The Hashemite University | **الجامعـــــــة الهاشميـــــــــة**

Faculty of Pharmaceutical Sciences | **كلية العلوم الصيدلانية**

Syllabus: Pharmaceutical care and communication skills

(131702457)

First Semester 202.. /202..

COURSE INFORMATION	
Course Name: Pharmaceutical Care and communication skills **Learning Method: Hybrid (Face-to-face and Electronic Methods)** **Semester:** 1st **Department:** Clinical Pharmacy and Pharmacy Practice **Faculty:** Pharmaceutical Sciences	**Course Code: 131702457** **Section:** **Core Curriculum**: 2019 Study plan **JNQF**: 7
Day(s) and Time(s): Sunday – Tuesday: **Classroom: As per semester** **Date prepared: January 2020** **Date updated: February 2023**	**Credit Hours:** 2 **Prerequisites**: 131702368 and 13170133

COURSE DESCRIPTION

This 2 credit hours course introduces the basic fundamentals of communication at the pharmacy profession and practice to the student. The ideas to be discussed in this course are counselling (patient interviewing and communication) as well as pharmacists' documentation. Moreover, this course provides students with a systematic approach to patient–centred pharmaceutical care model. This course also includes aspects as Adherence, Quality of life, Belives, Medication related problems and other pharmacutical care skills.

تقدم هذه المادة المكونة من ساعتين معتمدتين أساسيات الرعاية ومهارات التواصل لمهنة الصيدلة وممارستها للطالب. الأفكار التي ستتم مناقشتها في هذه المادة تشمل تقديم المشورة (مقابلة المريض والتواصل مع المرضى و الفريق الطبي) بالإضافة إلى أدوات

التوثيق. علاوة على ذلك ، يزود هذا المساق الطلاب بنهج منظم للرعاية الصيدلانية التي تركز على محور المريض والتي سيتم تطبيقها وممارستها في مختلف مراحل الرعاية العلاجية.

DELIVERY METHODS

The course will be delivered through a combination of active learning strategies. These will include:

- Lecture notes
- PowerPoint lectures and active classroom based discussion.
- Collaborative learning through small groups acting in an interdisciplinary context.
- Relevant films and documentaries
- Video lectures
- E-learning resources: e-reading assignments and practice quizzes through Model and Microsoft Team
- Reference Books
- Expert external visitors

FACULTY INFORMATION

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REFERENCES AND LEARNING RESOURCES

References	
1 (textbook)	**Reference 1**: Pharmaceutical Care Practice: The Patient-Centered Approach to Medication Management Services (3rd edition) 2012, by Cipolle, RJ, Strand, LM, & Morley, PC, McGraw-Hill, 2012. ISBN-13: 978-0071756389.
2	**Reference 2:** Disease management: a guide to clinical pharmacology (3rd Edition) 2016 by Michael D. Randall and Karen E. Neil. Pharmaceutical Press. ISBN-13: 978-0857112095
3	**Reference 3:** Communication Skills in Pharmacy Practice A Practical Guide for Students and Practitioners (6th Edition) 2012, by Robert S. Beardsley, Carole L. Kimberlin and William N. Tindall. Lippincott Williams and Wilkins. ISBN-13: 978-1608316021

4	**Reference 4:** Motivational interviewing: A brief guide, by Gary Latchford and Alistair Duff. Department of Clinical and Health Psychology, St James's' University Hospital, Leeds – United Kingdom.
5	**Reference 5:** The National Institute for Health and Care Excellence (NICE) guidelines. https://www.nice.org.uk/
6	**Reference 6:** Pharmaceutical Care Network Europe Foundation http://www.pcne.org/
7	**Reference 7:** Drug related problems: an over view of various classification systems by Adusumilli PK and Adepu R. Asian J Pharm Clin Res, Vol 7, Issue 4, 2014. ISSN - 0974-2441.
8	**Reference 8:** Inappropriate prescribing: a systematic overview of published assessment tools by Carole P. Kaufmann, Regina Tremp., *et al*. Eur J Clin Pharmacol (2014) 70:1–11. DOI 10.1007/s00228-013-1575-8

COURSE OBJECTIVES

The following are the objectives of the present course:

1) Establish basic knowledge about professional communication skills.
2) Develop specialized skills in motivational interviewing for patient care.
3) Train students on aspects and skills for Mehrabian communication theory.
4) Introduce basic concepts of Medicine Optimization
5) Empower students to evaluate and managepatients' adherence, believes about medication and health related quality of life.
6) Explain models and guidelines which used in Pharmacovigilance, Medication-related problems and Proper medication use.

COURSE INTENDED LEARNING OUTCOMES (CILOs)

A. Foundational Knowledge

''Learner (Learner) - Develop, integrate, and apply knowledge. ''

A.1). Understand the basic concept of pharmaceutical care and clinical pharmacy practice

B. Essentials for Practice and Care

''Patient-Customer centred care (Caregiver), Medication use systems management (Manager), Health and wellness (Promoter), Population-based care (Provider)''

B.1) Learn the various roles of pharmacists in the delivery of health care services (Caregiver)
B.2) Develop effective and comprehensive Pharmaceutical Care Plan (Manager)
B.3) Know how to identify and proactively manage and report drug related problems (Promotor)
B.4) Have the opportunity to provide direct patient oriented medication delivery and health care to a diverse patient population (Provider)
B.5) Become familiar with standard tools to assess medication optimization (Quality assurance)

C. Approach to Practice and Care

''Being trained to be able to act as Educator, Advocate, Collaborator, Includer and Communicator''.

C.1) Identify and monitor for both efficacy and adverse effects of drug therapy (Problem solver)
C.2) Gain basic skills to connect with patient and facilitate effective patient education (Educator)
C.3) Understand patients' needs and concerns to enable working on patient's agenda in line with available pharmaceutical branded products (Advocator)
C.4) Practice collaboration pathways with other members of the health care team and pharmacists (Collaborator)
C.5) Develop skills to identify inter-personal differences and cultural background (Includer).
C.6) Practice effective communication skills with patients and health care management boards (Communicator)

D. Personal and Professional Development

'' Transfer skills to enhance self-awareness, Leadership skills, Innovation, Professionalism''

D.1) Ensure competencies in professional care and communication with patients (Self-awareness)
D.2) Lead the design of patient-tailored, integrated and comprehensive therapeutic care plans for selected conditions (Leader)
D.3) Training to apply innovative approaches to motivate patients and engage them (Innovator)
D.4) Gain proficiency in roles related to assessing patient data and reviewing and evaluating medications orders (Professional)

ACADEMIC SUPPORT

It is The Hashemite University policy to provide educational opportunities that ensure fair, appropriate and reasonable accommodation to students who have disabilities that may affect their ability to participate in course activities or meet course requirements. Students with disabilities are encouraged to contact their Instructor to ensure that their individual needs are met. The University through its Special Need section will exert all efforts to accommodate for individual's needs.

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COURSE REGULATIONS

Participation

Class participation and attendance are important elements of every student's learning experience at The Hashemite University, and the student is expected to attend all classes. A student should not miss more than 15% of the classes during a semester. *Those exceeding this limit of 15% will receive a failing grade regardless of their performance*. It is a student's responsibility to monitor the frequency of their own absences. **Attendance record begins on the first day of class irrespective of the period allotted to drop/add and late registration. It is a student's responsibility to sign-in; failure to do so will result in a non-attendance being recorded.**

In exceptional cases, the student, with the instructor's prior permission, could be exempted from attending a class provided that the number of such occasions does not exceed the limit allowed by the University. The instructor will determine the acceptability of an absence for being absent. A student who misses more than 25% of classes and has a valid excuse for being absent will be allowed to withdraw from the course.

Plagiarism

Plagiarism is considered a serious academic offence and can result in your work losing marks or being failed. HU expects its students to adopt and abide by the highest standards of conduct in their interaction with their professors, peers, and the wider University community. As such, a student is expected not to engage in behaviours that compromise his/her own integrity as well as that of the Hashemite University.

Plagiarism includes the following examples and it applies to all student assignments or submitted work:

- **Use of the work, ideas, images or words of someone else without his/her permission or reference to them.**
- **Use of someone else's wording, name, phrase, sentence, paragraph or essay without using quotation marks.**
- **Misrepresentation of the sources that were used.**

The instructor has the right to fail the coursework or deduct marks where plagiarism is detected

Late or Missed Assignments

In all cases of assessment, students who fails to attend an exam, class project or deliver a presentation on the scheduled date without prior permission, and/or are unable to provide a medical note, will automatically receive a fail grade for this part of the assessment.

- Submitting a term paper on time is a key part of the assessment process. Students who fail to submit their work by the deadline specified will automatically receive a 10% penalty. Assignments handed in more than 24 hours late will receive a further 10% penalty. Each subsequent 24 hours will result in a further 10% penalty.
- In cases where a student misses an assessment on account of a medical reason or with prior permission; in line with University regulations an incomplete grade for the specific assessment will be awarded and an alternative assessment or extension can be arranged.

Cheating

Cheating, academic disconduct, fabrication and plagiarism will not be tolerated, and the university policy will be applied. Cheating policy: The participation, the commitment of cheating will lead to applying all following penalties together:

- Failing the subject, he/she cheated at
- Failing the other subjects taken in the same course
- Not allowed to register for the next semester
- The summer semester is not considered as a semester

Student Complaints Policy

Students at The Hashemite University have the right to pursue complaints related to faculty, staff, and other students. The nature of the complaints may be either academic or non-academic. For more information about the policy and processes related to this policy, you may refer to the students' handbook.

COURSE ASSESSMENT

Course Calendar and Assessment

Students will be graded through the following means of assessment and their final grade will be calculated from the forms of assessment as listed below with their grade weighting taken into account. The criteria for grading are listed at the end of the syllabus

Assessment	Grade Weighting	Deadline Assessment	CILOS
Exam 1	20%	1st exams period	A, B
Exam 2	20%	2nd Exams	C, D
Quizzes	10%	Before 1st exam	A,B
Homework– project	10%	Before Final exam	C,D
Final Exam (3)	40%	Add date/time	A,B,C,D

Description of Exams

Each exam is followed by two types of analysis: **Difficulty** and **Discrimination** coefficients.

Distribution of questions would be managed to target different levels of students: Basic, Acceptance, Good, Very good and Excellent.

Test questions will predominately come from material presented in the lectures.

Semester exams will be conducted during the regularly scheduled lecture period.

Exam will consist of a combination of multiple choice, short answer, match, true and false and/or descriptive questions.

Homework – Projects
Will be given when it is applicable. Factor as level of class interactions and number of students for each class will be considered.

Students are expected to work on chapter examples, self-tests and chapter problems. When possible group based project may be requested from students.

Quizzes: Will be given when it is applicable. Factor as level of class interactions and number of students for each class will be considered.

Unannounced quizzes will be given during or/and at the end of each chapter based upon the previous lectures. It will enforce students to be prepared to the class.

No make-up exams, homework or quizzes will be given. Only documented absences will be considered as per HU guidelines.

Grades are not negotiable and are awarded according to the following criteria*:

Letter Grade	Description	Grade Points
A+	Excellent	4.00
A		3.75
A-		3.50
B+	Very Good	3.25
B		3.00
B-		2.75
C+	Good	2.50
C		2.25
C-		2.00
D+	Pass	1.75

D	Pass	1.50
F	Fail	0.00
I	Incomplete	-

WEEKLY LECTURE SCHEDULE AND CONTENT DISTRIBUTION

"Lecture hours and weeks are approximate and may change as needed"

Topics	Topic Details	Reference No.	Chapter	Estimated no. of hours
A1	Introduction to pharmaceutical care	Ref 1	(Ch1)	2
A1, B1-5	Journey from Pharmaceutical care through medicines management to medication optimization	Ref 5		2
C1-8, D1	Patient centred approach	Ref 1 and Ref 3	Ref 1 (Ch4) and Ref 3 (Ch1)	2
C1-2	Communication with patient (1) General, Johari Window	Ref 3	(Ch2-5)	2
C3-8	Communication with patient (2) Motivational interviewing	Ref 4		2
C7, D3	Personal tailored communication (3) Motivational interviewing Science of change	Ref 3	(Ch7 &Ch 8)	2
C1, C3-6	Medication related problems Pharmaceutical Care Network Europe System	Ref 1, Ref 6 and Ref 7	Ref 1 (Ch5), Ref 6 and Ref 7	2
B3, B5, C1-2	Adverse drug reactions - Pharmacovigilance	Ref 2 and Ref 7	Ref 2 (Ch6) and Ref 7	2
B5, D2-4	Tools to assess medication use	Ref 8		2
B3, B5, C1-2	Drug interactions	Ref 2	(Ch6)	2
B1, B4, D1-4	NICE guidelines Adherence & Beliefs and quality of life	Ref 5		2