



Hashemite University
Faculty of Pharmaceutical Sciences
Department of



Semester: 2nd

Academic year 2019/2020

Course Information	
Course Title	Pharmaceutical care and communication skills
Course Number	131702457
Credit Hours	2 Credit hours.
Prerequisites	131702368 and 13170133

Instructors	
Name	Dr Mohanad Odeh
Office	
Office Phone	
Office Hours	
E-mail	Mohanad_odeh@hu.edu.jo

Teaching assistants	
Name	
Office	
Office Phone	
Office Hours	
E-mail	

Course Description
<p>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 pharmaceutical care skills.</p> <p>تقدم هذه المادة المكونة من ساعتين معتمدتين أساسيات الرعاية ومهارات التواصل لمهنة الصيدلة وممارستها للطلاب. 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.</p>

Course Objectives
<p>This course objectives include:</p> <ol style="list-style-type: none">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 student to evaluate and manage patient's 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.

Intended Learning Outcomes

By the end of this course, the students will:

A. Knowledge and Understanding

(Understand the basic concept regards to patient's needs concerns scale and comprehensive medication optimisation aspects)

1. A1 Understand the basic concept of pharmaceutical care and clinical pharmacy practice,

B. Essential for Practice and Care (Intellectual Skills)

(Identify skills needed to design and drive patient tailored therapeutic plan)

2.B1 Learn the various roles of pharmacists in the delivery of health care services (Caregiver)

3.B2 Develop effective and comprehensive Pharmaceutical Care Plan (Manager)

4.B3 Know how to identify and proactively manage and report drug related problems (Promotor)

5.B4 Have the opportunity to provide direct patient oriented medication delivery and health care to a diverse patient population (Provider)

6.B5 Become familiar with standard tools to assess medication optimisation (Quality assurance)

C- Approach to Practice Pharmacy

(Practice stages to successfully deliver patient tangible benefits according to standard guidelines, i.e. identify problems, educate solutions, collaborate with health care team, and communicate the agreed plan)

7.C1 Identify and monitor for both efficacy and adverse effects of drug therapy (Problem solver)

8.C2 Gain basic skills to connect with patient and facilitate effective patient education (Educator)

9.C3 & C4 Understand patients' needs and concerns to enable working on patient's agenda in line with available pharmaceutical branded products (Advocator)

10.C5 & C6 Practice collaboration pathways with other members of the health care team and pharmacists (Collaborator)

11. C7 Develop skills to identify inter-personal differences and cultural background (Includer).

12. C8 Practice effective communication skills with patients and health care management boards (Communicator)

D- Personal and Professional Development

(Understand the requirements to become highly competent, through self and profession awareness, in addition to develop leadership and innovation skills)

13.D1 Ensure competencies in professional care and communication with patients (Self-awareness)

14.D2 Lead the design of patient-tailored, integrated and comprehensive therapeutic care plans for selected conditions (Leader)

15.D3 Training to apply innovative approaches to motivate patients and engage them (Innovator)

16.D4 Gain proficiency in roles related to assessing patient data and reviewing and evaluating medications orders (Professional)

Reading List

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 (3 rd 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 (6 th 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., <i>et al.</i> Eur J Clin Pharmacol (2014) 70:1–11. DOI 10.1007/s00228-013-1575-8

Course Contents					
Topics	Topic Details	Reference No.	Chapter	Estimated no. of hours	Assess ment
A1	Introduction to pharmaceutical care	Ref 1	(Ch1)	2	MTA
A1, B1-5	Journey from Pharmaceutical care through medicines management to medication optimization	Ref 5		2	MTA
C1-8, D1	Patient centred approach	Ref 1 and Ref 3	Ref 1 (Ch4) and Ref 3 (Ch1)	2	A, MTA
C1-2	Communication with patient (1) General, Johari Window	Ref 3	(Ch2-5)	2	A, MTA
C3-8	Communication with patient (2) Motivational interviewing	Ref 4		2	A, MTA
C7, D3	Personal tailored communication (3) Motivational interviewing Science of change	Ref 3	(Ch7 &Ch 8)	2	A, MTA
Mid Exam					
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	MTA

B3, B5, C1-2	Adverse drug reactions - Pharmacovigilance	Ref 2 and Ref 7	Ref 2 (Ch6) and Ref 7	2	MTA
B5, D2-4	Tools to assess medication use	Ref 8		2	MTA
B3, B5, C1-2	Drug interactions	Ref 2	(Ch6)	2	MTA
B1, B4, D1-4	NICE guidelines Adherence & Beliefs and quality of life	Ref 5		2	A, MTA
Final exam					

Grade Distribution		
Assessment	Grade	Date
Mid exam		
- Assignments (homeworks, quizzes, reports)		
- Final Exam		

Important regulations
<ul style="list-style-type: none"> ◆ On average, students need to spend ?? hrs of study and preparation weekly. ◆ Excellent attendance is expected. According to the university policy, students who miss more than 15% of the lecture hours with or without excuse will be dismissed from the course ◆ At the beginning of the lectures, be on time and don't leave before the end of the lecture without an accepted excuse ◆ If you missed a class, it is your responsibility to find out about any announcements or assignments you have missed ◆ For any clarification, please communicate your instructor at his posted office hours or by appointment ◆ Switch off your mobile or keep it silent throughout the lecture ◆ Listen well to the lecture and avoid side discussions, if you have a question, ask your instructor and not your colleague ◆ If you have any information, document your reference, if you didn't, then you broke the intellectual property rights law and the law will be applied ○ For more informations, visit the website: ○ http://www.plagiarism.org/ ◆ Exams are scheduled to be given three times throughout the semester, your are expected to attend all. If not, make-up exams will be offered for valid reasons. It may be different from regular exams in content and format. ◆ Cheating, academic diconduct, fabrication and plagiarism will not be tolerated, and the university policy will be applied

Last updated on 24 /2 /2020 by : Dr. Mohanad Odeh