Pharmacy, School of Medicine
Faculty of Health

CSA102
Pharmacy in Health Care

Semester 2 - 2014
Unit Outline

Dr Mackenzie Williams

CRICOS Provider Code: 00586B
Contact details

Unit coordinator/lecturer

Unit coordinator/lecturer: Dr Mackenzie Williams
Campus: Sandy Bay
Email:
Phone:
Fax:
Room number 4006 (Pharmacy building)
Consultation hours: Monday to Friday 9:00am to 5:00pm by appointment. Please email to arrange.

Other teaching staff

Lecturer: Dr Juanita Westbury
Campus: Sandy Bay
Email:
Phone:
Room number 4012 (Pharmacy building)
Consultation hours: By appointment.

School Office

Administration Officer: Jackie O’Brien
Campus: Sandy Bay
Email:
Office Receptionist: Jack Voutnis
Email:
Phone:
Fax:
Room number Reception, Level 2 Pharmacy Building
Sandy Bay Campus
Reception hours: Mon-Fri 9.00am – 5.00pm
Contents

Unit description 4
Intended learning outcomes 4
Generic graduate attributes 4
Alterations to the unit 5
Prior knowledge &/or skills 5
Learning expectations and teaching strategies/approaches 5
Learning resources and communication 5
Details of teaching arrangements 6
Specific attendance/performance requirements 7
Assessment 8
Submission of assignments/essay 9
How your final result is determined 9
Requests for extensions or deferred assessments 9
Penalties 10
Review of results and appeals 10
Academic referencing 11
Academic misconduct 11
Further information and assistance 12
Unit schedule 12
Unit description

This lecture series continues to introduce students to the profession of pharmacy. After this unit, students will appreciate the psychosocial aspects of health care and apply basic communication skills in health care consultations; as well describe the use of some common over the counter medications. There will also be a series of workshops on cultural competence, suicide prevention and indigenous health.

CSA102 unit weight: 12.5%

CSA102 teaching pattern: 2-3 x 1hr lectures per week, 1x 1hr tutorial per fortnight, and a series of workshops on cultural competence, the CORES program and indigenous health.

Intended learning outcomes

On completion of this unit, you should be able to:

1. Appreciate the psychosocial aspects of health care
2. Describe and start to apply the essential elements of effective health care communication
3. Demonstrate intercultural awareness, understand the impact of past events on Aboriginal people in Tasmania today and attend a workshop aimed at suicide prevention
4. Demonstrate a basic knowledge of Australian ‘Pharmacy-only medicines’ (Schedule 2)

Generic graduate attributes

The University has defined a set of generic graduate attributes (GGAs) that can be expected of all graduates (see http://www.utas.edu.au/__data/assets/pdf_file/0003/214662/Generic-Attributes-of-Graduates.pdf).

By undertaking this unit you should make progress in attaining the following attributes:

Knowledge: Graduates will have an in-depth knowledge in pharmacotherapeutics and the ability to apply that knowledge appropriate to the profession of pharmacy. They will be prepared for life-long learning in pursuit of personal and professional development.

Communication skills: Graduates will be able to communicate effectively across a range of contexts and demonstrate oral, written and graphical communication skills. They will have developed competencies in the utilisation of professional language and terminologies relevant to pharmacotherapeutics, and the medium or form of communication appropriate for a given situation.

Problem-solving skills: Graduates will be effective problem-solvers, capable of applying logical, critical and creative thinking to a range of problems. They will have developed competencies in information literacy, i.e. the capability to find, acquire, evaluate, manage and use relevant information in a range of media including textbooks, journal articles, scientific reviews and internet.

Global perspective: Graduates will be able to demonstrate a global perspective and intercultural competence in their professional lives, including an awareness of the local and global context of their discipline or professional area and ability to function in a multicultural or global context.

Social responsibility: Graduates will act ethically, with integrity and social responsibility.
Alterations to the unit

The content of this unit has been slightly modified from 2013, as a new unit coordinator and lecturer will be delivering the unit.

Prior knowledge &/or skills

Students will need to have completed the requirements for entrance into the University of Tasmania’s Bachelor of Pharmacy Degree, or have demonstrated to the University that you have completed similar requirements at another institution.

Learning expectations and teaching strategies/approaches

Expectations

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University’s Code of Conduct for Teaching and Learning states:

*Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.*

Teaching and learning strategies

The following learning strategies may assist students to successfully complete CSA102:

- Read a range of pharmacy-related publications, including publications from the National Prescribing Service; online publications such as the *AusPharm* and Pharmacy Self-Care; and journals such as the *Australian Prescriber*, *Australian Journal of Pharmacy*, *Australian Pharmacist*, and *Journal of Pharmacy Practice and Research*

- Consider joining the Society of Hospital Pharmacists of Australia (SHPA) and/or the Pharmaceutical Society of Australia (PSA) – both organisations offers heavily discounted student memberships

Learning resources and communication

MyLO

This unit is web dependent, and access to the MyLO online unit is required. As well as attending lectures, tutorials and seminars, and having access to the required and recommended textbooks, you should regularly access the CSA102 MyLO webpage (available at: [http://www.utas.edu.au/mylo/](http://www.utas.edu.au/mylo/)).

The materials on MyLO will be arranged on a week-by-week basis, with links to lectures notes, lecture recordings, and seminar information, additional reading and discussions. Log in to MyLO at: [http://www.utas.edu.au/mylo/](http://www.utas.edu.au/mylo/), and then select CSA 102 Pharmacy in Health Care from the list of units.
Technical requirements for MyLO

For help and information about setting up your own computer and web browser for MyLO, see: http://uconnect.utas.edu.au/

You can access the University network and MyLO via a laptop computer or other mobile device. See: http://uconnect.utas.edu.au/uana.htm

MyLO can be accessed in the Library computers and in computer labs. See: http://www.utas.edu.au/it/computing-distributed-systems/computer-labs-facilities-and-locations

For further technical information and help, contact the UTAS Service Desk on 6226 1818 or at http://www.utas.edu.au/service-desk/

Required texts

Students will need the following texts:


Recommended reading

As provided electronically and during lectures.

Details of teaching arrangements

Please refer to the unit schedule on page 12 for dates and times of teaching arrangements

Lectures

There will be two to three lectures per week (please see attached lecture schedule at the end of this unit outline). Lecture styles will vary between presenters, and printed lecture material (including printed Microsoft Powerpoint slide handouts) may not always be provided. It is the responsibility of students to ensure that a suitable record of delivered material is made (i.e. handwritten lecture notes) as the content of these lectures will be examined in exam. Audio recordings should not be made without the prior consent of the speaker.

Tutorials

One tutorial session will be held weekly from weeks 3 to 8. Then one tutorial session will be conducted fortnightly (1/2 class alternate weeks) starting from week 9 of semester. Information taught in tutorials is also examinable.

Workshops/seminars:

Cultural Competence

The cultural competence project is interdisciplinary in that it is taught in all schools within the Faculty of Health. The project has adopted the broad aim/mission statement for students to develop cultural competence for life-long learning and work in a global society, with the following specific learning objectives:

a. The student identifies AWARENESS of his/her own world view, in the context of other world views
b. The student demonstrates a respectful ATTITUDE towards cultural differences
c. The student demonstrates KNOWLEDGE and ACCEPTANCE of different cultural practices and world views
d. The student uses COMMUNICATION effectively and appropriately to enhance intercultural understanding
The program consists of an online quiz, 5 lectures to be delivered on a Tuesday morning and 4 dedicated half-class tutorial sessions. These tutorials will be delivered on Tuesdays at 10am and 1pm in weeks 3-6. Please refer to your tutorial allocation. **Content is examinable.**

**CORES program**

The CORES (Community response to eliminating suicide) is a community based program which educates members of a local community on how to intervene when they encounter a person they believe may be suicidal. This course is conducted as an intensive full one-day program and is incorporated into the Divisions of Medicine, Pharmacy and Nursing undergraduate courses. CORES is an award winning program at both national and state level in Tasmania, earning strong credentials throughout Australia, educating communities to be proactive in suicide prevention and intervention. **Content is examinable**

*** Note: You will be allocated as Group A or B according to your CSA156 prac grouping.***

**Come Walk with Us**

The ‘Come walk with us’ workshop is a cultural safety program that explores Tasmanian Aboriginal history and culture through re-enactments, interactive discourse and reflection. The program is run by the Riaawunna Centre and the learning objectives of the three-hour program are to:

- Improve understanding of policy impact
- Improve understanding of determinant of health, well-being and identity, and
- Improve knowledge of how to communicate effectively with different aboriginal cultures.

**Content is also examinable.**

**Work Health and Safety (WHS)**

The University is committed to providing a safe and secure teaching and learning environment. In addition to specific requirements of this unit, you should refer to the University’s policy at: [http://www.utas.edu.au/work-health-safety/](http://www.utas.edu.au/work-health-safety/)

**Specific attendance/performance requirements**

The Division of Pharmacy endeavours to provide students with flexible and convenient access to teaching materials. All units taught are supported by MyLO; however core content and skills can only be acquired by in-class attendance. To this end, students need to be responsible for managing their own learning. The Division expects students to attend all timetabled classes in the units in which they are enrolled; students who cannot attend timetabled classes in a unit are unlikely to achieve a pass standard. If illness or other reasons prevent you from attending timetabled classes, you should inform the Division of Pharmacy as soon as possible.

Tutorials and seminars in this unit are compulsory and attendance will be recorded. Contribution to class discussions is expected and will form an important component of these classes. Failure to attend at least 80% of the tutorials in this unit without an appropriate medical certificate and prior consultation with the Unit Coordinator could result in ineligibility to sit the examination for this unit. Please note that seminars and workshops cannot be changed unless there are sufficient grounds for rescheduling. Work commitments, for example, will not be considered as an appropriate reason for non-attendance.
Assessment

Assessment schedule

<table>
<thead>
<tr>
<th>Assessment task</th>
<th>Date</th>
<th>Percent weighting</th>
<th>Links to intended learning outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 OTC assignment</td>
<td>Monday 25(^{th}) August, 10am (week 7)</td>
<td>10%</td>
<td>1, 2, 4</td>
</tr>
<tr>
<td>2 Essay – 1500 words</td>
<td>Monday 29(^{th}) September, 10am (week 11)</td>
<td>20%</td>
<td>1, 2, 3, 4</td>
</tr>
<tr>
<td>3 Oral assessment – Communication and OTC medications</td>
<td>TBA</td>
<td>20%</td>
<td>2, 4</td>
</tr>
<tr>
<td>4 Written examination (2 hours)</td>
<td>End of Semester 2</td>
<td>50%</td>
<td>1, 2, 3, 4</td>
</tr>
</tbody>
</table>

Assessment task 1 – OTC assignment (10%)

Task description: Assignment on Schedule 2 OTC medication

Task length: 3 page template

Links to unit’s learning outcomes: 1, 2, 4

Assessment criteria: Assessed according to the quality and thoroughness of your answers and depth of reflection about the supply of OTC Schedule 2 medications.

Due date: Monday 25\(^{th}\) August 10am (week 7) – to be submitted via MyLO

Assessment task 2 – Essay (20%)

Task description: Essay on OTC medication and communication

Task length: 1500 words

Links to unit’s learning outcomes: 1, 2, 3, 4

Assessment criteria: Criterion referenced assessment. To pass, there will be a demonstrated ability to search for and cite relevant scientific literature and to discuss the issue in a logical manner, with appropriate Vancouver style referencing.

Due date: Monday 29\(^{th}\) September 10am (week 11) – to be submitted via MyLO

Essay topic for 2014:

There are several different Nurofen products that are advertised within Australia.

a) What are the different products available? What do the manufacturers claim are the benefits of using the different products and are there any actual differences between the products? Would you recommend these products to a patient?

b) These medications are unscheduled and available in supermarkets. Discuss the benefits and drawbacks of this. Outline the key counselling points you should cover when supplying this medication and identify any patient groups that may need to use caution when using Nurofen products.
Assessment task 3 – Oral assessment (20%)

Task description: An oral examination to assess student oral communication and counselling of Pharmacy Only OTC medications (Schedule 2).

Task length: 15 minutes

Links to unit’s learning outcomes: 2, 4

Assessment criteria: You will need to demonstrate an ability to effectively counsel a health consumer about an OTC medication.

Due date: TBA

Assessment task 4 – Written exam (50%)

Task description: A written examination at the end of the semester within the defined examination period. The exam will consist of three sections:

a. 1 short section of multiple choice questions
b. 1 section of short-answer questions
c. 1 section with longer answer questions

Task length: 2 hours

Links to unit’s learning outcomes: 1, 2, 3, 4

Submission of assignments/essay

All assignments should be legible.

The assignment and the essay will need to be submitted through the MyLO Dropbox.

If you cannot attend the school physically due to unforeseen circumstances, please post a hard copy of the assignment to:

Dr M Williams, School of Pharmacy, Private Bag 26, UTAS, Sandy Bay, 7001

Please put your student number for identification purposes on the header of every submission.

How your final result is determined

Your final result is determined by multiplying your mark for each component by its respective weighting (e.g., 20% in the case of the essay) and adding all numerically marked components to give a composite final mark. Marks are not artificially adjusted or moderated in this unit.

Requests for extensions or deferred assessments

Extensions will not be granted unless there are sufficient grounds for doing so. Extensions will be granted at the discretion of the Unit Coordinator. All requests for extensions should be forwarded to the Unit Coordinator by email in the first instance. Extensions should be requested at least three days prior to the submission date. Medical certificates will need to be supplied in most instances.

Students should expect a response for an extension request within one working day.
Penalties

A penalty will be applied to all work submitted after the due date unless a formal extension has been granted by the Unit Coordinator.

The following late penalties apply:

- 10% of the maximum mark available for the assignment for each day late (including weekends and public holidays) up until five days late.
- Assignments submitted more than five days after the due date will not be accepted and will receive a zero grade. However, all assignments must still be submitted in order to pass the unit, regardless of lateness. Final marks will be withheld until assignments are submitted.

Review of results and appeals

For internal assessment tasks, there are a number of steps to go through if you feel as though you have received a result that is inaccurate. The following steps should help you go through the process of resolving your issue:

- Check the comments and/or marks on your work against the assessment criteria, if provided. Look through each component carefully to see where you have/have not met the expectations of the assessment. Remember, receiving a lower mark than was expected for any given assessment, should not be taken as a general reflection on you or your abilities. Assessment results are only indicative of the progress you have made against the unit's objectives. Some skills will take longer to master than others - feedback should help emphasise which particular skills you may need more practice with.
- If you still feel as though the mark you have received for an assessment task is unjust or there has been an error, see your lecturer or the Unit Coordinator within five working days of receiving your result.
- If you are still unsatisfied with the outcome, you can make an appointment with the Head of School.
- If, after all of the above steps have been taken and your issue is still unresolved, you will need to submit a formal request for review. This needs to be done within ten working days after the release of results. You will need to view the details for requesting a review and fill out any necessary forms at:
  

For external assessments, consult the Faculty of Health and University guidelines at the following address (http://www.utas.edu.au/exams/). These will also need to be submitted within ten working days after the release of results. If you have been offered a supplementary examination and have lodged an application for review of assessment, you should sit your supplementary examination, as your review will not be finalised before the supplementary examination period.

If you have a general complaint, you should see the Unit Coordinator in the first instance. If the matter remains unresolved you can make an appointment with the Head of School. If, after consultation with the Head of School the matter remains unresolved, you will need to contact the Complaints Commissioner. To view the University's policy on Complaints and associated pages go to: http://www.utas.edu.au/registrar/student-complaints/
**Academic referencing**

In your written work, you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. It is important that you understand how to correctly refer to the work of others and maintain academic integrity.

Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence.

The appropriate referencing style for this unit is “Vancouver” – a numbered reference style.

For information on presentation of assignments, including referencing styles:

http://utas.libguides.com/referencing

Go to the Vancouver tab to access the Monash University and the International Committee of Medical Journal Editors Vancouver style guides. If you have any further queries about referencing, see your lecturer or Unit Coordinator.

EndNote will enhance the quality of referencing in assignments and could save you time in the long run. If you do not already have access to the latest version of EndNote, you can download it for free from the library by going to: http://uconnect.utas.edu.au/software.htm and following the steps.

The library also provides comprehensive information about using EndNote, This can be accessed at: http://www.utas.edu.au/library//assist/apps/endnote/endnote.html

Please read the following statement on plagiarism. Should you require clarification please see your Unit Coordinator or lecturer.

**Academic misconduct**

**Academic misconduct** includes cheating, plagiarism, allowing another student to copy work for an assignment, practical report or an examination and any other conduct by which a student:

(a) Seeks to gain, for themselves or for any other person, any academic advantage or advancement to which they or that other person are not entitled; or

(b) Improperly disadvantages any other student.

Students engaging in any form of academic misconduct may be dealt with under the Ordinance of Student Discipline, and this can include imposition of penalties that range from a deduction/cancellation of marks to exclusion from a unit or the University. Details of penalties that can be imposed are available in the Ordinance of Student Discipline – Part 3 Academic Misconduct, see http://www.utas.edu.au/__data/assets/pdf_file/0006/23991/Ordinance-9-Student-Discipline.pdf
Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student's work. If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines, and the academic integrity resources on the web at: [http://www.utas.edu.au/academic-integrity/](http://www.utas.edu.au/academic-integrity/)

The intentional copying of someone else's work as one's own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University.

The University and any persons authorised by the University may submit your assessable works to a plagiarism checking service, to obtain a report on possible instances of plagiarism. Assessable works may also be included in a reference database. It is a condition of this arrangement that the original author's permission is required before a work within the database can be viewed.

For further information on this statement and general referencing guidelines, see [http://www.utas.edu.au/students/plagiarism/](http://www.utas.edu.au/students/plagiarism/) or follow the link 'Rules / Policy' under 'Administration' on the [Current Students](http://www.utas.edu.au/students/) homepage.

Further information and assistance

If you are experiencing difficulties with your studies or assignments, have personal or life-planning issues, disability or illness which may affect your course of study, you are advised to raise these with your lecturer in the first instance.

There are a range of University-wide support services available to you including Academic and Support Services and other services assisting with Student Life. Please refer to the [Current Students](http://www.utas.edu.au/students/) homepage at: [http://www.utas.edu.au/students/](http://www.utas.edu.au/students/)

Should you require assistance in accessing the Library visit their website for more information at [http://www.utas.edu.au/library/](http://www.utas.edu.au/library/)

The School’s Student Advisor, Jane Rienks, is available for consultation for students who may be experiencing a range of problems affecting their ability to successfully complete their studies. Email to arrange an appointment.

You can also contact your Year Coordinator: Mrs Sandra Holmes.
## Unit schedule

<table>
<thead>
<tr>
<th>WEEK</th>
<th>DATE</th>
<th>LECTURES</th>
<th>TUTORIALS</th>
<th>SEMINARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>14-Jul</td>
<td>Introduction to 102 MW/JW</td>
<td>OTC – Introduction MW</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>21-Jul</td>
<td>Biopsychosocial JW</td>
<td>Health Literacy JW</td>
<td>Introduction to Cultural Competency (SH)<strong>PPR1</strong></td>
</tr>
<tr>
<td>3</td>
<td>28-Jul</td>
<td>Communication 1 MW</td>
<td>Communication 2 MW</td>
<td>Cultural Competency 1</td>
</tr>
<tr>
<td>4</td>
<td>4-Aug</td>
<td>Communication 3 MW</td>
<td>The Journey of the Patient MW/JZ</td>
<td>Cultural Competency 2</td>
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<tr>
<td>5</td>
<td>11-Aug</td>
<td>OTC – Schedules, roles MW</td>
<td>OTC – Asking the right questions MW</td>
<td>Cultural Competency 3</td>
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<tr>
<td>6</td>
<td>18-Aug</td>
<td>OTC – Coughs and colds 1 MW</td>
<td>OTC – Coughs and colds 2 MW</td>
<td>Cultural Competency 4</td>
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<tr>
<td></td>
<td></td>
<td><strong>Mid-semester break</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>8-Sept</td>
<td>OTC – Eyes MW</td>
<td>OTC – Ears MW</td>
<td>Group A</td>
</tr>
<tr>
<td>9</td>
<td>15-Sept</td>
<td>OTC – Gastrointestinal 1 MW</td>
<td>OTC – Gastrointestinal 2 MW</td>
<td>Group A</td>
</tr>
<tr>
<td>10</td>
<td>22-Sept</td>
<td>OTC – Skin MW</td>
<td>OTC – Musculoskeletal MW</td>
<td>Group B</td>
</tr>
<tr>
<td>11</td>
<td>29-Sept</td>
<td>Complementary medicines JH</td>
<td>Complementary medicines JH</td>
<td>Group A</td>
</tr>
<tr>
<td>12</td>
<td>6-Oct</td>
<td>No lecture</td>
<td>No lecture</td>
<td>Group B</td>
</tr>
<tr>
<td>13</td>
<td>13-Oct</td>
<td>Exam information and revision MW</td>
<td>Exam information and revision MW</td>
<td></td>
</tr>
</tbody>
</table>

Lecturers: MW = Dr Mackenzie Williams, JW = Dr Juanita Westbury, SH = Sandra Holmes, CA = Clair Anderson (Riawunna), ED = Eve De Silva, JH = Jason Hawrelak (Goulds), JZ = John Zito