Pharmacy Technician Education, Training, Practice, and Career Laddering

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Pharmacist Learning Objectives

• Consider opportunities for institutional technician practice to complement and enhance the medication use process in your facility.

• Visualize the impact of advanced professional technician practice in the hospital pharmacy to complement and enhance the operation.

• Envision if a tailor-made program was available for your institution to advance and manage professional technician education, training, practice, and career laddering.
Technician Learning Objectives

• Consider the complimentary medication use process knowledge to facilitate advancement of institutional pharmacy technician practice

• Envision the impact of advanced professional technician practice in the hospital pharmacy to complement and enhance the operation

• Envision if a tailor-made program was available for your institution to advance and manage professional technician education, training, practice, and career laddering
The Problem or Opportunity

- A lack of leadership skills, pharmacy management experience, and interest have contributed to the demand for qualified pharmacy technicians (Palmer, 2014)

- Suboptimal salaries, increased pressure for cost containment, and regulatory and compliance issues exacerbate the problem or opportunity
Certificates, Registration, and Training

- **PTCB** Certificate Number
- **ExCPT** Certificate Number
- Training: [www.pharmacy.texas.gov](http://www.pharmacy.texas.gov)
• There are **261 ASHP-ACPE** accredited or candidate-status technician training programs (Traynor, 2018)

• Out of the **261**, there are **5** health systems who have developed their own pharmacy technician mostly online training program and provides:
  – **320** contact hours of didactic instruction
  – **200** hours of experiential learning
  – **80** hours of laboratory instruction

• **18%** of pharmacy technicians in hospitals have received accredited education (ASHP Foundation, 2018)
Richland Community College

- **ASHP** Accredited Technician Program
- Institutional Practicum Coordinator 2015-2017

1. It takes Human Resources (HR) departments at least 3 months to fill a hospital pharmacy technician vacancy

2. The estimated on-site training time for a recently hired hospital pharmacy technician is 4 to 8 weeks
Knowledge

Skills

Ability

Success
• “Knowledge, Skills, and Ability (KSA) make allowances for competency acquired outside of formal training”
  – Bill Zellmer

• ACPE and PTCB 2014

• Collaboration between
  – Colleges of Pharmacy
  – Community Colleges

• Curriculum Design
ASHP/ACPE Pharmacy Technician Program Accreditation

- www.ashp.org/Professional-Development/Technician-Program-Accreditation
1. Type in www.sli.do
2. Code: ####
3. Go to the Polls Tab
4. Click your answer
You have an order to compound a 16ml syringe of fentanyl 1000mcg/ml using a stock solution of fentanyl 10,000mcg/ml. How many mls of the stock solution and sterile water for injection will you need to prepare the compound?

A. 1.6ml of the stock solution and 14.4ml of the sterile water for injection
B. 0.6ml of the stock solution and 15.4ml of the sterile water for injection
C. 2.5ml of the stock solution and 13.5ml of the sterile water for injection
D. 2.6ml of the stock solution and 13.4ml of the sterile water for injection
General Pharmacy Technician Training
Off-site Training

• Assess opportunities that exist for accredited pharmacy technician entry-level education (ASHP Foundation, 2018)
• Online programs that train the student to pass the ExCPT and PTCB exams
• ASHP accredited pharmacy technician education and training programs
• Non-ASHP accredited pharmacy technician education and training programs
On-site Training (KSA)

- Health care terminology
- Drug Names
- Pharmacology
- Departmental and hospital regulatory and compliance policies and procedures
- Roles of specific departments
- Software use
- Drug purchasing
- Financial reporting systems
- Networking
On-site Training (KSA)

- Management of medication storage and devices
- Management of controlled drug systems
- Management of medication assistance programs
- Facilitating quality improvement programs
- Management of department ITS, including and not limited to database, billing systems, and robotics
On-site Training (KSA)

• ACPE CSP Certification

• Hospitals can teach other things relative to the pharmacy technician role but it is difficult for them to teach accuracy and precision in how to:
  – Add
  – Multiply
  – Understand percentages, fractions, and ultimately ratio proportional analysis

(Traynor, 2018)
Addressing Technician Pay

• Salary compression has to do with the inability to professionalize the career
• Advanced services have the ability to make economics work
• Pharmacy technician supervision career ladders to effectively become a pharmacist-leader extender
• Pharmacy concierge medication (“meds-to-beds”) program management
General Training
Pharmacist Leader Extender
On-site Training (KSA)

- Drug supply budget
- Budget variance analysis
- Inventory process oversight
- 340b program management and compliance
- Monitoring of high-cost drugs
- Coding, billing, and reimbursement
- Drug shortage management
- Tele pharmacy for remote oversight
Additional Training
Specialized Pharmacist Leader Extender
On-site Training
Competency Based

- Transition of care
- Medication histories
- Medication reconciliation
- Pharmacist-clinician extenders supporting clinical decision-support systems (ASHP Foundation, 2018)
College Degree and/or Certificate Training

- Advanced technician functions

- **PTCB** Certified Compounding Sterile Preparations Technician Program

- Certificate programs from Colleges of Pharmacy such as advanced sterile compounding
Addressing Technician Recruitment

• Employment of pharmacy technicians is expected to grow 9% annually
• Faster than the average for all occupations through 2024. (U.S. Bureau of Labor Statistics, 2018)

- Look inside
- Look outside-transition to a health care environment can be daunting however your on-site training (KSA) will nullify the angst
- Be visible
- Develop strategy and tactics to close any gaps
1. Type in [www.sli.do](http://www.sli.do)
2. Code: ####
3. Click on Questions Tab
4. Write out question

