Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies

A podcast educational activity based on a live program conducted on December 8, 2008 in Orlando, Florida

Available at
www.ashpadvantage.com/podcasts/
Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies

Program Agenda

IV Sterile Compounding and Regulatory Affairs: Expanding the Role of Pharmacy Technicians *(32 minutes)*
Angela Turner Cassano, Pharm.D., BCPS

Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies *(24 minutes)*
Barbara Hintzen BBA, CPhT

PTCB Certification Matters: Trained, Tested, Trusted *(26 minutes)*
Melissa Murer Corrigan, R.Ph.

Program Faculty

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Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies

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 also be presented. Evolution and the future of regulation of pharmacy technicians will be reviewed. The session will describe the benefits of creating a career path for technicians with a focus on training, recruitment, and retention.

Learning Objectives

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

- Identify areas within pharmacy where pharmacy technicians have traditionally assisted pharmacists in the practice of sterile compounding and USP chapter <797> regulations.
- Discuss resources available for training and assessing competency in sterile compounding.
- List potential opportunities for pharmacy technicians to assist with regulatory compliance.
- Describe leadership opportunities for pharmacy technicians in the area of sterile compounding.
- Describe the benefits of utilizing technician support to design and implement a major process improvement project.
- Describe various Lean process improvement tools.
- Explain how staff was selected and prepared to implement change in a process improvement project.
- Review standards for pharmacy technicians for education and training, certification, and regulation.
- Discuss the importance of PTCB certification and technician regulation by states for patient safety.
- Discuss PTCB’s nationally accredited certification program and new competency assessments.
Continuing Education Information

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 hours (0.2 CEUs) of continuing education credit (program number 204-000-09-563-H04P).

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 hours (0.2 CEUs) of continuing education credit (program number 204-000-09-563-H04T).

This program is provided free of charge. After participating in the program, pharmacists and pharmacy technicians may complete the CE test online at the ASHP Learning Center (ce.ashp.org). Continuing education credit for this program is available from March 16, 2009, through August 31, 2010.

Format and Method

This activity consists of audio, post-test, and activity evaluation tool. Participants must view or listen to all presentations, 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 to complete this activity is 2 hours.
ASHP Advantage
Instructions for Receiving Your CE Statement Online

The online ASHP Learning Center allows participants to obtain their CE statements conveniently and immediately using any computer with an Internet connection. To take the posttest and obtain your CE statement for this ASHP Advantage Podcast activity, please follow these steps:

1. Type http://www.ashpadvantage.com/podcasts in your internet browser. Click on "Take Post Test" link under the name of the podcast.

2. Log in to the ASHP Learning Center using your e-mail address and password.

3. If you have not logged in to the new ASHP Learning Center (launched August 2008) and are not a member of ASHP, you will need to set up an account by clicking on “Become a user” and following the instructions.

4. Click on the radio button next to the correct answer for each question. Once you are satisfied with your selections, click “Grade Test” to process your test and complete the remaining steps to complete the program evaluation and print your CE statement.

NEED HELP?
Contact ASHP Advantage at support@ashpadvantage.com.
Disclosure Statements

In accordance with the Accreditation Council for Continuing Medical Education’s and the Accreditation Council for Pharmacy Education’s Standards for Commercial Support, ASHP Advantage requires that all individuals involved in the development of program content disclose their relevant financial relationships and that conflicts of interest be identified and resolved prior to delivery of the activity.

The faculty and planners report the following relationships:

**Angela Turner Cassano, Pharm.D., BCPS**

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

**Barbara Hintzen, BBA, CPhT**

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

**Melissa Murer Corrigan, R.Ph.**

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

**Benjamin I. Dickinson, Pharm.D.**

Dr. Dickinson declares that he has no relationships pertinent to this activity.
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*Program Chair and Moderator*

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Angela Turner Cassano, Pharm.D., BCPS, is President of Pharmfusion Consulting in Midlothian, Virginia. A graduate of Campbell University School of Pharmacy, Dr. Cassano completed two residencies at the Virginia Commonwealth University, including a joint specialty residency in adult medicine and pediatrics. During her career she has held positions as a hospital clinical pharmacist, clinical assistant director, and assistant health system director of quality assurance and drug safety.

Dr. Cassano established Pharmfusion Consulting in 2005 as an independent consulting company assisting primarily health-system pharmacies with improving pharmacy operations through clinical expertise and practice. The company focuses on quality and regulatory assurance, medication safety and technology, clinical programs and operations solutions.
Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies

IV Sterile Compounding and Regulatory Affairs: Expanding the Role of Pharmacy Technicians

Angela Turner Cassano, Pharm.D., BCPS
Pharmfusion Consulting, LLC
Midlothian, Virginia

Objectives

- Identify areas within pharmacy where pharmacy technicians have traditionally assisted pharmacists in the practice of sterile compounding and USP chapter <797> regulations
- Discuss resources available for training and assessing competency in sterile compounding
- List potential opportunities for pharmacy technicians to assist with regulatory compliance
- Describe leadership opportunities for pharmacy technicians in the area of sterile compounding

Pharmacy Technicians

“...are individuals 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.”

—www.ptcb.org
**Definitions**

**Job** - A regular activity performed in exchange for payment; a position in which one is employed;

**Career** - A chosen pursuit, a profession or occupation; the general course or progression of one’s working life

**Profession** - A vocation or occupation requiring advanced training in some liberal art or science, and usually involving mental rather than manual work; especially medicine, law, or theology

Webster’s New World Dictionary, College Edition

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**Certified Pharmacy Technician: Pathway to a Career**

- Work together with pharmacists to ensure optimal and safe medication use
- Help promote successful health outcomes
- Synergistic application of knowledge, skills, abilities and roles
- Allows engagement, expansion and sustaining high level services

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**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 2016.”

The report also states that "as cost-conscious insurers begin to use pharmacies as patient-care centers, pharmacy technicians will assume the responsibility for some of the more routine tasks previously performed by pharmacists."

www.bls.gov
“Traditional” roles in IV Sterile Compounding

• Weighing and measuring medicinal products
• Diluting and compounding medications
• Admixing products based on standard procedures and protocols
• Appropriate labeling of the final product

USP Chapter <797>

Objectives of <797>
– Describe conditions and practices to prevent harm, even death to patients from:
  • Microbial contamination
  • Excessive bacterial endotoxins
  • Variability of intended strength of ingredients
  • Unintended physical or chemical contaminants
  • Ingredients of inappropriate quality

Why is USP<797> needed?

• Evolved over many years to address compounding practices as sources of infections
• Since the early 1990s, there has been an increased focus on the numerous problems associated with compounded products
• If we don’t police ourselves, pharmacy will lose the privilege to provide sterile compounded products to patients
Responsibilities of Compounding Personnel

- Ensure that compounded sterile products (CSPs) are accurately:
  - Identified, measured, diluted and mixed
- Ensure that CSPs are correctly:
  - Purified, sterilized, packaged, sealed, labeled, stored, dispensed, and distributed
- Maintain appropriate cleanliness conditions

Prerequisites for compounding Supervisor:
- Qualified, licensed healthcare professional

Training
- Didactic Training, Video Training
- Hands on training as needed

Assessment
- Written tests
- Witnessed hand washing, garbing, cleaning procedures
- Media-fill challenge testing
- Gloved fingertip sampling

Training Programs Sterile Compounding Technique
- Homegrown
  - With or without outside assistance
- Video and textbook products available from various vendors
  - ASHP
    - Products for compounding and hazardous drugs
    - Getting Started in Aseptic Compounding
  - Valiteq
- Live programs
  - National Pharmacy Technician Association (NPTA)
  - Baxa Star Center
Assessment Tools for Sterile Compounding Technique

- Documentation tools and sample policies and templates are available
  - USP <797> provides assessment templates
  - Multiple vendors
- Manpower for annual and semi-annual assessments are most often the responsibility of the individual sites

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### USP Chapter <797>

#### Cleaning and Disinfecting Frequency

<table>
<thead>
<tr>
<th>Minimum Frequency</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning of shift</td>
<td>ISO 5 PELs</td>
</tr>
<tr>
<td>Before each batch</td>
<td></td>
</tr>
<tr>
<td>After spills, contamination</td>
<td></td>
</tr>
<tr>
<td>Every 30 minutes during</td>
<td></td>
</tr>
<tr>
<td>continuous compounding</td>
<td></td>
</tr>
<tr>
<td>Daily</td>
<td>Counters and Work Surfaces</td>
</tr>
<tr>
<td></td>
<td>ISO 5 Equipment</td>
</tr>
<tr>
<td></td>
<td>Floors*</td>
</tr>
<tr>
<td>Monthly</td>
<td>Walls, Ceilings, Shelving, Storage Bins, etc.</td>
</tr>
</tbody>
</table>

*Floors must be cleaned when compounding not occurring

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### USP Chapter <797>

#### Environmental Testing

<table>
<thead>
<tr>
<th>Test Performed</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Particle Counts</td>
<td>Every 6 months</td>
</tr>
<tr>
<td></td>
<td>And when hoods moved</td>
</tr>
<tr>
<td>Air Sampling, Viable and Non-Viable</td>
<td>Every 6 months</td>
</tr>
<tr>
<td>- Settling Plates no longer enough</td>
<td></td>
</tr>
<tr>
<td>Surface Sampling</td>
<td>Routine Basis</td>
</tr>
<tr>
<td>Fingertip testing</td>
<td>Annually, and Random</td>
</tr>
</tbody>
</table>

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Impact of USP Chapter <797> on Pharmacy Workflow

- Physical plant changes
  - Requires alteration of workflow
- Workforce realignment
  - Pharmacists “inside” buffer room
  - Evening and night shift resources
  - Are staff waiting longer for TPN or chemo double checks?
- Storage and procurement
  - Increased use of point of care activated products
  - Increased use of premixes

Impact of USP Chapter <797> on Pharmacy Workflow

- IV batches recalculated
  - Shorter beyond-use dates may require more frequent batching
- Doing the right thing takes time
  - Garbing
  - Cleaning procedures
  - Quality assurance testing
  - Documentation

Impact of USP Chapter <797>

- Improved sterility and quality of compounded sterile products
- Improved patient safety
- Increased consumer confidence
“Being busy does not always mean real work. The object of all work is production or accomplishment and to either of these ends there must be forethought, system, planning, intelligence, and honest purpose, as well as perspiration.”

- Thomas Edison

Roles for Technicians in IV Sterile Compounding

- Lead Technician; IV Services
- Regulatory Affairs/Compliance Technician
- Quality Assurance Technician
- Assignment of special projects
  - Workflow evaluation
  - Storage and procurement analysis
- The possibilities are endless...

Lead Technician IV Services

- Sample responsibilities:
  - Coordination and execution of on the job training
  - Determination and evaluation of par levels and storage
  - Assists with scheduling to ensure proper staff levels for IV room
  - Knowledgeable about regulations pertaining to IV sterile compounding
  - Oversight of quality assurance programs and documentation of such programs
**Regulatory Affairs/Compliance Technician**

May have oversight for areas other than IV room

Sample responsibilities:
- Documentation of adherence to policies and procedures
- Assists with keeping policies and procedures up to date
- Assists with dissemination of information on P&Ps to staff
- Ensures that quality assurance practices are up to date and scheduled appropriately
- Schedules and arranges testing of staff
- Collect background information for use in FMEA of issues resulting in/from the IV room

**Quality Technician**

May overlap with compliance technician responsibilities

Sample responsibilities:
- Performs surface, glove tip testing, and possibly air quality testing
- Coordinates efforts for having high risk medications properly tested, tracks results of testing
- Acts as liaison to environmental services to ensure proper cleaning techniques

**Specialized Projects**

- Gap analysis completion
- Training materials evaluation/development
- Workflow evaluations
  - Assign audits to employees
  - Send trained employees to alternative sites
    - Share employees with other facilities
- Storage and procurement analyses
  - Audits to determine storage reassignment
  - Audits to determine batching efficiency
- Evaluation of products to assist with compliance
- The list goes on…
Flexibility in Positions

- System-wide FTE
- Part time positions
- Non-traditional scheduling
- Short term project allocations

“Leaders Aren’t Born, They Are Made.”

-Vince Lombardi

Career Enhancement Tools

- Expansion of ASHP-accredited technician education program availability
- Technician-relevant continuing education and/or continuing professional development
- Career ladders
- Specialty certification
- Best practice models dissemination
- Networking
What Can Employers Do to Enhance a Career?

- It is not ALWAYS about the money
- Appreciation
- Communication
  - Find out their goals, get to know them personally
  - If promoting from within, make sure that you provide ample support
    - Show the rest of the staff that you believe in your choice

What Can Employers Do to Enhance a Career?

- Guidance
  - Allow for proper training and oversight
  - No one likes to feel like they don't know what they are doing
    - But few will ADMIT they don’t know what they are doing
- Success
  - Provide opportunities for growth
  - Showcase success: newsletter articles, awards, publications, presentations

Benefits of Employee Involvement in New Programs

- Sense of ownership
  - Fosters another level of “selling” the program
  - Improves buy in from colleagues
- Team building
- Increased morale
- Resume building and opportunity expansion
- Uncovers new strengths for that individual
- Builds confidence
- Promotes efficiency
Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies

Barbara Hintzen BBA, CPhT
Operations Manager
University of Minnesota Medical Center, Fairview
Fairview, Minnesota

Barbara Hintzen, BBA, CPhT, is Operations / Purchasing Manager at the University of Minnesota Medical Center in Fairview, Minnesota. Ms. Hintzen has completed an ASHP accredited technician program and has been a PTCB certified technician since 1995. She received her bachelor’s degree in business administration from the University of Minnesota. She has chaired and co-chaired the advisory committee for Century College’s Pharmacy Technician program (2001-2007) and was a key member in revising the Minnesota Society of Hospital Pharmacists’ guidelines and training packet for Tech-Check-Tech (2003). Ms. Hintzen has served on a variety of pharmacy professional committees and is currently an active member of local and state professional organizations.
Pharmacy Technician Roles in Sterile IV Compounding: Challenges, Opportunities, and Competencies

Barbara Hintzen BBA, CPhT
Operations Manager
University of Minnesota Medical Center, Fairview

Learning Objectives

Upon completion of this program participants will be able to:
• Describe the benefits of utilizing technician support to design and implement a major process improvement project
• Describe various Lean process improvement tools
• Explain how staff was selected and prepared to implement change in a process improvement project.

Case Study

Implement Lean Process Improvement project to increase efficiency and decrease waste in the sterile products area
What is Lean?

Relentless pursuit, identification, and elimination of waste in all business and clinical processes in order to produce value for the customer.

Scope of UMMC Project

- 5S All Work Areas
- Full Lean Analysis and Improvement of IV Clean Room
- Develop and implement overall inventory reduction plan
- Develop and implement outdate reduction plan

Objectives of Project

- Reduce missing doses by 50%
- Reduce patient specific IV waste 30%
- Reduce errors in IV room by 50%
- Reduce outdates 50%
- Transfer of Knowledge of Internal Subject Matter Experts (SME’s)
Considerations Before Starting

- Ensure support from all levels
  - Senior leadership to frontline staff
- Determine the project and its scope
- Select the right people
- Provide necessary training and tools
- Dedicate time and resources
- Set attainable goals
- Collect data (before, during, and after)
- Communicate findings and changes

Team Resources

- Lean Consultant (0.8 FTE)
- UMMC project manager – 75%
- Pharmacy project leader (non RPh) – 50%
- Pharmacist -25%
- 2 Certified Pharmacy Technicians – 100%
- Buyer (non RPh) – 50%

Getting Started

- Value Stream Map current process
- Lean waste training
- 5S training
- Evaluate Standard Work
- Evaluate Workflow
The 5S

- Sort
- Shine
- Set in Order
- Standardize
- Sustain

SORT

- Separate the necessary from the unnecessary
- Remove “excess”
- Throw out old, outdated supplies/equipment
- Mark items you are not sure about and discard if not needed/used in the next 90 days
SHINE
“Not to be taken lightly….”

Shining helps to reveal potential problems!!
• Clean
• Remove
• Repair
• This thoroughness also helps in finding more items that can be discarded

Point of Use….80/20

What is it that I need to do my job?

• What is this space used for?
• What is this workstation or cart used for?
• What is absolutely needed in this very location?
• What is needed 80% of the time?
• If needed less than 80% of the time this probably could be located some where else!!

Set in Order: Order of Use

Now that you have identified what is needed....

Is there an order that is required?
– One before another: put left to right
– One item more than another: put up front
**Par Level Concepts**

* Fill the space
or
* Designated amount/count/par

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**STANDARDIZE**

Set up environment so that the practices are followed!!

The environment should be EASY to USE

Intuitive

Create YOUR NORMAL

ANYONE should be able to walk in and “SEE ABNORMAL”

Visual Management Controls in place

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**Sustain**

- One person at a time........
- Self Discipline.......
- Leadership Focus........
- Continuous Improvement.......on what you already have done
- Develop a culture of AWARENESS and ACTION
Standard Work

- Established standard work areas with point of use materials
  - Work carts stocked with basic supplies to minimize the need to go and get things
  - Fast moving medications placed close to work stations
- Set standard work and break times
- Duties and responsibilities clearly defined

IV Room External Pharmacist Observation

- 24 Steps to and from Refrigerated Drugs
- 12 Steps to and from Pyxis
- 18 Steps to and from Fax

Workflow

Rearranged work area to improve line of site
- Hoods moved into “U” shape
- Pharmacist check station centrally located
- In and Out window identified
- Garaged space established to visually direct workflow
**Before**

- **IV Supplies & Drug Pass Thru Cabinets**
- **TPN Table**
- **Hood #1**
- **Hood #2**
- **Hood #3**
- **Counter Inside IV Room**
- **IV Supplies & Drug Pass Thru Cabinets**
- **Pharmacist**
- **Technician**

**After**

- **IV Supplies & Drug Pass Thru Cabinets**
- **TPN Table**
- **Hood #1**
- **Hood #2**
- **Hood #3**
- **Counter Inside IV Room**
- **IV Supplies & Drug Pass Thru Cabinets**
- **Pharmacist**
- **Technician**

**Workflow - Inventory**

- Created a first-in first-out method of removal and restocking
  - Improved outdate control
- Set appropriate re-ordering par levels for each bin
  - 5 day par level was set for each bin (10 day total supply)
  - Increased inventory turns
**Workflow - Inventory**

- **Point of Use**
  - Separated fast moving items
  - Visually identified
  - Limited need to leave work area
- **Double bin re-ordering process established**
  - Person pulling the last medication is the one that pulls bin for re-order
  - Eliminated need for the buyer to look at each item

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**One Piece Flow**

Minimal Batching (Just in time)

- 5 · IV batches / 24hr
- 3 · Four hour batches
- 1 · Three hour batch
- 1 · 9 hour batch (overnight)

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**Summary of Project**

- Increased the number of IV batches from 2 to 5 which resulted in reduced patient specific wastes and missing doses
- Developed new layout of IV room to improve flow and process efficiencies
- Implemented 2 Bin system for pull of IV room drugs
- Implemented tracking mechanism for collecting waste, missing dose, and error data for root cause analysis and trending
Lean Data Facts and How We Are Analyzing Data

DAILY SPA WASTE

DAILY MISSING DOSES
Summary of Project (Cont.)

- 5S implemented within IV Clean Room (TPN, Chemo, Antibiotics, ICU, and First Dose)
- Trained project leaders on Kamishibai tool for 5S sustainment.
- Identified need for front line supervision role in central pharmacy.
- Significant cost savings achieved

Challenges

- Data and Measures
  - manual collection
- Pharmacist team participation – short staffed
- Supplies and labor to complete facility changes on schedule
- Missing dose and waste issues outside the scope of our project

Conclusion

Lean methodologies driven by certified pharmacy technicians resulted in:
- Improved workflow
- Decreased staffing requirements
- Significant waste reduction

This project resulted in a $289,256 annual net cost savings.
Contact Information

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Melissa Murer Corrigan, R.Ph., 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, Ms. Corrigan served as Project Manager for the Scope of Pharmacy Practice Project, a task analysis of pharmacists and pharmacy technicians. She completed the American Pharmaceutical Association-National Council of State Pharmacy Association Executives Executive Residency in Association Management. As part of her residency, she worked for three months with the Missouri Pharmacy Association. Ms. Corrigan also practiced as 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, she serves on the Board of Directors for the Council on Credentialing in Pharmacy.

Ms. 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. She 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.
Learning Objectives

Upon completion of this program participants will be able to:
- Review standards for pharmacy technicians for education and training, certification, and regulation
- Discuss the importance of PTCB certification and technician regulation by states for patient safety
- Discuss PTCB’s nationally accredited certification program and new competency assessments

Governing Organizations

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

- Not-for-profit organization established in January 1995
- Nationally-administered exam for over thirteen years
- As of September 2008, over 318,000 Certified Pharmacy Technicians since 1995
- 2006-PTCB program accredited by National Commission for Certifying Agencies (NCCA)
- 2007-PTCB transitions to computer-based testing
- 2009-PTCB transitions to continuous testing

A Well-qualified Pharmacy Technician Workforce is Critical to Pharmacy

- Growing complexity of medication use
- Continued focus on medication safety, quality
- Increased public visibility, accountability

The Profession’s Program:

Pharmacy Technician Certification Examination (PTCE)
APhA/ASHP Letter to the Editor

July 29, 2008
To the Editor:

“Establishing a single standard for pharmacy technician certification through PTCB is consistent with the approach used by other health professions, as well as the approach utilized within profession for the accreditation of educational institutions and the pharmacist licensure process. NABP performed a psychometric audit of the PTCB’s PTCE in 2001 and determined that the PTCE is psychometrically sound, defensible, and valid.”

This paragraph was excerpted from the letter written by John A. Gans, Pharm.D., Sc.D and Henri R. Manasse, Jr., Ph.D., Sc.D.

National Pharmacy Organizations Support for Pharmacy Technicians

• 12 National Organizations recognize pharmacy technicians and their role in assisting pharmacists
• Organizations include recommendations for:
  – training, education, certification, and regulation of pharmacy technicians
• Organizations including PTCB in their policy or sample rules:
  • American Pharmacists Association
  • American Society of Health-System Pharmacists
  • National Association of Boards of Pharmacy
  • American College of Clinical Pharmacy
  • American Society of Consultant Pharmacists

ASHP Pharmacy Technician Initiative

• Pharmacy Technician Workforce is one of ASHP’s top advocacy priorities
• Partnerships between ASHP and state affiliates advocate for state laws requiring as a prerequisite for state board registration:
  – Completion of an ASHP-accredited technician training program, and
  – PTCB certification
**NABP Technician Exam Evaluation Results**

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

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**NABP Task Force on Education and Training**

April 2008
NABP 104th Annual Meeting, Baltimore, Maryland

Resolution Passed:
Task Force on Standardized Pharmacy Technician Education and Training
- NABP convened taskforce August 2008
- Task force to assess
  - Feasibility of standardized education and training requirements for the registration or licensure of technicians
  - Model State Pharmacy Act and Model Rules of NABP to determine if revisions are needed to address this topic

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**Psychometrically-sound PTCB National Testing**

- Based on national study of pharmacy practice, including participants from each state across all practice settings
- Allows for reciprocity among states
- 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)
NCCA Accreditation

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. NCCA Accreditation process included a comprehensive review of PTCB's certification program.

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

Computer-based Testing

- Professional, state-of-the-art, distraction-free testing centers
- Over 200 Pearson Professional Centers Nationwide & 75 DANTES Centers Worldwide
- Security and logistics require same high standards as the NAPLEX exam
Testing Vendors

- Pearson VUE
  - Founded in 1994
  - Global leader in electronic testing services for academic, regulatory, certification, and licensure programs
  - Specializes in delivering high-stakes examinations in a secure, first-class testing environment
  - World’s largest network of test centers in 162 countries

- Professional Examination Services (PES)
  - Founded in 1941
  - Examination development vendor since 1995
  - Supports professional licensure and certification, training, and continuing professional education
  - Offers a full-range of assessment and testing services

Pearson VUE Professional Center

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

*Registration* is the process of making a list or being enrolled in an existing list; registration should be used to help safeguard the public through interstate and intrastate tracking of the technician work force and preventing individuals with documented problems from serving as pharmacy technicians.

*Certiﬁcation* is 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.

*Licensure* is the process by which an agency of government grants permission to an individual to engage in a given occupation upon finding that the applicant has attained the minimal degree of competency necessary to ensure that the public health, safety and welfare will be reasonably well protected.

Note: Some state boards use the term “certification” when in effect they “register” technicians.

State Regulations and PTCB

The PTCE is administered in all 50 states, Guam, and Puerto Rico. According to the 2008 NABP Survey of Pharmacy Law, 37 states regulate pharmacy technicians, with 28 states incorporating PTCB into their regulations in one of the following ways:

- As a requirement for pharmacy technician state registration or licensure
- As one of the ways to meet state requirements for pharmacy technician registration or licensure
- As a mechanism for expanded pharmacist to pharmacy technician ratios
PTCB National Statistics

<table>
<thead>
<tr>
<th>Exam Years</th>
<th># Who Sat for PTCE</th>
<th># Who Passed PTCE</th>
<th>% Passed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1995 – 2000 Exams</td>
<td>91,741</td>
<td>73,705</td>
<td>80</td>
</tr>
<tr>
<td>2001 Exams</td>
<td>31,107</td>
<td>24,296</td>
<td>78</td>
</tr>
<tr>
<td>2002 Exams</td>
<td>33,734</td>
<td>28,917</td>
<td>80</td>
</tr>
<tr>
<td>2003 Exams</td>
<td>36,736</td>
<td>30,223</td>
<td>81</td>
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<tr>
<td>2004 Exams</td>
<td>41,545</td>
<td>32,114</td>
<td>78</td>
</tr>
<tr>
<td>2005 Exams</td>
<td>45,991</td>
<td>36,816</td>
<td>79</td>
</tr>
<tr>
<td>2006 Exams</td>
<td>46,869</td>
<td>32,319</td>
<td>80</td>
</tr>
<tr>
<td>2007 Exams</td>
<td>45,045</td>
<td>31,480</td>
<td>70</td>
</tr>
<tr>
<td>2008 Feb 4 to Mar 14</td>
<td>7,589</td>
<td>5,164</td>
<td>68</td>
</tr>
<tr>
<td>2008 April 28 to June 20</td>
<td>14,291</td>
<td>10,155</td>
<td>71</td>
</tr>
<tr>
<td>2008 Aug. 18 to Sept. 12</td>
<td>6,302</td>
<td>7,123</td>
<td>76</td>
</tr>
<tr>
<td>TOTAL</td>
<td>493,462</td>
<td>311,332</td>
<td>76</td>
</tr>
</tbody>
</table>

Total # Who Passed PTCE 311,332
Total # Who Completed Transfer Process 6,670
Total # of Certified Pharmacy Technicians 318,002

Integration of PTCB certification into state regulations is a solution which enhances patient safety.

Case Study: Florida’s Advocacy in Action

- Florida Pharmacy Association (FPA) and Florida Society of Health-System Pharmacists (FSHP) advocacy and collaboration was key in getting SB 1380 passed
- Exemplary grassroots efforts on the part of Florida pharmacists and pharmacy technicians contributed to this legislative success
- June 23, 2008 - Signed into law by Governor Crist
PTCB Supports Florida’s New Patient Safety Solution

Some of the mandates of the law include:

– Florida BOP to establish registration process, with registration by January 1, 2010
– All pharmacy technicians must be at least 17 years old
– Biennial completion of 20 hours of CE
  • approved by the Florida BOP or ACPE
– Disciplinary authority of the Florida BOP over pharmacy technicians
  • Unlawful to misrepresent yourself as a pharmacy technician if not in compliance with this law

Florida’s New Patient Safety Solution

– The law contains exemptions from registration as a pharmacy technician for students enrolled in a Board-approved pharmacy technician program
– Effective January 1, 2011 the law requires all pharmacy technicians to have completed one of the following:
  • A pharmacy technician program approved by the Board, or
  • Worked as a pharmacy technician for at least 1500 hours under supervision of a Florida licensed pharmacist, or
  • Certification by a program accredited by the National Commission for Certifying Agencies (NCCA)

Consumers have high expectations for qualifications of the people who help pharmacists prepare prescriptions.
Consumer Survey: Perceptions about Pharmacy Technicians

Nationwide telephone survey
- >1,000 participants
- Equally distributed among men and women
- > 18 years of age
- Living in private households

Survey completed during November 2007

Results released December 2007

Consumer Survey Results

- 91% support state regulations for pharmacy technician training and certification
- 92% support only hiring pharmacy technicians who are certified
- 87% assumed that pharmacy technicians were certified and regulated by the state
- 73% believe pharmacy technicians are required by law to be trained and certified

2008-2009 Initiatives
Contact Information

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