

Health Care Systems

PHRD 4077

CRN# 61353

I. Contact Information

Course Coordinator:

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Office Location: Bienville 261

Office Hours: Refer to class Moodle page

Preferred Method of Communication: email

Course Instructors:

Jeffery D. Evans, PharmD

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Office Hours: TBA

Preferred Method of Communication: email

II. Course Pre-requisites/Co-requisites

Pre-requisites – PHRD 4010 (Introduction to Pharmacy)

Co-requisites – none

III. Course Description

PHRD 4077 – Health Care Systems. 3 cr. 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

Domain 1 – Foundational Knowledge

1.1. Learner (Learner) - Develop, integrate, and apply knowledge from the foundational sciences (i.e., *pharmaceutical, social/behavioral/administrative*, and *clinical sciences*) to evaluate the scientific literature, explain drug action, solve therapeutic problems, and advance population health and *patient-centered care*.

Domain 2 – Essentials for Practice and Care

2.2. Medication use systems management (Manager) - Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.

2.4. Population-based care (Provider) - Describe how *population-based care* influences *patient-centered care* and influences the development of practice guidelines and evidence-based best practices.

Domain 3 - Approach to Practice and Care

3.1. Problem Solving (Problem Solver) – Identify problems; explore and prioritize potential strategies; and design, implement, and evaluate a viable solution.

3.4. Interprofessional collaboration (Collaborator) – Actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.

3.5. Cultural sensitivity (Includer) - Recognize *social determinants of health* to diminish disparities and inequities in access to quality care.

3.6. Communication (Communicator) – Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.

Domain 4 – Personal and Professional Development

4.4. Professionalism (Professional) - Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society.

ACPE Appendix 1

Healthcare Systems

Examination of U.S. health systems and contemporary reimbursement models in which patient-centered and/or population-based care is provided and paid for, and how social, political, economic, organizational, and cultural factors influence providers' ability to ensure patient safety and deliver coordinated interprofessional care services.

V. Course Specific Objectives and Outcomes

At the conclusion of this course, students should be able to:

- 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 in various healthcare settings
- Define the role of third-party payers in the U.S. health care system
- Outline the development of pharmaceutical products
- Describe how pharmaceuticals move through channels of distribution

- Identify characteristics of managed health care
- Identify and discuss types of formularies
- Demonstrate proficiency in terminology related to health care insurance and provider reimbursement
- Describe health behaviors and define patient 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, independent study, assignments/exercises completed in or out of class. Active participation in class and group activities is required.

Students are expected to be competent in the use of Microsoft Word (or another word processing program) and the ULM Moodle and email systems. Lack of these competencies may place the student at a disadvantage and could adversely impact the scores on required course activities.

VIII. Evaluation and Grade Assignment

There are expected to be seven Moodle quizzes and four written assignments during the semester. These numbers may change at the discretion of the course instructors. The total grade in the class is expected to consist of the following components and percentages:

Moodle Quiz Grades: 40%

Written assignments: 60% as follows:

Chapters 5 & 6

Chapter 10

Chapter 13

Pre- and Post-assignments for Ch 16: Private Health Insurance

Medicare Part D Assignment

News Article Assignment

Pre- and Post-assignments for Health Care Reform

Chapter 12

Total points for the course: to be determined*

**Additional Quizzes/assignments may be given as deemed necessary by each faculty member. The points available from additional quizzes will be added into the denominator for the total number of points available from quizzes, and the average grade from quiz points will be used to determine 40% of the final grade. In the case of additional written assignments, the average grade from all written assignments will be used to determine 60% of the final grade. Barring unforeseen events, assignments will usually be graded within one week of the due date.*

- *Quiz dates are scheduled in the course syllabus and will only be changed in the event of University closure.*
- *Quizzes may be multiple-choice, fill-in-the-blank, short-answer, case- or scenario-based discussion, essay, or any other format deemed necessary by the faculty members and Course Coordinators.*
- *Information acquired from previous portions of the course and from other courses in the professional pharmacy curriculum may be needed in preparing for these examinations.*
- *Quizzes and assignments may cover material (readings, outside assignments) not covered in class.*
- *Quizzes will NOT be returned to the student. The course coordinator will have copies of the quizzes and students' results, and students may view their quiz results (inc. right/wrong) in instructors' offices, at times convenient for all involved. At this time, they may also discuss quiz questions with the instructors who wrote them; however, any official "challenges" of questions must be done in writing. (See below)*
- *Quizzes and assignments will generally be issued using Moodle; however, Exam Soft or another appropriate format may be used at the discretion of the instructors. If ExamSoft is utilized in class for a quiz or exam, all students are required to download the exam prior to the scheduled date of the exam. If a student cannot take the exam on the scheduled date the student must reverse download the exam to Exam Soft. Under no circumstances should a student open an examination, except during the scheduled time and at the scheduled location. Scratch paper will be issued on the day of the exam and all students are required to sign the scratch paper and return it to the exam proctor prior to leaving the room. No other paper items will be allowed during the exam unless supplied by the faculty administering the exam. All exams must be uploaded before leaving the classroom; in the event of a power outage or loss of Wi-Fi connection all students are required to upload the exam at the earliest possible reconnection time, however proof of exam closeout will be required prior to leaving the classroom.*
- *Students wishing to review their quizzes or exams with the course coordinators or with a specific faculty member must do so within 2 weeks of when the exam scores are posted, or within 1 week of the time that the score for the final exam is posted.*
- *Problems or issues with a question should be first directed, via e-mail, to the person who wrote it. The course coordinator(s) should be copied on this email, but it is the responsibility of the question's author to address the concern(s). If the student is unsure which faculty member wrote a specific question, then he or she may ask the course coordinator. In the written challenge, the student is expected to include references or rationale to support their challenge of the question. The challenge will be reviewed by the faculty member, and his or her decision will be shared with the course coordinator(s). Discussion of a dispute will occur only after the written query is submitted. Challenges of test questions for the first 4 exams will only be considered within 2 weeks of when the test scores are posted. For the final examination, challenges of test questions will only be considered within 1 week of the time that the scores are posted.*
- *In the event that there is an issue with a particular test question, adjustments to scores will be made based on discussions between the test question writer and the course coordinator.*
- *The use of programmable calculators and electronic devices capable of storing, receiving or transmitting data are prohibited during an exam or quiz unless expressly authorized by the course instructor. Such devices must be turned off and left with your belongings in the front of the room.*
- *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.*
- *Late assignments or missed quizzes are not guaranteed to be awarded any credit. However, individual instructors have the discretion to grant partial or full credit depending upon the circumstances.*

Grading Scale:	89.5 – 100%	A	59.5 – 69.4%	D
	79.5 – 89.4%	B	<59.5%	F
	69.5 – 79.4%	C		

Student Success Policy: <http://www.ulm.edu/pharmacy/documents/ospa/earlyintervention.pdf>

Remediation Policy: <http://www.ulm.edu/pharmacy/documents/ospa/remediationpolicy.pdf>

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 (required):

Plake KS, Schafermeyer KW, McCarthy RL. *Introduction to Health Care Delivery: A Primer for Pharmacists*, 6th ed. Burlington, MA: Jones & Bartlett Learning; 2017.

Additional REQUIRED reading materials may be posted on Moodle by course faculty.

- b. Attendance Policy:** Class attendance is regarded as an obligation as well as a privilege, and students are expected to know attendance regulations and to attend regularly and punctually at classes in which they are enrolled. Failure to do so may: (1) prevent access to the classroom during regularly scheduled times; (2) jeopardize a student's scholastic standing; and (3) lead to suspension from the School or University. Students must submit excuses for class absences to course coordinators within three class days after returning to classes.

Professors shall accept an official University excuse. With the following exceptions, professors are to determine whether absences are excused or unexcused: 1) Absences arising from authorized trips away from the University or from special duties at the University shall be excused. 2) Absences arising from a student's confinement in a hospital or other in-patient facility or doctor's excused absences shall be excused. Students are responsible for verifying providing documentation to the faculty, which will be verified. 3) Absences arising from a death in the immediate family shall be excused. The immediate family is defined as spouse, child, step-child, mother, father, sister, brother, grandmother, grandfather, step-mother, step-father, step-brother, step-sister, aunt, uncle, mother-in-law or father-in-law.

- 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 an examination if a student misses an exam. The ULM SOP Excused Absence Policy must be followed. Please refer to the official document for details. In case of emergency, the course coordinator must be notified within 48 hours of the emergency. Failure to do so 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. Failure to attend a scheduled make-up exam will result in a zero (0) grade for that exam. *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.* <http://www.ulm.edu/pharmacy/documents/ospa/excusedabsence.pdf>

- d. Academic Integrity:** Faculty and students must observe the ULM published policy on Academic Dishonesty (see Page 4 of the ULM *Student Policy Manual* - <http://www.ulm.edu/studentpolicy/>). All professional students will adhere to the standards set forth in the School of Pharmacy's Code of Conduct (<http://www.ulm.edu/pharmacy/documents/ospa/codeofconductv82011.pdf>).

Censures (Penalties)

Academic dishonesty will result in a referral to the Committee on Ethical and Professional Standards with a recommendation for a grade of "F" for the course and expulsion from the School of Pharmacy. Academic dishonesty includes, but is not limited to, the use of information taken from others' work or ideas, the provision of help to others on non-collaborative evaluations (tests, quizzes, etc.), collaboration on take home exams, or the use of unapproved information or electronic devices to assist in obtaining an answer to the question

- e. **Course Evaluation Policy:** At a minimum, students are expected to complete the online course evaluation.
- f. **Student Services:** Information concerning student services in the School of Pharmacy can be found in the School of Pharmacy Student Handbook. In particular, students should pay special attention to the University's technical standards and policies concerning students with special needs (<http://www.ulm.edu/studentpolicy/studentpolicy.pdf>). 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/>. Students with special needs requiring accommodations MUST follow the process described at <http://rxweb.ulm.edu/pharmacy/student/specialneeds.pdf>.

Mental Wellness on the ULM Campus

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 in an orderly manner 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 the Bienville building 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. **The course coordinators reserve the right to adjust the syllabus or schedule, in accordance with University and School policies and procedures.**
- h. Federal Regulations require *determination and verification of every students' physical location while enrolled in classes (where they are physically located while taking classes), regardless of the delivery method (on campus, online). At the beginning of every semester and whenever physical location changes, students must update or verify their current location through banner*

prod.ec.ulm.edu/PROD/bwggkogad.P_SelectAtypUpdate. Students should do this by the end of the first week of classes.

- i. This course is a major requirement for the PharmD degree in pharmacy. Completion of degree requirements leads to eligibility for professional licensure and/or certification in Louisiana upon graduation. Federal Regulations require universities to provide information to students about the alignment between Louisiana's requirements and those of other states. ULM has created a web page with discipline-specific information containing hyperlinks to Licensure Boards in the United States <https://www.ulm.edu/professional-licensure-disclosures/index.html>. Program Directors and/or faculty will discuss this information with you during advising or other program meetings but is also available to answer questions and address any concerns you might have. It is also important to note that licensure or certification requirements are subject to change. Although ULM Program Directors annually review and update licensure information for every state, the faculty recommends that before enrolling in a program and throughout enrollment, students communicate with the applicable state board to confirm understanding and whether upon completion of ULM's program, they will meet requirements.

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.*

Week of Jan 11

Assignment for Quiz 1 (Friday, Jan. 15):

Chapter 1: Healthcare Delivery in America: Historical and Policy Perspectives – Read the following sections: Intro and Paradoxes (pp. 3-9) and Health and Sickness Patterns in Historical Perspective (p. 21) through the end of the chapter.

Chapter 4: The Patient – Read the following sections: Models of Care (pp. 114-118), Health Behavior Models (pp. 123-128) and Interventions (pp. 128-132).

Jan 11 - Mon Meet for Introduction, Syllabus Information, and Assignments

Jan 13 - Wed Reading Assignment (Sections of Chapters 1 and 4; see above)

Jan 15 - Fri Moodle Quiz #1 (Chapters 1 & 4)

Week of Jan 18

Assignment for Quiz 2 (on Monday, Jan. 25):

Read Chapter 2: Healthcare Professionals and Interdisciplinary Care

Note: The material from Dr. Humble's lecture will also be on Quiz #2.

Jan 18 - Mon NO CLASS – Martin Luther King Holiday

Jan 20 - Wed Lecture, Dr. Larry Humble: Continuity of Care and Medical Homes

Jan 22- Fri Reading Assignment (Chapter 2)

Week of Jan 25

Assignment: Due by noon on Monday, Feb. 1:

Read the chapters below and answer the questions posted in the Moodle assignment. The questions and the submission link are available in next week's block in Moodle.

Chapter 5: Drug Use, Access, the Supply Chain and the Role of the Pharmaceutical Industry
Chapter 6: Public Health

Jan 25 - Mon Moodle Quiz #2 – Dr. Humble's lecture and Chapter 2

Jan 27 - Wed Reading Assignment (Chapter 5)

Jan 29 - Fri Reading Assignment (Chapter 6)

Week of Feb 1

Assignments: (1) Due by midnight on Friday, February 5:

Read Chapter 10: Long-Term Care. The questions and the submission link are in this week's block in Moodle.

(2) Due by class time Monday, February 10:

Read Chapter 16: Private Health Insurance (An assignment will follow Dr. Evans' lecture)

Feb 1 - Mon Answers for Chapters 5 and 6 are due by noon; Reading Assignment (Chapter 10)

Feb 3 - Wed Reading Assignment (Chapter 10) (Answers are due by midnight Friday)

Feb 5 - Fri Answers for Chapter 10 are due by midnight

Week of Feb 8

Assignment: Read Chapter 16: Private Health Insurance
(An assignment will follow Dr. Evan's lecture)

Feb 8 - Mon Reading assignment (Chapter 16)

Feb 10 - Wed Lecture, Dr. Jeff Evans: Private Health Insurance

Feb 12 - Fri Chapter 16 Assignment (due Friday, Feb. 19 before class time)

Week of Feb 15

Assignment: (Due before class on Monday, February 22)

Read Chapter 13 (Government involvement in health care) and answer the questions in the posted assignment in Moodle

Feb 15 - Mon No class - MARDI GRAS BREAK

Feb 17 - Wed No class - MARDI GRAS BREAK

Feb 19 - Fri Chapter 16 assignment due at class time

Week of Feb 22

Looking Ahead: A pre-assignment for the Medicare Part D Module is due before class on Wednesday, March 3.
Dr. Zagar will notify you of the details.

Notes: The material from Dr. Donald's Informatics lectures will be on Quiz 3 on Friday, Feb. 26.
The Chapter 13 assignment is due before class today.

Feb 22 - Mon Lecture, Dr. Bryan Donald: Informatics

Feb 24 - Wed Lecture, Dr. Bryan Donald: Informatics

Feb 26 - Fri Quiz #3: Informatics

Week of Mar 1

Assignment: The Pre-assignment for Dr. Zagar's Medicare Part D Series is due before class on Wed., March 4.

Looking ahead: Quiz #4 on Monday, March 16 covers Managed Care, Quality Measurement and the ACO article
Quiz #5 on Monday, March 23 covers Chapters 8 and 9.

Mar 1 - Mon The Medicare Part D assignment is due before class Wed.

Mar 3 - Wed Lecture, Dr. Michelle Zagar: Medicare Part D - I

Mar 5 - Fri Lecture, Dr. Michelle Zagar: Medicare Part D - II

Week of Mar 8

Note: Moodle Quiz #4 on Monday, March 15 covers Managed Care, Quality Measurement, and the ACO article

Mar 8 - Mon Lecture, Dr. Michelle Zagar: Medicare Part D - III

Mar 10 - Wed Read Chapter 17: Managed Care and the ACO Article posted in Moodle

Mar 12 - Fri Lecture, Dr. Larry Humble: Quality Measurement

Week of Mar 15

Note: Moodle Quiz #5 on Monday, March 22 covers Chapters 8 and 9

Mar 15 - Mon Moodle Quiz #4 – Managed Care, Quality Measurement, and the ACO article

Mar 17 - Wed Reading Assignment: Chapter 8 – Hospitals

Mar 19 - Fri Reading Assignment: Chapter 9 – Ambulatory Care

Week of Mar 22

Note: Quiz 6 (Monday, March 29) will cover Dr. Humble's Lecture on Medicare and Medicaid and Ms. Dear's lecture on Prior Authorization and Drug Utilization Review

Mar 22 - Mon Moodle Quiz #5 (Chapters 8 and 9)

Mar 24 - Wed Lecture, Dr. Larry Humble: Medicare and Medicaid

Mar 26 - Fri Lecture, Ms. Melissa Dear: Prior Authorization (PA) and Drug Utilization Review (DUR)

Week of Mar 29

Note: Quiz 7 (Monday, April 12) will cover Chapter 11: Behavioral Health Services

Enjoy your Spring Break. Please be safe!

Mar 29 - Mon Moodle Quiz #6 (Medicare & Medicaid, PA, and DUR)

Mar 31 - Wed Reading Assignment: Chapter 11: Behavioral Health Services

Apr 2 - Fri NO CLASS – Spring Break

Week of Apr 5

Looking ahead: Read Chapter 21 (Healthcare Reform) by Monday, April 19; Dr. Evans will have a Pre-assignment due before class on Wednesday, April 21.

Apr 5 - Mon NO CLASS – Spring Break

Apr 7 - Wed NO CLASS – Spring Break

Apr 9 - Fri NO CLASS – Spring Break

Week of Apr 12

Apr 12 – Mon Moodle Quiz #7 (Behavioral Health Services)
News Article Assignment (Due Friday by noon)

Apr 14 – Wed News Article Assignment

Apr 16 – Fri News Article Assignment due by noon

Week of Apr 19

Apr 19 - Mon Dr. Evans' HC Reform Pre-assignment (due by 11:00 on Wed., April 21)

Apr 21 - Wed Lecture, Dr. Jeff Evans: Healthcare Reform

Apr 23 - Fri Lecture, Dr. Jeff Evans: Healthcare Reform (Assignment due Wed., Apr 28 by 5:00 p.m.)

Week of Apr 26

Reminder: Dr. Evans' Healthcare Reform Assignment is due by 5:00 p.m. on Friday, April 30.

Note: The Chapter 12 assignment (Home Care) is due by noon on Friday, May 7

Apr 26 – Mon Asynchronous assignment – work on Healthcare Reform Assignment

Apr 28 - Wed Asynchronous assignment – work on Healthcare Reform Assignment

Apr 30 - Fri Healthcare Reform Assignment (due today by 5:00 p.m.)

Week of May 3

Reminder: The Chapter 12 assignment (Home Care) is due by noon this Friday.

May 3 – Mon Reading Assignment: Chapter 12 (Home Care)

May 5 - Wed Asynchronous assignment: work on Chapter 12 assignment

May 7 - Fri The Chapter 12 assignment (Home Care) is due by noon.