

Advancing Pharmacy: Together we can do great things!

Presenters:

- Meagan Bryan, CPhT
- Tiffany Kofroth, PhTR, CPhT, CSPT
- Nichole Foster, MBA, MEd, CPhT-Adv

Learning Objectives:

1. Understand the roles and duties of pharmacy technicians that can lead to the advancement of the technician role.
1. Identify methods to include technicians in higher level job functions.
1. Recognize how various technician roles evolved during the pandemic and the forecast for technicians for career advancement.

Disclosure Statement:

All presenters have no relevant financial relationships to disclose.



Technician Training and Credentials

Pharmacy Technicians

What is the difference?

Registered/Licensed

- Board of Pharmacy Registered/Licensed
- Renewal Requirements vary by state

Certified

- Board of Pharmacy Registered/Licensed
- Nationally Certified
- Renewal is 20-25 hours of CE every 2 years (depending on CPhT-Adv or CSPT) including required hours in Law and Patient Safety

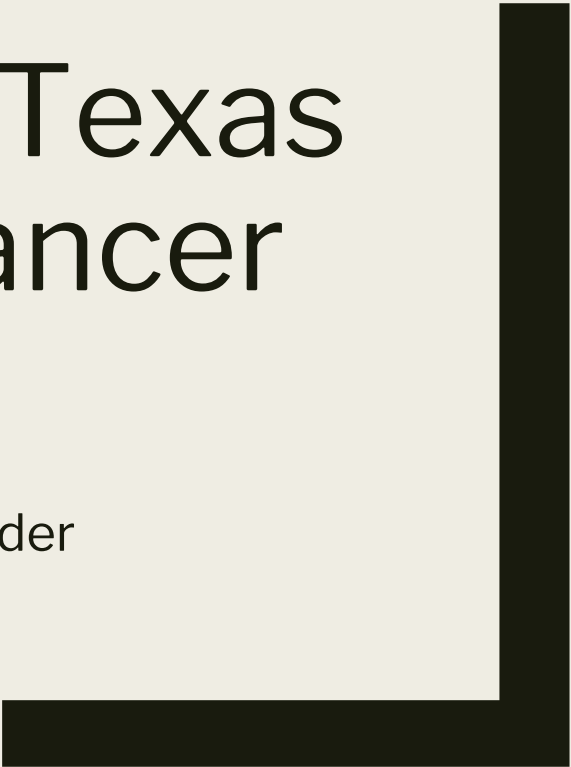
Assessment-Based Certificates





The University of Texas MD Anderson Cancer Center

Pharmacy Technician Career Ladder
Tiffany Kofroth, CPhT, PhTR, CSPT

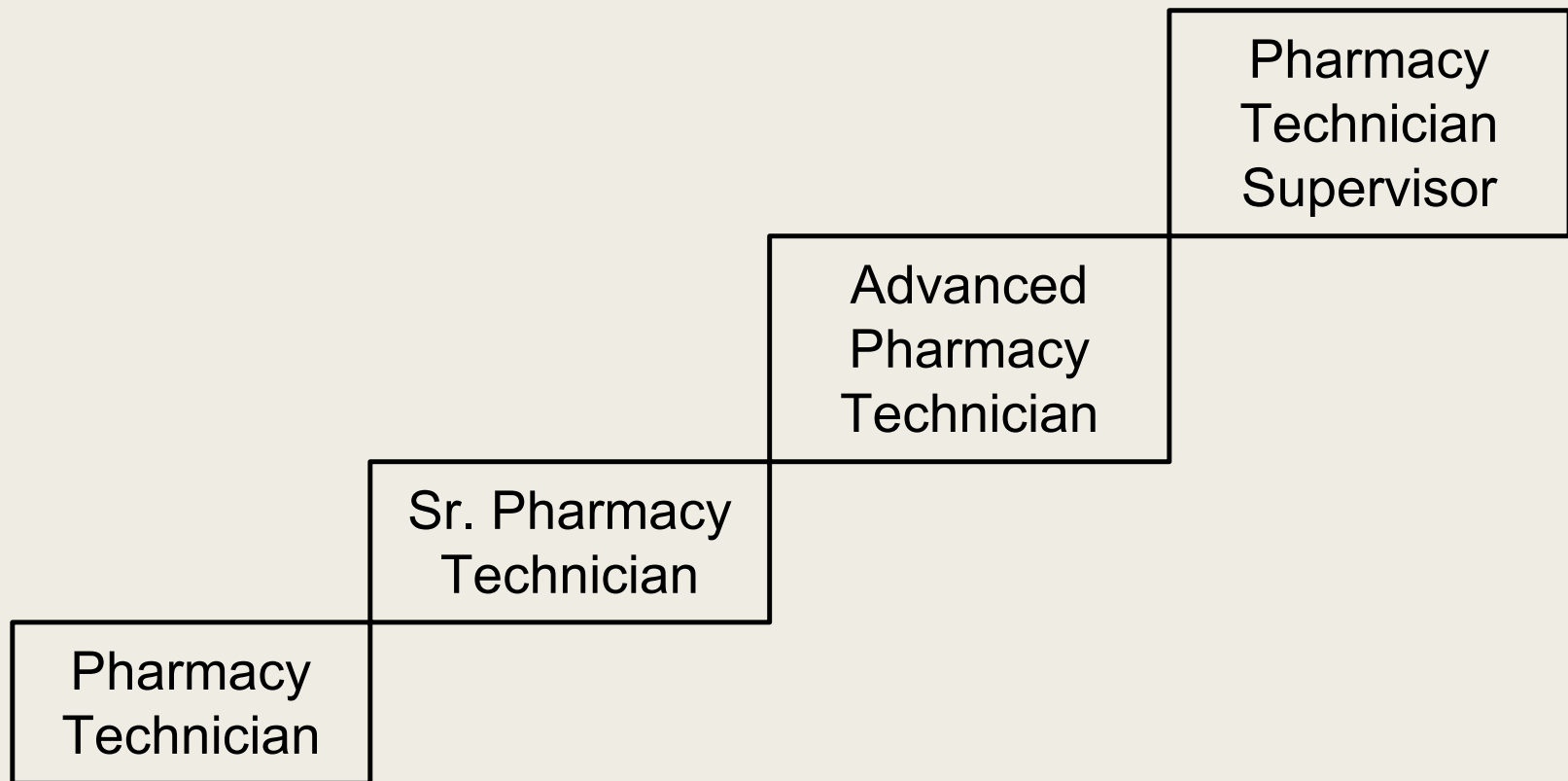


MD Anderson Cancer Center

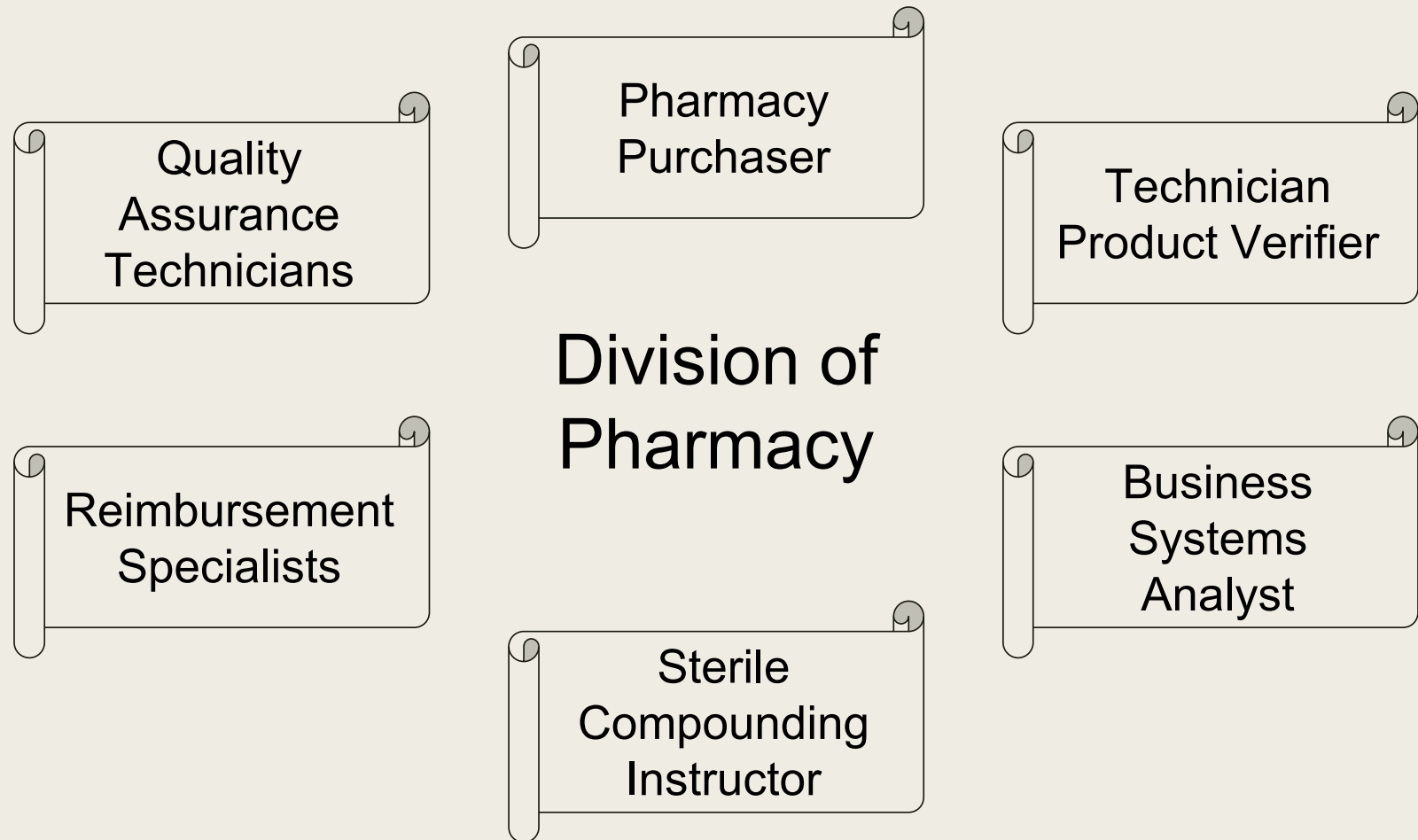


- Ranked as 1 of the top 2 hospitals in cancer care every year by U.S. News & World Report since 1990.
- We're one of the largest cancer centers in the world.
- Ranked 1st in the number of research grants awarded by the National Cancer Institute.
- Consistently accredited by The Joint Commission since 1951.
- One of the world's most respected centers devoted exclusively to cancer patient care, research, education and prevention.
- New and innovative therapies

CPhT Career Ladder



Supportive Pharmacy Technician Roles



Dedicated Pharmacy Technicians



Active Learning Question:

How many assessment-based certifications are needed to qualify for the PTCB Advanced CPhT designation?

A: Two

B: Three

C: Four

D: Five



Pharmacy Technician Career Ladder at Olathe Medical Center

Established in 2019



Who we Are - Olathe Medical Center



- Community hospital serving southwest Kansas City.
- We are a 230-bed acute care hospital.
- We offer critical care, internal medicine, neurology, orthopedics, labor and delivery with a level II neonatal intensive care.
- OMC is an accredited chest pain center, primary stroke center, a U.S. high performing hospital in heart failure.
- Fortune/Watson Health Top 100 hospital

Wages of pharmacy technicians

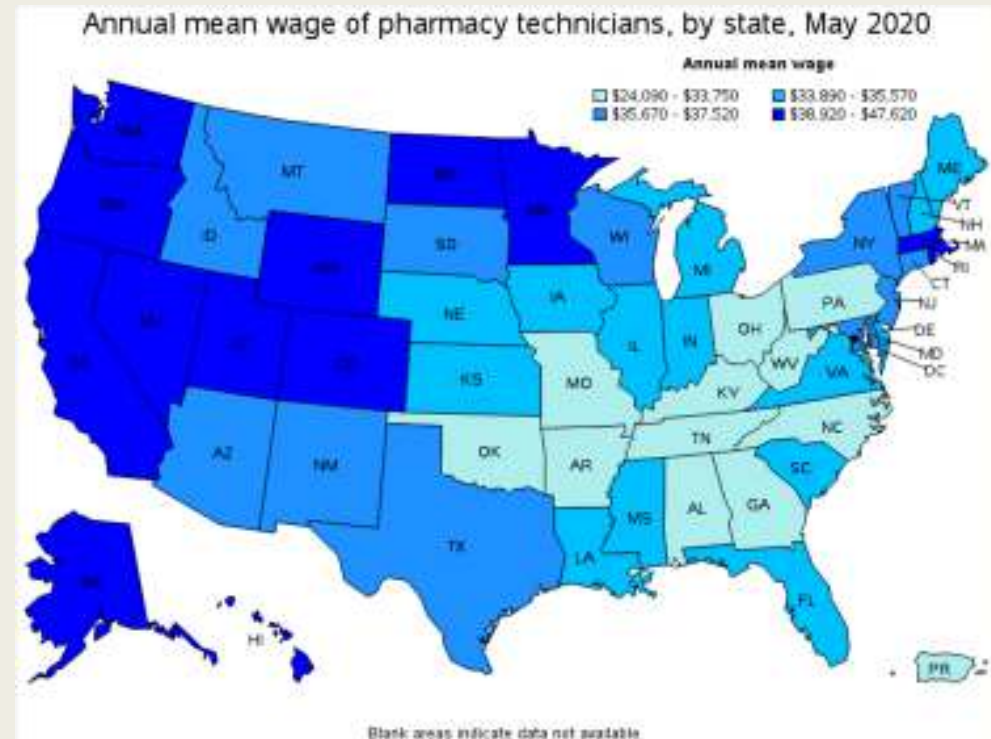
The good news is overall pharmacy technicians wages have not decreased over the years.

The required knowledge, skills and responsibilities have increased without the corresponding growth in wages.

The average median pay for a pharmacy technician is \$35,000.

The national annual average wage in the U.S. is \$52,000.

How do we increase this? How do we advocate for pharmacy technicians?



Actions to elevate the pharmacy technician

- Implement career ladder
- Determine if advanced certifications are right for you
- Get involved with professional organizations
- Network inside your organization and outside
- Stay up to date on what is happening in your state and nationally
- Seek higher educations and be willing to get more training
- Take on additional responsibilities or extra projects when available
- Become an expert for a process or area (Controlled substances, sterile compounding, inventory management, surgical area., etc.)

Level 1 Pharmacy Technician

Requirements:

- High school education or GED equivalent
- PTCB certified (within 6 months)
- Licensure with the state of Kansas
- Math aptitude including basic understanding of units of measure
- Computer literate
- Prioritization capabilities
- Detail-oriented
- Ability to work as a team

General Expectations:

- Accurately fills and prepares medications with limited errors
- Demonstrates proficiency in use of automated dispensing cabinets (Pyxis)
- Demonstrates competence in IV sterile compounding (USP 797/800 compliant)
- Demonstrates competence in medication repackaging

Level 2 Advanced Pharmacy Technician

Requirements:

- Must be employed at OMC at least a year
- Worked a minimum of 1000 hours in the previous 12 months
- Must be in good standing with no final warnings in the past 12 months (examples tardiness)
- Submit application

General Expectations:

- Participates in basic skills training of new employees
- Can troubleshoot basic mechanical and other failures of automated equipment (packager, ADC cabinet, carousel)
- Master pharmacy calculations and medical/pharmacy terminology
- Expected to staff multiple areas and consistently meet work schedule

Level 3 Senior Pharmacy Technician

Requirements:

- Been employed for at least 5 years
- Been a level 2 technician for 2 of those years
- Must be scheduled for a minimum of 1500 hours per year

General Expectations:

- Provides leadership and guides daily workflow and pharmacy technicians' operations
- Provides assistance and training to other pharmacy personnel in a manner conducive for effective learning
- Routinely demonstrates excellent customer service and mastery in the ability to retrieve information and answer questions that do not require a pharmacist
- Demonstrate competence in covering all shifts

Results and Benefits of the Career Ladder

- Increased pay by 20%
- Decrease employee turnover
- Offer free CE
- Offer advanced certification in PTCB
- Improved leadership skills
- Boosted Morale
- Opportunity to Advance in career





We hold patients lives in our hands, it's important that society and the healthcare field see us as professionals. And that we see each other as professionals and learn to advocate for ourselves and each other.

Questions and Comments

Besides a monetary gain, name other benefits of implementing the career ladder?

- A. Opportunity to advance in career
- B. Develop Leadership skills
- C. Decreased employee turnover
- D. All of the above

How can you advocate for yourself?

- A. Seek higher education
- B. Wait for others to address issues
- C. Stay up to date on what is happening in your state
- D. Both A and C



Vanderbilt University Medical Center

Career Ladder and Job Opportunities

Nichole Foster, MBA, MEd, CPhT-Adv



VUMC

- 864 Licensed Beds
- 39,182 Surgical Procedures
- 1,968,116 Ambulatory Visits
- 67,511 Emergency Room Visits
- 24,039 Employees
- 1,031 Volunteers
- 800+ Pharmacy Employees
- Named to the Best Hospitals Honor Roll of the nation's top 20 adult hospitals
- The #1 adult hospital in Tennessee and metropolitan Nashville
- Ten nationally ranked adult specialty programs, with 3 specialties rated in the top 10 nationally.



Career Ladder

- 4 Levels of advancement that allow technicians to maintain responsibilities in work areas while advancing.

Registered Technician
Certified Pharmacy Technician 1
Certified Pharmacy Technician 2
Certified Pharmacy Technician 3

Steps for Technician Career Advancement

To advance from a Registered Technician to a Cert. Tech 1:

- Have 6 months experience working as a Pharmacy Technician
- Candidate must submit proof of passing score on a national certification exam.
- Not currently be in a written performance plan

To advance from a Cert. Tech 1 to Cert. Tech 2:

- Have minimum 12 months technician experience at VUMC
- Candidate must complete a process improvement project
- Complete candidate interview with Advancement Review Board
- Not currently be in a written performance plan

To advance from a Cert. Tech 2 to Cert. Tech 3:

- Have minimum 2 years technician experience with 12 months as Tech 2 at VUMC
- Candidate must submit a letter of interest, updated resume, and 2 letters of recommendation from a pharmacist and higher level technicians.
- Complete candidate interview with Advancement Review Board
- Not currently be in a written performance plan

Positions Outside the Career Ladder

Pharmacy Reimbursement Specialist 1&2
Pharmacy Technician Verifier
Pharmacy Technician Compliance Coordinator
Pharmacy Technician Coordinator
Clinical Program Manager

Advanced Job Roles for Technicians

- Medication History
- Sterile and Non-Sterile Compounding
- Purchasing and Procurement
- Investigational Drug
- Specialty Pharmacy Clinic Based Technicians
- Specialty Pharmacy Compliance
- Sterile Products Compliance
- Controlled Substance Diversion and Monitoring
- Billing Manager
- IT support for Inpatient and Outpatient

Pharmacy Technician Verifier

- Assists the pharmacist in the verification, preparation and distribution of medications independently.
- Verifies medications in accordance with state law and standards of practice.
- Manages workflow to maximize efficiency and quality considering workload priorities in the pharmacy.

Training Requirements:

Review of various policies/procedures including; Look-Alike-Sound-Alike, medication ordering, high alert meds, medication safety, common dispensing errors, and medication classes.

Review and screening of processes to review and verify daily cartfill

750- piece audit

Must pass quarterly audit and achieve required accuracy rate in 25 doses from Cartfill and 25 doses in the Narcotic room.

Assessment Questions

Technician Verifiers can check any product that is dispensed from the pharmacy?

- TRUE
- or
- FALSE

Questions?

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