

Leading the Next Generation of Technicians

Presenters:

Angela Barnes-Mitchell, CPhT

Gigi Figlioli, CPhT

Lisa Watson, CPhT

Desiree White, BSHM, CPhT

Natalie Wrona, CPhT

Moderator:

Rebecca Ohrmund, MHA, BS, CPhT-ADV



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Conflict of Interest

- The speakers and moderator have no conflicts of interest with ineligible companies to disclose

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Learning Objectives

- Describe the evolving roles and responsibilities of pharmacy technicians and the impact of technician advancement on pharmacy operations, patient safety, and healthcare delivery.
- Outline key leadership, mentorship, and professional development strategies that support the recruitment, engagement, retention, and growth of the next generation of pharmacy technicians.
- Explain the educational pathways, credentialing requirements, and career advancement opportunities available to pharmacy technicians, including the role of pharmacists and technician leaders in fostering workforce development.

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Panelist Introductions

Panelists:

- Angela Barnes Mitchell, CPhT: University of Illinois, aibarnes@uic.edu
- Gigi Figlioli, CPhT: Prime Healthcare Illinois, gigi.figlioli@sbcglobal.net
- Lisa Watson, CPhT: Advocate Health, lisa.watson@aah.org
- Desiree White, BSHM, CPhT: Northwestern Medicine, desiree.white@nm.org
- Natalie Wrona, CPhT: Elmhurst Memorial Hospital, natalieswrona@gmail.com

Moderator:

- Rebecca Ohrmund, MHA, BS, CPhT-ADV, Northwestern Medicine, rohrmund@nm.org

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Panel Discussion

LO 1: Describe the evolving roles and responsibilities of pharmacy technicians and the impact of technician advancement on pharmacy operations, patient safety, and healthcare delivery.

Discussion Questions:

- How have pharmacy technician responsibilities expanded in recent years within your practice setting?
- What advanced technician roles have had the greatest impact on operational efficiency and patient care?
- How do advanced technician responsibilities contribute to medication safety and quality outcomes?
- What barriers prevent organizations from fully utilizing the skills and capabilities of pharmacy technicians?
- How can pharmacists effectively delegate responsibilities while maintaining accountability and patient safety?
- What emerging technician roles do you anticipate becoming more common over the next five to ten years?
- Can you share an example where technician advancement positively impacted a patient care or operational outcome?

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Panel Discussion

LO 2: Outline key leadership, mentorship, and professional development strategies that support the recruitment, engagement, retention, and growth of the next generation of pharmacy technicians.

Discussion Questions:

- What leadership qualities are most important for pharmacy technicians in today's healthcare environment?
- How can pharmacy leaders identify and develop future technician leaders within their organizations?
- What are the key components of an effective mentorship relationship for pharmacy technicians?
- How can pharmacists and experienced technicians create meaningful mentorship opportunities that support career growth?
- What strategies have been most successful in attracting individuals to the pharmacy technician profession?
- How can organizations foster engagement and a sense of purpose among early-career technicians?
- What professional development opportunities have the greatest impact on technician retention and job satisfaction?
- How can career ladders and advancement pathways encourage technicians to remain within an organization?
- What skills and competencies will be most important for the next generation of pharmacy technicians?
- What actions can pharmacy leaders take today to better prepare and support the future technician workforce?
- What is one leadership or mentorship strategy that has had the greatest impact on your career?
- What advice would you offer pharmacy leaders seeking to invest in the next generation of pharmacy technicians?

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Panel Discussion

LO 3: Explain the educational pathways, credentialing requirements, and career advancement opportunities available to pharmacy technicians, including the role of pharmacists and technician leaders in fostering workforce development.

Discussion Questions:

- What educational and certification pathways are available for technicians seeking professional growth?
- How do credentials such as CPhT and CSPT support career advancement?
- What specialty technician roles currently exist within your organization?
- How can organizations encourage technicians to pursue advanced certifications and training?
- What should a meaningful pharmacy technician career ladder include?
- How can pharmacists advocate for technician advancement within their organizations?
- What resources or opportunities have been most valuable in your own professional development journey?
- How can technician leaders help newer staff navigate their career paths?
- What advice would you give a technician interested in pursuing leadership roles?
- How do career advancement opportunities contribute to workforce stability and retention?

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Audience Question 1

What is the most important investment pharmacy departments can make in the next generation of technicians?

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Audience Question 2

How can pharmacy leaders balance operational demands with staff development?

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Audience Question 3

What skills will future pharmacy technicians need that may not be emphasized today?

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Audience Question 4

What is one action participants can take immediately to support technician development within their own departments?

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Final Thoughts

If you could give one piece of advice to the next generation of pharmacy technicians and those responsible for developing them, what would it be and why?

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