

Disclosures

There are no relationships to disclose related to this presentation.

Polling Question



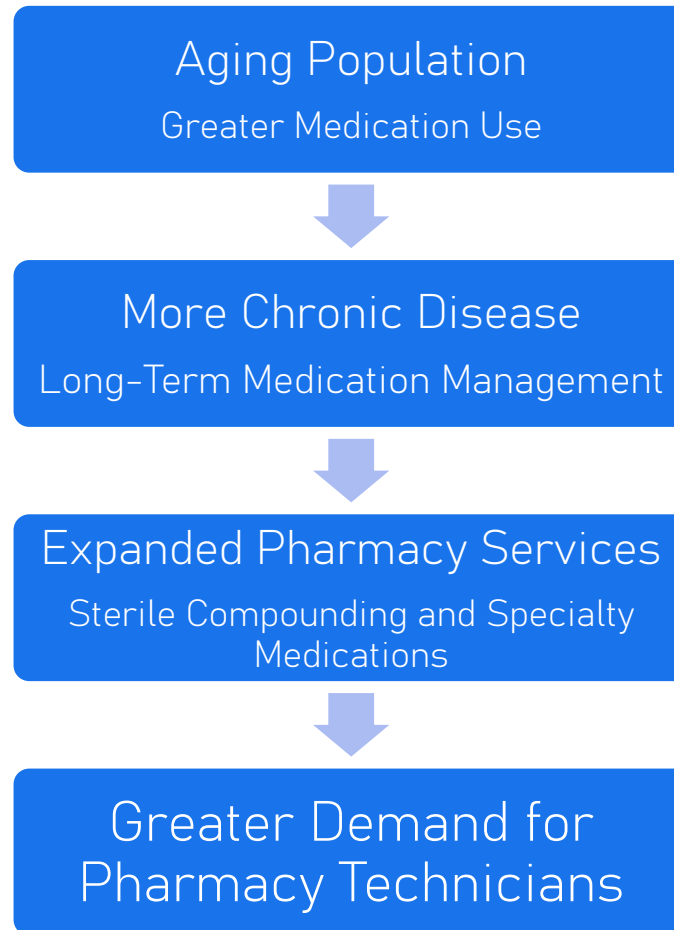
How many of you are interested in expanding your role as a pharmacy technician ?

- a) I already have.
- b) Yes, but I'm not sure where to start.
- c) I'm interested but haven't had the opportunity.
- d) I'm happy with my current role.

Learning Objectives

- **DESCRIBE** how the pharmacy technician role has evolved and its impact on patient care, medication safety, and pharmacy operations.
- **IDENTIFY** opportunities for pharmacy technicians to expand their contributions beyond traditional distributive functions.
- **RECOGNIZE** barriers to technician advancement and identify strategies to overcome them.
- **DISCUSS** the importance of professional development, certification, and leadership involvement in career advancement.
- **DEVELOP** an action plan to elevate individual practice and increase professional engagement within the pharmacy profession.

Why Are We Talking About This? The Growing Demands for Pharmacy Practice



Technician Advancement Matters

80%

Of Pharmacy Directors
report shortages of
experienced technicians

21%

Turnover Reported by
many Pharmacy
Administrators during
workforce shortage
surveys

Advanced

Technician Roles
Were one of the few
areas showing
measurable progress
toward ASHP's PAI 2030
goals

The Solution:

Develop and empower technicians to work at the top
of their education, training and competency

The Evolution of Pharmacy Technician Practice

From medication distribution to meaningful contributions in patient care, leadership, education and innovation.



Yesterday

Today

Tomorrow

The Evolution of Pharmacy Technician Practice

From medication distribution to meaningful contributions in patient care, leadership, education and innovation.

Yesterday

Operational Support



Today



Tomorrow

- Medication Distribution
- Inventory Management
- Prescription Preparation
- Operational Support

The Evolution of Pharmacy Technician Practice

From medication distribution to meaningful contributions in patient care, leadership, education and innovation.

Yesterday



Today

Expanded Clinical & Operational
Roles



Tomorrow

- Medication Safety
- Specialized Pharmacy Practice
- Regulatory & Quality
- Education & Leadership
- Patient Care Support

The Evolution of Pharmacy Technician Practice

From medication distribution to meaningful contributions in patient care, leadership, education and innovation.

Yesterday



Today



Tomorrow

Expanded Clinical & Operational Roles

- Advanced Technician Practice
- Automation & Technology
- Informatics
- Leadership & Education
- Professional Engagement

Pharmacy Technician Career Pathways



Hospital Practice

IV Sterile Compounding
Chemotherapy
Pediatrics
Perioperative Services
Medication Reconciliation



Specialty Practice

Regulatory/Compliance
Specialty Pharmacy
Investigational Drugs



Operations & Technology

Automation/Informatics
Data Analytics
Purchasing
Prior Authorization
340B Inventory Specialists



Education

Technician Trainer
Educator
Preceptor



Leadership

Lead Technician
Supervisor
Manager



Professional Service

Committees
Advocacy
Professional Organizations



Skills Driving Emerging Technician Roles

- ✓ **Communication**

Collaborate effectively with pharmacists, providers, patients and the healthcare team.

- ✓ **Critical Thinking**

Identify medication-related issues, prioritize tasks and solve workflow challenges.

- ✓ **Technology Proficiency**

Work confidently with automation, electronic health records and data systems.

- ✓ **Data and Quality Improvement**

Support patient safety through quality improvement, compliance and continuous process improvement



My Journey Beyond the Bin

The Steps Behind My Journey

Leadership

- Initiative
- Opportunity

Expanding My Skills

- Hospital Pharmacy
- Specialized Practice

Continuous Learning

- Certifications
- Projects

Mentorship

- Pharmacist mentors
- Leadership Guidance

Purpose

- Education
- Developing Technicians

Barriers to Professional Growth

Organizational Barriers

- Limited awareness of career opportunities
- Limited access to specialized training
- Limited mentorship and professional support
- Time and financial constraints

The Barrier We Don't Talk About Enough

Personal Barriers

- **Imposter Syndrome**
- Fear of failure
- Fear of change
- Underestimating your potential
- Waiting until you feel “Ready”

Breaking Down The Barriers

**Build your
Network**

Mentorship

**Invest In
Yourself**

Learning

**Say Yes To
Opportunities**

Growth

Get Involved

Leadership

**Believe In Your
Potential**

Confidence

Pharmacists as Partners in Growth



*"When pharmacists invest in technicians,
the entire profession grows. "*

Investing in Your Professional Development

1

Advance your Expertise

- Certified Compounded Sterile Preparation Technician(CSPT)
- Advanced Certified Pharmacy Technician(CPhT-Adv)
- Certified Pharmacy Technician Educator (CPTED)
- ASHP Professional Certificates

3

Stay Connected

- CE Programs
- Join a Professional Organization
- Attend Conferences

2

Develop new Skills

- Leadership Development
- Specialty Training
- Informatics
- Regulatory and Compliance
- Preceptor Development



Shaping the Future of Pharmacy Technician Practice



Where we are today:

- Pharmacy Technicians **cannot** administer immunizations in New York State.
- Technician involvement in clinical services is more limited than in some other states.

Where we *can* go:

- Technician-administered immunizations.
- Greater involvement in Medication Therapy Management Support and other patient care services.
- Increased collaboration with pharmacists.

What's Next? Creating Your Professional Roadmap

This Year:

- Earn or Maintain a Credential
- Join a Professional Organization
- Attend CE Programs
- Network with Colleagues

Next 2-3 Years:

- Develop a Specialty
 - Find a mentor
 - Lead a Project
- Join a Committee

Long-Term Goals:

- Become a subject matter expert.
- Mentor Future Technicians
 - Lead With Purpose
- Advance The Profession

Closing Poll

After Today's Presentation, what is one action you're most likely to take ?

- Pursue a certification
- Join a professional organization
- Find a mentor
- Volunteer for a new project
- Explore a new practice area



Beyond The Bin: A Call to Action

Keep Learning

Seek New Opportunities

Get Involved

Lead by Example

Shape the Future

References

- American Society of Health-System Pharmacists. (2025). Analysis of hospital and health-system pharmacy technicians: ASHP assessment of critical roles supporting patient care. <https://www.ashp.org/-/media/assets/about-ashp/docs/PELA/ASHP-Pharmacy-Technician-Analysis-Full-Documents-FINAL.pdf>
- American Society of Health-System Pharmacists. (2025). Pharmacy technician resources. <https://www.ashp.org/pharmacy-technicians/pharmacy-technician-resources>
- Health Management Institute. (2024). The growing demand for pharmacy technicians: Opportunities and insights. <https://hmi.edu/the-growing-demand-for-pharmacy-technicians-opportunities-and-insights/>
- Pedersen, C. A., Naseman, R. W., Schneider, P. J., Ganio, M. C., & Scheckelhoff, D. J. (2025). ASHP national survey of pharmacy practice in hospital settings: Clinical services and workforce—2024. *American Journal of Health-System Pharmacy*, 82(18), 979-1005. <https://doi.org/10.1093/ajhp/zxaf150>
- Pharmacy Technician Certification Board. (2026). 2025 pharmacy technician workforce survey. <https://ptcb.org/news/research/>
- Pharmacy Technician Certification Board. (2026). The state of the pharmacy technician workforce 2025. <https://ptcb.org/wp-content/uploads/2026/03/2025-The-State-of-the-Pharmacy-Technician-Workforce.pdf>
- Pharmacy Times. (n.d.). Pharmacy technician roles are growing and expanding. <https://www.pharmacytimes.com/view/pharmacy-technician-roles-are-growing-and-expanding>
- U.S. Bureau of Labor Statistics. (2026). Occupational outlook handbook: Pharmacy technicians. U.S. Department of Labor. <https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm>