

Technician Precepting Best Practice Panel

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Mentor: Patricia Wegner, PharmD, FASHP

The speakers and mentor have no conflict of interest to disclose in relation to this topic



Learning Objectives

1. Describe the Importance of having pharmacy technicians train pharmacy residents.
2. Discuss the Importance of knowing the pharmacy technician workflow in the IV room in a hospital setting.
3. Recognize the role of the pharmacy technician in the development and growth of a future pharmacist in a specialty pharmacy setting.



Technicians Precepting Residents

Aubrey Whitmore, CPhT
Pharmacy Technician Specialist
HSHS St. John's Hospital



Discuss the Importance of having pharmacy technicians train pharmacy residents

- Currently residents typically only spend less than a day learning the technician workflow.
- Residents should spend several days learning technician workflow
- Residents and new graduates need to know and understand workflow and processes in order to better assist patients, nurses and doctors.



Workflow Examples

- Pyxis
- WCC Cart fill
- Call In's

Assessment Question

Which of the following are reasons pharmacy residents should train with pharmacy technicians?

- A. To learn the technician workflow
- B. To gain valuable "how to" knowledge
- C. To get to know pharmacy technician staff
- D. All of the above

Importance of Knowing the Pharmacy Technician Workflow in a Hospital Setting

Vera Kalin, CPhT
Certified Pharmacy Technician II
Rush University Medical Center - Chicago, IL.

Learning Objective

Discuss the importance of knowing the pharmacy technician workflow in the IV room in a hospital setting.

Discussion Outline

- Discuss the role of the technician in the 1980s & 1990s.
 - How does that translate to our current roles?
- Identify & label the many different tasks and roles technicians are responsible for in a 24 hour period.
- Explain the different titles behind our name.
 - Ex: What is a Lead Technician?
- Recognize the teaching and mentoring of new staff and students

Extra Information

- Reference RUMC workflow documents
- FUN FACTS!



Assessment Question

What are the benefits of knowing the technician workflow in a hospital IV room for residents?

- A. To get a well rounded training experience
- B. To be able to help when needed
- C. To understand the "moving" parts of a cleanroom
- D. All of the above



References

- 32 years of priceless hands on experience.
- Thank You Rush for allowing me to use the Pharmacy Department's Task List documents.



Pharmacy Student Precepting

Franklin Ponce, CPhT
Specialty Pharmacy Inventory Coordinator
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Objective

Recognize the role of the pharmacy technician in the development and growth of a future pharmacist in a specialty pharmacy setting.



Traditional Role of a Pharmacy Technician

A pharmacy technician works closely with pharmacists and other healthcare professionals in diverse settings such as hospitals, clinics, community pharmacies and Specialty pharmacies. Technicians perform vital functions to support the patient care efforts of the pharmacy team with roles and responsibilities that continue to expand and evolve.

Precepting

Precepting is the process by which experienced personnel provides coaching, direct instruction and role modelling to a less experience individual.



Source: <http://novicetopertnursingtheory.blogspot.com/>

A call to action:

- Advocate for more health systems and pharmacist to adopt a pharmacy technician preceptor program
- Emphasize with colleagues the importance of pharmacy technicians in the development of future pharmacist



Assessment Question

In a specialty pharmacy setting, pharmacy technicians can assist pharmacists with the following:

- A. Script data entry
- B. Benefits investigation and financial assistant enrollment
- C. Be a preceptor for pharmacy students
- D. All of the above

Panel and Questions