

PHRM 370
IPPE I Community
Pharmacy Practice
3 Credit Hours



Manchester
University

COLLEGE of PHARMACY,
NATURAL & HEALTH SCIENCES

Spring 2024

Course Description and Rationale

This introductory community pharmacy practice experience (IPPE I) course will help you develop basic knowledge, professional identity and self-confidence in the area of community pharmacy. Under the supervision and guidance of pharmacy professionals, you will gain familiarity with all aspects of pharmacy practice in the community setting. You are expected to build on knowledge and skills gained during your first professional year of study, achieving standard competencies for the practice of pharmacy in the community setting.

The course is structured so that you will complete an 80-hour focused learning experience in January, at an assigned community pharmacy and under the direction and supervision of an assigned preceptor. During the spring semester, you will conduct a weekly 4-hour longitudinal experience at the same community pharmacy.

The primary purpose of the IPPE curricular component is to facilitate your transition from a didactic learner to a competent, caring professional, who provides patient-centered care and assures optimal patient outcomes. During this transition, you will be expected to acquire the knowledge, skills, attitudes, and values that are important to your pharmacy profession.

While taking part in the IPPE course you will work under the direct supervision of selected preceptors. These preceptors are expected to guide and mentor you in applying knowledge learned in the classroom, techniques learned in the laboratory, and compassion learned through life experiences, with the ultimate goal of improving the health of their patients. The ideal preceptor is one who mentors you in finding a pathway within the profession for achieving your personal and professional goals, while exposing you to all available aspects of community pharmacy practice.

Class Meeting Times

Focused experience: 80 hours completed between January 1st through 26th, 2024. (On campus students will complete a two-week focused experience either between January 1st through 13th or January 15th through 27th.) Longitudinal: 4 hours per week beginning week of January 29th, 2024 through May 10th.

Faculty

Course Coordinator and Instructor

Samantha Champion, PharmD

Experiential Education Coordinator and

Pharmacy Practice Teaching Staff

Office Hours: Wednesdays from 12:00-1:00 PM (ET)

Tel: 260-470-4075

sjchampion@manchester.edu

Textbooks and Other Required and Recommended Learning Resources

- IPPE I Community Workbook
- Access to drug information resources

Course Outcomes

Outcomes are specific, measurable objectives that must be attained in order to accomplish the identified ability based outcome. These outcomes are developed in accordance with AACP entrustable professional activities and CAPE outcomes and are geared towards achieving standard competencies for the practice of pharmacy in the community setting. Complete competence in all areas is not to be expected at this stage of your education. Professionalism and ethical behavior, however, are expected in all aspects and are grounds for grading and possible removal from your site if not upheld.

Outcomes	EPAs	CAPE Outcome(s)	ACPE Appendix 1
1. Demonstrate effective use of pharmacy systems and technology that improve patient safety, pharmacy inventory management, drug/product storage, and medication distribution	3B, 5A, 5B	1.1, 2.2	19, 24, 30, 31
2. Collect and analyze information to establish patient-centered goals to create and implement a patient care plan utilizing nonprescription medications, prescription medications, and immunizations as appropriate	1A, 1B, 1C, 1D, 3A, 3C, 3D, 4A, 4B	1.1, 2.1, 2.3, 2.4, 3.1	15, 21, 31, 33, 34, 35, 37
3. Display professional, ethical and responsible behavior and show concern for patient welfare at all times while complying with all state and federal legal requirements	3A, 3B, 3C	3.3, 3.5, 4.4	18, 23, 25, 26
4. Investigate the roles of pharmacists and technicians in providing community	5A, 5B	2.2, 3.4, 4.1	19, 23, 24, 26

pharmacy services			
5. Employ effective verbal and non-verbal skills while speaking with patients, caregivers, preceptors, and other professional colleagues	2A, 4A	3.2, 3.4, 3.6	25, 26, 30
6. Provide, under the direct supervision of a pharmacist, medication counseling to patients or caregivers regarding self-care, prescription and non-prescription therapies	1D, 4A	2.1, 2.3, 3.2, 3.6	15, 24, 25, 31, 32, 35

Course Schedule

Focused IPPE I Community Experience		
Topic	Time Required	Assignments and Workbook Activities
Focused training in all aspects of community pharmacy operations	On campus students will complete a two-week focused experience either between January 1 st through 13 th or January 15 th through 27 th . Distance pathway students will complete 80 hours between January 1 st through 27 th , 2024.	<ul style="list-style-type: none"> - Part I of IPPE I Community Workbook (Due Monday following assigned dates or January 29th at 11:59 PM (ET) whichever is sooner.) - IPPE I Community: Preceptor Midpoint Evaluation of Student - IPPE I Community: Student Midpoint Self Evaluation

Week	Longitudinal	
	IPPE Topic Focus	Due Date
Week 1 (Jan 29-Feb 4)	<p>Patient Interview – Health Literacy - Course Outcome 3, 5</p> <p>Goal: Interview a patient to assess their health literacy with a screening tool, reflecting on the role of community pharmacists in addressing health literacy concerns in patient care.</p>	2.5 by 11:59 PM (ET)
Week 2 (Feb 5-Feb 11)	<p>OTC Cough and Cold Product Focus and Pharmacist Counseling Shadow Course Outcome 4</p> <p>Goal: Become aware of available over-the-counter (OTC) medications commonly used to treat cough and cold symptoms, and to witness the consultation provided by a licensed pharmacist. This exercise will help you develop skills that you can apply routinely when patients request assistance with OTC medications.</p>	2.12 by 11:59 PM (ET)
Week 3 (Feb 12-Feb 18)	<p>Patient Counseling on OTC – Supervised by Pharmacist (Cough and Cold) Course Outcome 2, 5, 6</p> <p>Goal: Practice counseling on an OTC medication commonly used to treat cough and cold symptoms. Your preceptor will supervise your counseling session, assess your technique and provide feedback.</p>	2.19 by 11:59 PM (ET)
Week 4 (Feb 19-Feb 25)	<p>Patient Counseling (Smoking Cessation) Course Outcome 2, 5, 6</p> <p>Goal: Review available prescription and nonprescription smoking cessation products, and accurately counsel a patient about smoking cessation, including appropriate use, possible adverse effects, and titration off medication.</p>	2.26 by 11:59 PM (ET)
Week 5 (Feb 26-Mar 3)	<p>OTC Constipation and Diarrhea Treatments - Course Outcome 1</p> <p>Goal: Identify available OTC medications commonly used to treat constipation and diarrhea. This exercise will help you develop skills that you can apply routinely when patients request assistance with OTC medications.</p>	3.4 by 11:59 PM (ET)
Week 6 (Mar 4-Mar 10)	<p>Patient Interview- Medication History - Course Outcome 2, 5</p> <p>Goal: Apply effective communication techniques to a patient interview, acquiring a thorough medication history.</p>	3.11 by 11:59 PM (ET)
Week 7 (Mar 11-Mar 17)	<p>Patient Immunization Review - Course Outcome 1, 2, 5, 6</p> <p>Goal: Conduct a full patient immunization review and provide recommendations with rationale for immunizations</p>	3.18 by 11:59 PM (ET)

	the patient should receive.	
Week 8 (Mar 18-Mar 22)	No Attendance to IPPE Site (March 18th-22nd)	
Week 9 (Mar 25-Mar 31)	Difficult Situations - Course Outcome 1, 3 Goal: Review examples of difficult situations with your preceptor to determine the best means to address conflict within a community pharmacy setting.	4.1 by 11:59 PM (ET)
Week 10 (Apr 1-Apr 7)	Oral/Ophthalmic/Otic Health - Course Outcome 4 Goal: Review the role of oral care in overall patient health.	4.8 by 11:59 PM (ET)
Week 11 (Apr 8-Apr 14)	Medication Safety - Course Outcome 1, 3 Goal: Apply principles of medication safety to a patient care setting.	4.15 by 11:59 PM (ET)
Week 12 (Apr 15-Apr 21)	Drug Diversion - Course Outcome 1, 4 Goal: Apply principles of drug diversion prevention to a patient care setting.	4.22 by 11:59 PM (ET)
Week 13 (Apr 22-Apr 28)	OTC Heartburn and Nausea/Vomiting Treatments Course Outcome 1 Goal: Identify available OTC medications commonly used to treat heartburn and nausea/vomiting. This exercise will help you develop skills that you can apply routinely when patients request assistance with OTC medications.	4.29 by 11:59 PM (ET)
Week 14 (Apr 29-May 5)	Review Article Summary About a Disease - Course Outcome 1, 2, 5 Goal: Practice searching for articles using PubMed® and to improve skills in interpreting and condensing scientific information. Through this exercise, students will demonstrate skills developed in Drug Information.	5.6 by 11:59 PM (ET)
Week 15 (May 6-May 12)	Home Diagnostics - Course Outcome 4 <i>Additional Topic – Interprofessional Education</i> Goal: Review the many different home diagnostic devices available for pregnancy testing, and to identify other diagnostic tests and familiarize yourself with their role in treatment. Goal: Explore interprofessional opportunities and barriers in the community pharmacy setting.	5.13 by 11:59 PM (ET)

Description of Teaching/Learning Methods

This course combines weekly assignments corresponding to the longitudinal experience with an experiential on-site practice component. The practice component is comprised of a focused experiential education (80 hours) at a community pharmacy followed by a four hour weekly longitudinal practice at the same site during the spring semester (total: 136 hours). You will actively participate with the community pharmacy team as well as complete targeted assignments designed to maximize learning and achieve the basic course ability-based outcomes.

Attendance, Assessment and Grading

This course is a Pass/No Pass course. You must achieve a minimum of 80% overall grade in the course to attain a Pass. Students who fail to achieve an 80% overall grade in the course will be required to conduct a remedial experience at a community pharmacy site in June. (See Canvas course for due dates related to workbook part II weekly assignments).

Assessment	Point Value (%)
Workbook Part I	300 (30%)
IPPE I Community: Preceptor Midpoint Evaluation of Student	100 (10%)
Workbook Part II (weekly)	300 (30%)
Preceptor Final Evaluation of student	300 (30%)
Total	1000 (100%)

The Workbook (60% of final grade)

The workbook is divided into two parts

- **Part I (30%)** is to be completed during the January focused experience. The workbook will be available electronically and **must be fully submitted, in Canvas, by the Monday following completion of your focused rotation.** Failure to do so will result in a 25% loss of grade for every day the workbook is late.
- **Part II (30%)** is broken into weekly assignments that reflect the topic of the week. Each assignment **must be completed and submitted in Canvas according to the due dates posted.** Failure to do so will result in loss of grade for that assignment.

Late Assignments

If you anticipate being unable to complete an assignment on time, and there is an extenuating circumstance, please contact the course coordinator **at least two days prior to the due date** to discuss the situation. Late assignments will be handled at the discretion of the course coordinator and **may result in the loss all points**.

Part of being a professional is completing projects well ahead of the final deadline. Occasionally, there are errors in Canvas that disrupt submission of assignments; therefore, you should prevent late assignments by **attempting to submit at least one hour prior to the final due date**. If you are unable to upload an assignment to Canvas, immediately email that assignment to SJChampion@manchester.edu. **The score for any materials received after the official due date and time listed in the syllabus for reasons related to Canvas failure may result in the loss of all points.** If you are having issues uploading an assignment, you can always email it to me directly.

Congratulations for reading to this point in the syllabus. Please send me (SJChampion@manchester.edu) a picture of your favorite animal and two sentences as to why you like this creature so much. This may result in one bonus point.

Midterm Preceptor Evaluation (10% of final grade)

At the completion of your focused experience you will complete an *IPPE I Community: Student Self Evaluation, Midpoint* and the preceptor will separately complete an *IPPE I Community: Preceptor Evaluation of Student, Midpoint*. These evaluations contain the same questions. You are to meet with your preceptor and discuss your evaluation. Compare your self-evaluation with the preceptor's to identify areas for improvement.

Final Preceptor Evaluation (30% of final grade)

At the completion of your longitudinal experience, the preceptor will complete the *IPPE I Community: Preceptor Evaluation of Student, Final* on your performance while at their site. The final evaluation should focus on improvement in areas identified in the midterm evaluation to reflect your progression in the learning process.

Attendance and Hours

Attendance is a grading criterion as well as a requirement for certification of experiential hours to your respective state Board of Pharmacy. Experiential hours are to be granted only for time spent at the experiential site or for assignments/projects scheduled by the preceptor and are **not** awarded for travel to and from the site, study time, or class time. You are required to contact your preceptor **at least two weeks** prior to the start of the rotation to determine the time and place to report. You are expected to be punctual and adhere to the rotation schedule agreed upon with the preceptor and must check-in and check-out with your preceptor, or an identified designee, every experiential day.

You must complete all hours assigned to you at your practice site as scheduled. In the event that you are unable to complete a certain number of hours as scheduled you must work with your preceptor on identifying a suitable time to remedy those hours. You must notify the Office of Experiential Education of the hours missed and your plan of action.

Rotation Policies

Please refer to the Pharmacy Practice Experience Rotations Manual for a complete discussion of policies that pertain to your IPPE I Community rotation.

Professional Appearance

You will be recognized by professionals and patients as representatives of the Manchester University College of Pharmacy and the profession of pharmacy at the practice site. Therefore, each student MUST conform to the following dress code in addition to any dress codes required by the practice site:

- Student pharmacists must maintain good hygiene, wear a bright, clean and freshly ironed white coat, and wear a Manchester University student nametag. White coats and nametags will be worn for all rotation activities. If the rotation site requires its own nametag, students will be expected to wear both nametags unless otherwise instructed by the Office of Experiential Education or the preceptor at the site.
- Student pharmacists must refrain from wearing perfume, cologne or strong-smelling creams and lotions while at the practice site. This includes essential oils.
- Appropriate student pharmacist attire includes: skirts, dresses, or dress slacks worn with a blouse or collared shirt.
- Jeans, capris, shorts, mini-skirts, T-shirts, jogging suits, leggings, revealing clothing (such as low-cut, sheer, or see-through materials), hats, caps, etc., are not allowed. This policy item does not apply to head coverings considered as a part of religious or cultural dress.
- Open toed shoes are not permitted.
- Specific sites may vary from this policy. It is expected that the student will adhere to the dress code at that site.

Class Responsibilities

Responsibilities of the Student:

Professionalism

Professionalism is an expectation within a graduate professional degree program and all students will be expected to behave professionally. Violations of these professional expectations that occur in relation to IPPE I practice or workbook assignments will be documented and tracked. **For each unprofessional interaction, a student will receive a 5-point deduction in the course. If a student has 3 unprofessional interactions within a semester, the student will be submitted to the Academic and Professional Conduct Committee as an honor code violation.**

Key behavioral issues include but are not limited to the following: unprofessional communication, inappropriate use of technology (phones, computers, tablets, etc.), tardiness to any session, unprofessional dress, disengagement during IPPE I activities, unexcused absence during IPPE I sessions, and argumentative behavior with faculty, staff, students, and/or preceptors. Many of these behaviors may be shared by the preceptor with the course coordinator and will result in professionalism deductions. Please see the student handbook for further details regarding professional behavior, the Honor Code, and the Academic and Professional Conduct Committee.

Netiquette Guidelines: Netiquette is a set of rules for behaving properly online. Your instructor and fellow students wish to foster a safe online learning environment. All opinions and experiences, no matter how different or controversial they may be perceived, must be respected in the tolerant spirit of academic discourse. You are encouraged to comment, question, or critique an idea but you are not to attack an individual. Working as a community of learners, we can build a polite and respectful course community.

The following netiquette tips will enhance the learning experience for everyone in the course:

- Do not use offensive language. Present ideas appropriately.
- Be cautious in using Internet language. For example, do not capitalize all letters since this suggests shouting.
- Popular emoticons such as 😊 or / can be helpful to convey your tone but do not overdo or overuse them.
- Avoid using vernacular and/or slang language.
- Never make fun of someone's ability to read or write.
- Think and edit before you push the "Send" button.

Constructive Criticism: Abusive language, in person, via email, or through any other forum, directed toward a classmate or instructor will not be tolerated. Such behavior is not in keeping with the expectations for an aspiring professional. Concerns about this course should be discussed with the appropriate faculty member at a mutually agreeable time and place. Each

Timeliness

Students are expected to complete all classwork in a timely fashion, submitting completed assignments prior to assigned due dates. Students should show up to their practice site ready to engage in practice five minutes prior to their scheduled start time. Notification of lateness or absence from a practice site should be communicated both to the preceptor and to the course coordinator prior to the scheduled experience. All required documentation for conducting an experience at a practice site must be completed prior to attending that site.

Responsibilities of the Faculty:

Class Preparation: Faculty teaching this course will prepare all course assignments in advance of their due dates to allow you ample time to complete the activities. Please understand that the assignments in this course are often dependent on content being posted in your didactic courses, which could affect our ability to post assignments.

Response Time Expectations: Course faculty will respond to emails, meeting requests, and voicemails in a reasonable time frame, typically within two - three business days (Monday – Friday, 8:00 AM ET – 5:00 PM ET) of receipt. For example, if you send an email at 11:00 PM ET on Tuesday night, the faculty will attempt to respond to it during the day on Thursday or Friday. If you send an email at 6:00 PM ET on Friday evening, the faculty will respond to it during the day on the following Tuesday or Wednesday.

Availability: All faculty members will hold regularly scheduled office hours as listed in this syllabus. Changes to office hours will be posted as an announcement in Canvas. Use your Outlook Calendar to request meetings with your course faculty during normal business hours at a time that is mutually conducive to both parties.

- Appointments outside of normal business hours are at the discretion of the faculty.

- Students are encouraged to use all class resources including the weekly discussion boards in Canvas, open faculty office hours, etc., for content-related questions.

Professionalism: Faculty will act professionally and treat all students with respect. This includes notifying students in advance of changes to syllabus involving assignment due dates. In addition, not only will faculty be open to your authentic inquiries, but we encourage you to come to us with any questions or concerns.

Course Evaluation

The College of Pharmacy and Health Sciences depends on feedback from all students to improve the educational experience and to meet the requirements for our accreditation. Students' professional, constructive feedback of faculty will help us make adjustments to teaching styles and course content to better suit student needs. Student confidentiality to course faculty will be assured; however, the assistant/associate dean for academic affairs & assessment has access to student authorship if necessary. Students who make inappropriate comments that contain intimidating, threatening, unprofessional, and/or abusive language will be identified and may be referred to the Academic and Professional Conduct Committee. All students are required to complete assigned course and instructor evaluations; course and instructor evaluations are available during the last seven days of instruction of a course. Students will be notified via e-mail when course and instructor evaluations become available.

Academic Integrity

It is the goal of the Manchester University Pharmacy Program to uphold the highest levels of academic honesty and integrity. The Pharmacy Program has a firm policy concerning academic dishonesty that includes, but is not limited to, cheating on exams or quizzes; submitting another's work as your own, in whole or in part; unauthorized collaboration; failing to correctly cite all sources; and falsifying documentation including fabrication of sources. Fabrication of sources includes insufficient, inaccurate, or manufactured citations for materials that cannot be traced back to any source. Fabrication of sources is often an indication that AI was used to generate the material. All written and oral assignments must be your original work and may not be submitted concurrently with another class without specific written permission of both instructors. Using AI for some portion of an assignment may be acceptable as directed by the instructor within a specific assignment. However, material submitted as your own which was created using AI that is not properly cited constitutes plagiarism.

Students are expected to demonstrate academic honesty in all coursework, whether completed in-class or not, individually or as part of a group project. All students are expected to be familiar with the Program's policies on Academic Integrity and the Student Honor Code, which are found in the current Student Handbook and the Professional Programs Bulletin.

Plagiarism is the presentation of information (either written or oral) as one's own when some or all of the information was derived from some other source. Specific types of plagiarism encountered in written and oral assignments include the following:

- Sources have been properly identified, but excerpts have been quoted without proper use of quotation marks; or the material has been slightly modified or rephrased rather than restated in the student's own words.
- Key ideas or items of information derived from specific sources that present material that is not common knowledge have been presented without proper identification of the source or sources.
- Unidentified excerpts from other sources have been woven into the student's own presentation.
- A paper or speech may be a mosaic of excerpts from several sources and presented as the student's own.
- An entire paper or speech has been obtained from some other source and presented as the student's own.
- Texts in another language are translated into English and presented as the student's own.

Cheating consists of any unpermitted use of notes, texts or other sources so as to give an unfair advantage to a student in completing a class assignment or an examination. Intentionally aiding another student engaged in academic dishonesty is also considered cheating. Please see the Student Handbook for more examples.

Violations of academic integrity may result in academic sanctions, including failure of an assignment, course failure, or disqualification from the College.

Student Disability and Reasonable Accommodation Policy

Manchester University, in compliance with federal guidelines, is committed to assuring students with disabilities equal access to programs and activities that are provided to students without disabilities. Any student who feels she or he may need an accommodation based on the impact of a disability should contact support services for students with disabilities, to establish eligibility and to coordinate reasonable accommodations. It is the student's responsibility to self-disclose the disability. Online students will need to contact the Disability Support Office by phone 260.982.5499 or email (mlmiller02@manchester.edu) to discuss their needs and establish a means of providing required documentation. Students whose accommodation requests are approved will be provided with confidential letters which verify the nature of the student's disability and document the need for auxiliary aids and services and/or academic adjustments/ accommodations. Students must send these letters to each course's faculty before accommodations will be provided in the course.

Students are encouraged to contact each professor early in the semester to discuss the academic implications of the disability as they relate to the specific course and to request appropriate accommodations.

Medical Emergency

Students should speak to the instructor immediately if they have a disability, chronic condition, or a temporary injury that may limit or affect their ability to participate/engage in the course.

Title IX Student Conduct Reporting Requirement

While students should feel comfortable approaching the professor with issues they may be struggling with or concerns they may be having, students should be aware that faculty members have some reporting requirements that are part of their job duties at Manchester University.

For example, if a student informs a faculty member of an issue of sexual harassment, sexual assault, or discrimination, the faculty member will keep the information as private as possible, but the faculty member is required to bring it to the attention of the institution's Title IX Coordinator (via [Report It](#)) or the Human Resources office (260.982.5038). Additionally, students can report incidents or complaints to Campus Safety (in Fort Wayne: 260.266.1800). Students can also obtain support from the University Counseling Services (260.982.5306).

Finally, students should know that if, for some reason, the interaction between a student and faculty member involves a disruptive behavior or potential violation of policy, the faculty member will inform the appropriate student experience staff, even when the student and faculty member may have reached an informal resolution to the incident. The purpose of this is to keep University leaders apprised of any behaviors and what was done to resolve them.

CAMPUS RESOURCES

SERVICE AND WEBSITE	PHONE NUMBER	EMAIL ADDRESS
Help Desk	260.982.5454	helpdesk@manchester.edu
Student Life Fort Wayne		StudentLifeFW@manchester.edu
Academic Affairs Fort Wayne		oaafw@manchester.edu
Student Success Center	260.982.5888	successcenter@manchester.edu
Counseling Services	260.982.5306	fwcounselingservices@manchester.edu
Library	260.982.5363	librarians@manchester.edu
Campus Store	260.982.5275	campusstore@manchester.edu
Student Financial Services	260.982.5066	sfs@manchester.edu
Career Services	260.982.5242	careerdevelopment@manchester.edu

Issues not addressed here or in other official course documents will be resolved at the discretion of the course coordinator.