

University of Hawaii Maui College PHRM 192V - Work Practicum

1. **Course Alpha.** Please click on the ? to the right for help.

PHRM

2. **Course Number.** Please click on the ? to the right for help.

192V

3. **Course Title/Catalog Title.** Please click on the ? to the right for help.

Work Practicum

4. **Number of Credits.** Please click on the ? to the right for help.

1-3

5. **Contact Hours/Type.** Please click on the ? to the right for help.

- Hour other; explain (Variable)

1 hour lecture, 1.5 hour practicum per credit

6. **Course Description.** Please click on the ? to the right for help.

Builds clinical skills as a Pharmacy Technician and prepares students for the national Pharmacy Technician Certification Examination. Provides students a hands-on work experience in a retail community pharmacy or institutional/hospital pharmacy under the supervision of a licensed Pharmacist preceptor. Also provides an opportunity to discuss and critique work experience in the pharmacy while completing a directed study program designed to assist students in preparing for the certification exam under the direction of a Certified Pharmacy Technician (Instructor).

7. **Pre-Requisites.** Please click on the ? to the right for help.

PHRM 106, 107, and 109 all with grade C or better, or consent.

8. **Co-requisites.**

9. **Recommended Preparation.**

10. **Is this a cross-listed course?** Please click on the ? to the right for help.

NO

11. **Reason for Proposal.** Why is this course being proposed or modified? This question requires specific information as part of the explanation. Please click on the ? to the right for help.

This course has previously been offered as Pharm Tech 151v and is part of the recently revised Pharmacy Technician Certificate of Completion Program.

12. **Effective Semester and Year.** For new or modified courses, the effective year is one year from the semester proposed. For example, if proposed in Spring 2012, the effective semester is Spring 2013. Please click on the ? to the right for help.

Spring 2015

13. **Grading Method.** What grading methods may be used for this course? Please click on the ? to the right for help.

- Credit/NC grade only/No Audit (0)

14. **Is this course repeatable for credit?** How often can this course be counted toward a degree or certificate? Please click on the ? to the right for help.

NO

15. **Course Student Learning Outcomes (SLOs).** DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "COURSE LEARNING OUTCOMES" and enter in that screen. Please click on the ? to the right for help.

Course SLO/Competency	Demonstrate professionalism: Wear attire in compliance with employer's dress code; Adhere to scheduled work hours and employer's standards of timeliness; Follow	Demonstrate patient/customer service: Communicate clearly with all customers; Use correct medical terminology; Tailor written and verbal communications by adapting style and	Demonstrate patient safety: Adhere to all safety standards related to handling and storing of drugs; Demonstrate aseptic technique when working with sterile products; Recognize which drugs require special storage conditions; Recognize hazardous medications and apply appropriate safety techniques; Utilize and interpret pharmaceutical	Demonstrate patient advocacy: Utilize assessment, analysis, and decision-making skills to recognize errors or issues related to medications or prescriptions, and seek an intervention from the pharmacist-on-duty or other	Demonstrate adherence to ethical and legal protocols: Adhere to HIPAA and all other federal, state and employer protocols which protect patient rights and privacy; Appropriately maintain patient profile information; Follow all protocols for record-
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	<p>employer's operational processes and procedures; Treat customers, co-workers and employers with respect and courtesy; Work in a collaborative manner with all team members; Maintain required job-related certifications and registration</p>	<p>appropriate level of information provided based on customer i.e. patients, family members, health professionals, or co-workers; Follow proper phone and written etiquette/protocols including acknowledging and greeting customers at point of service, speaking slowly and clearly, and identifying yourself; Apply appropriate interview techniques including utilization of open-ended questions to gather information needed to assist customer; Manage customer interactions with tact and diplomacy; Use appropriate tone of voice when conveying sensitive information; Ensure customer issues are resolved by the appropriate person and to the customer's satisfaction</p>	<p>terminology, abbreviations, and symbols; Accurately prepare prescriptions; Ensure patients receive correct medication; Accurately interpret prescription; Precisely perform calculations/conversions; Accurately prepare medication in appropriate packaging for pharmacist to perform final check; Correctly use pharmaceutical tools including various measuring devices, mortar and pestle; Re-check prescription for accuracy before handing to customer; Participate in medication error reduction processes such as tech-check-tech, comparing NDC numbers, or similar protocols</p>	<p>appropriate personnel; Collaborate with others, including health care professionals and medical insurers, within the scope of their duties to ensure customers receive needed medication; Analyze and resolve basic insurance problems</p>	<p>keeping, i.e., prescription filing; Follow all protocols for documentation and reporting of errors; Follow all protocols for a drug recall; Follow all protocols for proper handling, storage and inventory of controlled substances; Recognize legal prescriptions prescribed by valid health care professionals and follow appropriate protocols for filling them; Recognize and appropriately handle and fill prescriptions for controlled substances; Appropriately handle requests for behind-the-counter drugs; Recognize duties that are above a technician's responsibilities and hand them off to the pharmacist on duty or other appropriate personnel</p>
<p>Complete a successful internship at a local retail community pharmacy or institutional hospital pharmacy under the supervision of a licensed pharmacist.</p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>
<p>Demonstrate an understanding of the general areas of competencies covered on the PTCB national certification exam including the ability to perform mathematical calculations appropriate to a retail and/or hospital pharmacy environment.</p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>
<p>Explain the general areas of competencies covered on the PTCB national certification exam.</p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>
<p>Participate in a directed study program to evaluate specific areas of competency in order to identify areas of independent study.</p>	<p><input checked="" type="checkbox"/></p>				

Course SLO

Complete a successful internship at a local retail community pharmacy or institutional hospital pharmacy under the supervision of a licensed pharmacist.
Demonstrate an understanding of the general areas of competencies covered on the PTCB national certification exam including the ability to perform mathematical calculations appropriate to a retail and/or hospital pharmacy environment.
Explain the general areas of competencies covered on the PTCB national certification exam.
Participate in a directed study program to evaluate specific areas of competency in order to identify areas of independent study.

16. Course Competencies. DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "COURSE COMPETENCIES/ISSUES/SKILLS" and enter text in that screen. Course competencies are smaller, simpler tasks that connect to and facilitate the SLOs.

Competency
Demonstrate professionalism: Wear attire in compliance with employer's dress code; Adhere to scheduled work hours and employer's standards of timeliness; Follow employer's operational processes and procedures; Treat customers, co-workers and employers with respect and courtesy; Work in a collaborative manner with all team members; Maintain required job-related certifications and registration
Demonstrate patient/customer service: Communicate clearly with all customers; Use correct medical terminology; Tailor written and verbal communications by adapting style and appropriate level of information provided based on customer i.e. patients, family members, health professionals, or co-workers; Follow proper phone and written etiquette/protocols including acknowledging and greeting customers at point of service, speaking slowly and clearly, and identifying yourself; Apply appropriate interview techniques including utilization of open-ended questions to gather information needed to assist customer; Manage customer interactions with tact and diplomacy; Use appropriate tone of voice when conveying sensitive information; Ensure customer issues are resolved by the appropriate person and to the customer's satisfaction
Demonstrate patient safety: Adhere to all safety standards related to handling and storing of drugs; Demonstrate aseptic technique when working with sterile products; Recognize which drugs require special storage conditions; Recognize hazardous medications and apply appropriate safety techniques; Utilize and interpret pharmaceutical terminology, abbreviations, and symbols; Accurately prepare prescriptions; Ensure patients receive correct medication; Accurately interpret prescription; Precisely perform calculations/conversions; Accurately count, pour, and otherwise prepare medication in appropriate packaging for pharmacist to perform final check; Correctly use pharmaceutical tools including various measuring devices, mortar and pestle; Re-check prescription for accuracy before handing to customer; Participate in medication error reduction processes such as tech-check-tech, comparing NDC numbers, or similar protocols
Demonstrate patient advocacy: Utilize assessment, analysis, and decision-making skills to recognize errors or issues related to medications or prescriptions, and seek an intervention from the pharmacist-on-duty or other appropriate personnel; Collaborate with others, including health care professionals and medical insurers, within the scope of their duties to ensure customers receive needed medication; Analyze and resolve basic insurance problems
Demonstrate adherence to ethical and legal protocols: Adhere to HIPAA and all other federal, state and employer protocols which protect patient rights and privacy; Appropriately maintain patient profile information; Follow all protocols for record-keeping, i.e., prescription filing; Follow all protocols for documentation and reporting of errors; Follow all protocols for a drug recall; Follow all protocols for proper handling, storage and inventory of controlled substances; Recognize legal prescriptions prescribed by valid health care professionals and follow appropriate protocols for filling them; Recognize and appropriately handle and fill prescriptions for controlled substances; Appropriately handle requests for behind-the-counter drugs; Recognize duties that are above a technician's responsibilities and hand them off to the pharmacist on duty or other appropriate personnel

17. Recommended Course Content and Timeline. The course content facilitates the course competencies. Course content may be organized by weeks, units, topics or the like.

- Week 1: Introduction; review syllabus, expectations; competency profile for Pharmacy Technicians; select pharmacy locations
- Weeks 2-3: Assist the Pharmacist in serving patients.
- Week 4: Maintaining medication and inventory control systems.
- Week 5: Participating in the administration and management of pharmacy practice.

18. Program Learning Outcomes. DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "PLOs" and enter text in that screen. Program Student Learning Outcomes (PLOs) supported by this course. If you are not a "program" use the Liberal Arts PLOs, view them by clicking on ? icon to the right.

19. College-wide Academic Student Learning Outcomes (CASLOs). FIRST, fill out the CASLO grid located in the UHMC tab above. Click on the HELP icon for tips on determining support for the CASLOs and indicate your choices below by clicking on the box in front of each supported CASLO. NOTE: Our campus does not use the Preparatory Level, Level 1 and Level 2 designations in the chart below.

<input type="checkbox"/>	Creativity - Able to express originality through a variety of forms.
<input type="checkbox"/>	Critical Thinking - Apply critical thinking skills to effectively address the challenges and solve problems.
<input type="checkbox"/>	Information Retrieval and Technology - Access, evaluate, and utilize information effectively, ethically, and responsibly.
<input checked="" type="checkbox"/>	Oral Communication - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes. <input checked="" type="checkbox"/> Preparatory Level
<input checked="" type="checkbox"/>	Quantitative Reasoning - Synthesize and articulate information using appropriate mathematical methods to solve

problems or quantitative reasoning accurately and appropriately.

Preparatory Level

Written Communication - Write effectively to convey ideas that meet the needs of specific audiences and purposes.

GenED SLO

Oral Communication - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.

Quantitative Reasoning - Synthesize and articulate information using appropriate mathematical methods to solve problems of quantitative reasoning accurately and appropriately.

20. **Linking.** CLICK ON CHAIN LINK ICON IN UPPER RIGHT HAND CORNER TO BEGIN LINKING. Please click on the ? to the right for help.

21. **Method(s) of delivery appropriate for this course.** Please click on the ? to the right for help.

- Classroom/Lab (0)
- Hybrid (0)

22. **Text and Materials, Reference Materials, and Auxiliary Materials.** Please click on the ? to the right for help.

Mosby's Review for the Pharmacy Technician Certification Exam, current edition

23. **Maximum enrollment.** Please click on the ? to the right for help.

10 (due to limited pharmacies willing to serve as preceptors)

24. **Particular room type requirement. Is this course restricted to particular room type?** Please click on the ? to the right for help.

NO

25. **Special scheduling considerations. Are there special scheduling considerations for this course?** Please click on the ? to the right for help.

NO

26. **Are special or additional resources needed for this course?** Please click on the ? to the right for help.

no

27. **Does this course require special fees to be paid for by students?** Please click on the ? to the right for help.

NO

28. **Does this course change the number of required credit hours in a degree or certificate?** Please click on the ? to the right for help.

no

29. **Course designation(s) for the Liberal Arts A.A. degree and/or for the college's other associate degrees.** Please click on the ? to the right for help.

Degree	Program	Category
Associate in Arts:	Liberal Arts	LE - Elective
AS:		
AAS:		
BAS:		
Developmental/ Remedial:		

30. **Course designation(s) for other colleges in the UH system.**

none

31. **Indicate the year and page # of UHMC catalog referred to. For new or modified courses, please indicate the catalog pages that need to be modified and provide a sheet outlining those changes.**

2013-2014

p. 128 (add course listing)

p. 136 (add course listing)
 p. 152 (change from 151V to 151 and credits from 3 to 2) in program map

32. College-wide Academic Student Learner Outcomes (CASLOs). Please click on the HELP icon for more information.

Standard 1 - Written Communication Write effectively to convey ideas that meet the needs of specific audiences and purposes.		
Outcome 1.1 - Use writing to discover and articulate ideas.		2
Outcome 1.2 - Identify and analyze the audience and purpose for any intended communication.		1
Outcome 1.3 - Choose language, style, and organization appropriate to particular purposes and audiences.		1
Outcome 1.4 - Gather information and document sources appropriately.		1
Outcome 1.5 - Express a main idea as a thesis, hypothesis, or other appropriate statement.		0
Outcome 1.6 - Develop a main idea clearly and concisely with appropriate content.		0
Outcome 1.7 - Demonstrate a mastery of the conventions of writing, including grammar, spelling, and mechanics.		1
Outcome 1.8 - Demonstrate proficiency in revision and editing.		0
Outcome 1.9 - Develop a personal voice in written communication.		0
Standard 2 - Quantitative Reasoning Synthesize and articulate information using appropriate mathematical methods to solve problems of quantitative reasoning accurately and appropriately.		
Outcome 2.1 - Apply numeric, graphic, and symbolic skills and other forms of quantitative reasoning accurately and appropriately.		3
Outcome 2.2 - Demonstrate mastery of mathematical concepts, skills, and applications, using technology when appropriate.		3
Outcome 2.3 - Communicate clearly and concisely the methods and results of quantitative problem solving.		2
Outcome 2.4 - Formulate and test hypotheses using numerical experimentation.		0
Outcome 2.5 - Define quantitative issues and problems, gather relevant information, analyze that information, and present results.		2
Outcome 2.6 - Assess the validity of statistical conclusions.		0
Standard 3 - Information Retrieval and Technology. Access, evaluate, and utilize information effectively, ethically, and responsibly.		
Outcome 3.1 - Use print and electronic information technology ethically and responsibly.		2
Outcome 3.2 - Demonstrate knowledge of basic vocabulary, concepts, and operations of information retrieval and technology.		2
Outcome 3.3 - Recognize, identify, and define an information need.		0
Outcome 3.4 - Access and retrieve information through print and electronic media, evaluating the accuracy and authenticity of that information.		1
Outcome 3.5 - Create, manage, organize, and communicate information through electronic media.		1
Outcome 3.6 - Recognize changing technologies and make informed choices about their appropriateness and use.		0
Standard 4 - Oral Communication Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.		
Outcome 4.1 - Identify and analyze the audience and purpose of any intended communication.		2
Outcome 4.2 - Gather, evaluate, select, and organize information for the communication.		3
Outcome 4.3 - Use language, techniques, and strategies appropriate to the audience and occasion.		3

Outcome 4.4 - Speak clearly and confidently, using the voice, volume, tone, and articulation appropriate to the audience and occasion.	5
Outcome 4.5 - Summarize, analyze, and evaluate oral communications and ask coherent questions as needed.	2
Outcome 4.6 - Use competent oral expression to initiate and sustain discussions.	2
Standard 5 - Critical Thinking Apply critical thinking skills to effectively address the challenges and solve problems.	
Outcome 5.1 - Identify and state problems, issues, arguments, and questions contained in a body of information.	1
Outcome 5.2 - Identify and analyze assumptions and underlying points of view relating to an issue or problem.	2
Outcome 5.3 - Formulate research questions that require descriptive and explanatory analyses.	0
Outcome 5.4 - Recognize and understand multiple modes of inquiry, including investigative methods based on observation and analysis.	0
Outcome 5.5 - Evaluate a problem, distinguishing between relevant and irrelevant facts, opinions, assumptions, issues, values, and biases through the use of appropriate evidence.	1
Outcome 5.6 - Apply problem-solving techniques and skills, including the rules of logic and logical sequence.	1
Outcome 5.7 - Synthesize information from various sources, drawing appropriate conclusions.	1
Outcome 5.8 - Communicate clearly and concisely the methods and results of logical reasoning.	0
Outcome 5.9 - Reflect upon and evaluate their thought processes, value system, and world views in comparison to those of others.	0
Standard 6 - Creativity Able to express originality through a variety of forms.	
Outcome 6.1: Generate responses to problems and challenges through intuition and non-linear thinking.	0
Outcome 6.2: Explore diverse approaches to solving a problem or addressing a challenge.	0
Outcome 6.3: Sustain engagement in activities without a preconceived purpose.	0
Outcome 6.4: Apply creative principles to discover and express new ideas.	0
Outcome 6.5: Demonstrate the ability to trust and follow one's instincts in the absence of external direction	0
Outcome 6.6: Build upon or adapt the ideas of others to create novel expressions or new solutions.	0

33. Additional Information

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