



Making the Case for Advanced Pharmacy Technician Roles

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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

- Identify advanced pharmacy technician roles.
- Explain the impact advanced pharmacy technician roles have on pharmacy practice and retail performance.
- Describe the different types of regulatory processes for pharmacy technician practice.
- Discuss employers' applications of training and advanced credentials for supporting pharmacy technician careers.

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Snapshot of Current Practice



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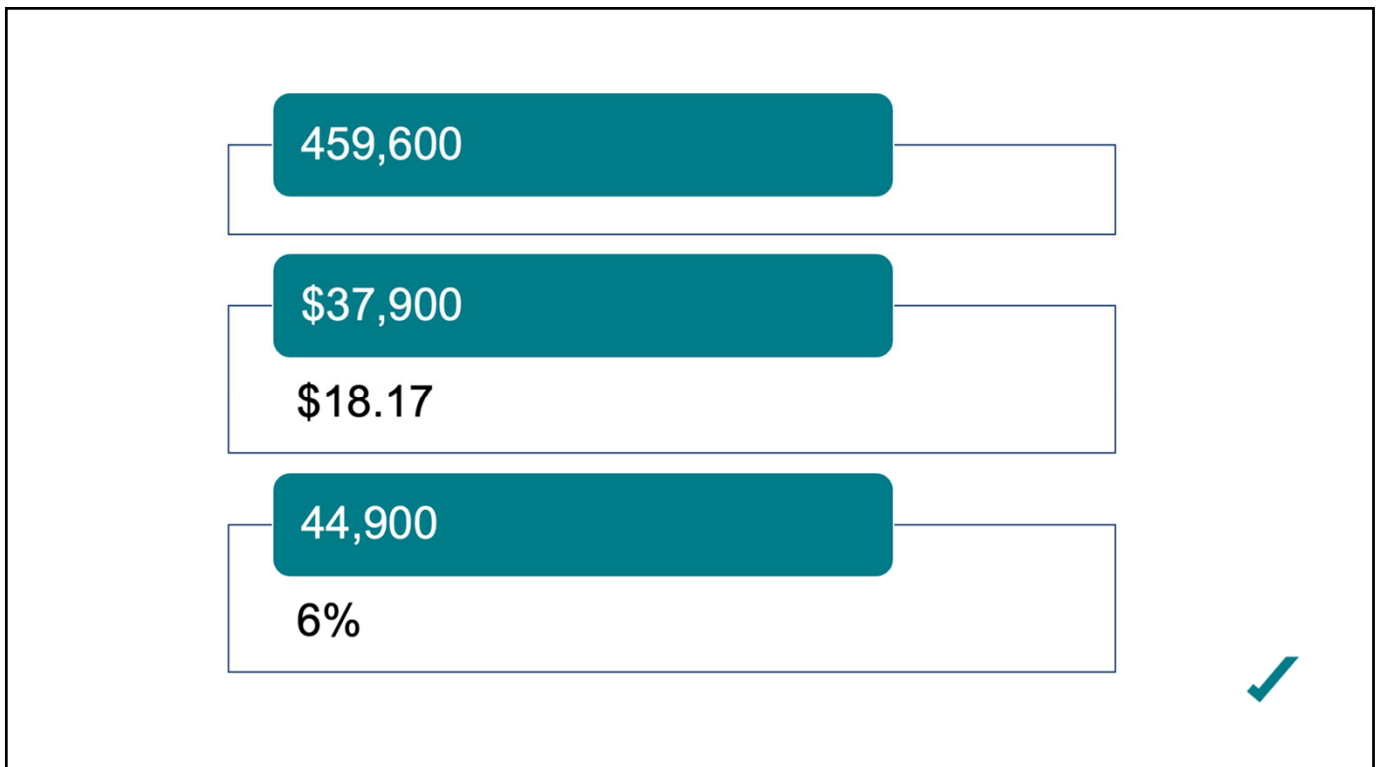


459,600 pharmacy technicians “help pharmacists dispense prescription medication to customers or health professionals.”

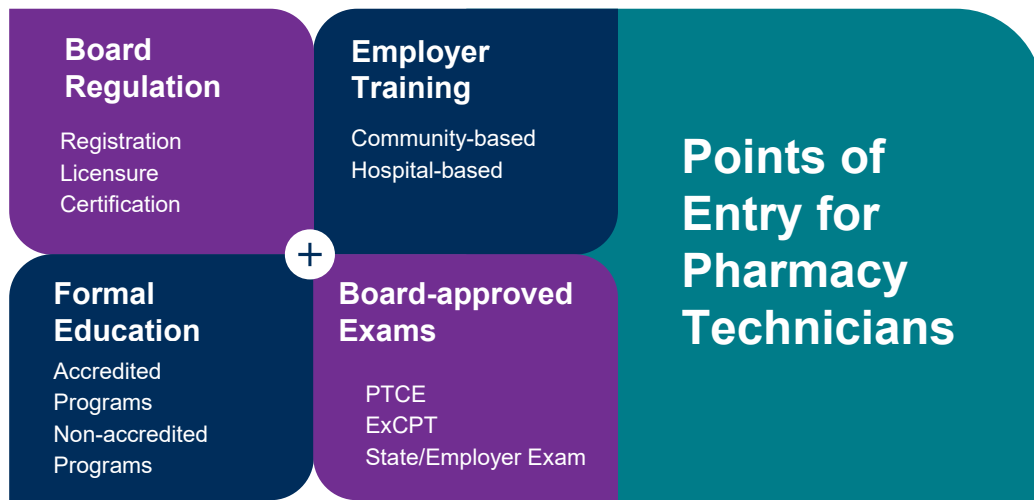
Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Pharmacy Technicians
<https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm>



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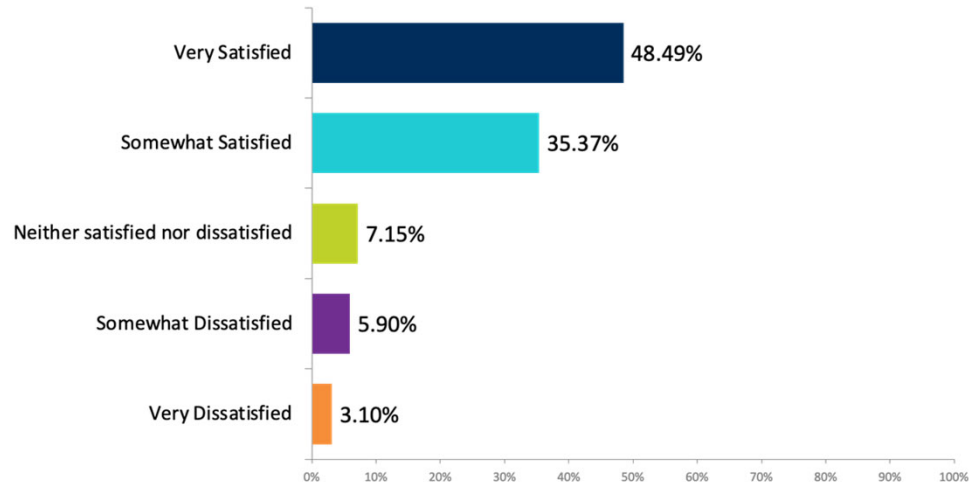
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Pharmacy Technician Job Satisfaction



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Satisfaction working as a pharmacy technician



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What would increase job satisfaction?



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Regulatory Update



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States and jurisdictions require registration or licensure

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States require national certification

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States with technician seats allocated on board of pharmacy

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States allowing technician product verification

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States and jurisdictions allowing technician to administer immunizations



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Advocacy Matters



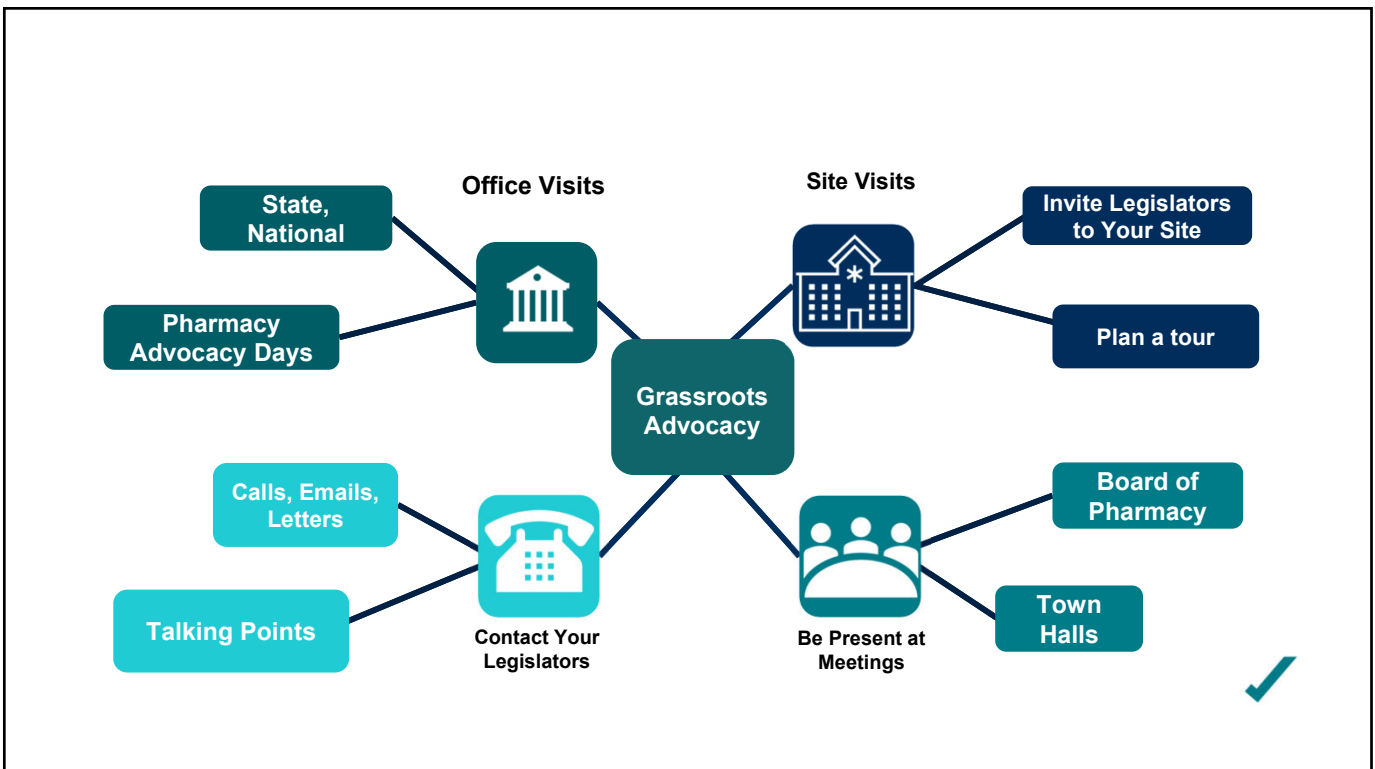
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Autumn Hawks, CPhT-Adv
Member, Utah Board of Pharmacy
Salt Lake City, Utah



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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
- Community Health Worker
- Pharmacy Medication Access Service Advocate
- Pharmacy Purchaser
- Prior Authorization Pharmacy Technician
- Sterile Compounding Coordinator
- Technician Product Verifier (Tech Check Tech)
- USP Designated Person
- Immunization Specialist
- Point of Care Testing Specialist



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David Holmberg, CPhT-Adv
Martha's Vineyard, MA



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David'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

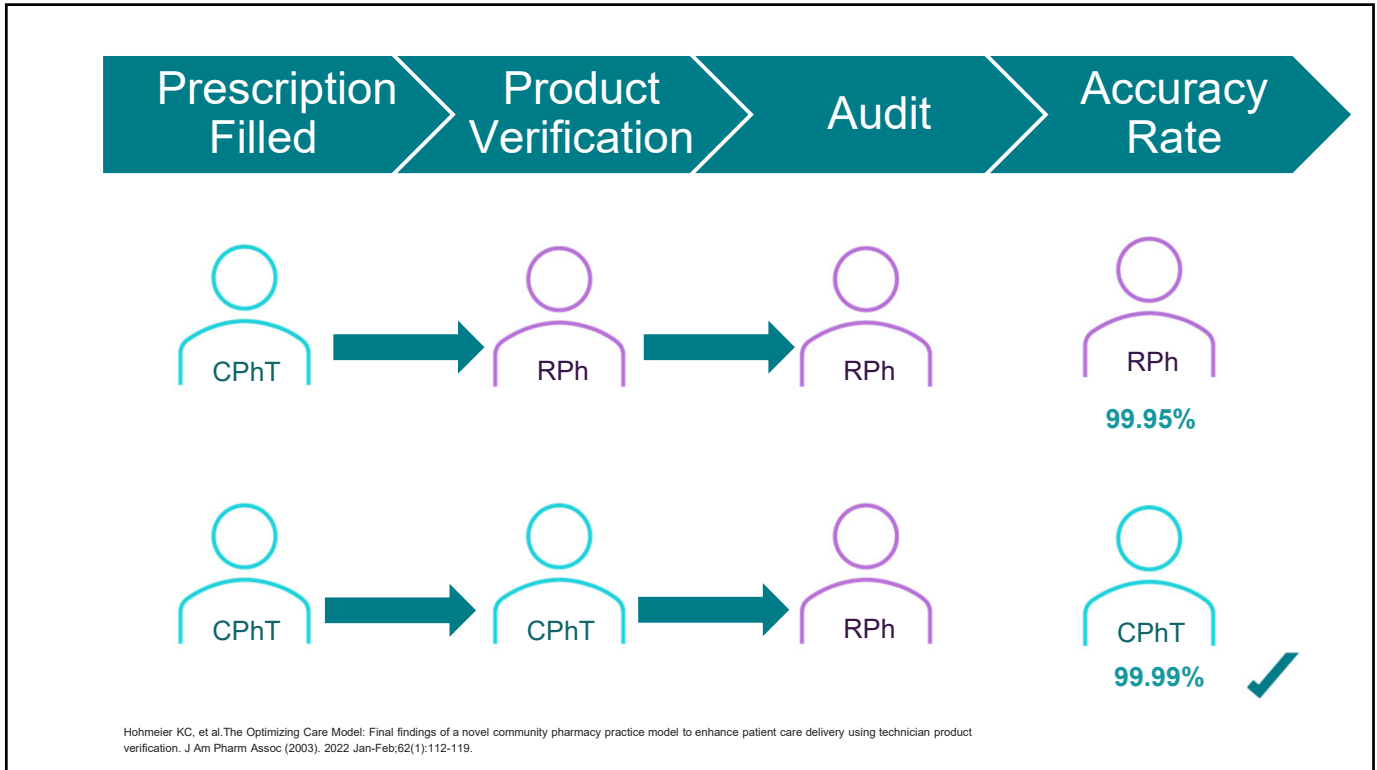
Pharmacy technicians are accurate in checking refill prescriptions while helping pharmacists increase time providing patient care.

In two studies, pharmacies were able to implement one or more clinical services, and increase pharmacist time spent on patient-care after implementing TPV.

Andreski M, Martin E, Valentine Brouner V, Sorum S. Advancing Community Pharmacy Practice – A Technician Product Verification Pilot to Optimize Care. *Innovations in Pharmacy*. 2020 April 30 11:2-12:53.
Banks V, Martin E, Barras M, Snowell, C. Economic benefits of pharmacy technicians practicing at advanced scope: A systematic Review. *Research in Social and Administrative Pharmacy*. 2020 Oct. 16. 10(10):1344-1353.
Hohmeier KC, Sain A, Garst A, Shell L, Desselle S, Galloway J, Cost M. The Optimizing Care Model: Final findings of a novel community pharmacy practice model to enhance patient care delivery using technician product verification. *J Am Pharm Assoc* (2003). 2022 Jan-Feb;62(1):112-119. doi: 10.1016/j.japh.2021.09.006. Epub 2021 Sep 30. PMID: 34711522.



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Meredith Ayers, CPhT-Adv
Richmond, VA ✓

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Meredith's Journey



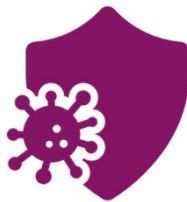
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Immunization Technician Key Data

Idaho

25,000 immunizations
administered by pharmacy
technicians

0 adverse events reported



Ohio

65.9% pharmacists
76.2% pharmacy technicians

Support continued
administration of vaccines
by trained pharmacy
technicians



Fuschetto KS, Amin KA, Gothard MD, Merico EM. Evaluating the Role of Pharmacy Technician-Administered Vaccines. J Pharm Pract. 2023 Dec;36(6):1383-1391.
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Employer Example



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GOOD FOR BUSINESS
Employers Investing in Pharmacy Technicians



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"Our investment in technician development is an investment in the success of our pharmacy. Our commitment to investing in our technicians has not only enhanced our operational efficiency but has also contributed to a positive workplace culture, fostering growth and adaptability."

- Catherine Cary, PharmD, Bremo Pharmacy CEO and Pharmacist



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Bremo Pharmacy

- Community Pharmacy
- Richmond, VA
- Comprehensive training program and PTCB CPhT required
- Advanced roles:
 - Compounding
 - Immunization Specialist
 - Inventory Management
 - Medication Therapy Management
 - Biometric Screening
 - Technician Supervisor



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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

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 #3

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

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



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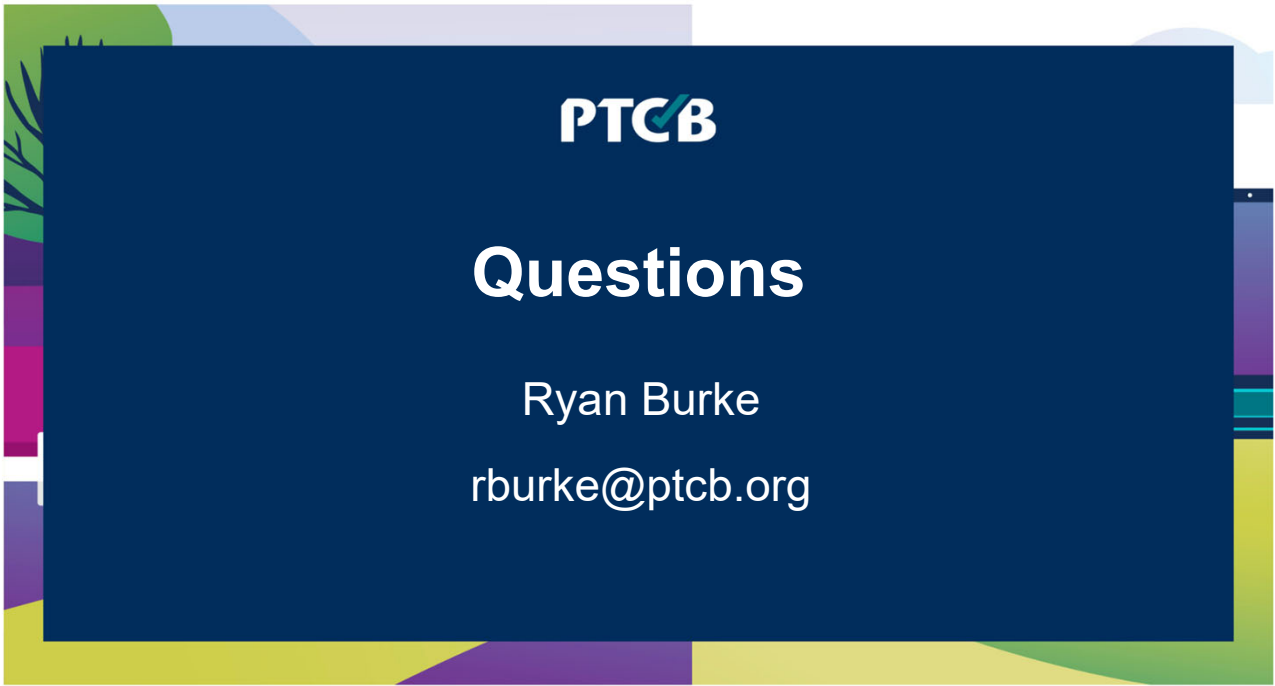
Assessment Question #4

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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The slide features a dark blue rectangular background centered on a white page. The background is decorated with colorful, abstract shapes in shades of green, purple, and yellow along its edges. At the top center of the blue area is the PTCB logo, which consists of the letters 'PTCB' in white with a green checkmark integrated into the 'B'. Below the logo, the word 'Questions' is written in a large, bold, white sans-serif font. Underneath this, the name 'Ryan Burke' is displayed in a smaller white font, followed by the email address 'rburke@ptcb.org' in the same font style.

PTCB

Questions

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