Philadelphia University	PHILADELPHIA UNIVERSITY THE WAY TO THE FUTURE	Approved Date: 10/2022
Faculty: Pharmacy		Issue:
Department: Pharmacy		Credit Hours: 1
Academic Year: 2022- 2023	Course Syllabus	Bachler:

Course Information

Course No.	Course Title		Prerequisite
0520515	Pharmaceutical Communication Skills		0520328 Pharmacology 1
Course Type		Class Time	Room No.
☐ Univirsity Requirement ☐ Fuclty Requirement ☐ Major Requirement ☐ Elective ◼ Compulsory		18:30-19:30	

Instructure Information

Name	Office No.	Phone No.	Office Hours	E-mail
Tahani Bahnasi	529	2118	10-11	tbahnasi@philadelphia.edu.jo

Course Delivery Method

☐ Blended	☐ Online	◼ Physical
Learning Model		
Percentage	Synchronous	Asynchronous	Physical
			100%

Course Description

Pharmacists have a responsibility to not only dispense appropriate medications but also to ensure patient understanding of the medications they use. Pharmacists must acknowledge the value of interpersonal communication as an essential element in building trust between patients and the pharmacy community. The following topics may be emphasized: patient-centered communication in pharmacy practice, principles and elements of interpersonal communication, nonverbal communications, listening and responding to patients, interviewing and assessment, helping patients manage therapeutic regimens, medication safety and communication skills, and electronic communication in health care.

Course Learning Outcomes

Number	Outcome	Corresponding Program Outcomes	Corresponding Competencies
Knowledge			
K1	Demonstrate the basic concepts of communication with patients, the means of listening, responding, interviewing, assessment, manage the therapeutic regimes for patients, and utilize the electronic communication means pertinent to the health care.	**Kp5**	**C5**
K2	Identify common barriers to verbal communication and describe ways to overcome each barrier.	**Kp5**	**C5**
Skills			
S1	Identify patient situations that affect patient-pharmacist communication and suggest ways to deal with each situation.	**Sp2, Sp3**	**C8, C9**
S2	State how to convey respect for patients.	**Sp4**	**C10**
S3	Describe how to promote two-way communication with patients and health care professionals.	**Sp5, Sp6**	**C11, C12**

Learning Resources

Course Textbook	**Communication Skills in Pharmacy Practice: A Practical Guide for Students and Practitioners,** Robert S. Beardsley, Carole L. Kimberlin, and William N. Tindall, Sixth edition, Lippincott Williams and Wilkins, 2012
Supporting References	**Community Pharmacy, symptoms diagnosis and treatment**, Rutter, P., 4th ed. Elsevier, Edinburgh; 2017. ISBN 978-0-7020-6997-0
Supporting Websites	- Google for images - https://www.jpa.org.jo/ - https://www.pharmacist.com/ - https://www.fip.org/
Teaching Environment	■ **Classroom** ☐ **laboratory** ☐ **Learning Platform** ☐ **Other**

Meetings and Subjects Time Table

Week	Topic	Learning Method*	Task	Learning Material
1	**Vision and Mission of Faculty of Pharmacy** **Course Syllabus** **Introduction**	Lecture		Provided in the Learning Resources table
2	Chapter 1: Patient-Centered Communication in Pharmacy Practice	Lecture	Case study	
3		Problem solving based learning		
4	Chapter 2: Principles and Elements of Interpersonal Communication	Lecture		
5				
6	Chapter 3 Nonverbal Communication	Lecture	Case study	
7		Problem solving based learning		
8 Mid exam	Chapter 4: Barriers to Communication	Lecture		
9		Problem solving based learning		
10	Chapter 5: Listening and Empathic Responding	Lecture		
11		Collaborative learning		
12	Chapter 8 Helping Patients Manage Therapeutic Regimens	Lecture	Case study	
13		Problem solving based learning		
14	Chapter 9 Medication Safety and Communication Skills	Lecture		
15	Chapter 14 Ethical Behavior when Communicating with Patients	Lecture		
16	**Final Exam**			

*Includes: lecture, flipped Class, project based learning, problem solving based learning, collaboration learning.

Course Contributing to Learner Skill Development

Using Technology
• Using powerpoint or any relevant program for preparing presentations
Communication Skills
• Interaction in class while solving case-study
Application of Concept Learnt
• Apply the knowledge obtained from this course to state how to communicate effectively with patients, physicians, nurses, and other pharmacists.

Assessment Methods and Grade Distribution

Assessment Methods	Grade	Assessment Time (Week No.)	Course Outcomes to be Assessed
Mid Term Exam	30%	11th Week	K1, K2, S1, S2, S3
Term Works*	30%	Continous	K1, K2, S1, S2, S3
Final Exam	40%	16th Week	K1, K2, S1, S2, S3
Total	100%		

* Include: quizzes, in-class and out of class assignment, presentations, reports, videotaped assignment, group or individual project.

Alignment of Course Outcomes with Learning and Assessment Methods

Number	Learning Outcomes	Corresponding Competencies	Learning Method*	Assessment Method**
Knowledge				
K1	Demonstrate the basic concepts of communication with patients, the means of listening, responding, interviewing, assessment, manage the therapeutic regimes for patients, and utilize the electronic communication means pertinent to the health care.	C5	Lectures Collaboration learning	Subjective quiz Exam/Objective questions
K2	Identify common barriers to verbal communication and describe ways to overcome each barrier.	C5	Lectures Collaboration learning	Subjective quiz Exam/Objective questions
Skills				
S1	Identify patient situations that affect patient-pharmacist communication and suggest ways to deal with each situation.	C8, C9	Lecture Problem solving based learning	Case Study Subjective quiz Exam/Objective questions
S2	State how to convey respect for patients.	C10	Lecture Problem solving based learning	Case Study Subjective quiz Exam/Objective questions

S3	Describe how to promote two-way communication with patients and health care professionals.	C11, C12	Lecture Problem solving based learning	Case Study Subjective quiz Exam/Objective questions

*Include: lecture, flipped class, project based learning, problem solving based learning, collaboration learning.
** Include: quizzes, in-class and out of class assignments, presentations, reports, videotaped assignments, group or individual projects.

Course Polices

Policy	Policy Requirements
Passing Grade	The minimum pass for the course is (50%) and the minimum final mark is (35%).
Missing Exams	• Anyone absent from a declared semester exam without a sick or compulsive excuse accepted by the dean of the college that proposes the course, a zero mark shall be placed on that exam and calculated in his final mark. • Anyone absent from a declared semester exam with a sick or compulsive excuse accepted by the dean of the college that proposes the course must submit proof of his excuse within a week from the date of the excuse's disappearance, and in this case, the subject teacher must hold a compensation exam for the student. • Anyone absent from a final exam with a sick excuse or a compulsive excuse accepted by the dean of the college that proposes the material must submit proof of his excuse within three days from the date of holding that exam.
Attendance	The student is not allowed to be absent more than (15%) of the total hours prescribed for the course, which equates to six lecture days (n t) and seven lectures (days). If the student misses more than (15%) of the total hours prescribed for the course without a satisfactory or compulsive excuse accepted by the dean of the faculty, he is prohibited from taking the final exam and his result in that subject is considered (zero), but if the absence is due to illness or a compulsive excuse accepted by the dean of the college that The article is introduced, it is considered withdrawn from that article, and the provisions of withdrawal shall apply to it.
Academic Integrity	Philadelphia University pays special attention to the issue of academic integrity, and the penalties stipulated in the university's instructions are applied to those who are proven to have committed an act that violates academic integrity, such as cheating, plagiarism (academic theft), collusion, intellectual property rights.

Program Learning Outcomes to be Assessed in this Course

Number	Learning Outcome	Course Title	Assessment Method	Targeted Performance level

Description of Program learning Outcomes Assessment Method

Number	Detailed Description of Assessment

Assessment Rubric of the Program Learning Outcomes