STAY ENGAGED. STAY INFORMED.

TUESDAY, JUNE 13, 2017:
ADVANCING THE ROLE OF PHARMACY TECHNICIANS
WELCOME

Anthony Pudlo, PharmD, MBA, BCACP
Vice President of Professional Affairs
Iowa Pharmacy Association
Miriam A. Mobley Smith, BS Pharm, PharmD, FASHP
Director of Strategic Alliances Pharmacy Technician Certification Board
ADVANCING THE ROLE OF PHARMACY TECHNICIANS: PHARMACY TECHNICIAN STAKEHOLDER CONSENSUS CONFERENCE

Iowa Pharmacy Association Webinar
June 13, 2017

Presenters:
Miriam A. Mobley Smith, PharmD, FASHP

Setting the Standard. Advancing Patient Care.
AGENDA

• Introduction
• The Conference
• Consensus Recommendations
• Moving Forward
INTRODUCTION

“The time has come to identify realistic and achievable pathways for [pharmacy] technicians that support medication safety and protect our patients.”

-Everett B. McAllister, CEO and Executive Director, PTCB
HISTORY OF CONSENSUS

• 1988 Technician Personnel in Pharmacy Conference
  – Conducted by the University of Maryland Center on Drugs and Public Policy, sponsored by the ASHP Research and Education Foundation
  – 70 pharmacists and technicians from various settings

• 2002 Sesquicentennial Stepping Stone Summit
  – Convened by CCP, NACDS, and NCPA
  – 34 experts and stakeholders

• 2011 C.R.E.S.T. Summit
  – Survey with 12,000 respondents + conference

• 2015 PTCB Stakeholder Conference
WHY NOW?

The pharmacy profession is under pressure to change.

- Access
- Affordable Care Act
- Mergers
- Collaborations
- Reimbursements
- Star Ratings
INCREASING AND ADVANCING ROLES

“Increased demand for prescription medications and interprofessional team-based care will lead to more demand for pharmacy services and advanced roles for pharmacists and technicians.”

“Advanced roles require moving technicians from unskilled labor to certification for protection of patient safety.”

Pharmacy Times
http://www.pharmacytimes.com
EMERGING ROLES FOR TECHS

Medication reconciliation
Medication therapy management
Immunization
Indigent care prescription programs

Sterile & non-sterile compounding
Clinical technicians (e.g., chronic care, appt. scheduling, medication adherence, smoking cessation, vital signs measurements, data management, etc.)

Tech-check-tech
Point of Care Testing
Education

Quality assurance and quality improvement initiatives
CMS-CMMI Grant Projects (Innovations Center)

Community outreach programs
DUE/ADR monitoring
Informatics
Medication safety initiatives
Telepharmacy
Refill counseling screening
Board of Pharmacy

Prescription clarification
PHARMACIST PROFESSION ENTRY

- ACPE Accredited Pharmacy School
- North American Pharmacist Licensure Exam (NAPLEX)
- Multistate Pharmacy Jurisprudence Exam (MPJE)
- State Board Requirements
PHARMACY TECHNICIAN ENTRY

- Pharmacy technicians do not experience the same linear path into the profession
- There is no national educational requirement
- Pharmacy board regulations vary among 50 states + D.C.
TECH WORK REQUISITES

There are no national uniform standards for employment, education, or regulations.

Requirements may include:

• Formal pharmacy technician education
• Prior experience
• National certification (Certified Technician, CPhT)
• State registration
• Continuing education; competency assessments
In a recent survey, the public was asked about the importance of certification and training for pharmacy technicians:

- Everyone who compounds (or mixes) custom medications is specially trained and certified: 94% (88% very important, 6% somewhat important)
- The people preparing prescriptions are certified: 94% (85% very important, 9% somewhat important)
- State regulations require training and certification of all pharmacy technicians: 94% (77% very important, 17% somewhat important)
- All pharmacy technicians are held to the same standard no matter what state they work in: 91% (76% very important, 15% somewhat important)
- Pharmacies only hire pharmacy technicians who are certified: 91% (74% very important, 17% somewhat important)
What Does the Public Want?

Three quarters of consumers say that they would seek out a pharmacy where the pharmacy technicians were certified.

Frequent visitors are more likely to seek out a different pharmacy, and adults with children at home are even more likely to say they’d look elsewhere.
“We all have a responsibility to our patients to get this right.”

-Larry Wagenknecht, Chair of the PTCB Board of Governors, and CEO of the Michigan Pharmacists Association
CONFERENCE OBJECTIVES

The aim of the conference was to explore consensus on:

1. The necessity of public confidence in pharmacy’s process for ensuring the competency of pharmacy technicians.

2. An optimal level of basic (“generalist”) knowledge, skills, and abilities that pharmacy technicians should have regardless of practice site.

3. An optimal definition of entry-level (“generalist”) pharmacy technician practice with respect to (a) legally recognized scope of practice; (b) educational requirements; (c) training requirements; (d) certification requirements; and (e) state board of pharmacy registration or licensure.

4. The desirability and feasibility of developing a process for recognizing competencies of pharmacy technicians beyond entry-level practice.

5. The desirability and feasibility of minimizing variability among the states in the definition and regulation of pharmacy technicians.

6. The entities that potentially could take responsibility for any changes in pharmacy’s process for ensuring the competency of pharmacy technicians.
ABOUT THE CONFERENCE

• Held February 14 – 16, 2017 in Irving, Texas
• 89 invited participants
• 350 individuals participated remotely in the plenary sessions
• Attendees included pharmacists and technicians from various types of practice and education settings
A COLLABORATIVE EFFORT

• Sponsored by the Pharmacy Technician Certification Board
• Planned in collaboration with the
  – Accreditation Council for Pharmacy Education (ACPE)
  – American Society of Health-System Pharmacists
A COLLABORATIVE EFFORT

Advisory committee representing all major branches of pharmacy

- **Jason Ausili, PharmD**
  Director, Pharmacy Affairs
  National Association of Chain Drug Stores
- **Malcolm Broussard**
  Executive Director
  Louisiana Board of Pharmacy
- **Al Carter, PharmD, MS**
  Senior Director, Pharmacy Regulatory Affairs
  CVS Health
- **Charles E. Daniels, BS Pharm, PhD**
  Pharmacist-In-Chief & Associate Dean
  University of California San Diego
- **Kenneth Mark Ey, RPh**
  Vice President of Operations
  CARE Pharmacies Cooperative Inc.
- **Diane Halvorson, RPhTech, CPhT**
  Lead Pharmacy Technician
  Vibra Hospital Fargo
  Pharmacy Technician Member, North Dakota State Board of Pharmacy
- **Timothy R. Koch, RPh, PD, CHC**
  Sr. Director, Pharmacy Practice Compliance
  Walmart Corporate Office
- **Janet M. Liles, MS, CPhT**
  Executive Director
  Pharmacy Technician Educators Council
- **Scott A. Meyers, RPh, MS, FASHP**
  Executive Vice President
  Illinois Council of Health System Pharmacists
- **Matt Osterhaus, BSPH**
  Co-Owner
  Osterhaus Pharmacy
- **Jon Roth, CAE**
  Chief Executive Officer
  California Pharmacists Association
- **Steve Rough, MS, RPh, FASHP**
  Director of Pharmacy
  Univ of Wisconsin, Madison School of Pharmacy
- **Rafael Saenz, PharmD, MS, FASHP**
  Administrator, Pharmacy Services, University of Virginia Health System
  Assistant Dean, VCU School of Pharmacy - UVA Division
PRE-CONFERENCE SURVEY

A pre-conference survey was sent to pharmacy leaders and conference participants, results broken out by setting.

Example survey question:

The profession of pharmacy has an obligation to make certain that pharmacy technicians are educated and trained in a manner that ensures public safety.

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<th>% Disagree + Strongly Disagree</th>
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CONFERENCE AGENDA

- 5 plenary sessions
- 3 work group sessions
- Final session for polling attendees
SAMPLE OF SESSIONS

• Snapshots of the Pharmacy Technician Work Force
• Optimal Requirements for Entry-level Practice
• Advanced Pharmacy Technician Practice
• Models for Moving Forward
RECOMMENDATIONS PROCESS

4 groups in 3 sessions

Facilitators consolidate recommendations

Web-based poll of entire group

Final recommendations
“We must respond to the expectations of the public and align on how to meet them.”

- Michael A. Moné, Vice President and Associate General Counsel for Cardinal Health
Most **agreed with the need to create a legal definition** of pharmacy technicians.

- Occupational title used by only those who have met specified qualifications.

- Greater support for an inclusive **all-settings assessment as the basis for national standards** versus separate assessments for different sectors of practice.
Most conferees agreed that national standards should guide technician education, and that technician education programs should be accredited.

- There was further agreement that the national standards should focus on the outcomes of education, allowing flexibility in how those outcomes are achieved.
ENTRY-LEVEL KNOWLEDGE, SKILLS AND ABILITIES

• Agreement on all of the 18 areas polled regarding entry-level practice.

One-third of conferees disagreed with two areas—“demonstrate understanding of nontraditional roles” and “billing”.

- Inventory Management
- Handling of Hazardous Drugs
- Sterile & Non-Sterile Compounding
- Calculations
Strong support for requiring national certification of technicians ahead of state board of pharmacy registration or licensure.

Clear disagreement that this should be done without a specified educational requirement.

- Support for maintenance of national certification as a requirement for continued registration or licensure
Nearly all conferees agreed that *variability should be minimized in state regulations* regarding technicians.

Nearly all conferees agreed that *technician practice should be under the purview of the pharmacist*.

Most conferees agreed that *national standards should not prevent states from innovating and expanding technicians’ scope* of practice beyond established entry-level standards.
General agreement that pharmacy’s immediate priority for technicians, should be:

• **development of standards** related to entry-level practice

• **advanced roles for technicians** (and related education and credentials) will evolve over time
MOVING FORWARD ON PHARMACY TECHNICIAN ISSUES

• Unanimous agreement that the conference planners should establish a coalition of stakeholders to pursue the consensus recommendations from the conference

• Most conferees agreed that participants in this stakeholder event have a responsibility to work toward achieving the consensus recommendations
MOVING FORWARD

“We found ourselves rallying around a common mission and reachable goals, while balancing the unique needs of each sector of the profession.”

- Matthew Osterhaus, Owner/Pharmacist, Osterhaus Pharmacy
THE ROAD AHEAD

• Further presentations & discussions at various pharmacy meetings

• Publish proceedings
  – AJHP online mid-June
  – AJHP print September
  – AJHP September: Opening/keynote remarks by Michael Moné
  – JAPhA online, date TBD
HOW WE’LL WORK TOGETHER

• We are all accountable.
• An unyielding focus on patient safety and outcomes.
• We move forward as a profession.
• Build on agreement.
FOR SUCCESS THE PROFESSION NEEDS SIX KEY ELEMENTS

• Assertiveness
• Mandates
• Solidarity
• Compromise
• Consolidation
• Replication/Role modeling
THANK YOU.

Miriam A. Mobley Smith, PharmD, FASHP
Director of Strategic Alliances
Pharmacy Technician Certification Board (PTCB)
mmobileysmith@ptcb.org
JOIN US TUESDAY, JULY 11, 2017:
TBD

Questions? Contact David Schaaf at dschaaf@ iarx.org or 515-270-0713