

NYSCHP: New York State Council of Health-
System Pharmacists

Pharmacy Technicians: Strategies for Engagement and Advancement

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Date: 04/20/2021



Disclosures:

- Nothing to Disclose.

- Describe how to empower pharmacy technicians and create an attainable career ladder
- Encourage collaboration between pharmacy technicians and pharmacists to improve patient outcomes
- Create mentorships to foster a greater partnership between pharmacist and pharmacy technicians in the patient care environment
- Engagement with peers through professional committee involvement



Today's Objectives



My Experience

- 2002 – 2004: Eckerd Pharmacy- Middletown, NY
- 2004 – 2007: Eckerd Pharmacy- NYC/Long Island
- 2007 – 2012: New York Presbyterian/Weill Cornell Medical Center
- 2012 – Current: Memorial Sloan Kettering Cancer Center

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Road to Empowerment

Statistics:

- Pharmacists' vs Pharmacy Technician
- Pharmacy titles
- Divisions of pharmacy

Analysis:

- SWOT
- Cultural:
 - Collaboration
 - Efficiency
 - Nursing/Patient relations
 - Retention

Evaluating Pharmacy Structure





Internal Committee's

- Pharmacy Quality Assurance (QA)
- Think Tanks
- Leadership Councils/Committees

Project Management

- Planning & Implementation
- Education & Training

Programming

- Education



Develop Participation

Traditional Tech

Positions

- Satellite Technicians
- Cleanroom Technicians
- Inventory Management
- Outpatient Technicians

Advanced Tech

Positions

- Medication Reconciliation
- Technician Product Verification
- Chemo Compounding/ Hazardous Drug Management
- Informatics/Billing and Reimbursement
- Controlled Substances Diversion
- Investigational Drug Pharmacy
- Specialty Pharmacy
- Training and Education

Creating a Career Ladder


Empowerment and Goals

- To create a future with pharmacy technicians, a pharmacy infrastructure must support pharmacy technician advancement.
- Inviting pharmacy technicians' input and participation in areas outside their normal practice, only furthers their commitment to patient care.
- All the above bullet points, leads to a simple end game: a Career Ladder

End of the Road



LJ5 To create a future for, not with
Luo, Jiani/Pharmacy, 3/22/2021

The image features a solid blue background. On the left side, there is a large orange circle with a smaller blue circle inside it. On the right side, there is a large orange circle at the bottom, a green triangle pointing upwards, and a yellow triangle pointing downwards. The word "Collaboration" is written in white, bold, sans-serif font across the center of the blue background.

Collaboration

Working Relationship Pillars:

- Trust
- Synergy
- Respect
- Confidence
- Allyship



Pharmacist and Tech Relations



Enhanced Training/Education

- Cross training or education opportunities for both pharmacist and pharmacy technicians

Strategic Planning

- Joint perspective of both clinical and operation information enhance any planning

Synergy

- A better work environment for all



Encouraging Collaboration

Pharmacist/Leadership

- Instills confidence
- Builds greater trust
- Creates better education or guidance pathways
- Providing opportunities for advancement

Tech To Tech

- Creates a seamless training or onboarding process
- Provides a stronger support system for techs
- Strengthens peer to peer relations

Mentorship

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Peer Engagement

National Engagement

There are national pharmacy organizations that have recently created platforms for pharmacy technicians to be represented, to advise on practice, and help shape standardized practice in various disciplines of pharmacy

Local Engagement

There are local pharmacy organizations or chapters that have pharmacy technician memberships and provide avenues for advocating for local legislation and create pharmacy technician programming.

Peer Groups

American Society of Health System Pharmacists:

- Pharmacy Technician Forum Executive Committee
 - Pharmacy Technician Forum Advisory Groups and Steering Committee
 - Membership Outreach and eCommunications
 - Patient Care Quality
 - Practice Advancement & Advocacy
 - Professional & Career Ladder Development
 - Educational Steering Committee



National Engagement



PTFEC: 2019-2020



New York State Council of Health-system Pharmacists:

- State Council



New York Society of Health-system Pharmacist

- Local Chapter



Local Engagement



NYCSHP PTEC 2020-2021



Conclusion:

- Reflecting inward on your current pharmacy practice, can help find a new career ladder for pharmacy technicians.
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 - Having pharmacy technician participate in committee or council work, helps with collaboration and encourages further participation
 - Mentorship not only improves your pharmacy technician culture but fosters a better patient care environment
 - Professional committee involvement for pharmacy technicians creates a network of resources for themselves and a pharmacy system.
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Enduring Questions:

1. When evaluating a pharmacy structure, what cultural factors should NOT be reviewed?
 1. Collaboration
 2. Efficiency
 3. Retention
 - 4. Effectiveness**
2. To develop participation from pharmacy technicians, what forms of involvement could be taken?
 1. Mock Joint Commission Visits
 - 2. Internal Committee's**
 3. Grand Rounds
 4. Lunch and Learns
3. Which of the following are not working relationship pillars:
 1. Trust
 2. Synergy
 - 3. Strategic Alliance**
 4. Allyship
4. ASHP has how many Pharmacy Technician form advisory groups and steering committee's?
 - 1. 5**
 2. 3
 3. 2
 4. 8
5. When looking for mentorship with pharmacists and pharmacy leadership, what factors are true?
 - 1. Providing opportunities for advancement**
 2. Road to a long career ladder
 3. Open door policies
 4. Prudent policies and procedures