

8/2/2019 10:36 AM

PHA5226C Patient Safety and Quality in Pharmacy

Fall 2019

2 Credit Hours – A-E Grading

This course focuses on the assessment of patient care. Quality improvement (QI) principles are used to provide the best possible care by the adoption of information technology and systems that reward rather than impede quality. Patient safety is an important component of quality pharmacotherapy. The appropriate reactions to adverse drug events and the anticipation of medication errors enable the implementation of systems to prevent and minimize patient risk. Quality assessment and improvement exercises will be introduced to identify and review variation in pharmacotherapy processes and outcomes. Students will use published evidence to identify targets for quality improvement, to formulate strategies to identify high-risk patients and to improve patient care and to define process and outcome measures to evaluate pharmacotherapy outcomes.

Teaching Partnership Leaders

Amie Goodin, PhD, MPP

- Email: amie.goodin@ufl.edu
- Office: HPNP 3319, by appointment ONLY.

Scott Martin Vouri, PharmD, PhD

- Email: SVouri@ufl.edu
- Office: HPNP 3324, by appointment ONLY.

See Appendix A. for Course Directory of Faculty and Staff Contact Information.

Entrustable Professional Activities

This course will prepare you to perform the following activities which the public entrusts a Pharmacist to perform:

1. EPA A8. Collaborate as a member of an interprofessional team.
2. EPA B1. Form clinical/practice-related questions and retrieve evidence to advance patient care.
3. EPA C1. Identify system failures and contribute to a culture of safety and improvement.
4. EPA C2. Recommend solutions to needs in the medication use system and the healthcare system.

8/2/2019 10:36 AM

Course-Level Objectives

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

1. Define questions related to quality medication use and use continuous quality improvement techniques in the medication use process.
2. Find and evaluate published medical literature for use in clinical decision-making and quality improvement.
3. Identify opportunities for changes in practice that are feasible and effective for improving patient outcomes.
4. Describe how to design, implement, and evaluate quality improvement programs.
5. Describe the role of the pharmacist in the improvement of quality deficits in the medication use system.
6. Monitor and evaluate the effectiveness and safety of care and implement improvements in collaboration with other health care professionals and the patient/care giver. The following are continually monitored and evaluated:
 - a. Medication appropriateness, effectiveness, safety, and patient adherence through available data, biometric test results and patient feedback.
7. Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.
 - a. Apply methods to improve patient safety.

Course Pre-requisites

1. Completion of all Year 2 Pharm.D. program coursework including milestones.

Course Co-requisites

1. PHA5165L Professional Practice Skills Lab V

Course Outline

Please routinely check your campus calendar and the Canvas course site for any messages about changes in the schedule including meeting dates/times, deadlines, and room changes.

8/2/2019 10:36 AM

Date Recommended Dates for Independent Study	Mod#	Unit Topic	Contact Hours	Faculty Author	Learning Objectives Covered
	1	Patient Safety in Medication Use	3.75		1-3
9/9/2019	1	Watch: Intro Video	<0.25 hr	Vouri and Goodin	
9/9/2019	1	Watch: "The Wrong Medicine"- A Heparin Medication Error	0.25 hr		
9/9/2019	1	Read: Chapter 1 – Quality and the Future of Healthcare	0.5 hr		
9/10/2019	1	Watch: Medication Misadventures	0.75 hr	Vouri	
9/10/2019	1	Watch: Practical Applications of Medication Safety Principles	0.75 hr	Rosenberg	
9/11/2019	1	Watch: Failure Modes and Effect Analysis (FMEA)	0.5 hr	Vouri	
9/11/2019	1	Read: Chapter 2- Understanding Problems in the Use of Medications	0.75 hr		
9/12/2019	1	Watch: Introduction to the Course Project	<0.25 hr	Vouri and Goodin	
	2	Risks and Errors in Patient Care	4.75		1-3
9/13/2019	2	Tutorial - IHI-Patient Safety (PS) 101: Introduction to Patient Safety Lesson 1, Understanding Medical Error and Patient Safety	0.5 hr		
9/13/2019	2	Tutorial - IHI-PS 101: Lesson 2, Responding to Error and Harm	0.5 hr		
9/16/2019	2	Tutorial - IHI-PS 105: Lesson 4, Learning from Errors Through Root Cause Analysis	0.5 hr		
9/16/2019	2	Read: Chapter 7. Identifying Causes of Quality Problems	0.75 hr		
9/17/2019	2	Watch: The Sebastian Ferrero Case	0.5 hr	Usmani	

8/2/2019 10:36 AM

Date Recommended Dates for Independent Study	Mod#	Unit Topic	Contact Hours	Faculty Author	Learning Objectives Covered
9/18/2019 8:30- 10:25am	All material listed above	Active Learning Session 1: Medication Errors and Root Cause Analysis	2.0 hr	Vouri and Goodin	
	3	Quality Improvement	6		3-6
9/19/2019	3	Watch: What is Quality Improvement?	0.75 hr	Winterstein	
9/19/2019	3	Watch: Quality Improvement Interventions	0.75 hr	Vouri	
9/20/2019	3	Watch: Quality Improvement and Research Goals	0.75 hr	Vouri	
9/20/2019	3	Tutorial – IHI-QI 102: Lesson 1, An Overview of the Model for Improvement	0.5 hr		
9/23/2019	3	Tutorial - IHI-QI 105: Lesson 2, Change Psychology and the Human Side of Quality Improvement	0.5 hr		
9/23/2019	3	Watch: Course Project Updates	0.5 hr	Vouri	
9/25/2019 10:40am- 12:35pm	All material listed above	Active Learning Session 2: Utilizing the PDSA cycle and Addressing Resistance to Change	2.0 hr	Vouri and Usmani	9/28/2018 8:30- 10:25am
	4	Quality Measurement	5		4-6
9/26/2019	4	Watch: Quality Deficits (Quality Gaps)	0.75 hr	Goodin and Vouri	
9/26/2019	4	Watch: Quality Measures	0.75 hr	Winterstein	
9/27/2019	4	Read: Chapter 9. Measuring Medication Safety and Quality (case examples are not required)	0.5 hr		

8/2/2019 10:36 AM

Date Recommended Dates for Independent Study	Mod#	Unit Topic	Contact Hours	Faculty Author	Learning Objectives Covered
9/27/2019	4	Read: Pharmacy Quality Alliance (PQA) Quality Measure Overview	0.25 hr		
9/30/2019	4	Read: Developing an Opioid Use Disorder Treatment Cascade: A Review of Quality Measures	0.75 hr		
Due: 10/4/2019 7:00am		Assignment 1 Due: Project Introduction and Objectives			
10/2/2019 10:40am- 12:35pm	All material listed above	Active Learning Session 3: Developing a Measurement Framework for a Quality Improvement Plan	2.0 hr	Goodin	
	5	Study Design in Quality Improvement	5.75		2-4
10/3/2019	5	Watch: Cluster Randomized Control Trials	0.5 hr	Goodin	
10/3/2019	5	Watch: Quasi-Experimental Study Designs	0.5 hr	Hincapie-Castillo	
10/4/2019	5	Watch: How to Evaluate Quality Improvement Quasi-Experimental Studies	1.0 hr	Goodin	
10/4/2019	5	Read: Evidence-based Quality Improvement: The State of the Science	0.75 hr		
10/7/2019	5	Read: Quasi-Experimental Study	0.5 hr		
10/7/2019	5	Read: Cluster RCT Study	0.5 hr		
10/9/2019 8:30- 10:25am	All material listed above	Active Learning Session 4: Selecting an Effective Quality Improvement Intervention and Valid Designs to Evaluate an Intervention	2.0 hr	Goodin	

8/2/2019 10:36 AM

Date Recommended Dates for Independent Study	Mod#	Unit Topic	Contact Hours	Faculty Author	Learning Objectives Covered
	6	Practical Applications to Improve Quality	5.5		6-7
<i>10/10/2019</i>	6	Watch: Practical Applications of Technology to Improve Quality, Part I	0.75 hr	Staley	
<i>10/10/2019</i>	6	Watch: Practical Applications of Technology to Improve Quality, Part II	0.5 hr	Winterstein	
<i>10/10/2019</i>	6	Watch: Practical Applications of Quality Improvement in Community Pharmacy	0.5 hr	Curtis	
<i>10/11/2019</i>	6	Watch: Practical Applications of Quality Improvement in Health System Pharmacy	1.0 hr	Rosenberg	
<i>10/11/2019</i>	6	Read: Chapter 17. Implementing Your Own Pharmacy Quality Improvement Program	0.5 hr		
10/14/2019 4:05- 6:00pm	All material listed above	Active Learning Session 5: Applying Quality Improvement in the Pharmacy Practice Setting	2.0 hr	Panel discussion: Curtis, Rosenberg, Staley, Nau	
10/15/19	6	Watch: Class Project Final Preparation	<0.25 hr	Vouri and Goodin	
Due: 10/21/2019 6:00pm		Assignment 2 Due: QI Methods and Evaluation			
10/25/2019 2:00- 4:00pm	1-6	Final Exam	2.0 hr		
		Total Contact Hours in Course:	32.75		

8/2/2019 10:36 AM

Required Textbooks/Readings

1. Terri L. Warholak, David P. Nau (Editors). Quality & Safety in Pharmacy Practice. New York, NY: McGraw- Hill Medical; 2010. ISBN 978-0-07-160385-0.
 - Available via HSC Library – Access Pharmacy
 - Textbook URL: <http://accesspharmacy.mhmedical.com/book.aspx?bookID=452>

Use [UF VPN to access UF Libraries Resources](#) when off-campus. The UF HSC library staff can assist you with questions or issues related to accessing online library materials. For assistance contact your College of Pharmacy librarian or visit the [HSC Library Website](#) at this URL: <http://www.library.health.ufl.edu/>

Suggested Textbooks/Readings

All suggested materials will be posted on Canvas.

Other Required Learning Resources

None

Materials & Supplies Fees

None

Student Evaluation & Grading

Evaluation Methods and How Grades are calculated.

Assessment Item	Grade Percentage
Individual Readiness Assessments [5 @ 5% ea.]	25%
Team Readiness Assessments [5 @ 5% ea.]	25%
Assignment 1: Project Introduction and Objectives	12.5%
Assignment 2: QI Methods and Evaluation	12.5%
Final Exam	25%
Total	100%

8/2/2019 10:36 AM

Table 1. Grading Scale

Percentage Range	Letter Grade
92.50-100%	A
89.50-92.49%	A-
86.50-89.49%	B+
82.50-86.49%	B
79.50-82.49%	B-
76.50-79.49%	C+
72.50-76.49%	C
69.50-72.49%	C-
66.50-69.49%	D+
62.50-66.49%	D
59.50-62.49%	D-
< 59.50%	E

Rounding of grades:

Final grades in Canvas will be rounded to the 2nd decimal place. If the decimal is X.495 or higher, Canvas will round the grade to X.50. The above scale depicts this policy and grades are determined accordingly. Grade assignment is made using this policy and NO EXCEPTIONS will be made in situations where a student's grade is "close."

Educational Technology Use

The following technology below will be used during the course and the student must have the appropriate technology and software.

1. ExamSoft™ Testing Platform
2. Canvas™ Learning Management System

For technical support, navigate to [Educational Technology and IT Support Contact Information](http://curriculum.pharmacy.ufl.edu/current-students/technical-help/) at this URL:
<http://curriculum.pharmacy.ufl.edu/current-students/technical-help/>

Pharm.D. Course Policies

The Policies in the following link apply to this course. Review the [Pharm.D. Course Policies](http://curriculum.pharmacy.ufl.edu/current-students/course-policies/) carefully, at this URL:
<http://curriculum.pharmacy.ufl.edu/current-students/course-policies/>

Course Evaluation Process

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

8/2/2019 10:36 AM

Appendix A. Course Directory

Teaching Partnership Leader/Course Director:

Amie Goodin, PhD, MPP

Email: amie.goodin@ufl.edu

Office: HPNP 3319

Scott Martin Vouri, PharmD, PhD

Email: SVouri@ufl.edu

Office: HPNP 3324

Questions to Ask:

- Questions about grades
- Concerns about performance
- Guidance when there are performance problems (failing grades)
- General questions about content

Instructional Designer

Name: Elliot Tordoff

Email: etordoff@cop.ufl.edu

Office: HPNP 4309

Phone: 352-294-5215

Academic Coordinator:

Name: TBD

Email:

Office: HPNP 4312

Phone:

Absence/Tardy Email: absent3pd@cop.ufl.edu

Educational Coordinators:

Name: McKenzie Wallen

Email: mwallen@cop.ufl.edu

Office: Jacksonville Campus

Name: Iveta Allen

Email: iallen1@cop.ufl.edu

Office: Orlando Campus

8/2/2019 10:36 AM

Questions to Ask:

- Issues related to course policies (absences, make up exams, missed attendance)
- Absence requests (Only the Academic Coordinator handles absence requests)
- Questions about dates, deadlines, meeting place
- Availability of handouts and other course materials
- Assignment directions
- Questions about grade entries gradebook (missing grades, wrong grade)
- Assistance with ExamSoft® (Distant campus students may contact Education Coordinator for use of SofTest and assistance during exams. The Academic Coordinator is the contact person for issues related to grading and posting of ExamSoft grades.)

8/2/2019 10:36 AM

Other Teaching Partnership Faculty Members:

Almut G. Winterstein, Ph.D., R.Ph., FISPE

Email: almut@cop.ufl.edu

Juan Hincapie-Castillo, PharmD, MS

Email: j.hincapie@ufl.edu

Silken Usmani, PharmD

Email: s.usmani@ufl.edu

Stacey D. Curtis, Pharm.D.

Email: scurtis@cop.ufl.edu

Amy F. Rosenberg, Pharm.D., BCPS

Email: roseaf@shands.ufl.edu

Benjamin J. Staley, Pharm.D., BCPS

Email: staleb@shands.ufl.edu

8/2/2019 10:36 AM