

TECHnicLeigh Speaking

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Disclosures

- Leigh Scherer
 - Nothing to disclose
- JoEllen Maurer
 - Nothing to disclose

Learning Objectives

- Review the traditional roles of the pharmacy technician pertaining to medication distribution
- Discuss the educational requirements of the pharmacy technicians in Montana
- Describe opportunities for technician career advancement

Pre-Test Questions

1. Which of the following is not a traditional role of the pharmacy technician?
 - a) Answering phones
 - b) Preparing medications for distribution
 - c) Medication reconciliation
 - d) File/Account management
2. The current educational requirement of the pharmacy technician in Montana is:
 - a) High school diploma
 - b) Ability to count by 5's
 - c) Completion of a PTCB-recognized education/training program
 - d) Ability to read provider handwriting
3. Which is an opportunity for technician career advancement?
 - a) Ability to count by 10's
 - b) Immunization administration
 - c) Automatic entry into pharmacy school
 - d) Monitoring and dosing aminoglycosides

A long, long time ago.....

- Technicians were viewed as assistants
- Pharmacists did not have as many responsibilities
- Volume of daily prescriptions was significantly lower

When you think of a traditional pharmacy technician, say 30 - 40 years ago, what roles come to mind?

- Front facing for the customer
 - Answering phones/doors, cashiering
- Preparing medications for distribution
- File Management
 - Purchasing and Receiving
 - Narcotic Records
 - RXs
- Account maintenance
 - Invoices to customers/from vendors

Pharmacy Technician Qualifications

- MT rule 24.174.702 states the Qualifications of Pharmacy Technician as:
- At least 18 years of age
 - High school graduate or an equivalent degree
 - Good moral character
 - Certified by the Pharmacy Technician Certification Board (PTCB) or other board approved certifying entity

<http://www.mtrules.org/ptoway/RuleNo.asp?RN=24174702&ID=702> accessed 3/1/18

Technician-In-Training

- Registration with MT Board of Pharmacy
- The permit to practice as a technician-in-training shall be valid for a period of not longer than 18 months

<http://www.mtrules.org/ptoway/RuleNo.asp?RN=24174701&ID=701> accessed 3/1/18

Requirements for Certified Pharmacy Technician (CPhT)

- High school diploma or equivalent diploma (i.e. GED)
- Full disclosure of all criminal and State Board of Pharmacy registration or licensure actions
- Compliance with all applicable PTCB Certification policies
- Passing score on the Pharmacy Technician Certification Exam (PTCE)

<http://www.ptcb.org/get-certified/apply-for-cphth/WorMFR2valch> accessed 3/1/18

Testing, Testing, 1...2...3

Effective January 1, 2020, PTCB will require completion of a PTCB-recognized education/training program to be eligible to take the certification exam

[http://www.ptcb.org/about-ptcb/news-room/news-landing/2018/03/11/ptcb-announces-new-pharmacy-technician-certification-examination-\(ptce\)-content-outline-and-updated-education-training-requirements-for-cphth-certification/WorMFR2valch](http://www.ptcb.org/about-ptcb/news-room/news-landing/2018/03/11/ptcb-announces-new-pharmacy-technician-certification-examination-(ptce)-content-outline-and-updated-education-training-requirements-for-cphth-certification/WorMFR2valch) accessed 3/15/18

PTCE Exam Format

Current Format

9 Domains

- Pharmacology
- Law & Regulations
- Sterile & Non-Sterile Compounding
- Medication Safety
- Quality Assurance
- Order Entry & Fill Process
- Inventory Management
- Billing & Reimbursement
- Information System Usage

2020 Format

4 Domains

- Medications
- Federal Requirements
- Patient Safety & Quality Assurance
- Order Entry & Processing

http://www.ptcb.org/ptce/default-source/get-certified/new_ptce_blueprint.pdf?sfvrsn=15 accessed 3/1/18
<https://www.ptcb.org/ptce/default-source/about-ptcb/ptce-content-outline-effective-january-2-2020.pdf?sfvrsn=2> accessed 3/15/18

Montana Pharmacy Technician Certificate of Applied Science (CAS)

Accredited Programs

- Missoula College – University of MT
 - Accredited by ASHP
- City College – MSU-Billings
 - Accredited by NWCCU

<http://www.mmt.org/technicians> accessed 4/7/18
<http://www.missbillings.edu/citycollege/programs/ProgPharmacyTech.htm> accessed 4/7/18

Stayin' Alive

- **Recertification**
 - 20 hours of Technician specific Continuing Education in 2 years
 - 1 hour in law
 - 1 hour in safety
- **Reinstatement (license lapsed for more than 1 year)**
 - 20 hours of Technician specific Continuing Education in 2 years
 - 2 hours in law
 - 1 safety

<http://www.ptcb.org/renew/recertify/102327.html> accessed 3/2/18

<http://www.ptcb.org/renew/recertify/102327.html> accessed 3/2/18

Important Qualities for Pharmacy Technicians

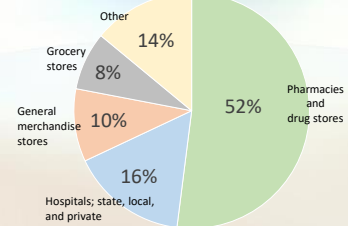
- Customer-service skills
- Detail oriented
- Listening Skills
- Math Skills
- Organizational Skills

<https://collegegrid.com/careers/pharmacy-technicians> accessed 4/8/18

Pharmacy Technician Work Environment

- Work under the direct supervision of a Pharmacist
- Responsibilities vary depending on place of employment

Employers of Pharmacy Technicians



<https://www.bls.gov/healthcare/pharmacy-technicians.html#tab-3> accessed 3/30/18

What roles do pharmacy technicians play in your pharmacy?

To infinity and beyond.....

Responsibilities of traditional technicians

- Customers
- Phones/Doors
- File Management
- Medication Distribution

These are just as important as the opportunities which lie ahead

Practice Advancement Initiative

The Practice Advancement Initiative (PAI) is a profession-led initiative that is empowering pharmacists to take responsibility for patient outcomes in acute and ambulatory care settings.

Care Team Integration	Leveraging Pharmacy Technicians	Pharmacist Credentialing & Training	Technology	Leadership in Medication Use
<ul style="list-style-type: none"> Promotes a team-based approach to health care Takes the roles of other healthcare team members to enable pharmacists to optimize their role with patients across the continuum of care Establishes the relationship between pharmacists and patients by positioning pharmacists as healthcare providers 	<ul style="list-style-type: none"> Empowers the pharmacy team to ensure that pharmacy technicians perform at a high level Updates technicians to handle non-pharmacist responsibilities and activities to allow pharmacists to take greater responsibility for their patient care Promotes technician training and certification requirements, such as the need for uniform standards for advanced technicians 	<ul style="list-style-type: none"> Enables the recognition of the pharmacy team Ensures pharmacists, residents, and students have the training and credentials for activities performed within their scope of practice now and in the future Promotes the use of credentialing to provide services at the top of the scope of practice 	<ul style="list-style-type: none"> Evaluates the available technologies to support patient safety and quality of care Encourages use of available automation and technology to improve patient safety, quality and efficiency, while minimizing cost Identifies emerging technologies to improve pharmacy practice 	<ul style="list-style-type: none"> Empowers pharmacists to take responsibility for patient outcomes Positions pharmacists to promote health and wellness, optimize therapeutic outcomes, and prevent adverse medication events Emphasizes that, given their education, training, and experience, pharmacists are uniquely skilled at screening the best outcomes


<http://www.ashpmedia.org/doi/docu/MCM10-PPMI-Students.pdf> accessed 4/7/18



"Pharmacy technicians are the cornerstones supporting the safe, effective, and optimal use of medications, and are integral to the advancement of pharmacy practice"

ASHP CEO Paul W. Abramowitz, Pharm.D., Sc.D. (Hon.), FASHP

<https://www.ashp.org/news/2018/04/02/ashp-launches-pharmacy-technician-forum> accessed 4/7/18



Pharmacy Technician Forum

- Central point for pharmacy technician engagement in ASHP
 - Establish their role on inter-disciplinary patient care teams
 - Help pharmacy technicians advance their practice
- Developing pharmacy technician leadership in ASHP
 - Polycymaking
 - Strategic planning
 - Advisory committees

<https://www.ashp.org/news/2018/04/02/ashp-launches-pharmacy-technician-forum> accessed 4/7/18




Advanced Roles

- Telepharmacy technicians
- Educators for technician programs
- Technician Supervisors/Managers
- Primary Care Opportunities
 - MAP
 - Analytics (i.e. CMS 5 star as far as meeting goals/MU)
 - Immunizations
 - Prior-Auth
 - AntiCoag
- Medication History/Reconciliation Technicians
- Discharge Pharmacy Technicians
- Management of Robotics
- Pharmacy Analysts/Informatics

Examples of Advancement Opportunities

- St. Luke's Outpatient Pharmacy, Boise, ID
 - Training PGY2 Oncology Residents
 - Participating in research
 - Assisting in clinical settings
 - Medication therapy management

<http://www.pharmacytimes.com/technician-news/the-evolving-role-of-pharmacy-technicians> accessed 3/2/18

<http://www.pharmacytimes.com/publication/issue/2014/august2014/technician-of-the-year> accessed 3/2/18

Examples of Advancement Opportunities

- Albertsons, Boise, ID
 - Immunization administrations by pharmacy technicians

<http://www.drugstore.com/article/albertsons-boise-40-pharmacy-tech-notion-administer-immunization/> accessed 3/15/18

Examples of Advancement Opportunities

- Veterans Health Administration Opioid Safety Initiative
 - Obtaining medication histories
 - Patient education related to VA formulary status
 - Documenting medication adherence
 - Documenting patient allergies and adverse drug reactions

<http://www.vha.org/document/75/2/13> accessed 3/15/18

PTCB Certified Compounded Sterile Preparation Technician™ (CSPT™) Program

- First new certification program since 1995
- To earn CSPT Certification:
 - Eligible CPhTs must pass the CSPT™ Exam
 - Submit Competency Attestation documentation from a qualified supervisor

<https://www.ptcb.org/get-certified/cspt> accessed 3/15/18

Technicians are advancing.
 What work does your organization have ahead
 to get technicians into these types of roles?

<https://www.ppi.com/sites/default/files/2017/05/2017-05-22-advancing-technicians-into-new-roles.pdf> accessed 3/15/18

Closing Time....

- Technicians performing traditional preparation and distribution activities continues to be extremely valuable
- Training and certification requirements ensure technicians have the foundation needed to pursue advanced roles
- Technician roles are expanding in all areas of the medication-use process, which allows pharmacists to take greater responsibility for direct patient care



<http://www.pharmacytimes.com/insights/2016/04/2016-pharmacy-advancement-0317>

Post-Test Questions

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