

## PHRD 477 Health Care Systems

### I. Contact Information

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Office Hours:

Monday: 9 AM – 11:30 AM  
Tuesday: 9 AM – 11:30 AM  
Wednesday: 9 – 11:30 AM  
Thursday: 9 – 11:30 AM  
Other times by appt.

*(Please note: This is not a guarantee that I will be in my office at these times. Please call ahead.)*

### II. Course Prerequisites

None.

### III. Course Description

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 as pertinent to the patient and illness, drugs and drug use, the health of the public, and public health policy

### IV. Curricular Objectives and Outcomes

Upon completion of this course, the student should be able to:

#### **Appropriately Manage and Use Resources of the Health Care System.**

Develop drug use and health policy to manage pharmacy benefits

- Describe the health care system and its relationship to delivery of pharmaceutical care.
- Identify the role or the potential role of the pharmacist in health care policy development.
- Apply pharmacoeconomic principles and theory.
- Define the role of third-party payers in the health care system.
- Compare and contrast different third-party systems (public vs. private).
- Evaluate third-party plans for pharmacy acceptance.

Assure that medication use systems minimize drug misadventures and optimize patient outcomes.

- Describe methods to evaluate patient outcomes.
- Describe different surveillance systems for drug misadventures.
- Distinguish between patient and population specific data.
- Collect, analyze, and interpret patient and population specific data.

#### **Promote Health Improvement and Self-Care**

Promote/participate in effective health and disease prevention services as part of patient or population specific care.

- Identify and disease prevention services needed.
- Identify available health care resources necessary to provide services.
- Identify a mechanism to promote the availability and benefits of the service.

Develop population-based patient education programs.

- Develop patient/population specific services.
- Collect data on effectiveness.
- Evaluate the effectiveness of health improvement and disease prevention services.
- Develop disease state educational programs.

- Identify educational needs relative to pharmaceutical care that exists among populations.
- Identify the most appropriate means to reach these populations.
- Define the audience.
- Evaluate the effectiveness of the program.

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.

- Discuss the process of health care policy development.
- Define the role of government and community charitable organizations in defining health care policy.
- Define the importance of health care research in the development of health care policy.
- Demonstrate an awareness of public health problems at local, state, national, and international levels.
- Discuss strategies to impact and/or influence health care policy.
- Describe the impact of health care policy on research initiatives.

## **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 US health care delivery system
- Demonstrate proficiency in ability to rationalize impact of changes in the financing of the US health care system
- Demonstrate proficiency in ability to discuss roles of pharmacists with other health care professionals
- Define the role of third-party payers in the US 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 difference between indemnity and service insurance
- Identify and discuss types of formularies
- Understand the organization of formularies and the ever-changing process
- Understand how formularies manage medication utilization
- Discuss the components of pharmacy benefit design
- Demonstrate proficiency in terminology related to health care insurance and provider reimbursement
- Demonstrate proficiency in measure and interpreting health behaviors and literacy

## **VI. Course Topics**

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, US health care financing including private insurance, Medicare, Medicaid, SCHIP, managed care, comparative health care systems (domestic and international), issues facing the US health care system including uninsured, health disparities, and ethics issues, the profession of pharmacy and how it fits in the US health care delivery system, drug development and approval process, pharmaceutical channels of distribution, retail and hospital workflow blueprints, pharmacy and pharmacist financing, role of the pharmacist at the patient and population levels, health behavior and literacy and their affect on medication adherence, medication use process, medication errors and safety, analytic methods for detecting errors

## **VII. Instructional Methods and Activities**

Instructional methods may include, but are not limited to: traditional lectures, distance learning, in-class discussion, small group discussion, problem-based learning,

## ULM College of Pharmacy

group projects/presentations, individual projects/presentations, lectures/presentations posted on Moodle, independent study, assignments/exercises completed in or out of class, wiki page development, and chat room participation.

Active participation in class and group activities is required. For this course, students are expected to shed the traditional role of passive receptor of knowledge being doled out by the instructor and the textbook. Instead, the student should attempt to obtain knowledge, develop skills and then use them meaningfully.

For group in-class assignments, the student is expected to follow the FSLC format:

- Formulate an answer
- Share your answer
- Listen carefully to others' answers
- Create a new answer that is superior to your individual answers

### VIII. Evaluation and Grade Assignment

- In general, *memorization and regurgitation of information will NOT be emphasized*. Rather, evaluation will largely be based on assessing your understanding of concepts and principles, your ability to apply this understanding in intelligent and reasonable ways, and higher order abilities: analysis, evaluation, and synthesis.
- Quizzes may be given, announced or unannounced, as deemed necessary by each faculty member. Quizzes will be added to the total points available for the course.
- Exam dates are scheduled in the course syllabus and will only be changed in the event of University closure.
- Exams may be multiple choice, fill in the blank, short-answer, case or scenario based discussion, essay, or any other format deemed necessary by the lecturers and course coordinator. Exams may be either a pencil and paper format or an online format through Moodle.
- Information acquired from previous lectures in the course and from other courses in the professional pharmacy curriculum may be needed in preparing for examinations.
- 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:

90 – 100%	A
80 – 89%	B
70 - 79%	C
60 – 69%	D
<60%	F

#### Semester Points:

In-class assignments (4 @ 50 pts each)	200 points
Exam I	100 points
Exam II	100 points
Objective structured management examination (OSME)	<u>100 points</u>
	500 points

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

## 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/>). Additional class policies include:

### A. Textbook(s) and Materials:

1. No required textbook.
2. Reading material may be posted on Moodle by course faculty or the student may be instructed to use the Internet to search for information.

### B. Attendance Policy:

Class attendance is mandatory in all pharmacy courses; therefore, attendance will be taken for all class meetings. 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. In accordance with College of Pharmacy policy and procedure, a grade of “W” will be 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.

In addition, no student should enter class after the lecture has begun. Students unable to attend class on time will be considered absent for that day.

### C. Make-up Policy:

Each student is expected to attend each exam at the date and time specified. If a student cannot attend an exam due to valid University excuse, he/she must speak directly with the course coordinator, as soon as possible. The course coordinator must be notified prior to the examination if a student misses the exam, if possible. Failure to attend a scheduled make-up exam will result in a zero (0) grade for that exam. Make-up exams will be prepared at the same or higher level than the original exam. The format of the make-up exam may be written or oral. *Students missing an exam due to a University approved excuse will take the make-up exam during the week of finals, or as determined by the course coordinator.*

### D. Academic Integrity:

Faculty and students must observe the ULM published policy on Academic Dishonesty (see Page 4 in ULM *Student Policy Manual* - <http://www.ulm.edu/studentpolicy/>).

Students are expected to work independently on examinations and assignments unless it is specifically described by the instructors as a group assignment. Any use of resources other than your own recollection and reasoning ability on an examination is cheating. Inappropriate use of electronic or wireless technology (i.e., cell phones, PDAs, or pagers) during an examination is considered academic misconduct. Having in your possession or the use of any examination question previously used in this course is considered cheating. Any attempt to reconstruct an examination after it is taken with the intent to share with other students is considered cheating. Sharing information about an examination with any other student who has not taken the exam is considered cheating. 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.

**Plagiarism:** The act of stealing and passing off the ideas or words of another author as one's own or using a created production (e.g., journal article or tertiary reference source) without crediting the source.

**DO NOT:**

1. Copy notes from references directly – it can really trip you up. Evaluate and put it in your own words the first time.
2. Purchase papers
3. Use papers from previous classes
4. Cut and paste from the web or other electronic resources
5. Claim ignorance

**HOW TO AVOID:**

1. Plan your paper carefully to ensure that you have a balance
2. Respect other's work – you wouldn't want someone taking credit for your hard work, would you?
3. Credit others – cite appropriately
4. Take good notes when reviewing your information
5. Keep track of where you found information that you will use.

**E. Course Evaluation Policy:**

The Dean of Assessment or a representative from her office will conduct an in-class assessment of the course and the instructors. Additionally, there will be an opportunity to provide anonymous, specific comments regarding the course at the end of the semester. No faculty members will be given access to the results until after final grades for the course are due.

**F. Student Services:**

Information concerning student services in the College of Pharmacy can be found in the College of Pharmacy Student Handbook. In particular, pay special attention to the College's technical standards and policies concerning students with special needs.

Information about ULM student services, such as Student Success Center (<http://ulm.edu/cass/>), Counseling Center (<http://ulm.edu/counselingcenter/>), Special Needs (<http://ulm.edu/counselingcenter/special.htm>) and Student Health Services, is available at the following Student Services web site <http://ulm.edu/studentaffairs/>.

**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.

**H. Discipline/Course Specific Policies:**

Not Applicable

**X. Tentative Course Schedule**

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