PHRD 4077 - 61353: HEALTH CARE SYSTEMS
Monday/Wednesday/Friday 11:00-11:50 a.m.
Bienville 202

I. Contact Information
Scott Baggarly, R.Ph., M.B.A., Ph.D. (Course Coordinator)
Bienville 261; 318-342-3020; Email (preferred): baggarly@ulm.edu
Office Hours: Refer to class Moodle page

Sandra Blake, Ph.D.
Bienville 270; 318-410-4359; Email (preferred): blake@ulm.edu
Office Hours: TBA

Melissa Dear, Pharm.D.
Bienville 270-J; 318-410-4360; Email (preferred): dear@ulm.edu
Office Hours: TBA

Jeff Evans, Pharm.D.
Shreveport Campus; 318-632-2007; Email (preferred): jevans@ulm.edu
Office Hours: TBA

Larry Humble, Pharm.D., Ph.D.
Bienville 270K; 318-410-4358; Email (preferred): humble@ulm.edu
Office Hours: TBA

Greg Smith, Pharm.D.
Bienville 130; 342-1711; Email (preferred): grsmith@ulm.edu
Office Hours: TBA

Michelle Zagar, Pharm.D.
Bienville 113; 318-342-3173; Email (preferred): zagar@ulm.edu
Office Hours: TBA

II. Course Prerequisites/Co-requisites
None.

III. Course Description
Health Care Systems. 3cr. An overview of the structure, organization, delivery, and financing of the U.S. health care system, managed health care and pharmacy services combined with the role of the pharmacist.

IV. Curricular Objectives and Outcomes
Upon completion of the course, the student should be able to meet the following College of Pharmacy Educational Outcomes and Competencies:

Outcome 2: Communicate Effectively
Competency 7: Develop population-based patient education programs

Outcome 3: Appropriately Manage and Use Resources of the Health Care System
Competency 11: Apply patient and population-specific data, quality assurance data, and processes
Competency 21: Assess the potential impact and implication of published information on current practices
Outcome 5: Promote Health Improvement and Self-Care

Competency 23: Collaborate with policy-makers, health care providers, members of the community and administrative and support personnel to identify and resolve health problems and evaluate health policy

V. Course Specific Objectives and Outcomes

Students who successfully complete the course requirements should achieve the following course objectives and outcomes:

- Demonstrate proficiency in knowledge of the U.S. health care delivery system
- Demonstrate proficiency in the ability to rationalize the impact of changes in the financing of the U.S. health care system
- Demonstrate proficiency in the ability to discuss roles of pharmacists with other health care professionals
- Define the role of third-party payers in the U.S. health care system
- Discuss the development of pharmaceutical products
- Understand how pharmaceuticals move through channels of distribution
- Identify and evaluate the continuum of managed health care
- Discuss the difference between indemnity and service insurance
- Identify and discuss types of formularies
- Demonstrate proficiency in terminology related to health care insurance and provider reimbursement
- Demonstrate proficiency in measuring and interpreting health behaviors and literacy

VI. Course Topics

- The US health care delivery system including health care professionals, hospitals, ambulatory care, long term care, mental health services, home care, public health and prevention, drug use and the pharmaceutical sector
- The profession of pharmacy and how it fits in the US health care delivery system
- US health care financing including private insurance, Medicare, Medicaid, SCHIP, and managed care
- Pharmacy and pharmacist financing; the role of the pharmacist at the patient and population levels
- Comparative health systems (domestic and international) and issues facing the US health care system including uninsured, health disparities and ethics issues
- The drug development and approval process and pharmaceutical channels of distribution
- The medication use process; health behavior and literacy and their effect upon medication adherence; medication errors and safety; and analytic methods for detecting errors

VII. Instructional Methods and Activities

Instructional methods may include, but are not limited to: traditional lectures, in-class discussion, small group discussion, problem-based learning, group projects/presentations, individual projects/presentations, lectures/presentations, independent study, assignments/exercises completed in or out of class. Active participation in class and group activities is required.

VIII. Evaluation and Grade Assignment

Exams and quizzes will be administered in ExamSoft, Moodle, or in another appropriate format as determined by the instructor. The final grade in the class will consist of the components below and will be determined from total points earned. In the event that other activities are added or the actual points for an activity differ from the estimated points below, the final grade will be determined from the actual points available from all activities. In the case of partial points when averaging, 0.5 points and above will be rounded up and 0.4 points and below will be rounded down.
The final grade in the class is expected to consist of the following components:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
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<tbody>
<tr>
<td>Quizzes</td>
<td>170</td>
</tr>
<tr>
<td>Assignments (Chapters 15 &amp; 16)</td>
<td>40</td>
</tr>
<tr>
<td>Health Care Reform Assignment</td>
<td>20</td>
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<tr>
<td>Final Exam</td>
<td>70</td>
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<td><strong>Total</strong></td>
<td><strong>300</strong></td>
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**Please Note:**

The course may include additional graded assignments. Any such assignments will be added to the total points available for the semester and averaged as part of the final grade.

The instructor reserves the right to administer unannounced quizzes throughout the semester. Points from the quizzes will be included as a component of the final grade.

Students wishing to review their exams with the course coordinator must do so within 2 weeks of the date the test is taken.

**GRADING SCALE:** A = 90-100%; B = 80-89%; C = 70-79%; D = 60-69%; F = Less than 60

Undergraduate mid-term grades will be posted on-line for students to view via Banner. Mid-term grades indicate a student’s status at mid-semester only and do not indicate the final performance outcome of a student.

Any student earning a non-passing grade of “D” or “F” on an exam will be required to participate in mandatory tutoring sessions offered by the course instructor(s) until such a time that they obtain a passing average in the course.

**IX. Class Policies and Procedures**

At a minimum, all policies stated in the current ULM Student Policy Manual & Organizational Handbook should be followed (see [http://www.ulm.edu/studentpolicy/](http://www.ulm.edu/studentpolicy/)). Additional class policies include:

A. **Textbook(s) and Materials:** The required textbook is McCarthy RL, Schafermeyer KW, Plake KS. *Introduction to Health Care Delivery: A Primer for Pharmacists*, 5th ed. Sudbury, MA: Jones & Bartlett Learning; 2012.

   Additional required reading material may be posted on Moodle. Students will also be expected to use the Internet to search for information.

B. **Attendance Policy:** Class attendance is mandatory in all pharmacy courses; attendance is taken in all class sessions. Tardiness and disruptive behavior are not tolerated. Students who are unable to attend class on time are considered absent for that day.

   Absences are unexcused unless a legitimate, validated excuse is presented to the instructor in accordance with the College of Pharmacy Excused Absence Policy, available in the student policy manual. Current College of Pharmacy policy states that students reported for accumulating more than three unexcused absences in a course during an academic semester will be administratively dropped from the course with a “W” grade, which is counted as an “F” grade with respect to academic standards.

   Any student who is not present for at least 75% of the scheduled class sessions (excused or unexcused) in any course may receive a grade of "W" if this condition occurs prior to the last day to drop a course or a grade of “F” after that date. Any University-related activity requiring an absence from class will count as an absence when determining if a student has attended 75% of class meetings.
C. Make-up Policy: Each student is expected to submit assigned coursework by the due date and to attend each examination at the date and time specified. Coursework or examinations missed due to excused absences will be rescheduled at the discretion of the instructor. The make-up exam may be given in Exam-Soft, Moodle, or in another appropriate format as determined by the instructors, including oral. Any presentations and/or examinations that are not completed by the alternative date will be scored as a zero. Students who miss the comprehensive final exam during the scheduled time will receive an "I" for the course in accordance with University and College of Pharmacy policies and procedures.

D. Academic Integrity: Faculty and students must observe the ULM published policy on Academic Dishonesty (ULM Student Policy Manual - http://www.ulm.edu/studentpolicy/). All professional students will adhere to the standards set forth in the College of Pharmacy's Code of Conduct, which may be found at: http://rxweb.ulm.edu/pharmacy/policies/cocodeofconduct.pdf

Students are expected to work independently on examinations and assignments unless it is specifically described by the instructor as a group activity. Academic misconduct includes, but is not limited to:

- Any use of resources other than your own recollection and reasoning ability on an examination unless access to the resource is authorized by the instructor in advance.
- The inappropriate use of electronic or wireless technology (including but not limited to cell phones, PDA’s, or pagers) during an examination.
- Possessing or using any examination question previously used in this course.
- The attempt to reconstruct an examination after it is taken with the intent to share with other students.
- Sharing information about an examination with students who have not taken the exam.

Written reports must adequately reference the work of others; plagiarism is considered academic misconduct. Any student suspected of dishonesty will receive a zero (no credit) for that assignment or examination, and will be reported to the College of Pharmacy Dean's Office with subsequent actions as per University regulations and policy.

E. Course Evaluation Policy: At a minimum, students are expected to complete the on-line course evaluation. Additional assessment opportunities may also be offered.

F. Student Services: Information concerning student services in the College of Pharmacy can be found in the College of Pharmacy Student Handbook. In particular, students should pay special attention to the College’s technical standards and policies concerning students with special needs (http://www.ulm.edu/studentpolicy/studentpolicy.pdf). Information about ULM student services, such as the Student Success Center (http://ulm.edu/cass/), Counseling Center (http://ulm.edu/counselingcenter/), and Student Health Services, is available at the following Student Services web site: http://ulm.edu/studentaffairs/

If you are having problems with emotional, social, and/or behavioral issues please call any of the mental health clinics on the ULM campus to make an appointment. All services are free to ULM students, staff, and faculty, and are strictly confidential.

- COP Office of Student and Professional Affairs: 342-3800
- ULM Counseling Center: 342-5220
- Marriage and Family Therapy Clinic: 342-5678
- Community Counseling Center: 342-1263
- ULM HELPS (Helping Educators and Learners Prevent Suicide) Project Office: 342-1335

The University of Louisiana at Monroe strives to serve students with special needs through compliance with Sections 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. These laws mandate that postsecondary institutions provide equal access to programs and services for students with disabilities without creating changes to the essential elements of the curriculum. While students with special needs are expected to meet our institution's academic standards, they are given the opportunity to fulfill learner outcomes in alternative ways. Examples of accommodations may include, but are not limited
to, testing accommodations (oral testing, extended time for exams), interpreters, relocation of inaccessible classrooms, permission to audiotape lectures, note-taking assistance, and course substitutions.

Title IX of the Education Amendments of 1972 prohibits sex discrimination against any participant in an educational program or activity that receives federal funds, including federal loans and grants. Furthermore, Title IX prohibits sex discrimination to include sexual misconduct, sexual violence, sexual harassment and retaliation. If you encounter unlawful sexual harassment or gender-based discrimination, please contact Student Services at 318 342 5230 or to file a complaint, visit www.ulm.edu/titleix.

G. Emergency Procedures: Please review the emergency escape plan in the classrooms and hallways of the Bienville building. Move quickly and orderly to the appropriate stairwell and exit the building. The meeting place for this class will be the far end of the north parking lot between Bienville and Broadmoor Blvd. Under no circumstances is the elevator to be used for emergency evacuation. Any student needing assistance should notify the professor immediately. For emergencies, to contact University Police, call 1-911 from landlines and 342-5350 from cell phones.

H. Early Intervention Policy: Students scoring <70% on any exam and an overall exam average <70% (excludes quizzes, assignments, bonus, etc.) will be required to submit to the coordinator written, narrative responses to select lecture objectives that will be provided within 24 hours of the posting of their exam grade to Moodle. These objectives will be in the form of a Moodle assignment and represent unit- or lecture-level objectives to be tested upon in the next scheduled course exam.

Written responses must be submitted no later than one calendar week before the next scheduled exam. Responses must be written in complete sentences and may not be copied or pasted from any source, including class notes, treatment guidelines, textbooks, or any internet site. Submissions found to contain responses that have not been written in a student’s own words will be considered a failure to submit.

In addition, students will be required to review each failed exam’s ExamSoft-generated missed item report with the instructor responsible for each section of material. The discussion should include the student’s reasoning for the incorrect answer as well as the reason for the correct answer.

In addition to answering objectives as described above and reviewing missed item reports, first professional year students scoring <70% on any exam and having an overall exam average <70% (excludes quizzes, assignments, bonus, etc.) will meet with the the Director of Professional Affairs. Failure to submit this required assignment will result in ineligibility to remediate.

I. Discipline/Course Specific Policies: Students are to exhibit professional behavior at all times. This includes being prepared for class, being seated and quiet when class is to begin, participating actively and reliably in group activities, and communicating respectfully and articulately with others. Student integrity is an important part of professionalism. As such, a grade of zero will be assigned to any examination or assignment on which a student is found to have cheated (this includes plagiarism). Failure to adhere to University, College of Pharmacy, and class policies or Academic Integrity will result in disciplinary action in accordance with University policy.

J. Electronic Device Policy: All cell phones should be turned off during class. Students should not use class time to check email or to text message. Computers may be used during class to view the slides and take notes; however, use of the Internet will not be allowed unless required for a class activity.

If a student has a need to be notified during an emergency situation while attending class, he/she should leave the telephone number of the Office of Student and Professional Affairs, 318-342-3800, with the person who may need to contact them. The use of cell phones is not allowed during examinations or quizzes. Students using cell phones during an examination or quiz will be considered to have committed an act of academic dishonesty and will be charged and brought before the committee on ethical and professional conduct.
### X. Tentative Course Schedule

#### A. Contact Information:
Course Coordinator: Scott Baggarly, Ph.D.; Bienville 261; 318-342-3020; baggarly@ulm.edu
Office Hours: Refer to class Moodle page

Contact information for other instructors is located on the first page of the syllabus and on the class Moodle page.

#### B. Schedule: The instructors reserve the right to adjust the schedule as needed.

<table>
<thead>
<tr>
<th>Week of Jan 18</th>
<th>Assignment for Quiz 1:</th>
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<tbody>
<tr>
<td></td>
<td>Chapter 1: Healthcare Delivery in America: Historical and Policy Perspectives – Read the following sections: Intro and Paradoxes (pp. 3-10), Health and Sickness Patterns in Historical Perspective (pp. 23-27), and Health Policy Overview (pp. 27-32).</td>
</tr>
<tr>
<td>Jan 18 - Mon</td>
<td>NO CLASS – Martin Luther King Holiday</td>
</tr>
<tr>
<td>Jan 20 - Wed</td>
<td>Meet for Introduction, Syllabus Information and Assignments</td>
</tr>
<tr>
<td>Jan 22 - Fri</td>
<td>Reading Assignment</td>
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<tr>
<th>Week of Jan 25</th>
<th>Assignment for Quiz 2:</th>
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<tbody>
<tr>
<td></td>
<td>Read Chapter 2: Healthcare Professionals and Interdisciplinary Care</td>
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<tr>
<td>Note: The material from Dr. Humble’s lecture will be on Quiz #2.</td>
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<tr>
<td>Jan 25 - Mon</td>
<td>Lecture, Dr. Larry Humble: Continuity of Care, Medical Homes and Quality measurement</td>
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<tr>
<td>Jan 27 - Wed</td>
<td>Moodle Quiz #1 – Chapters 1 and 4</td>
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<tr>
<td>Jan 29 - Fri</td>
<td>Reading Assignment</td>
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<tr>
<th>Week of Feb 1</th>
<th>Assignment for Quiz 3:</th>
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<tbody>
<tr>
<td></td>
<td>Read Chapter 5: Drug Use, Access, and the Role of the Pharmaceutical Industry</td>
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<td></td>
<td>Read Chapter 6: Critical Issues in Public Health</td>
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<tr>
<td>Feb 1 - Mon</td>
<td>Moodle Quiz #2 – Dr. Humble’s lecture and Chapter 2</td>
</tr>
<tr>
<td>Feb 3 - Wed</td>
<td>Reading Assignment</td>
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<tr>
<td>Feb 5 - Fri</td>
<td>Reading Assignment</td>
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<tr>
<th>Week of Feb 8</th>
<th>Assignment:</th>
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<tbody>
<tr>
<td>Feb 8 - Mon</td>
<td>NO CLASS – Mardi Gras Holiday</td>
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<tr>
<td>Feb 10 - Wed</td>
<td>NO CLASS – Mardi Gras Holiday</td>
</tr>
<tr>
<td>Feb 12 - Fri</td>
<td>Moodle Quiz #3 – Chapters 5 and 6</td>
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<tr>
<th>Week of Feb 15</th>
<th>Assignment:</th>
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<tbody>
<tr>
<td>Feb 15 - Mon</td>
<td>Reading Assignment</td>
</tr>
<tr>
<td>Feb 17 - Wed</td>
<td>Reading Assignment</td>
</tr>
<tr>
<td>Feb 19 - Fri</td>
<td>Chapter 16 Assignment due by midnight</td>
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</tbody>
</table>
### Week of Feb 22

**Feb 22 - Mon**  Lecture, Dr. Jeff Evans: Chapter 15-Private Health Insurance  
**Feb 24 - Wed**  Reading Assignment  
**Feb 26 - Fri**  Chapter 15 Assignment due by midnight

### Week of Feb 29

Assignment:  Pre-assignment for Medicare Part D Module (Due by Wednesday)

Note:  The material from Dr. Zagar’s Medicare Part D Series will be on Quiz #4 (March 14)

**Feb 29 - Mon**  Medicare Part D Pre-assignment  
**Mar 2 - Wed**  Lecture, Dr. Michelle Zagar: Medicare Part D - I  
**Mar 4 - Fri**  Lecture, Dr. Michelle Zagar: Medicare Part D – II

### Week of Mar 7

**Mar 7 - Mon**  Lecture, Dr. Michelle Zagar: Medicare Part D - III  
**Mar 9 - Wed**  Lecture, Dr. Michelle Zagar: Medicare Part D - IV  
**Mar 11 - Fri**  Reading Assignment

### Week of Mar 14 (HC Systems Lab Week)

Note:  The material from the Medicaid, DUR, and Prior Authorization lectures will be on Quiz #5 (March 23)

**Mar 14 - Mon**  Moodle Quiz #4 – Medicare Part D  
**Mar 16 - Wed**  Lecture, Ms. Melissa Dear: Prior Authorization  
**Mar 18 - Fri**  Lecture, Dr. Sandy Blake or Dr. Larry Humble: Medicaid

### Week of Mar 21

**Mar 21 - Mon**  Lecture, Dr. Larry Humble: Drug Utilization Review (DUR)  
**Mar 23 - Wed**  Moodle Quiz #5 – Medicaid, DUR, and Prior Authorization  
**Mar 25 - Fri**  NO CLASS – Spring Break

### Week of Mar 28

**Mar 28 - Mon**  NO CLASS – Spring Break  
**Mar 30 - Wed**  NO CLASS – Spring Break  
**Apr 1 - Fri**  NO CLASS – Spring Break

### Week of Apr 4

Assignment for Quiz #6:
- Read Chapter 17: Managed Care
- Read the article posted on Moodle – Accountable Care Organizations (ACOs)

**Apr 4 - Mon**  Reading Assignment  
**Apr 6 - Wed**  Reading Assignment  
**Apr 8 - Fri**  Moodle Quiz #6 – Chapter 17 and ACO article

### Week of Apr 11

Assignment:  Read Chapter 7: Hospitals (Read pp. 195-209)  
Read Chapter 8: Ambulatory Care  

**Apr 11 - Mon**  Reading Assignment  
**Apr 13 - Wed**  Reading Assignment  
**Apr 15 - Fri**  Moodle Quiz #7 – Chapters 7 and 8
### Week of Apr 18

Note: The material from Dr. Evans’ lectures will be on the final exam.

<table>
<thead>
<tr>
<th>Apr 18 - Mon</th>
<th>Lecture, Dr. Jeff Evans: Healthcare Reform I</th>
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</thead>
<tbody>
<tr>
<td>Apr 20 - Wed</td>
<td>Lecture, Dr. Jeff Evans: Healthcare Reform II</td>
</tr>
<tr>
<td>Apr 22 - Fri</td>
<td>Lecture, Dr. Jeff Evans: Healthcare Reform III</td>
</tr>
</tbody>
</table>

### Week of Apr 25

Assignment for Final Exam:
- Read Chapter 9: Long-Term Care
- Read Chapter 10: Mental Health Services

<table>
<thead>
<tr>
<th>Apr 25 - Mon</th>
<th>Healthcare Reform Assignment</th>
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<tbody>
<tr>
<td>Apr 27 - Wed</td>
<td>Reading Assignment</td>
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<tr>
<td>Apr 29 - Fri</td>
<td>Reading Assignment</td>
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</table>

### Week of May 2

Assignment for Final Exam:
- Read Chapter 12: Informatics in Health Care
- Read Chapter 20: International Healthcare Services

<table>
<thead>
<tr>
<th>May 2 - Mon</th>
<th>Lecture, Ms. Tammy Morgan, LA Dept. of Health and Hospitals: Emergency Preparedness</th>
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<tbody>
<tr>
<td>May 4 - Wed</td>
<td>Reading Assignment</td>
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<tr>
<td>May 6 - Fri</td>
<td>Reading Assignment</td>
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### Week of May 9

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<tr>
<th>May 10 - Tue</th>
<th>FINAL EXAM - In Class</th>
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**NOTE:** The final exam ONLY COVERS the following material:
- (a) Chapter 21 and the Healthcare Reform Lectures;
- (b) Reading assignments from Chapters 9, 10, 12, and 20; and
- (c) The Emergency Preparedness lecture.