

Pharmacy Technician Workforce: Trained, Tested, Trusted

A podcast educational activity based on a web-based program recorded in June, 2008 in Chicago, Illinois

Available at
<http://onlinece.ashpadvantage.com/pharmtech>

Pharmacy Technician Workforce: Trained, Tested, Trusted

Program Agenda

Pharmacy Technician Certification: The National Standard

Melissa Murer Corrigan, R.Ph.

Pharmacy Technician Regulation: An Evolution in Progress

Melissa Madigan, Pharm.D., J.D.

Advancing the Practice of Pharmacy Technicians: Standardizing Position Descriptions and Developing a Career Ladder

Bruce E. Scott, M.S., R.Ph., FASHP

Panel Discussion –

The Practice of Pharmacy Technicians Now and in the Future

Panelists :

Melissa Murer Corrigan, R.Ph.

Executive Director/CEO

Pharmacy Technician Certification Board

Gay Dodson, R.Ph.

Executive Director/Secretary

Texas State Board of Pharmacy

Bruce E. Scott, M.S., R.Ph., FASHP

Chief Pharmacist and Senior Vice President

Medco Health Solutions, Inc.

Melissa Madigan, Pharm.D., J.D.

Policy and Communications Senior Manager

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Pharmacy Technician Workforce: Trained, Tested, Trusted

Program Faculty

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Program Description

New responsibilities for pharmacy technicians are being identified throughout the profession of pharmacy, transitioning the position of pharmacy technician from a job to a career. Participants will learn how training and certification are the keys to professional advancement. The use of certified pharmacy technicians can free-up the pharmacist for patient-focused services.

Speakers will highlight the opportunities available for pharmacy technician advancement. A PTCB update including accreditation status and consumer perceptions will be presented. Evolution and the future of regulation of pharmacy technicians will be reviewed. The session will discuss the benefits of creating a career path for technicians with a focus on training, recruitment, and retention.

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Learning Objectives

After participating in this educational activity, participants should be able to:

- Describe how certification of pharmacy technicians impacts the advancement of practice
- Review standards for pharmacy technicians for education and training, certification, and regulation
- Discuss the importance of PTCB certification and technician regulation among states for patient safety
- Discuss the advances made for the pharmacy workforce and the pharmacy technician's role to assist the pharmacist and free-up the pharmacist for patient-focused services
- List the benefits of a career path for pharmacy technicians

Continuing Education Information

Pharmacy Technicians



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program provides 2.0 hours (0.20 CEUs) of continuing education credit (program number 204-000-08-439-H04T). This program is provided free of charge. After participating in the program, pharmacy technicians may complete the CE test online at the ASHP Learning Center (ce.ashp.org). A passing grade of 70% is required to receive continuing education credit for this program, and pharmacy technicians can print their CE statement immediately. Continuing education credit for this program is available from August 15, 2008, through March 1, 2010. (08625)

Pharmacists



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This program provides 2.0 hours (0.20 CEUs) of continuing education credit (program number 204-000-08-439-H04P). This program is provided free of charge. After participating in the program, pharmacists may complete the CE test online at the ASHP Learning Center (ce.ashp.org). A passing grade of 70% is required to receive continuing education credit for this program, and pharmacists can print their CE statement immediately. Continuing education credit for this program is available from August 15, 2008, through March 1, 2010. (08624)

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Format and Method

This activity consists of audio, post-test, and activity evaluation tool. Participants must listen to the entire presentation, take the online activity post-test, and complete the course evaluation to receive continuing education credit. A minimum score of 70% is required on the test for credit to be awarded, and participants may print their official statements of continuing education credit immediately. The estimated time required to complete this activity is 2 hours. This activity is provided free of charge.

ASHP Advantage Instructions for Receiving Your CE Statement Online

ASHP Advantage launched a new CE processing system in August, 2008. You may process your CE and print your statement of credit at our new testing center by going to [**http://ce.ashp.org**](http://ce.ashp.org)

If you have any difficulties processing your CE through our new testing center, please contact us at support@ashpadvantage.com.

NEED HELP?

Contact ASHP Advantage at [**support@ashpadvantage.com**](mailto:support@ashpadvantage.com).

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Disclosure Statements

In accordance with the Accreditation Council for Continuing Medical Education's Standards for Commercial Support, ASHP *Advantage* requires that all faculty members involved in the development of program content to disclose their relevant financial relationships. A faculty member has a relevant financial relationship if the individual or his or her spouse/partner has a financial relationship (e.g., employee, consultant, research grant recipient, speakers bureau, or stockholder) in any amount occurring in the last 12 months with a commercial interest whose products or services may be discussed in the CME activity content over which the faculty member has control. The existence of these relationships is provided for the information of attendees and should not be assumed to have an adverse impact on faculty presentations. The faculty and planner report the following relationships:

Melissa Murer Corrigan, R.Ph.

Ms. Murer Corrigan declares that she has no relationships pertinent to this activity.

Melissa Madigan, Pharm.D., J.D.

Dr. Madigan declares that she has no relationships pertinent to this activity.

Bruce E. Scott, M.S., R.Ph., FASHP

Mr. Scott declares that he has no relationships pertinent to this activity.

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Ms. Dodson declares that she has no relationships pertinent to this activity.

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Mr. DeChant declares that he has no relationships pertinent to this activity.

Pharmacy Technician Workforce: Trained, Tested, Trusted

Melissa Murer Corrigan, R.Ph.

Executive Director/CEO
Pharmacy Technician Certification Board
Washington, D.C.

Melissa Murer Corrigan is Executive Director / Chief Executive Officer for the Pharmacy Technician Certification Board (PTCB), a national certification program for pharmacy technicians since its inception in 1995. Prior to PTCB, she was a Marketing Research Associate with the American Red Cross. From 1991-93, Corrigan served as Project Manager for the Scope of Pharmacy Practice Project, a task analysis of pharmacists and pharmacy technicians. Corrigan completed the American Pharmaceutical Association-National Council of State Pharmacy Association Executives Executive Residency in Association Management. As part of her residency, Corrigan worked for three months with the Missouri Pharmacy Association. Corrigan also practiced as a Community Pharmacist for Walgreens in Chicago, Illinois. She is a graduate of Drake University College of Pharmacy and Health Sciences and serves on the Drake University Pharmacy National Advisory Council. In addition, Corrigan serves on the Board of Directors for the Council on Credentialing in Pharmacy.

Corrigan directs the overall conduct of PTCB's nationally accredited certification program for pharmacy technicians. Since 1995, PTCB has certified over 300,000 Pharmacy Technicians nationwide through the Pharmacy Technician Certification Examination and transfer process. Corrigan is a member of the Pharmacy Technician Certification Board of Governors, serving as Secretary.

The PTCB is governed by five organizations: American Pharmacists Association; American Society of Health-System Pharmacists; Illinois Council of Health-System Pharmacists; Michigan Pharmacists Association; and the National Association of Boards of Pharmacy. The goal of PTCB national certification is to enable pharmacy technicians to work more effectively with pharmacists to offer safe and effective patient care and service.

Pharmacy Technician Certification: The National Standard

Melissa Murer Corrigan, R.Ph.

Pharmacy Technician Certification: The National Standard

Melissa Murer Corrigan, R.Ph.
Executive Director/CEO
Pharmacy Technician Certification Board

Learning Objectives

- Discuss the advances made in the pharmacy workforce and the certified pharmacy technician's role to assist and free-up the pharmacist for patient-focused services
- Review standards for pharmacy technicians for education and training, certification, and regulation
- Describe the value of National Commission for Certifying Agencies (NCCA) accreditation to the pharmacy profession

Self Assessment Questions

-
- What is the importance of NCCA accreditation to certification programs?
 - What is the pharmacy technician's function for patient safety?

History of PTCB
The Pioneer for Pharmacy Technician Certification

PTCB was established in January, 1995 to create a consolidated national certification program applicable to pharmacy technicians in all practice settings. Through the PTCB program, pharmacy technicians are able to work more effectively with pharmacists to offer safe and effective patient care and service.

History of PTCB
The Pioneer for Pharmacy Technician Certification

Five governing organizations:

- American Pharmacists Association (APhA)
- American Society of Health-System Pharmacists (ASHP)
- Illinois Council of Health-System Pharmacists (ICHHP)
- Michigan Pharmacists Association (MPA)
- National Association of Boards of Pharmacy (NABP)

PTCB is the nationally recognized pioneer of competency assessment for pharmacy technicians, ensuring formalized standards in the pharmacy workforce through a nationally accredited certification program.

PTCB - the nationally-recognized pioneer of pharmacy technician certification

PTCB assists state boards of pharmacy to develop and implement uniform standards for pharmacy technicians for the purpose of protecting public health.

PTCB certification is a tool which may help prevent medication errors and enhance patient safety.

Certification by an accredited program confers multiple benefits for patients and the pharmacy workforce.

The career of pharmacy technician is one of the fastest growing fields in America.

NCCA Accreditation

Setting the Standard for Certification of Pharmacy Technicians



✓ PTCB's certification program for pharmacy technicians is accredited by the National Commission for Certifying Agencies (NCCA).

✓ NCCA accreditation represents an independent audit by industry experts and ensures that PTCB's certification program adheres to current standards of practice in the certification industry.

PTCB's Certification program is NCCA Accredited



In December 2006, PTCB was accredited by the National Commission for Certifying Agencies (NCCA)

–NCCA is the accrediting body of the National Organization for Competency Assurance (NOCA), which accredits certification programs based on the highest quality standards in professional certification

Accreditation process included a comprehensive review of PTCB's certification program, and was measured for:

- Compliance
- Competency

**Pharmacy Technician
Certification Examination**

**Psychometrically-sound
PTCB National Testing**

- Allows for reciprocity among states.
- Nationally-administered exam for thirteen years.
- Over 300,000 Certified Pharmacy Technicians since 1995.
- Based on national study of pharmacy practice, including participants from each state across all practice settings.

**Psychometrically-sound
PTCB National Testing**

- Breadth and depth of exam, designed and updated by over 60 subject matter experts, assures a minimum level of competency for pharmacy technician certification.
- Meets and exceeds standards set by the testing industry (AERA / NCME / APA*, 1999).
- PTCB certification program is accredited by the NCCA.

*American Educational Research Association (AERA)
National Council on Measurement in Education (NCME)
American Psychological Association (APA)

Examination Validity and Reliability

- Exam evaluation accumulates evidence supporting inferences (decisions) made from examination scores
- Examinations should measure what they claim (validity)
- Examinations should measure what they claim consistently (reliability)

Computer-based Testing

PTCB launched Computer-based Testing in February 2007

- Faster exam results - Results in 1-3 weeks
- Increased choices of when and where to take the exam
- Scheduling flexibility that allows candidates to reschedule up to 24 hours prior to the exam
- Professional, state-of-the-art, distraction-free testing centers
- Over 200 Pearson Professional Centers Nationwide
- PTCB will test in windows throughout 2008 and is exploring switching to continuous testing in 2009

PTCB assists state boards of pharmacy to develop and implement uniform standards for pharmacy technicians for the purpose of protecting public health.

USA Today Series

February 2008 Series titled *Rx for Errors*.

Drugstore chains rely on pharmacy technicians, Erik Brady and Kevin McCoy - Series article mentions PTCB Certification and the lack of certification or monitoring of technicians in many states.

Rx for Errors: Drug error killed their little girl, Erik Brady and Kevin McCoy - A follow-up article to the series highlights the introduction of a House Bill called Emily's Act.

USA Today. Rx for errors series. http://www.usatoday.com/money/industries/health/2008-02-13-pharmacy-errors-secrecy_N.htm (accessed 2008 May 15).

Emily's Act

The Pharmacy Technician Training and Registration Act of 2008 named after 2-year-old Emily Jerry, who died March 1, 2006.



Emily's Act

- Bill introduced by Steven C. LaTourette (R-OH) and Stephen F. Lynch (D-MA).
- Federal legislation that requires states to register pharmacy technicians and have them pass the Pharmacy Technician Certification Board exam.
- The proposed federal legislation would apply to both retail pharmacies and hospital settings, and is reported to not weaken any existing state laws.

**Pharmacy Technician
Education and Training**

**Technician Training
Programs**

- Formal, on the job
- Informal, on the job
- Educational Institution
- Military

PTCE Eligibility Requirements

- High school diploma or its equivalent (e.g., a GED or foreign diploma).
- No conviction of a felony that is related to drugs or pharmacy. No exceptions permitted.
- No felony conviction any time during the five (5) years before applying for the PTCE. If convicted of a felony more than five (5) years before the test date, PTCB will consider allowing the person to test after all related court documents are reviewed. If convicted of a felony more than five years ago and you would like to apply for the PTCB exam, send your request and your court documents to the following address:

PTCB Certification Programs
1100 15th Street, NW, Suite 730
Washington, DC 20005

**Major Employers Support
PTCB Certification**

Ahold USA	Albertsons	Brooks
Cardinal Health	CVS/pharmacy	Eckerd
Fry's Food	Happy Harry's	Hartig Drug Stores
Kaiser Permanente	Kerr Drug	King Scoopers
Kmart	NeighborCare	Pamida
Publix	Raley's	Rite Aid
Target Pharmacy	Thrifty White Stores	Walgreens
Hospitals and Health-Systems	The Military	Remington College

PTCB certification is a nationally-recognized career benchmark that provides immediate and long-term benefits for pharmacy technicians.

Pharmacy Technician as a Career

- Pharmacy technicians that have become CPhTs have reported increases in pay and promotion opportunities. This has enhanced their self-worth, improved job satisfaction, and increased knowledge.
- Employers also reimburse the PTCE examination fee, provide review and training courses, and continuing education opportunities.

Pharmacy Technician as a Career

- The Bureau of Labor Statistics reports that “the employment of pharmacy technicians is expected to grow much faster than the average occupation through 2014.”
- Their report also states that “cost-conscious insurers, pharmacies, and health-systems will continue to expand the role of pharmacy technicians.”

Contact Information

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Pharmacy Technician Workforce: Trained, Tested, Trusted

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Melissa Madigan, Pharm.D., J.D., is the Policy and Communications Senior Manager at the National Association of Boards of Pharmacy (NABP). Melissa rejoined NABP in March, 2006, after two years as an associate with the law firm of Smith, Rickert & Smith in Downers Grove, Illinois. Prior to that time, she served as Professional Affairs Manager for eight years at NABP.

Recently she has served as a Pharmacy Law instructor for third year pharmacy students at Midwestern University Chicago College of Pharmacy, Downers Grove, Illinois. She has practiced part-time in retail pharmacy settings in Chicago. In addition, she is a Past President of the American Society for Pharmacy Law.

Pharmacy Technician Regulation: An Evolution in Progress

Melissa Madigan, Pharm.D., J.D.



Pharmacy Technician Regulation: An Evolution in Progress

Melissa Madigan, PharmD, JD
Policy and Communications Senior Manager

National Association of Boards of Pharmacy

Learning Objectives

- ◆ Explain mission and role of NABP and pharmacy boards in technician regulation
- ◆ Discuss prevalence of technician regulation among the states
- ◆ Describe NABP examination validation procedures and relationship to PTCB technician certification exam
- ◆ Discuss disciplinary data for pharmacy techs

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NABP

- ◆ Founded in 1904
- ◆ Members are state, provincial, and territorial jurisdictions that regulate the practice of pharmacy - pharmacists, technicians, etc.
- ◆ Purpose – assist member boards in the protection of the public health
- ◆ Competency Assessment, Licensure Transfer, & Model Practice Act and Rules
- ◆ Governing Board of PTCB

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Pharmacy Technician Regulation is Still Evolving

- ◆ Technician regulation – ongoing debate
- ◆ Advantages
 - ◆ Protection of public
 - ◆ Protection for employers
- ◆ Challenges
 - ◆ Fears related to legal recognition
 - ◆ Increased responsibility with decreased resources

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Why Regulate Pharmacy Technicians?

- ◆ Fulfills board of pharmacy mission to protect the public
- ◆ Expansion of pharmacist services = increased utilization of technicians
- ◆ Hospital and community practice differences

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NABP Formally Recognized Pharmacy Technicians in 1993

- ◆ Amendments to NABP Model State Pharmacy Act and Model Rules
 - ◆ Called for simple state registration procedures
 - ◆ Required site-specific training
- ◆ Called for establishment of a national technician competency exam and disciplinary clearinghouse

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NABP Pharmacy Technician Recognition Expanded in 2000

Task forces and committees:

- ◆ Encouraged states to modify or eliminate ratios in pharmacy settings with quality assurance programs in place
- ◆ Recognition of two levels of pharmacy support personnel:
 - ◆ Pharmacy Technician
 - ◆ Certified Pharmacy Technician

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What is a “Certified Pharmacy Technician?”

Certified Pharmacy Technician:

- ◆ Registered with the Board
- ◆ Completed a certification program approved by the Board
- ◆ May, under the supervision of a pharmacist, perform certain activities, for example:
 - ❖ receive new prescription drug orders
 - ❖ prescription transfer
 - ❖ compounding

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What is a “Certified Pharmacy Technician?”

Certified Pharmacy Technician:

- ◆ May not participate in:
 - ❖ Drug regimen review
 - ❖ Clinical conflict resolution
 - ❖ Prescriber contact concerning prescription drug order clarification or therapy modification
 - ❖ Patient counseling
 - ❖ Dispensing process validation

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What is a “Pharmacy Technician?”

Pharmacy Technician:

- ◆ Registered with the Board
- ◆ May, under the supervision of a pharmacist, perform certain activities, for example:
 - ❖ Assist in the dispensing process
 - ❖ Process medical coverage claims
 - ❖ Stock medications
 - ❖ Cashier

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What is a “Pharmacy Technician?”

Pharmacy Technician:

- ◆ May not participate in:
 - ❖ Drug regimen review
 - ❖ Clinical conflict resolution
 - ❖ Prescriber contact concerning prescription drug order clarification or therapy modification
 - ❖ Patient counseling
 - ❖ Dispensing process validation
 - ❖ Receipt of new prescription drug orders
 - ❖ Prescription transfer

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Also in 2000 NABP Evaluated Technician Exams

- ◆ NABP member boards asked NABP to review technician exam programs
 - ◆ Do programs effectively assess technician competencies?
 - ◆ Could programs be used as one means for boards to determine eligibility of technicians to assist in the practice of pharmacy
- ◆ If not, consider developing NABP technician examination

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Technician Exam Evaluation Results

- ◆ Resulted in official partnership (1/1/2002) with PTCB.
- ◆ NABP assists in development and management of exam
- ◆ Officially recognized PTCB exam in NABP Model State Pharmacy Act and Model Rules
- ◆ Encourages use by state boards

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Why Test?

The primary purpose of credentialing and licensure exams is to assure the public that key professional standards have been met.

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Examinations Must Be Valid and Demonstrate Reliability

- ◆ Examinations should measure what they claim (validity)
- ◆ Examinations should measure what they claim consistently (reliability)
- ◆ Exam evaluation accumulates evidence supporting decisions made from examination scores

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Exams are Carefully Developed

- ◆ Developed according to established psychometric guidelines and standards
 1. Practice or job task analysis
 2. Examination blueprint development
 3. Development and validation of test items
 4. Examination assembly
 5. Standard setting

First Step: Practice or Job Task Analysis

- ◆ Review of practice standards
- ◆ Practitioners surveyed on criticality and frequency of each practice task
- ◆ Results compiled

Second Step: Blueprint Developed

- ◆ Provides link between contemporary practice and examination
- ◆ Written outline for test content
- ◆ Determines content allocation

Third Step: Item Development and Validation

- ◆ Item writing training
- ◆ Collaboration
- ◆ Item review and editing
- ◆ Pre-testing
- ◆ Statistical analysis

Fourth Step: Examination Assembly

- ◆ Content balancing according to blueprint specifications
- ◆ Consistent testing experiences
- ◆ Ongoing item analyses
- ◆ Content review

Fifth Step: Standard Setting

- ◆ Passing standard
- ◆ Minimal ability “cut score”
- ◆ Established by pharmacy expert panel

Technician Regulation Statistics

	<u>1993</u>	<u>2000</u>	<u>2003</u>	<u>2008</u>
◆ States that license/register/certify techs	12	30	36	39
◆ Mandatory training requirements	14	26	27	29
◆ Recognize PTCB	N/A	?	22	29
◆ Ratios				
◆ 1:1	12	1	1	0
◆ None	17	15	15C 17H	17C 18H

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Census Data

<u>Year</u>	<u># States Reporting</u>	<u># Techs</u>
2003	27	139,560
2004	29	158,864
2005	32	192,631
2006	35	235,340
2007	36	252,383
2008	36	284,421

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NABP Clearinghouse Disciplinary Data Analysis – 2000-2006

- ◆ 1004 disciplinary reports on pharmacy technicians reported from 27 states
- ◆ Basis for Board Disciplinary Action:
 - ◆ Alcohol or other Substance Abuse, n=151 (includes diversion as well as other acts like failing a drug screening)
 - ◆ Criminal Convictions, n=55 (includes diversion as well as other acts such as theft)
 - ◆ Diversion of Controlled Substances, n=82
 - ◆ Narcotic Violations, n=169 (mostly diversion)
 - ◆ Unauthorized Dispensing/Prescribing, n=10
 - ◆ Unable to Practice Safely, n=12
 - ◆ Unprofessional Conduct, n=60

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NABP Clearinghouse Disciplinary Data Analysis – 2000-2006

Conclusions

- ◆ Approximately 539 (approximately 54%) of the pharmacy technician reports are directly or indirectly associated with drug diversion, involving both controlled and non-controlled substances.

Disclaimer

- ◆ Pharmacy Technician data is limited because the NABP Clearinghouse primarily receives information on pharmacists.
- ◆ Some reports are not complete.

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Case Law

- ◆ Kaminer v. Eckerd
 - ◆ Florida Appellate Court, decided Oct. 3, 2007
 - ◆ Wrongful death
 - ◆ Tech stole #126 80mg OxyContin®
 - ◆ Tech -> Roommate -> Frat Brother
 - ◆ Frat brother died
 - ◆ Family sued pharmacy, manufacturer
 - ◆ Appellate court affirmed decision of lower court decision granting summary judgment in favor of Eckerd
 - ◆ Frat brother's own criminal conduct barred recovery

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Case Law

- ◆ Kuznar v. Raksha Corp
 - ◆ Michigan Appellate Court decided Aug. 22, 2006
 - ◆ Raksha Corp d/b/a Crown Pharmacy
 - ◆ Misfill
 - ◆ Patient sued pharmacy and pharmacy tech for negligence
 - ◆ Statute of limitations issue
 - ↳ Medical malpractice – 2 years
 - ↳ Ordinary negligence – 3 years
 - ◆ Is pharmacy a “licensed health facility?”
 - ◆ Court ruled in favor of plaintiff, pharmacy has appealed to Michigan Supreme Court

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Case Law

- ◆ State of Ohio v. Hess
 - ◆ Ohio Appellate Court case decided November 8, 2004
 - ◆ Tech appealed conviction – drug trafficking , theft
 - ◆ Facts:
 - ↳ 160mg bottle OxyContin missing; tech suspended
 - ↳ Board of pharmacy investigator called in
 - ↳ Investigator called tech in from home to interview
 - ↳ Tech arrived voluntarily with husband
 - ↳ Tech admitted stealing 150,000 – 200,000 doses CS over 8 months
 - ◆ Miranda rights case
 - ◆ Court held tech was not “in custody” during interview with board of pharmacy investigator, therefore Miranda warning not necessary

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Future for Technicians?



- ◆ Increased and expanded use of technicians
- ◆ Further recognition of techs by states
- ◆ Further recognition of PTCB by states

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Pharmacy Technician Workforce: Trained, Tested, Trusted

Bruce E. Scott, M.S., R.Ph., FASHP

Chief Pharmacist and Senior Vice President
Medco Health Solutions, Inc.
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Bruce Scott is Chief Pharmacist and Senior Vice President with Medco Health Solutions. At the time this program was produced, he was Senior Vice President in the McKesson Corporation. Prior to that he was Corporate Vice President, Resource Management at Allina Hospitals and Clinics, Minneapolis, responsible for pharmacy, contracting and supply chain management; and Vice President of Operations and Director of Pharmacy at United Hospital, St. Paul.

Bruce completed a Master of Science degree in Pharmacy Administration and the residency program at the University of Kansas, and a Bachelor of Science degree in pharmacy from the University of Wisconsin. He is recognized as a Fellow of the American Society of Health-System Pharmacists (ASHP). He has received awards for his commitment to the pharmacy profession including the Hallie Bruce Memorial Lecture Award from the Minnesota Society of Health-System Pharmacists for sustained contributions to the pharmacy profession in Minnesota; the John Webb Lecture Award from Northeastern University College of Pharmacy for sustained contribution to the pharmacy profession; and a citation in recognition of eminent professional service from the University of Wisconsin.

He participates in organizations concerned with pharmacy practice and the delivery of healthcare, and he publishes and presents internationally on topics including pharmacy leadership, pharmacy services in health systems, and patient safety. He is a past president of ASHP and the Minnesota Society of Hospital Pharmacists. He is active in community service including the Ronald McDonald House Charities of Minneapolis and St. Paul, Minnesota.

Advancing the Practice of Pharmacy Technicians: Standardizing Position Descriptions and Developing a Career Ladder

Bruce E. Scott, M.S., R.Ph., FASHP

Advancing the Practice of Pharmacy Technicians

Standardizing Position Descriptions and
Developing a Career Ladder

Bruce Scott, M.S., R.Ph., FASHP
Chief Pharmacist and Senior Vice President
Medco Health Solutions, Inc.
Minneapolis, MN

Learning Objectives

- Discuss three examples of pharmacy technician competencies that may be pertinent to the development of position descriptions.
- Describe several examples of levels of a pharmacy technician career ladder.

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High Performance Pharmacy Practice

- Achieving best practice pharmacy standards
- Improving patient safety
- Controlling the cost of pharmaceuticals through appropriate use

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High Performance Pharmacy Practice

Advancing the practice of pharmacy technicians is a critical success factor in achieving a high performance pharmacy practice.



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Pharmacy Technician

“An individual working in a pharmacy who, under the supervision of a licensed pharmacist, assists in pharmacy activities that do not require the professional judgment of a pharmacist”

White paper pharmacy technicians 2002: needed changes can no longer wait. *Am J Health-Syst Pharm.* 2003; 60.



ASHP - Supporting Technicians Since the 1950s

- Developing and providing training programs
- Supporting legislative changes to recognize the role of pharmacy technicians
- Supporting national certification of pharmacy technicians

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Current Role of Pharmacy Technicians

- Varies significantly among hospitals and health systems
- Pharmacy dispensing activities
 - Computer order entry
 - Product preparation
 - Automation management
 - Inventory management
 - Packaging operations



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Opportunities to Advance the Practice of Pharmacy Technicians

- Develop consistent job requirements and practices in all departments
- Optimize the practice of pharmacy technicians to allow pharmacists to further their practice
- Implement a career path for technicians to promote recruitment and retention

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Making it Happen

Technician Project Team

- Opportunity to further capitalize on the knowledge, skills, and capabilities of pharmacy technicians
 - Competencies
 - Position descriptions
 - Career Ladder
- Team Members
 - Pharmacy Operations
 - Human Resource Support

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Competencies of Pharmacy Technicians

Establishing competencies is critical to standardizing performance descriptions and developing a career ladder for pharmacy technicians.

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Competencies of Pharmacy Technicians

- General competencies
 - Product preparation and distribution
- Operational Addendum
- Clinical Addendum



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Technician Competencies: Examples from Operational Addendum

- Sterile product preparation
 - Prepares complex admixtures
 - Well versed in USP Chapter 797 standards
 - Performs quality assurance functions for IV room and sterile products
- Charging/Billing
 - Maintains charge master
 - Enters and maintains J codes
 - Completes chart audits for billing questions as necessary

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**Technician Competencies:
Examples from Operational Addendum**

- Automation: Automated Dispensing Cabinets (ADC)
 - Establishes appropriate PAR levels
 - Maintains ADC stock list
- Automation: Robot
 - Monitors utilization of Robot to assure maximum efficiency
- Coordinates and facilitates training

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**Technician Competencies:
Examples from Clinical Addendum**

- Nutritional
 - Gathers lab values
 - Gathers patient information: height, weight, oral intake, etc.
- Pharmacokinetics / Renal dosing
 - Monitors lab values, blood levels, collects data for pharmacist

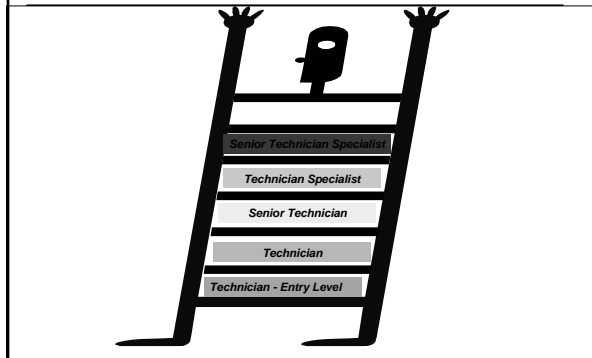
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**Technician Competencies:
Examples from Clinical Addendum**

- IV to PO
 - Reviews target drug reports
 - Gathers information for oral intake, oral medications, etc.
- Formulary
 - Maintains copies with additions and /or deletions
 - Monitor non-formulary use. Prepares reports

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Five Career Levels for Pharmacy Technicians



Pharmacy Technician Positions

May vary by following elements:

- Scope of practice
- Education, certification, and training
- Experience
- Knowledge and skills



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Career Ladder

	Technician: Entry level	Technician	Senior Technician	Technician Specialist	Senior Technician Specialist
Scope	Performs a variety of technician duties while in training.	Performs tasks and responsibilities related to preparing, dispensing, and distributing medications under the supervision of a pharmacist	Competent in the core elements of the clinical or operational addendums.	Fully competent in all elements of the operational <u>or</u> clinical addendums.	Fully competent in all elements of both the operational <u>and</u> clinical addendums.

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Career Ladder

	Technician: Entry level	Technician	Senior Technician	Technician Specialist	Senior Technician Specialist
Education / Certification / Training	High School diploma (or GED) or an equivalent combination of education and experience. Must comply with state specific pharmacy technician regulations and requirements.	National certification by PTCB preferred	National certification by PTCB required	2 or 4 year college degree in health sciences or related area desired	2 or 4 year college degree in health sciences or related area desired
Experience	Prior health care experience preferred	6 months to 2 years of prior pharmacy technician experience	2 to 3 years of hospital pharmacy technician experience preferred	4+ years of hospital pharmacy technician preferred.	Experience and demonstrated competence in both Operational and Clinical addendums.

Summary

- Advancing the practice of pharmacy technicians is a critical success factor in achieving a high performance pharmacy practice
- Standardizing position descriptions supports the advancement of pharmacy technicians
- Implementing a career path supports the advancement of pharmacy technicians



Impact of PTCB

- Certification: A critical credential in recognizing the knowledge and value of pharmacy technicians
 - Internal and external to the pharmacy profession
- Extremely valuable in the development of a career ladder
- Only nationally recognized pharmacy technician credential

Pharmacy technicians are critical to achieving a high performance pharmacy practice.



Pharmacy Technician Workforce: Trained, Tested, Trusted

Gay Dodson, R.Ph.

Panelist

Executive Director/Secretary
Texas State Board of Pharmacy
Austin, Texas

Gay Dodson is a graduate of the University of Texas at Austin, College of Pharmacy. Gay worked as a community pharmacist in the Dallas area for 13 years. While working as a community pharmacist, she was an active member of the local, state, and national pharmacy associations.

She has been an employee of the Texas State Board of Pharmacy since 1982. She has served as Field Compliance Officer (Houston), Senior Compliance Officer (Austin), and Director of Compliance before being appointed to Executive Director in 1997. As Executive Director, she serves as the chief executive officer of the agency and an ex-officio member and secretary of the Board of Pharmacy.

Awards and recognitions include: 2007 National Association of Boards of Pharmacy Lester E. Hosto Distinguished Service Award; 2006 Texas Pharmacy Association Distinguished Service Award; 2004 appointment by Governor Rick Perry to serve on the State Employee Charitable Fund Policy Committee; 2000 University of Texas College of Pharmacy William J. Sheffield Outstanding Alumnus Award; 1997 Recognition Award Texas Society of Health-System Pharmacists; 1993 Award for Outstanding Service Texas Pharmacy Association; and 1989 Linda T. Rodgers Memorial Leadership Award from Kappa Epsilon. She is a member of the American Pharmaceutical Association, American Society of Health-System Pharmacists, Texas Pharmacy Association, Texas Society of Health-System Pharmacists, Capitol Area Pharmacy Association, and National Association of Boards of Pharmacy. She currently serves as Vice-Chair of the Texas Health Professions Council. Ms. Dodson is Past-President of the University of Texas College of Pharmacy Alumni Association and an active member of the University of Texas Longhorn Alumni Band.

Pharmacy Technician Workforce: Trained, Tested, Trusted

Panel Discussion

The Practice of Pharmacy Technicians Now and in the Future

(There are no slides for the panel discussion.)

Panelists:

Melissa Murer Corrigan, R.Ph.
Executive Director/CEO
Pharmacy Technician Certification Board

Gay Dodson, R.Ph.
Executive Director/Secretary
Texas State Board of Pharmacy

Bruce E. Scott, M.S., R.Ph., FASHP
Chief Pharmacist and Senior Vice President
Medco Health Solutions, Inc.

Melissa Madigan, Pharm.D., J.D.
Policy and Communications Senior Manager
National Association of Boards of Pharmacy

Self-Assessment Questions:

1. In which of the following years was the Pharmacy Technician Certification Board (PTCB) established?
 - a. 1975.
 - b. 1985.
 - c. 1995.
 - d. 2005.

2. Which of the following organizations accredits the PTCB?
 - a. The American Society of Health-System Pharmacists (ASHP).
 - b. The American Pharmacists Association.
 - c. The National Association of Boards of Pharmacy (NABP).

Pharmacy Technician Workforce: Trained, Tested, Trusted

- d. The National Commission for Certifying Agencies.
3. The process by which a nongovernmental agency or association grants recognition to an individual who has met certain predetermined qualifications specified by that agency or association is:
 - a. Certification.
 - b. Legislation.
 - c. Licensure.
 - d. Registration.
4. Which of the following characteristics applies to examinations that measure what they claim?
 - a. Quality.
 - b. Responsibility.
 - c. Sensitivity.
 - d. Validity.
5. The number of states that require licensure, certification, or registration of pharmacy technicians currently is:
 - a. 19.
 - b. 29.
 - c. 39.
 - d. 49.
6. In the time since PTCB was established, approximately how many pharmacy technicians have been certified by the organization?
 - a. 20,000.
 - b. 100,000.
 - c. 200,000.
 - d. 300,000.
7. Which of the following statements about the proposed Pharmacy Technician Training and Registration Act (also known as Emily's Act) is correct?
 - a. Training in an educational institution (i.e., academic program) would be required (on-the-job training would not be permitted).
 - b. The requirements would apply to only hospital pharmacies (not retail pharmacy settings).
 - c. State registration of pharmacy technicians and successful completion of the PTCB certification examination would be required.
 - d. State registration of pharmacy technicians would be required, but successful completion of the PTCB certification examination would not necessarily be required.
8. Which of the following statements about pharmacy technician certification is correct?
 - a. American consumers do not support pharmacy technician certification because of the potential for an increase in prescription filling costs to offset the cost of hiring certified pharmacy technicians.
 - b. The use of certified pharmacy technicians prevents errors and promotes patient safety, which reduces risk and liability for employers.
 - c. Pharmacy technician certification requires a four year Bachelors degree.

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- d. Major pharmacy organizations do not support pharmacy technician certification because the use of certified pharmacy technicians represents a threat to the livelihood of pharmacists.
9. Which of the following statements about the career prospects for certified pharmacy technicians is correct?
 - a. Employment opportunities, pay, and promotion opportunities are expected to increase between now and 2014, despite the recent economic downturn.
 - b. Employment opportunities, pay, and promotion opportunities are expected to decrease between now and 2014 because of the recent economic downturn.
 - c. Employment and promotion opportunities are expected to remain steady between now and 2014, but pay is expected to decrease because of the recent economic downturn.
 - d. Employment opportunities, pay, and promotion opportunities are expected to remain steady between now and 2014, despite the recent economic downturn.
 10. Which of the following types of pharmacy supportive personnel were recognized by NABP in 2000?
 - a. Certified pharmacy technicians only (pharmacy technicians were not recognized unless certified).
 - b. Pharmacy technicians only (regardless of whether they were certified).
 - c. Pharmacy technicians and certified pharmacy technicians.
 - d. Entry-level pharmacy technicians and senior pharmacy technicians.
 11. Which of the following activities may a **certified** pharmacy technician who is registered with the state board of pharmacy participate in under the supervision of a pharmacist, according to the NABP Model State Pharmacy Act and Model Rules?
 - a. Drug regimen review.
 - b. Patient counseling.
 - c. Transfer of a prescription.
 - d. None of the above activities is permitted.
 12. Which of the following activities may a pharmacy technician who is registered with the state board of pharmacy participate in under the supervision of a pharmacist, according to the NABP Model State Pharmacy Act and Model Rules?
 - a. Drug regimen review.
 - b. Patient counseling.
 - c. Transfer of a prescription.
 - d. None of the above activities is permitted.
 13. The primary purpose of credentialing and licensure exams for healthcare professionals is to:
 - a. Assure the public that key professional standards have been met.
 - b. Confirm the validity and reliability of professional education and training programs.
 - c. Accumulate evidence supporting decisions made from examination scores.
 - d. Limit the supply of professionals competing for employment, thereby increasing demand and salaries.
 14. Which of the following is the first step in the certification examination development process?
 - a. Standard setting.

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- b. Development and validation of test items.
 - c. Practice or job task analysis.
 - d. Examination blueprint development.
15. Which of the following steps in the certification examination development process provides a link between contemporary practice and the examination process?
- a. Standard setting.
 - b. Development and validation of test items.
 - c. Practice or job task analysis.
 - d. Examination blueprint development.
16. According to data compiled by the NABP Disciplinary Clearinghouse, which of the following is most common basis for pharmacy technician disciplinary actions?
- a. Criminal convictions.
 - b. Narcotic violations.
 - c. Unauthorized dispensing/prescribing.
 - d. Unprofessional conduct.
17. A pharmacy technician has been defined as “an individual working in a pharmacy who, under the supervision of a licensed pharmacist, assists in pharmacy activities that:
- a. Do not require specialized training.
 - b. Do not require the professional judgment of a pharmacist.
 - c. Do not directly affect patient health.
 - d. Are not subject to regulation by state law.
18. Which of the following statements about the role of ASHP in supporting pharmacy technicians is correct?
- a. The history of ASHP support for pharmacy technicians is long, beginning in the 1980s.
 - b. ASHP has supported legislative changes to recognize the role of pharmacy technicians.
 - c. ASHP spearheaded the development of the first pharmacy technician certification examination.
 - d. ASHP opposed certification of pharmacy technicians until the year 2000 when a pharmacist shortage increased the need for pharmacy technicians.
19. Which of the following pharmacy technician competencies might be considered part of an operational (not clinical) addendum in standardizing performance descriptions and developing a career ladder for pharmacy technicians?
- a. Preparing complex intravenous admixtures.
 - b. Gathering patient height and weight information.
 - c. Monitoring non-formulary drug use.
 - d. Monitoring laboratory values.
20. Which of the following variables might be considerations in establishing a career ladder for pharmacy technicians?
- a. Scope of practice.
 - b. Education, certification, and training
 - c. Experience.
 - d. All of the above are considerations.