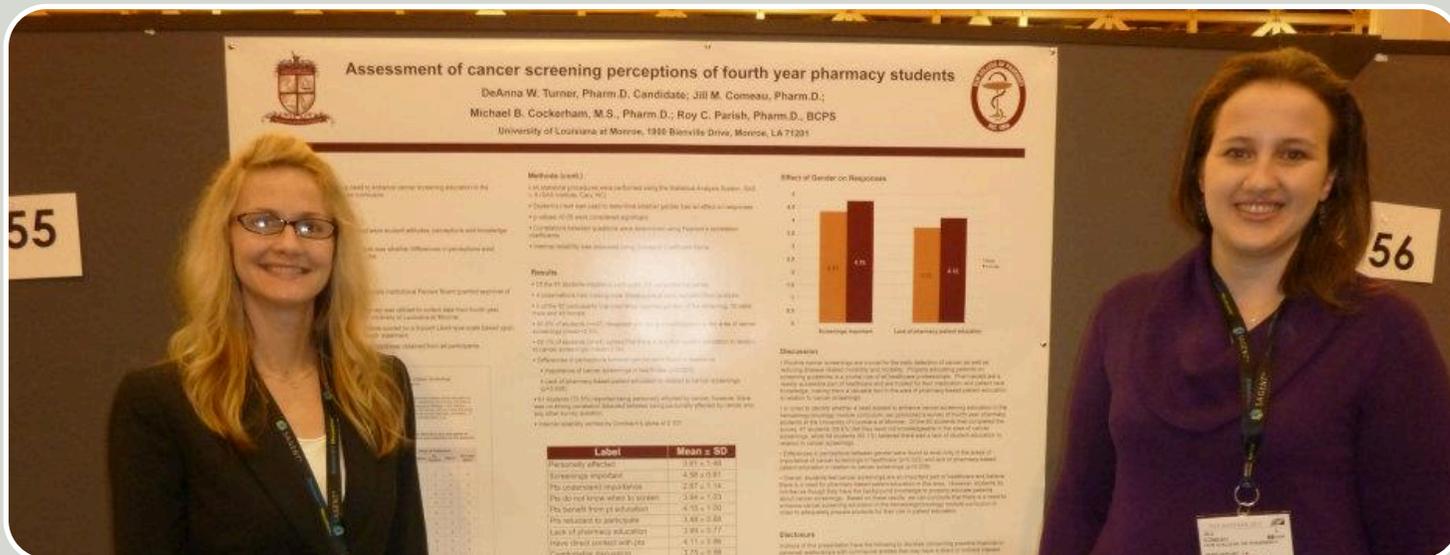


January 2012

CQI CONNECTION

Number 94

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



ULM COLLEGE OF PHARMACY STUDENTS AND FACULTY PRESENT RESEARCH AT ASHP MIDYEAR MEETING IN NEW ORLEANS

Topics

- Faculty Meeting Schedule
- Mandatory Tutoring
- Fall 2011 Progression Report
- Non-Credit Teaching Report
- Faculty Development Resources
- ULM Course Evaluation Results
- Kudos Corner



Congratulations to the Rho Chi Class of 2013 initiates. Starting with the back row: Bryan Bordelon, Ryan Burke, Monica Hartman, Nick O'Connell, Michael McCauley, Anthony Alpha, Verlencia Jordan, Kacie Keith, Tina Melancon, Logan Thibodeaux.

• Faculty Meeting Schedule

A schedule has been established for regular faculty meetings the fourth Thursday of each month at noon. We will continue to have Tuesday retreats during University Week and will have mid-semester and end-of-semester formal faculty meetings. The remaining monthly meetings will be informal “college chats.” Faculty can submit questions or topics for discussion but college chats will also be open forum. Distance faculty will connect from Shreveport and Baton Rouge classrooms. The first “college chat” is scheduled for Thursday, January 26th at noon.

• Mandatory Tutoring

In Fall of 2010, Dean Blaylock instituted mandatory tutoring for students making less than “Cs” on exams. Faculty set tutoring times for students and worked with them individually and in group settings. Non-progression rates improved from a high of 17.39% in Fall of 2009 to a high of 5.49% in Fall 2010. The highest non-progression rate was 7.58% in Spring 2011. However, this policy was not strictly enforced during the Fall 2011 semester and non-progression rates have increased to a high of 10.89% while P1 student confidence to progress has dropped from 80.85 in Fall 2010 to 62.25 in 2011. Faculty are encouraged to enforce the mandatory tutoring policy and to report student noncompliance to OSPA.

• Fall 2011 Progression Report

All P3s progressed. For P2s, non-progression was one student in PHRD 4058 (Neuro/Psych) and two students in PHRD 4056 (Biopharm/Kinetics). For P1s, five students did not progress in PHRD 4012 (Pathophysiology I). Eleven students did not progress in PHRD 4004 (Calculations) resulting in a 10.89% non-progression rate, the highest for the semester. PHRD 4000 (Medical Microbiology) had one D; PHRD 4002 (Drug Action I) had five Ds; PHRD 4008 (Pharmaceutics) had one D; and PHRD 4014 (Top Drugs) had one D.

• Faculty Activities Database

For the past two years we have been asked to provide reports of non-credit teaching to ULM Administration. Associate Dean Cockerham has collected this data through department heads. For CQI, he is requesting that all faculty enter this data in the Faculty Activities Database (FAD) and for the next report, we will run the report from FAD.

• Faculty Development Resources

If you missed Dr. Sandra Yancy McGuire’s presentation during University Week, you missed an amazing speaker. She was so amazing that we are inviting her to address students at bootcamp and faculty at our Fall Retreat. Dr. McGuire is Assistant Vice Chancellor for Learning, Teaching, and Retention and Professor of Chemistry at Louisiana State University. She is also past director of the Center for Academic Success. During her address, she referenced a free online book and highly recommends it, *Bransford, J.D., Brown, A.L., Cocking, R.R. (Eds.), 2000. How people learn: Brain, Mind, Experience, and School available at http://www.nap.edu/catalog.php?record_id=9853#toc*. Dr. Deanna Buczala, Director of ULM’s Office of Course Redesign, also recommends an article and videos on metacognition available at http://chronicle.com/article/.MetacognitionStudent/130327/?sid=ja&utm_source=ja&utm_medium=en

• ULM Course Evaluation Results

Fall 2011 online course evaluation results are available at https://webservices.ulm.edu/EES/reports/faculty_login.php. You may also access past semester results at that website.

• Kudos Corner

Dr. Brice Mohundro passed her BCACP exam and Dr. Jennifer Smith passed her BCPS exam. Dr. Beverly Walker, completed her PharmD at Shenandoah University’s Bernard J. Dunn School of Pharmacy. Congratulations ladies!

February 2012

CQI CONNECTION

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



ULM COLLEGE OF PHARMACY STUDENT COUNCIL

Topics

- Fall 2011 Course Evaluation Results
- MME-3 Test Results
- Early Assurance Program
- First College Chat
- Student Council CQI



Student Council Officers are (left to right) Vice President Caleb Stephenson; Secretary Danielle Jones; President Bryan Bordelon; and Treasurer Michael Savoy.

• **Fall 2011 Course Evaluation Results**

A summary of Fall 2011 online course evaluations results is as follows. There were 502 comments submitted by students for pharmacy courses and 11 comments for toxicology courses. Excluding electives, 20 pharmacy courses were evaluated and six toxicology courses. The average response rate for pharmacy courses was 72% for P1 courses; 48% for P2 courses; and 33% for P3 courses. Toxicology courses had an average response rate of 77%. Forty-two individual pharmacy faculty were evaluated and five toxicology faculty were evaluated. Using a five point scale, the average for pharmacy courses was 4.20 (range of 3.86 to 4.23) and the average for toxicology courses was 4.24 (range of 3.94 to 4.29). Thank you to students for taking time to participate in online course evaluations.

• **MME-3 Test Results**

On Friday, January 20th, P3 students took Mile-Marker Exam 3 for summative assessment of their professional pharmacy knowledge retention. Final MME-3 statistics were a high percentage correct of 94; low percentage correct of 57; and an average percentage correct of 77. Test reliability was 0.80. All students passed the exam in accordance with criteria established by the Curriculum and Assessment Committees in the original assessment plan for mile-marker exams adopted by faculty in 2009. Each student received an individualized assessment of performance in each area of the curriculum. Students are encouraged to use this information for self-directed learning prior to starting the advanced experiential component of their pharmacy education. Individualized reports included a breakdown of number of questions correct per course number; number of questions correct per subject area; and level of mastery within each area.

• **Early Assurance Program**

The College of Pharmacy is instituting an Early Assurance Program (EAP) for a select

population of academically superior high school seniors with an interest in pursuing pharmacy as a career. The EAP provides opportunities for students to develop both personal and professional relationships with COP faculty and students when they enter ULM. This program is unique to ULM in Louisiana and will bring up to 20 high-achieving students to ULM each year for their pre-professional program in pharmacy. Criteria have been set by the Admissions Committee and approved by the Dean and ULM Administration. The program will start Fall 2012. For more information, please contact OSPA.

• **First College Chat**

As presented in the last *CQI Connection*, we have scheduled monthly meetings of the COP faculty. There will be beginning, middle, and end of semester formal faculty meetings. The other months will be open forums that we are calling "College Chats." This is a CQI initiative recommended by faculty for more structured communication with administration. The first "College Chat" was successful with several areas of concern presented by faculty and brought to the attention of administration. College Chats are scheduled for the fourth Thursday of each month at noon. The next chat will be Thursday, February 23.

• **Pharmacy Student Council CQI**

Student Council has been active this academic year presenting ideas for improvement to faculty and administration. They have negotiated weekend hours for the pharmacy building, reviewed an updated Code of Ethical Conduct, proposed a Student-Faculty Mentorship Program, and developed a proposed test change policy. In addition, they are hosting "Coffee & Donuts" for faculty, staff, and students to improve student/faculty interaction. The first event is Wednesday, February 15th from 7:15-7:45. The Pharmacy Council is made up of presidents of all COP student organizations and class representatives. Officers, purpose, goals, minutes, and events are listed at <http://www.ulm.edu/pharmacy/rxcouncil.html>.

March 2012

CQI CONNECTION

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



AMERICAN PHARMACISTS ASSOCIATION ULM ACADEMY OF STUDENT PHARMACISTS

Topics

- 2011 NAPLEX and MPJE Results
- MME 1 and 2
- ACPE Interim Report
- Kudos Korner



This is Aubrey Pate, the beautiful daughter of Drs. Kristen and Adam Pate. She certainly has "pharmacy" in her blood.

• 2011 NAPLEX and MPJE Results

North American Pharmacist Licensure Examination (NAPLEX) results for graduates of the ULM College of Pharmacy were a pass rate for first-time test takers of 91.21% compared to a national pass rate of 95.66% and a pass rate for all test takers of 86.27% compared to a national pass rate of 89.8%.

Multistate Pharmacy Jurisprudence Examination (MPJE) results for graduates of the ULM College of Pharmacy were a pass rate for first-time test takers of 100% compared to a national pass rate of 95.52% and a pass rate for all test takers of 97.73% compared to a national pass rate of 90.55%.

• MME1 and MME2

On Thursday, April 5th, P1 and P2 students will take their mile-marker exams. Classes for P1 and P2 classes are cancelled for that day; P3 classes are not cancelled. The exams consist of questions written by faculty with the overall exam development by the Curriculum Committee 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 120 questions for MME1 and 150 questions for MME2. Vicki Crist, Program Assessment Analyst, provides LXR*TEST data management and coding of exam questions. The exams undergo a second review by the Mission, Planning and Assessment (MPA) Committee, Dr. Roxie Stewart Chair. The MPA Committee administers exams, analyzes exam results, and reports results to students and faculty. Faculty will receive individual reports of their specific questions with item stats.

• ACPE Interim 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 interim report was submitted in April 2011 and a monitoring report

of on-time graduation was submitted in October 2011. For the monitoring report an investigation into the number of delayed graduations indicated that, of the 90 students who matriculated in 2006 (the Class of 2010), 25 (representing 27.8%) were delayed in graduating. The total attrition for this class (academic dismissals, withdrawals, and delayed graduation) was 32 students or 35.6% of the class. A breakdown of attrition, causative factors, and corrective actions were required for the report. The next report is due April 1, 2012. This report covers continued implementation of the new curriculum and modifications that have been made based on student or faculty feedback (Course CQI forms are summarized for this part); a brief description of updated student progression data; and a brief description of progress filling faculty vacancies. A Faculty Resource Report is also required; we currently have 57.5 full-time equivalents and 2 vacant positions.

• Kudos Korner

Kudos to Drs. Susan Sirmans and Emily Weidman-Evans on their publication, "Polycystic Ovary Syndrome and Chronic Inflammation: Pharmacotherapeutic Implications," in *The Annals of Pharmacotherapy*.

Kudos to Dr. Sharon A. Meyer for her \$65,000 grant from the Department of Defense, U.S. Army Corps of Engineers.

Kudos to Dr. Kevin Baer and the Toxicology Department for their \$564,496 Louisiana Department of Environmental Quality grant.

Kudos to graduate student and candidate for a Ph.D. in pharmacy, toxicology track, Sridhar Jaligama, for first place for a poster he presented at the 86th Annual Meeting of the Louisiana Academy of Sciences in Alexandria. He is a student of Dr. Sharon Meyer.

Kudos to pharmacy alum, Dr. Shane Desselle, for being named dean of the College of Pharmacy at California Northstate University in Sacramento, Calif. He is a ULM B.S pharmacy and PhD, pharmacy administration, graduate.

April 2012

CQI CONNECTION

Number 97

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RX PHARMAL 2012

Topics

- Mile-Marker Exam Results
- April College Chat Redirect
- Spring 2012 Course Evaluations
- The Long Goodbye
- Kudos Korner



Madison playing "doctor" with her dog, Spider. She wants to be a pharmacy professor like her papaw, Associate Dean Mike Cockerham.

• Mile-Marker Exam Results

One hundred nine P1 students and 74 P2 students took mile-marker exams on Thursday, April 5th. MME 1 consisted of 100 multiple choice questions and MME 2 consisted of 150 multiple choice questions written by faculty. Questions were reviewed and the exams developed by the Curriculum Committee under the leadership of Dr. Michelle Zagar, Committee Chair. Exams were administered by the Mission, Planning, and Assessment (MPA) Committee under the leadership of Dr. Roxie Stewart, Committee Chair. Exam results were reviewed by the MPA Committee utilizing test and item stats. A summary of question performance with recommendations for improvement will be provided to the Mile-Marker Exam Committee being appointed for 2012-13.

MME 1 test stats were:

Highest Score = 87
Lowest Score = 39
Mean Score = 61
Standard Deviation = 10.16
Test Reliability = 0.83

MME 2 test stats were:

Highest Score = 85
Lowest Score = 52
Mean Score = 63
Standard Deviation = 12.59
Test Reliability = 0.85

Students were provided with individual performance reports that included a breakout of number of questions correct out of the total by course number and by subject area. Faculty advisors, please ask students about their exam performance.

Special thank you to the members of the Curriculum and MPA Committees: Drs. Keith Jackson, Gina Biglane, Kristen Pate, Alexis Horace, Khalid El Sayed, Scott Baggary, Mike Racca, Anthony Walker, Yong-Yu Liu, Hilary Tice, David Caldwell, Connie Smith, Amal Kaddoumi, Joe Feldhaus, Seetherama Jois, Amanda Storer (Ranzino), Hari Mehendale, and Mrs. Mary Caldwell.

• April College Chat Redirect

Thursday, April 26th, is the regularly scheduled college chat. In lieu of this meeting, faculty are invited to attend a program at noon in B170 provided by Heidi Ann Ecker, Director of Government Affairs and Grassroots Programs for the National Association of Chain Drug Stores (NACDS). She has 17 years of experience in government relations involving the health care setting. She has served as Vice President of Legislative and Political Affairs at a firm whose client list includes Blue Cross Blue Shield, AARP, Anheuser-Busch, and AOL/Time Warner. Her presentation is targeted to students but is also important for faculty and includes effective ways to get involved in the legislative aspect of pharmacy. The purpose of the program is to increase awareness of the legislative process and to facilitate involvement with issues critical to pharmacy practice.

• Spring 2012 Course Evaluations

Students have been asked to complete course evaluations at the following ULM link, <https://webservices.ulm.edu/evaluations>. Please encourage students to participate.

• The Long Goodbye

Effective June 22, I will officially retire from the University of Louisiana at Monroe. It was a difficult decision to make. There is much to do between now and then but I wanted to inform you in my favorite communique, *The CQI Connection*. I hope to see you during end of semester activities and graduation.

• Kudos Korner

Dr. Sandy Blake, Director of Outcomes Research and Evaluation, has been appointed to the Bayou Health Quality Committee by Bruce Greenstein, Secretary of the Department of Health and Hospitals for the State of Louisiana. The committee will provide focus and direction for activities that promote access to high quality, evidence-based health care. Its members will offer expertise and experience and recommend improvements to recipients, providers, and policy leaders.

May 2012

CQI CONNECTION

Number 98

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PHARMACY FUN DAY

Topics

- Pharmacy Fun Day
- Medical Outreach Elective
- Spring Progression Report
- AACP Surveys
- Kudos Korner



Dr. Kristen Pate with her daughter Aubrey and Dr. Jessica Brady with her daughter Nora.

• Pharmacy Fun Day

In the spirit of more student/faculty interaction in a more informal setting than the classroom, the Pharmacy Student Council organized a Pharmacy Fun Day with special events such as spoon and egg race, shoe pile, musical chairs, tug of war, and a faculty dunking booth. Many thanks to the faculty, staff, and students who participated. The event ended with a crawfish boil. To see pictures of the event, go to our COP Facebook page, <http://www.facebook.com/pages/ULM-College-of-Pharmacy/138109926682> or ULM website, www.ulm.edu/gallery/04-20-12/.

• Medical Outreach Elective

College of Pharmacy faculty and students provided medical care and filled prescriptions during a spring break outreach trip to Mirebalais, Haiti. The trip was a component of the Medical Outreach Elective offered by Drs. Elizabeth Perry, Jennifer Smith, and David Caldwell. The eight student participants were Dina Abdelhalim, Rebecca Johnson Overmier, Monica Hartman, Alison Seaman, Samantha Womack, William Whited, Bryan Bordelon, and Matthew Autin. The course introduces students to various indigent populations worldwide with specific focus on the history, medical practices, healthcare availability, and current needs of one geographic area chosen yearly. Students worked with an interdisciplinary medical team during the trip to help fill 2,000 prescriptions and administer medical care to 804 patients. "The medical outreach team was composed of amazing individuals who assisted me in bettering myself to better help the needy," said Abdelhalim. "Through this trip I have gained a sense of pride in pharmacy and have realized that there is a greater purpose to life. It is time that we put away our own problems and take the time to touch other people's hearts even if it just means to offer them smiles, hope and comfort." Students spent time physicians and nurses to take patient histories, develop diagnoses, and make therapeutic decisions, and also worked in the pharmacy to fill prescriptions and educate and counsel patients with the aid of translators.

• Spring Progression Report

For the P1 class, 7 students did not pass PHRD 4035 for the highest non-progression rate of 7.45%. One P1 student did not pass PHRD 4025 and 4 P1s did not pass PHRD 4029. One P2 did not pass PHRD 4083 and one P3 did not pass PHRD 5027.

• AACP Surveys

Currently the faculty, graduating student, preceptor, alumni, and tuition surveys are in progress with the American Association of Colleges of Pharmacy (AACCP). The faculty and graduating student surveys will close June 30th. At this time we have a faculty participation rate of 50% and a graduating student participation rate of 20%. 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.

• Kudos Korner

Congratulations to Dr. David Caldwell and company who organized the zombie apocalypse video and practical. It was submitted to AACCP Innovations in Teaching competition. From a field of competition from the best pharmacy schools in America, their portfolio was selected as one of three winners and will be presented at the AACCP Annual Meeting in July at the Innovations in Teaching Special Session. While it is fun and brilliantly scripted, it is also an effective teaching tool engaging students in patient triage and assessment. Some of the starring characters are Drs. Laurel Sampognaro, Adam and Kristen Pate, Candace Chelette, Roxie Stewart, Mary Caldwell, Greg and Connie Smith, and includes a special appearance by Dean Benny Blaylock.

June 2012

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TAKING THE OATH OF A PHARMACIST GRADUATES 2012

Topics

- A Pharmacy Success Story
- MPA Committee Recommendations
- Focus Group
- 2012-13 Pharmacy Tuition and Fees
- LSHP Representatives
- Kudos Korner



Dr. Sal Scaccia, graduate of the first ULM PharmD class, delivered the keynote address at the Pharmacy Awards Program.

• A Pharmacy Success Story

Dr. Salvador Scaccia is a native of New Orleans and received his Pharm.D. from ULM in 2002 as a graduate of the first Pharm.D. class. In 2008, Sal opened a specialty pharmacy, the first of its kind in Louisiana. It was always his goal to bring progressive medicine to the people of the New Orleans area and the State of Louisiana. Sal and Total Life Care Pharmacy (TLC Rx) strive to combine the caring of old time apothecary with the marvels of modern day medicine. Sal started TLC Rx with one other employee and now has 62 employees. He and his team care for patients with chronic and complex medical conditions such as cancer, rheumatoid arthritis, psoriasis, transplants, HIV, hepatitis, and other disease states. He is very active in many community and professional organizations. He is a member of the Board of Directors of the New Orleans Pharmacy Museum and has served as president of the Greater New Orleans Pharmacy Association since 2005. In November 2010, Sal was honored by Gambit Magazine of New Orleans as one of the top 40 people under the age of 40 for his accomplishments and contributions to New Orleans in the area of business. Sal is also serving on the COP Dean's Advisory Council.

• MPA Committee Recommendations

MPA recommends that administration restructure committees to combine Student Affairs and Awards Committee into one committee, combine Events Planning, Information Technology, and Space Utilization into one "Facilities" committee, and create a new Mile-Marker Exam Committee to handle all aspects of the exams. Another recommendation was to remove the words "Within the month of course completion" from the procedure section, letter A of the Course CQI Form. In the future, the Associate Dean of Assessment will include due dates in the body of e-mails to faculty. This date will take into consideration the University's timeline for disseminating course evaluation results to faculty members.

• Focus Group

The MPA Committee also reviewed results of a P2 focus group and provided recommendations to Dean Blaylock. These recommendations included curriculum issues that will be referred to the Curriculum Committee, faculty development with Moodle and basic technology for the classroom that will be referred to the Faculty Development Committee, and feedback from graduates. Students commented on best practices that

facilitate their learning such as utilizing a Moodle chat room during distance lectures and putting lectures in chronological order in Moodle instead of listing by professor name. Other recommendations are to have all class reps introduced during convocation; utilize cell phones for official class time starts and stops, and increase allotment for printing since pharmacy students pay more in professional fees. Students also commented that they hear positive feedback from graduates concerning the high quality of our program.

• 2012-13 Pharmacy Tuition and Fees

To keep up to date on the cost of a ULM pharmacy degree, annual pharmacy tuition and professional fees for 2012-13 is approximately \$22,000 for residents and \$35,000 for non-residents.

• LSHP Representatives

The following individuals received special recognition at the Louisiana Society of Health-Systems Pharmacists Annual Meeting.

Dr. Roxie Stewart - Installed as President

Dr. Brice Mohundro - Pfizer Health-System Pharmacist of the Year Award "For Demonstrated Excellence in Institutional Pharmacy Practice" and installed as Board Member

Dr. Jessica Brady - Board Member Elect (to be installed in August or October).

Shawn Manor - Outstanding Committee Chair Award (Committee on Education and Workforce Development)

Dr. Candace Chelette - Presenter "Immunization Update"

Dr. Jeff Evans - Presenter "Trends in Pharmacy Law and Politics"

• Kudos Korner

Congratulations to Ms. Mary Caldwell, Director of Student and Professional Affairs. She has been selected to be honored as one of two "Alumni of the Year for 2012" at the University of Utah School of Medicine program on alcoholism and other drug dependencies. She is being recognized for her continued support for the School and its efforts to assist in the education and prevention of substance abuse.