

Making the Case for Advanced Pharmacy Technician Roles

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Western Pharmacy Exchange 2023

presented by  California Pharmacists Association

Disclosures

Ryan Burke is employed by the Pharmacy Technician Certification Board. He declares no other conflicts of interest, real or apparent, and no other financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

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Learning Objectives

- Describe advanced pharmacy technician roles.
- Explain the impact advanced pharmacy technician roles have on the practice of pharmacy.
- Identify practice settings for advanced pharmacy technician roles.

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Snapshot of Current Practice

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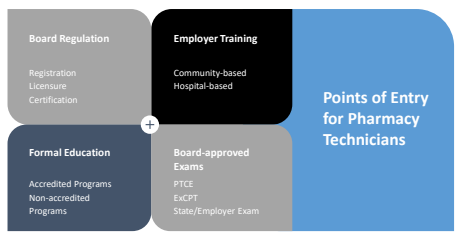
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447,300 pharmacy technicians
“help pharmacists dispense prescription medication to customers or health professionals.”

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Pharmacy Technicians
<https://www.bls.gov/healthcare/pharmacy-technicians.htm>

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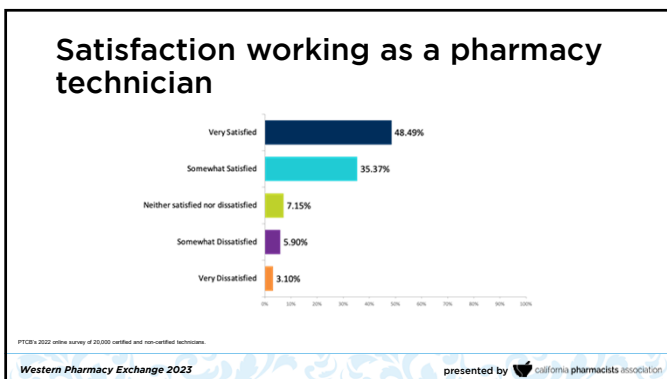
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Pharmacy Technician Job Satisfaction

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What would increase job satisfaction?



PTCBA 2022 online survey of 20,000 certified and non-certified technicians.

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Advanced Pharmacy Technician Roles

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Advanced Role Examples

- Ambulatory Medication Prior Authorization Coordinator
- Compliance Coordinator Technician
- Discharge Pharmacy Technician
- Informatics Technician
- IDS Technician Specialist
- Lead Pharmacy Technician
- Medication History Technician
- Pharmacy Medication Access Service Advocate
- Pharmacy Purchaser
- Prior Authorization Pharmacy Technician
- Sterile Compounding Coordinator
- Technician Product Verifier (Tech Check Tech)

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Mika Stilwell, CPhT-Adv, CSPT
Lansing, KS

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Mika's Journey

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Technician Product Verification

- Generally defined as checking the work of other pharmacy personnel or automated systems; also known as "tech-check-tech."
- Studies have demonstrated that specially trained pharmacy technicians can perform this task as accurately as pharmacists.

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Key Research Findings

- Pharmacy technicians are accurate in checking refill prescriptions while helping pharmacists increase time providing patient care.
- In one study, community pharmacies were able to implement one or more clinical services after implementing TPV.

Andrzej M. Martin, E. Valentina Brasseur, V. Susan S. Advancing Community Pharmacy Practice – A Technician Product Verification Pilot to Optimize Care. Innovations in Pharmacy. 2020 April 30 11:2
Banks V, Martin E, Brasse V, Sorenson L. Economic benefits of pharmacy technicians practicing at advanced scope: A systematic Review. Research in Social and Administrative Pharmacy. 2020 Oct. 16; 16(10):1244-1253

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TPV Study Key Data

Effect of TPV on PL Safety	Pharmacy Audited Rxs	Accuracy Rate	Aggregate Error Rate	Mean Rate	Effect of TPV on RPh Workday	Dispensing Activities	Management Activities	Patient Care Activities
RPh Verified	12,891	99.84%	0.16%	0.19	Before TPV	61.73%	12.35%	25.9%
Tech Verified	27,447	99.99%	0.01%	0.03	After TPV	13.7%	22.96%	58.62%

Andrzej M. Martin, E. Valentina Brasseur, V. Susan S. Advancing Community Pharmacy Practice – A Technician Product Verification Pilot to Optimize Care. Innovations in Pharmacy. 2020 April 30 11:2

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Kimerly Metcalf, CPhT-Adv
Cedar Falls, IA

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Kimerly's Journey



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Medication History

- Trained pharmacy technicians contribute to the medication reconciliation process by collecting, documenting, and verifying medication information.
- Pharmacy technicians most commonly collect medication histories in community pharmacies, emergency departments, and ambulatory care clinics.

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Key Research Findings

- In one health system, trained pharmacy technicians were able to increase the percentage of completed medication histories from 49% to 98%.
- Annual net savings for the health system was estimated to be greater than \$1.6 million.

Chenillo D, Agalar O, Dai S, Chish A. Hospital-wide Medication Reconciliation Program: Error Identification, Cost-effectiveness, and Detecting High-Risk Individuals on Admission. Hospital Pharmacy Research and Practice. 2020 Aug 22; 20(20): 160-203.


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Medication History Study Key Data

6.1 Medication discrepancies per patient	28.5 Minutes to complete a medication history	\$210.33 Estimated per patient cost avoidance
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Ullmerhopf D, Agalar O, Dai D, Ghah A. Hospital-wide Medication Reconciliation Program: Error Identification, Cost-effectiveness, and Detecting High-Risk Individuals on Admission. Integrated Pharmacy Research and Practice. 2020; Aug. 22; 2020(9): 159-162


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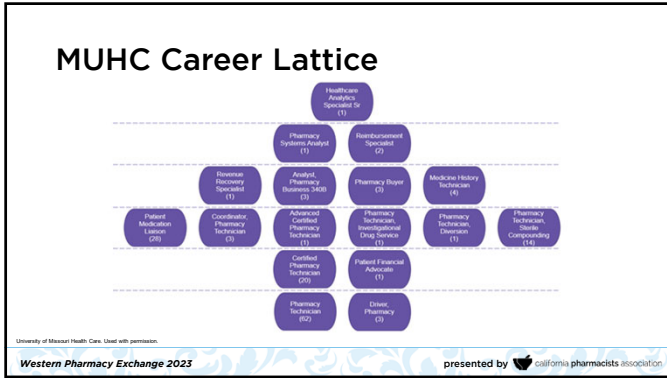
Employer Example

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Academic Health System

- University of Missouri Health Care
- 6 hospitals
- 80+ specialties
- In and out-patient pharmacy services
 - 289 staff members
 - 89 certified pharmacy technicians
- Well established technician career lattice

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Assessment Question #1

True or False: Studies have demonstrated that specially trained pharmacy technicians can perform TPV as accurately as pharmacists.

A. True
B. False

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Assessment Question #2

Which of the following is required of an individual seeking to obtain the CPhT-Adv credential?

A. Have a minimum of 5 years of work experience
B. Be an active PTCB CPhT
C. Earn 10 hours of CE annually
D. Successfully complete at least 5 assessment-based certificate programs
E. None of the above

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Assessment Question #3

How many states currently allow pharmacy technicians to engage in product verification?

- A. 15
- B. 17
- C. 19
- D. 21
- E. 23

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Assessment Question #4

Which of the following is an example of an advanced pharmacy technician role?

- A. Medication History Technician
- B. Informatics Technician
- C. Sterile Compounding Coordinator
- D. Technician Product Verifier
- E. All of the above

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Assessment Question #5

Which state does not require pharmacy technicians to be registered or licensed?

- A. Hawaii
- B. Wisconsin
- C. New York
- D. Louisiana
- E. North Dakota

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Questions

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