PHM 184M Pharmacy Professional Communications Fall 2020

Lecture Coordinator: Dr. K. Ashley Garling, PharmD
Pronouns: she, her, hers
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Virtual Office: https://utpharmacy.webex.com/meet/a.garling
Office Hours: By appointment only – https://www.signupgenius.com/go/805094FAAAA2FA0F85-drgarlings1

Course Unique Number(s):
• PHM 184M: 58205, 58210, 58200

Classroom(s): Access to recorded lectures found on Canvas®
• Room available for use by on campus students, during scheduled class time only, if preferred: 2.110

Class Days/Times:
• Weekly Asynchronous Online Lecture with Quizzes within Panopto®
• Four Synchronous Weekly Activities: Mondays 10:00-10:50 a.m. (see schedule)

Teaching Assistants: TBA
Course Description:
Professional communication skills in interacting with patients and other health care professionals. Students will be expected to understand, apply, create, analyze, and evaluate verbal and non-verbal forms of human interaction in pharmacist-patient and inter-professional contexts. Students will use this knowledge to develop, practice, and reflect upon their existing professional communication strengths, areas for improvement, and actionable goals.

Course Prerequisites/Co-Requisites:
Prerequisite of admission to the professional pharmacy curriculum

Course Learning Objectives (CAPE Objectives):
PHM 184M was developed by the UTCOP communications task force in collaboration with the Center for Healthcare Communications to comply with recommendations set forth by CAPE and ACPE accreditation standards. Upon successful completion of this course, students should be able to demonstrate or understand the following learning objectives that follow the CAPE educational subdomains:

- Develop the self-awareness necessary for continuous improvement based on an ability to summarize and critique one’s own areas of expertise and areas for improvement.
- Demonstrate interpersonal competence when being observed and analyzed by peers, and when observing and analyzing one’s peers.
- Produce audience-focused messages tailored to colleagues, patients, subordinates, and supervisors.

Perform fundamental professional communication skills such as impression management, managing uncertainty, rapport building, and active listening.

CAPE domains
- **Domain 3.5 – Approach to Practice and Care (Cultural Sensitivity – Includer)**
  - 3.5.1 – Recognize the collective identity and norms of different cultures without overgeneralizing (i.e., recognize and avoid biases and stereotyping)
  - 3.5.2 – Demonstrate an attitude that is respectful of different cultures.
  - 3.5.3 – Assess a patient’s health literacy and modify communication strategies to meet the patient’s needs.
  - 3.5.4 – Safely and appropriately incorporate patients’ cultural beliefs and practices into health and wellness care plans.
- **Domain 3.6 – Approach to practice and care (Communication – Communicator)**
  - 3.6.1 – Interview patients using an organized structure, specific questioning techniques (e.g., motivation interviewing), and medical terminology adapted for the audience.
  - 3.6.2 – Actively listen and ask appropriate open and closed-ended questions to gather information.
  - 3.6.3 – Use available technology and other media to assist with communication as appropriate.
  - 3.6.4 - Use effective interpersonal skills to establish rapport and build trusting relationships.
3.6.5 – Communicate assertively, persuasively, confidently, and clearly.
3.6.6 – Demonstrate empathy when interacting with others.
3.6.7 – Deliver and obtain feedback to assess learning and promote goal setting and goal attainment.
3.6.8 – Develop professional documents pertinent to organizational needs (e.g., monographs, policy documents).
3.6.9 – Document patient care activities clearly, concisely, and accurately using appropriate medical terminology.

Course Success:
A course in pharmacy professional communication not only encourages active participation in class assignments and exercises, but also requires it. Participation will be evaluated by the quality and quantity of contributions and involvement in class activities, constructive input during class assignments, the degree of preparation for class assignments, demonstrated efforts to successfully apply the material, and demonstrated efforts to skillfully and ethically evaluate interactions. Throughout the semester, students will partake in activities related to class. Examples of such activities will include breaking into groups to produce a written/oral report on a communication issue, role play, improvisational exercises including impromptu speaking, completing short writing assignments, and other activities.

Course Website:
This course uses Canvas®, a Web-based course management system in which a password-protected site is created for each course. Canvas® will be used to distribute course materials, to communicate, and to post grades. Canvas® is available at http://Canvas®.utexas.edu. Support is provided by the ITS Help Desk at 475-9400 Monday through Friday 8 am to 6 pm.

Course Communications:
Official course communications will take place in class, through e-mail and on the course Canvas® website. Students are advised to configure their Canvas® settings to forward course announcements to their official e-mail address. Canvas® uses only the e-mail address listed on the official University of Texas directory, so please check the University’s online directory to ensure your e-mail address is listed correctly.

Sharing Of Course Materials Is Prohibited:
No materials used in this class, including, but not limited to, lecture hand-outs, videos, assessments (quizzes, exams, papers, projects, homework assignments), in-class materials, review sheets, and additional problem sets, may be shared online or with anyone outside of the class unless you have my explicit, written permission. Unauthorized sharing of materials promotes cheating. It is a violation of the University’s Student Honor Code and an act of academic dishonesty. I am well aware of the sites used for sharing materials, and any materials found online that are associated with you, or any suspected unauthorized sharing of materials, will be reported to Student Conduct and Academic Integrity in the Office of the Dean of Students. These reports can result in sanctions, including failure in the course.

Online Course and Video Recordings:
This course will be taught online. Faculty will not be teaching from a pharmacy classroom. Students should refer to the Course Schedule section for specific information regarding when they should access anything pre-recorded and anything taught synchronously.

This course will use Zoom® for students to connect during synchronous activities. Both synchronous and asynchronous activities will be posted in Canvas® for viewing during the appropriate times. In addition, these video recordings will be available in Canvas® for the balance of the semester unless otherwise specified. Do not expect to have access after the semester is over.

Class recordings are reserved only for students in this class for educational purposes and are protected under FERPA. The recordings should not be shared outside the class in any form. Violation of this restriction by a student could lead to Student Misconduct proceedings.

Viewing live and recorded video-streamed lectures may be done on campus or off-campus using a DSL broadband connection. Your faculty are not in a position to troubleshoot your video-streaming problems, so please do not ask them to do so; rather, you should access the LRC’s help website at https://www.utexas.edu/pharmacy/help/ to address those problems. You will find additional information about the lecture capture system or can report technical issues at http://sites.utexas.edu/phr-lrc/

For additional information on virtual learning using Zoom®, please visit the university’s Zoom® @UT Austin page: https://Zoom.its.utexas.edu/.

Faculty and students utilizing class video recordings should be careful to not compromise the privacy of either themselves or other users (http://registrar.utexas.edu/students/records/ferpa), or the rights of the presenter. Any distribution of College- or student-generated recordings (regardless of format) is prohibited without the written and signed permission of the presenter and students identifiable on the recording. Likewise, all course materials developed by the faculty member (handouts, PowerPoints, etc.) are the intellectual property of that faculty member and cannot be distributed further without the permission of that faculty member.

**Introductory Pharmacy Practice Experience:**
This course provides 0 Patient Care IPPE hours, 0 hours of simulation, and 0 hours of reflection toward the student’s overall IPPE requirement.

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**Course Grading Policies:**
To prove mastery of concepts and to achieve a passing grade, all students will be
expected to meet or exceed an overall grade of 60%. Students not meeting or exceeding an overall grade of 60% will receive a failing grade and be considered for academic probation according to University of Texas College of Pharmacy Policy. http://catalog.utexas.edu/undergraduate/pharmacy/academic-policies-and-procedures/

Course Grade:
Full letter grades will be assigned, without rounding, according to the following scale:

<table>
<thead>
<tr>
<th>Score</th>
<th>Letter Grade</th>
</tr>
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<tbody>
<tr>
<td>89.50-100</td>
<td>A</td>
</tr>
<tr>
<td>79.50-89.49</td>
<td>B</td>
</tr>
<tr>
<td>69.50-79.49</td>
<td>C</td>
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<tr>
<td>59.50-69.49</td>
<td>D</td>
</tr>
<tr>
<td>&lt;59.50</td>
<td>F</td>
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<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of Total Grade</th>
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</thead>
<tbody>
<tr>
<td>Group Zoom® Activity #1</td>
<td>10%</td>
</tr>
<tr>
<td>Group Zoom® Activity #2</td>
<td>10%</td>
</tr>
<tr>
<td>Group Zoom® Activity #3</td>
<td>10%</td>
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<tr>
<td>Group Zoom® Activity #4</td>
<td>10%</td>
</tr>
<tr>
<td>Weekly Quizzes (9 total weekly quizzes)</td>
<td>20%</td>
</tr>
<tr>
<td>Weekly Lecture Viewing (Panopto® Report)</td>
<td>20%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Classroom Expectations:
Lecture:
The course is a 1-hour credit course comprised of weekly 1-hour asynchronous lectures with weekly quizzes within Panopto®, and four virtual synchronous activities. Offered on the letter-grade basis only. Lectures will be administered asynchronously using Panopto® software. These Lectures will have mandatory viewing and be tracked by the Panopto® software reporting system. All lectures will be available on Canvas® from 11:59pm on the previous Friday until 11:59pm on the corresponding week’s Friday.

Students are responsible for the maintenance of their approved personal devices and Panopto® software. Any problems with Panopto® should be address via UTCOP Learning Resource Center [https://sites.utexas.edu/phr-lrc/](https://sites.utexas.edu/phr-lrc/). Do not expect your faculty to troubleshoot your technology issues.
Weekly Quizzes:
There will be 9 weekly quizzes that account for a total of 20% of the overall course grade administered during the viewing of the weekly lecture using a closed book and multiple-choice format on Panopto®. Topics will include all weekly covered materials, including but not limited to, theories, methods, readings, lecture/lab examples and activities, techniques, and course slide presentations. Old exams will be not available for review prior to the final.

- Students have 25 minutes to complete 5 quiz questions closed book and closed note.
- All students must complete the weekly quiz by 11:59pm on the Friday of the corresponding week.
- Correct answers will NOT be shared and there is NO backward navigation in the quiz.

Group Zoom® Activities:
Group video activities a will be administered synchronously using Zoom® software. Students are responsible for the maintenance of their approved personal devices and Zoom® software. Only students using their approved UT email/log in will be admitted to the Zoom® meeting. Any problems with Zoom® should be address via phone 512-475-9400 or email help@utexas.edu. Do not expect your faculty to troubleshoot your technology issues.

Final Exam:
Final Exam will be administered synchronously using a closed book and multiple-choice format on ExamSoft®. Topics will include all weekly covered materials, including but not limited to, theories, methods, readings, lecture/lab examples and activities, techniques, and course slide presentations. Old exams will be not available for review prior to the final. Students should use exam study guidelines found on Canvas® for the individual Lecture exams during the semester.

Attendance and Assignments:
- As a required course in a professional curriculum, attendance in the form of overt active participation is required for all lecture sessions and assignments.
- Overt active participation is defined as: Where an activity leader or Panopto® software can see/record/hear students learning. Talking, writing, speaking, answering questions, performing activities, and gesturing are evidence of overt participation.
- Students are required to view each lecture recording by 11:59pm on the Friday of the corresponding class week (i.e. Week 1 Lecture by 11:59pm Friday of Week 1).
- Please submit each class assignment/activity materials by 11:59pm on the Friday of the corresponding class week (i.e. Week 1 Lecture by 11:59pm Friday of Week 1).
- Notices of probable or predictable absence or tardiness should be submitted no less than 72 hours before the absence or tardiness occurs.
- Regardless of the reason for the absence, students are required to complete assignments/activity materials by 11:59pm on the Friday of the corresponding
class week (i.e. Week 1 Lecture by 11:59pm Friday of Week 1).

- Students must notify and provide proof of registration to the Lecture Instructor a minimum of two weeks (14 days) before a professional state or national meeting and verify Lecture Instructor approval prior to their expected absence.
- Campus Holidays and Closure days will be observed and accommodated by the Lecture Instructor per UT regulations.
- Religious and/or holy days will be considered an excused absence by UT Austin policy; however, the student must notify the lecture instructor of the pending absence at least fourteen (14) days prior to the date of observance of a religious holy day. The student must also “make up” the missed lecture. If this absence falls on an exam day the student must comply with the below attendance and “make up” requirements.
- Absences on exam days must be approved by the Lecture Instructor prior to the scheduled test. Students must notify the Lecture Instructor a minimum of two weeks before an absence on an exam.
- The only valid excuses for missing an exam/quiz are significant personal illness (requires a physician’s excuse), a death in the family, or similar type emergencies. In the unfortunate event that this type of situation should occur, it is your responsibility to contact the Lecture Instructor as soon as possible.
- It is the student’s responsibility to provide the Lecture Instructor with a written medical excuse for the absence.
- If permission is given to miss the exam/quiz, a make-up exam/quiz will be scheduled at the convenience of the Lecture Instructor. An unexcused absence of an exam/quiz will result in a grade of "0" for the exam/quiz.

**Excused Absences:**
The only absences that will be considered excused are for religious holy days or extenuating circumstances due to an emergency. If you plan to miss class due to observance of a religious holiday, please let the course coordinator know at least two weeks in advance, preferably at the beginning of the semester. You will not be penalized for this absence, although you will still be responsible for any work you will miss on that day if applicable. Check with the course coordinator for details or arrangements.

**Daily Health Screening:**
Students will be expected to monitor their symptoms daily. Daily symptom screening will keep the college community safer. Students will be expected to use the university’s Protect Texas Together app before attending any class on campus.

**COVID-19 Exposures:**
If a student suspects possible exposure to COVID-19 OR is experiencing symptoms consistent with COVID-19, the student should immediately:
- Contact Dean Acosta (pharmdassocdean@austin.utexas.edu);
- Contact University Health Services at 512-475-6877 or the provider of choice for screening and testing if warranted; AND
- Contact Student Emergency Services at https://deanofstudents.utexas.edu/emergency/

**COVID-related Absences:**
In the event that an absence occurs as a result of COVID-19, the student should contact Dean
Acosta, who will work with the student and course coordinator to arrange make-ups, where possible, and assist in navigating any academic issues that arise.

**Attendance at Professional Meetings:**
It is the student’s responsibility to **ASK permission IN ADVANCE** if they plan to attend a professional meeting that would necessitate missing an exam, assignment, or other required course activity. It is at the discretion of the course coordinator as to whether to grant permission and allow the student to make up any missed work.

**Required Materials:**
All required literature and materials for this course are found on the Canvas® web-based course management system.

**Recommended Materials:**
All recommended literature and materials for this course are found on the Canvas® web-based course management system.

**Classroom Expectations:**

- Video function should be on at all times during synchronous live activities.
- Zoom® chat function should only be used for activity related comments and “raised hand” function should only be used for questions or participation in synchronous live activities.
- All phones must be silenced and out of view during live sessions. Cell phone tones can be a distraction and disrespectful to instructors and peers.
- Text messaging and e-mailing in class is prohibited unless authorized by your instructor.
- Laptop computers (including iPADs, tablets, et al) can ONLY be used for taking class notes or completing class assignments. The use of laptop computers for other purposes is strictly prohibited.
- Any other use of personal electronics without instructor approval will result in referral to the Dean’s Office for unprofessional behavior.
- All students must follow the University Code of Conduct and Professionalism: https://pharmacy.utexas.edu/students/programs-of-study/pharm-d-program/pharm-d-student-handbook/codes-of-conduct-and-professionalism/
- All students are required to abide by the Health Information Portability and Accountability Act (HIPAA) policies.
- Students will be removed from a course activity for conduct deemed unprofessional by the instructor and may result in failure of the activity.
- Professional demeanor is always expected of all students, at all times:
  - Please do not converse with others once class activities have started. This is considered unprofessional conduct in class. Personal conversations are unprofessional, disturbing, and/or distracting for patients, peers, preceptors, and other pharmacy staff.
  - When interacting please ensure to use professional and appropriate language for the situation. Slang, profanity, and derogatory language is never permitted in class.
  - Please abide by discrimination policies of The University of Texas, state, and federal law when addressing all patients. Judgment, bias, and discrimination of any kind will not be tolerated in this class to faculty, students, patients, or any other attendees.
  - Students need to use appropriate references and guidelines throughout the course
from respected and widely recognized scientific journals, publications and national guidelines. Wikipedia, known biased references, and resources that are not nationally recognized by the scientific community are not to be used. Failure to properly recognize resources is a violation of the honor code and is considered unprofessional conduct.

**Course DEAI Statement:**
Healthcare communication is subjective; however, my dedication is to provide a learning environment that supports and respects a diversity of thoughts, perspectives, and experiences. This environment will honor students’ and patient’s identities, including but not limited to, race, gender, sexual orientation, sexual identity, culture, socioeconomic status, religion, ability, etc.

- I am still in the process of learning about diverse perspectives and identities. I acknowledge that the materials for this course may have been authored by white men and is being presented by a woman who is identified as white.
- Edits to the course were undertaken by both myself and several students who do not identify as white. However, I acknowledge that it is possible that there may be both overt and covert biases in the material due to the lens with which it has been written and presented.
- Please contact me in person or electronically if you have any suggestions to improve the quality of the course materials. Or you can report a Bias Incident or Diversity, Equity, Accessibility, & Inclusion (DEAI) Cultural Climate Concern in UTCOP or any UTCOP affiliated experiential sites at: [https://utexas.qualtrics.com/jfe/form/SV_3wobDfpSDwbzLbD](https://utexas.qualtrics.com/jfe/form/SV_3wobDfpSDwbzLbD)
- In this course and in my professional capacity I will always strive to encourage social activation, diverse and inclusive education, and empower healthcare providers to practice as their best selves.

**Safety and Class Participation:**
We will all need to make some adjustments in order to benefit from in-person classroom interactions in a safe and healthy manner. Our best protections against spreading COVID-19 on campus are masks (defined as cloth face coverings) and staying home if you are showing symptoms. Therefore, for the benefit of everyone, this is means that all students are required to follow two important rules.

- Every student must wear a cloth face covering properly in class and in all campus buildings at all times.
- Every student must engage in documented daily symptom screening. This means that each class day in which on campus activities occur, students must upload certification from the symptom tracking app and confirm that they completed their symptom screening for that day to Canvas®. Students should not upload the results of that screening, just the certificate that they completed it. If the symptom tracking app recommends that the student isolate rather than coming to class, then students must not return to class until cleared by a medical professional.

If a student is not wearing a cloth face covering properly in the classroom (or any UT building), that student must leave the classroom (and building). If the student refuses to wear a cloth face covering, class will be dismissed for the remainder of the period, and the student will be subject to disciplinary action as set forth in the university’s Institutional Rules/General Conduct 11-404(a)(3). Students who have a condition that precludes the wearing of a cloth face covering
must follow the procedures for obtaining an accommodation working with Services for Students with Disabilities.

**Dress Code - Lecture:**
Students must wear a cloth face covering at all times when inside university buildings except with alone in a private office, eating in a campus dining facility, or when students are in their own residence hall rooms. Masks outdoors are encouraged.

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**Exam/Quiz Policy**

**ExamSoft®:**
Students are responsible for the maintenance of their approved personal devices and Examplify® software. Students are required to utilize approved personal devices and privacy screens for all exam and indicated assignments. Lack of preparation may result in an inability to take the exam, adjustments to course grades at the discretion of course coordinators, and/or an unprofessional conduct referral.

Any problems with Examplify® or ExamSoft® should be address via phone to Student Tech Support at 866.429.8889, email to support@ExamSoft®.com, or live chat at www.ExamSoft®.com. Do not expect your faculty to troubleshoot your technology issues.

Students found improperly using ExamSoft® or Examplify® to gain unfair academic advantage are violating the College of Pharmacy Honor Code. Violations such as “academic dishonesty” and/or “professional misconduct” would include, but are not limited to using a classmate’s login/password, tampering with exam files, and falsifying upload or download information, or any attempt to circumvent the security features of the software.

Students should refer to the ExamSoft® Policies Handbook for a complete listing of policies related to exams, quizzes and assignments.

**Exam and Quiz Format:**
Weekly quizzes will be administered using a closed book and multiple-choice format within Panopto® presentations. The Final Exam will be administered using a closed book and multiple-choice format on ExamSoft®. Topics will include all weekly covered materials, including but not limited to, theories, methods, readings, lecture examples and activities, techniques, and course slide presentations. Exam questions may include multiple choice, true/false, fill-in-the-blank, matching and/or short answer.

**Exam Grading:**
Grading of exams, along with statistical analysis and review of exam questions, will be the responsibility of the course coordinator and faculty, who may choose to grant credit for statistically poor questions.

**Exam Return:**
No examinations will be returned. Exam scores will be automatically generated by ExamSoft® and posted on the course Canvas® site.

**Quiz Reconsideration Requests:**
There are no quiz reconsideration requests or re-examinations allowed for this course.

**Final Exam and Quiz Review of Old Exams and quizzes:**
Old exams will be not available for review prior to quizzes or the final. Students should use exam study guidelines found on Canvas® for the individual Lecture exams during the semester.

**Final Exam Re-Examination Policy:**
There is no final exam reconsideration requests or re-examinations allowed for this course.

**Request for an Alternate Exam Time:**
*No allowances will be made for a exam being missed, other than documented illness or emergency, or by prior approval by the Course Coordinator.* An unexcused absence from an exam may result in a grade of "zero" for that exam. Any student requesting accommodation for an upcoming exam must submit the request to the course coordinator using the online form posted on Canvas® at least one month prior to the exam.

Note the new policy that an alternate quiz time will be considered *only* if the student documents that they cannot be physically present on the date the exam is already scheduled.

Request for an alternate exam time must be submitted using the following link: [https://utexas.qualtrics.com/jfe/form/SV_bfGs9VUDg0YwoXH](https://utexas.qualtrics.com/jfe/form/SV_bfGs9VUDg0YwoXH)

**Academic Integrity:**
Students who violate University rules on academic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. See College Policies and Information, and University Policies and Information for more details.

**Religious Holy Days:**
If you will miss a class, an examination/quiz, an activity, a work assignment or a project in order to observe a religious holy day, you must notify the course coordinator the first week of class so that arrangements for all such students can be made for the full semester.

**Services for Students with Disabilities:**
Students with disabilities may request appropriate academic accommodations from the Division of Diversity and Community Engagement, Services for Students with Disabilities at 471-6259 (voice) or 232-2937 (video phone) or [https://diversity.utexas.edu/disability/](https://diversity.utexas.edu/disability/). All University rules concerning
accommodations must be followed, including the student arranging for special accommodations *prior to each examination*. In the absence of such *prearrangement*, it will be assumed that the student is not requesting special accommodations for that exam and will be expected to take the exam with the rest of the class at the regularly scheduled exam time.

Please provide a copy of the letter to the course coordinator and the office of the Associate Dean for Academic Affairs as soon as possible after receipt.
<table>
<thead>
<tr>
<th>Week</th>
<th>Asynchronous Lecture Material</th>
<th>Synchronous Activities/Quizzes</th>
<th>Course Topics</th>
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</thead>
<tbody>
<tr>
<td>8/24-8/28</td>
<td>First Week of Classes</td>
<td>No Lecture or Assignments</td>
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<tr>
<td>8/31-9/4</td>
<td>Labor Day Week</td>
<td>No Lecture or Assignments</td>
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<tr>
<td>9/7-9/11</td>
<td>Lecture #1 Establishment</td>
<td>Panopto® Quiz 1</td>
<td>Introduction REDE and PaCT Patient-Centric Care</td>
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<td>9/14-9/18</td>
<td>Lecture #2 Establishment</td>
<td>Panopto® Quiz 2</td>
<td>Professional Rapport, Self-Awareness, Credibility</td>
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<td>9/21-9/25</td>
<td>Lecture #3 Professional Development</td>
<td>Panopto® Quiz 3</td>
<td>Principles of Professionalism, Team Dynamics, Personnel management, and Communication Tools</td>
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<td>9/28-10/2</td>
<td>Lecture #4 Professional Development</td>
<td>Panopto® Quiz 4</td>
<td>Professional Brand, Health Marketing, Professional Interviewing</td>
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<td>10/5-10/9</td>
<td>Lecture #5 The Patient</td>
<td>Panopto® Quiz 5</td>
<td>Patient Motivations: Narrative, Perspective, Perception</td>
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<tr>
<td>10/12-10/16</td>
<td>Lecture #6 The Patient</td>
<td>Panopto® Quiz 6</td>
<td>Cultural Health: Bias, Diversity, and Awareness</td>
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<td>10/19-10/23</td>
<td>Lecture #7 The Patient</td>
<td>Panopto® Quiz 7</td>
<td>Sensitivity Communication Barriers Interactions and Phrasing</td>
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<tr>
<td>10/26-10/30</td>
<td>Lecture #8 Engagement</td>
<td>Panopto® Quiz 8</td>
<td>Transtheoretical Model of Change Motivational Interviewing Handling Criticism</td>
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<tr>
<td>11/2-11/6</td>
<td>Lecture #9 Engagement</td>
<td>Panopto® Quiz 9</td>
<td>Challenges and Situations</td>
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<td>11/9-11/13</td>
<td>Final Exam</td>
<td>Synchronous ExamSoft®</td>
<td>Final Exam</td>
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