

## Leadership Gems

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ILLINOIS COUNCIL OF HEALTH SYSTEM PHARMACISTS, 2018 ANNUAL MEETING

## Advancing Pharmacy Technician Roles

Brittany Huff, PharmD

Contributions made by Desi Kotis, PharmD, FASHP

The speaker and contributor have no conflicts of interest to disclose.



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## Learning Objectives – Pharmacist and Technician

- Explain why advanced pharmacy technician roles are needed in the pharmacy
- Describe the training involved with advanced pharmacy technician roles



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## Expanding Roles of Pharmacy Technicians

Pharmacist and pharmacy technicians are considered to be one of the most accessible healthcare providers

Pharmacy technicians play an increasingly important role in public safety

As pharmacies expand patient care services, the role of and need for pharmacy technicians also continue to expand



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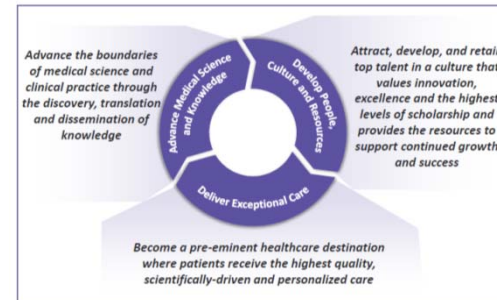
## Pharmacy Practice Initiative Model

- Supports more extensive use of pharmacy technicians to free pharmacists from drug distribution activities.
- Advancement of technicians
  - Assist with the dispensing responsibilities of pharmacists.
  - Assist in the facilitation of these services.



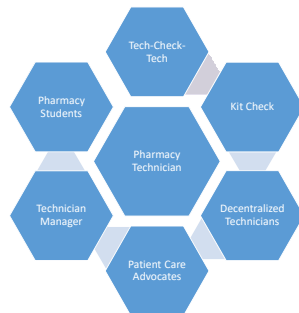
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## Three High Level Goals



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## Advancements in Pharmacy Technicians



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## Tech-Check-Tech

- Specialized Technician
  - Technician autonomy
  - Expanded role
- Frees up pharmacist to focus on patient care
- Safety and Quality Assurance measures in place



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## RFID Technology

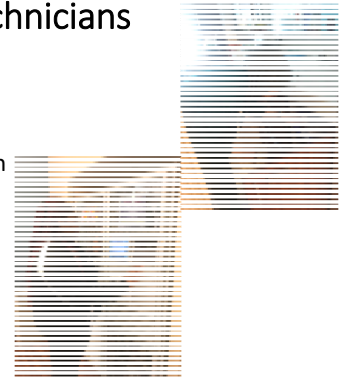
- Technicians have COMPLETE ownership
- System designed to accurately check trays
  - Anesthesia trays
  - Emergency crash cart trays
- Uses RFID technology to ensure accuracy of medication



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## Decentralized Technicians

- Technician ownership of entire floor
- Faster medication delivery
- Improved nursing and patient satisfaction



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## Patient Care Advocates Specialty Pharmacy Technicians

- Script data entry
- Benefits investigation
- Prior authorizations
- Financial assistance
  - Copay cards
  - Enrollment in manufacturer assistance programs
  - Finding funding using grants and other foundation programs
- Facilitating shipment of the drug
- Call center services
  - Refill management
  - Facilitate answering questions



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## What are examples of ways we can appropriately expand technician roles?

- Discharge Pharmacy Technician
- Pharmacy Analyst Technician
- Informatics Technician
- Medication Reconciliation Technician
- All of the Above



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## What are examples of advanced pharmacy technician roles at your institution?



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## Optimizing Utilization of Pharmacy Technicians

- Many transitions have occurred to meet the needs of patients and society.
- Increased need for clinical services and dispensing.
  - Time becomes a limiting factor in the ability of the pharmacist to provide quality patient care.
- Free pharmacists from nonclinical tasks and spend more time devoted to patient care.
- How do we appropriately define what is better utilization of pharmacy technician?



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## Optimizing Utilization of Pharmacy Technicians

- Goal: enhance the profession of pharmacy, improve medication use, and advance patient care.
- Expand the technician to reduce pharmacist workload.
- Expansion should not conflict with the role of the pharmacist
  - Avoid the application of clinical knowledge, drug use review, or recommendations in therapy.



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## Advancing the Role of the Pharmacy Technician: A Systematic Review

- Objective: Summarize literature on advancing pharmacy technicians roles, including types of training and potential costs and benefits to the technician and pharmacy.

| Top three training mechanisms  |     |
|--|-----|
| Informal on the job training led by pharmacists or other technicians | 58% |
| Formal technician training programs by and apart from the employer   | 61% |
| Test based certification to demonstrate competency after training    | 36% |



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## Advancing the Role of the Pharmacy Technician: A Systematic Review

### Direct and Indirect Costs

- i. Time for both the technician and the educator
- ii. Supplies in the training
- iii. Cost to cover routine operations in the pharmacy during the training when appropriate

### Indirect Benefits to the Organization

- i. Cost savings through potential elimination of pharmacist positions
- ii. Increase in potential revenue through expanded clinical services
- iii. Increased efficiency
- iv. Better patient adherence
- v. More satisfaction from other departments and patients in pharmacy services



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## Advancing the Role of the Pharmacy Technician: A Systematic Review

### Direct and Indirect Benefits to the Pharmacist and Technician

- i. Increases in technician wages
- ii. More job satisfaction for both technicians and pharmacists
- iii. Stronger career ladder for technicians
- iv. More desirable work schedule for the technician
- v. Improved confidence of the technician in their knowledge and ability to perform particular skills



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## Training

- Train all of its registered pharmacy technicians in the following topics as they relate to the practice site:
  1. The duties and responsibilities of the technicians and pharmacists.
  2. Tasks and technical skills, policies, and procedures.
  3. Compounding, packaging, labeling, and storage.
  4. Pharmaceutical and medical terminology.
  5. Record keeping requirements.
  6. The ability to perform and apply arithmetic calculations.



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## Role in Counseling

- A pharmacy technician may participate the following aspects of patient counseling under the supervision of a pharmacist:
  - (1) Obtaining medication history;
  - (2) Providing the offer for counseling by a pharmacist or student pharmacist.
  - (3) Acquiring a patient's allergies and health conditions.



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## Continuing Education

- As a condition for the renewal of a license as a registered certified pharmacy technician, the licensee shall provide evidence of ACPE approved CE credit hours:
  - Total of 20 hours during the 24 months preceding the expiration date of the certificate
  - One hour must be in the subject of pharmacy law
  - One hour must be in the subject of patient safety



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## Pharmacy Technician Stakeholder Consensus Conference

- Sponsored by the Pharmacy Technician Certification Board
- Collaboration with the Accreditation Council for Pharmacy Education and the American Society of Health-System Pharmacists
- Conference Focus:
  - Provide recommendations regarding the definition, education, entry-level requirements, advance practice, certification, and regulation of pharmacy technicians
- Conferees were polled on their level of agreement or disagreement regarding 59 statements associated with unresolved pharmacy technician issues



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## Pharmacy Technician Stakeholder Consensus Conference

| Issue                                | Results of Conference Polling   |
|--------------------------------------|---|
| Advance pharmacy technician practice | Conferees generally agreed that the profession of pharmacy's immediate priority, with respect to technician issues, should be development of standards related to entry-level education and that advanced roles for technicians (and related education and credentials) will evolve over time |



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## Limitations

National requirements for pharmacy technician certification

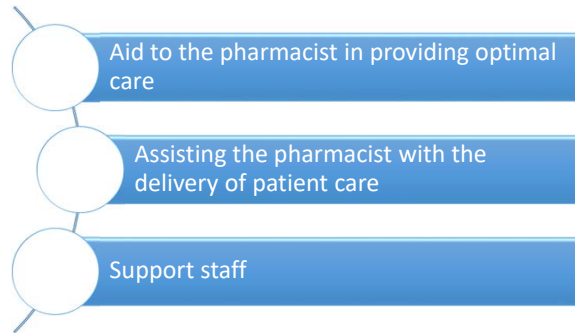
Standards for pharmacy technician education

Clearly defined legal roles for the title of pharmacy technicians



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## Who Benefits?



A systematic review analyzing advancement of pharmacy technicians identified the most common training methods being all of the following except:

- A. Informal on the job training led by pharmacists or other technicians
- B. Formal technician training programs by and apart from the employer
- C. Test based certification to demonstrate competency after training
- D. All of the above were identified as training methods

## Expanding Pharmacy Technician Roles

- As pharmacy practice continues to advance, one must remember to consider the role of the pharmacy technician and their significant contributions to the profession.
- Adopt a common vision for pharmacists and pharmacy technicians qualifications
  - Accreditation-education-examination-licensure model
- Licensed pharmacy technicians with standard core knowledge
  - Provide the pharmacist with a uniformly educated and competent pharmacy technician

## Expanding Pharmacy Technician Roles

By elevating pharmacy technician education and roles, pharmacists are able to rely more confidently on their technician's work, allowing more time for clinical work and patient care

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## Advancing Pharmacy Technician Roles

Brittany Huff, PharmD

The Speaker Has Nothing to Disclose



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# ICHP 2018 ANNUAL MEETING

LEADERSHIP GEMS  
PHARMACY RX TECHS CARES  
September 14th 2018

**Speaker: Clara Gary**

The speaker has no conflicts of interest to disclose.



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## Learning Objectives

- Recognize that Pharmacy Technicians are paraprofessionals
- Explain what "RX" Tech CARES means



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## Do I look Surprised?



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## MY CAREER- NORTHWESTERN MEMORIAL TO MICHAEL REESE



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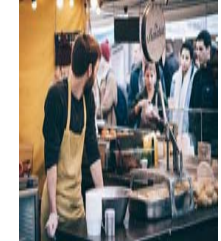
## MY CAREER AT UNIVERSITY OF ILLINOIS MEDICAL CENTER-UI HEALTH



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## How do you see yourself?



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## What is a paraprofessional?

*Paraprofessional is a person trained to assist a doctor, lawyer, teacher, or other professional, but not licensed to practice in the profession.*

*[www.dictionary.com](http://www.dictionary.com)*

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## We are Paraprofessionals!



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## *Pharmacy Technicians are...*

Health paraprofessionals that provide a mixture of services in settings such as hospitals, health clinics, schools, pharmacies, physician offices, and nursing care facilities. Health paraprofessionals are trained to work directly with patients, serving an important role assisting providers of care and collaborating with the healthcare clinicians for improved patient outcomes.

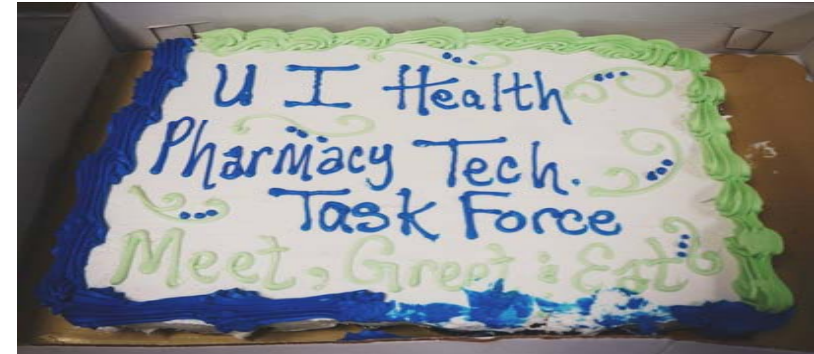
## What we do:

- Greet patients and intake scripts confirming 2 patient identifiers
- Perform data entry
- Complete benefit investigation
- Initiate prior authorizations
- Fill prescriptions and monitor inventory
- Compound products
- Cash out medication and OTCs
- Deliver medication to the patient, nurse or clinician
- We free up Pharmacist to concentrate of dispensing, counseling and other clinical activities

## Which group are paraprofessionals?

- A.) Fast food employees
- B.) Lawyers
- C.) Pharmacy Technicians
- D.) Migrant Workers
- E.) Baristas

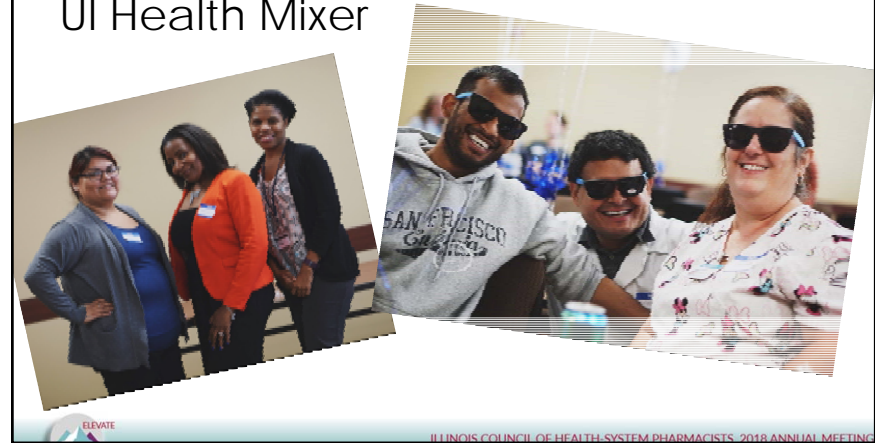
## UI Health Mixer



## UI Health Mixer



## UI Health Mixer



## How RX Techs CARES!!

- How to prepare yourself for advancement
- Contribute- Seek more responsibility
- Accountable- Learn from your mistakes
- Respectful- Listen with compassion and empathy and respond properly
- Excel- Go above and beyond expectations
- Serve- Find a professional organization and share your talents and time

## How did these technicians achieve success?

- They built trust with their pharmacists!
- They found an area that they were interested in or could be passionate about!





## How did these technicians achieve success?

- They worked on improving their skills to earn advancement!
- They recognized opportunities and stepped up!



## To be successful as a Pharmacy Technician, you must possess...

- Integrity and reliability
- Excellent customer service skills
- Ability to listen and follow directions
- Attention to detail
- Responsibility and compassion
- Ability to multi-task and be organized
- Exceptional communications skills
- Understanding of basic math

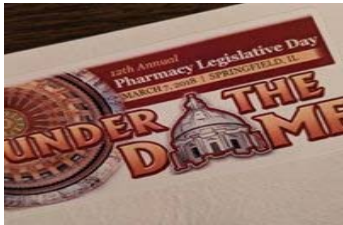
## What does RX CARES Stand for?

- A.) Compassionate, Accountable, Respectful, Excel, Serve
- B.) Contribute, Accountable, Respectful, Experienced, Serve
- C.) Communicate, Achievement, Recognized, Exceptional, Skilled
- D.) Contribute, Accountable, Respectful, Excel, Serve
- E.) Crabby, Argumentative, Rabble-rouser, Egomaniac, Self-serving

## Get Involved!



## Legislative Day 2018



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## Our UI Health Pharmacy Family!!



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## Find a Pharmacist Mentor!!



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## Welcome our new ICHP Technician Representative!!!



**ICHP**  
Leadership  
Profile

Kristine VanKuiken,  
Pharmacy Technician Specialist  
[keepposted.ichpnet.org](http://keepposted.ichpnet.org)

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