

Inpatient Pharmacy Technician Roles

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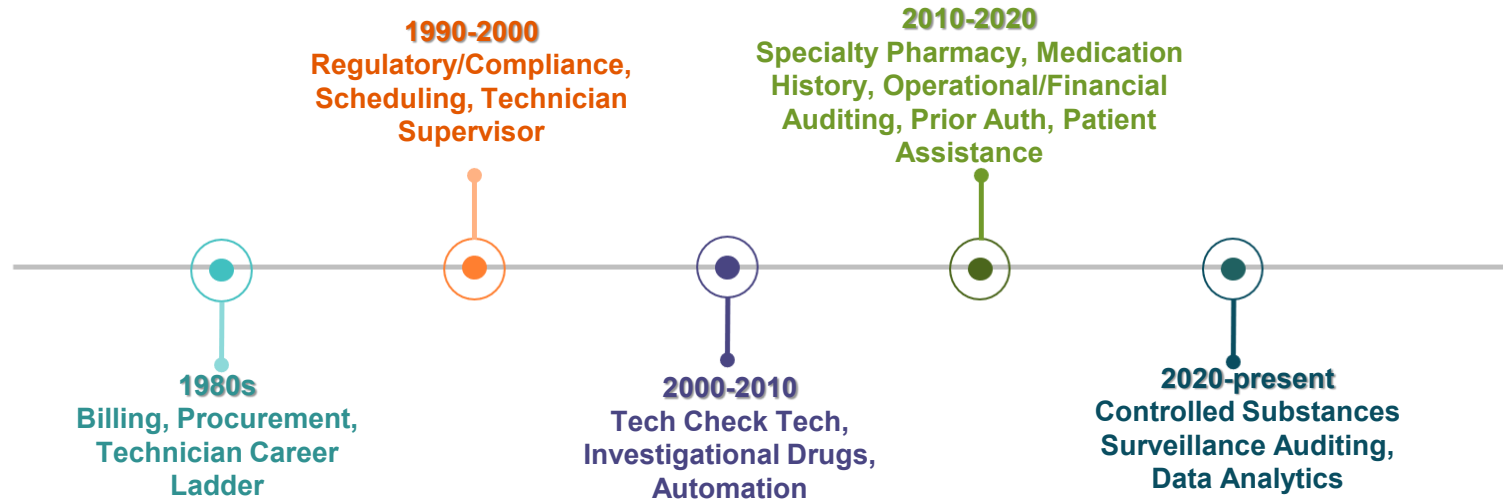
- Non-profit, acute quaternary teaching hospital in Los Angeles, CA
- 915 licensed beds
 - 150 intensive care unit beds
- Level I Trauma center and Stroke Center
- Department of Pharmacy Services:
 - Decentralized Clinical Pharmacy Services
 - Emergency Department and Operating Room Services
 - Critical Care & Pediatric Services
 - Transition of Care Services
 - Comprehensive Oncology Services
 - Specialty/Retail Pharmacy Services



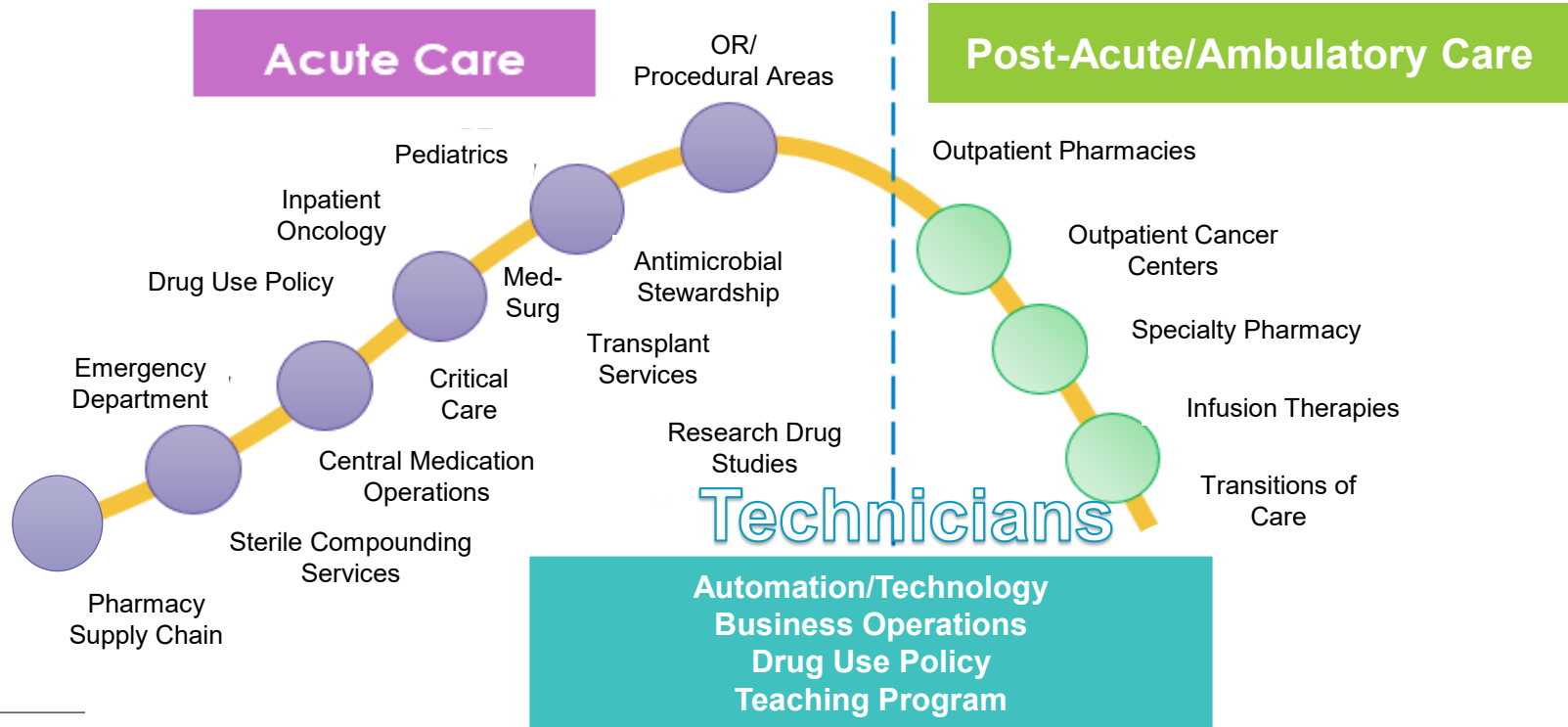
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Evolution of Pharmacy Technician Roles

- Growing demand for pharmacists' clinical roles shifted traditional technician roles to support operational areas
- Technician Career Ladder implemented in 1989 to support inpatient technician advancement
- Implementation of technology/automation (automated dispensing cabinets, electronic health record, etc)
- Evolution of enhanced patient care roles (medication history, medication access, etc)



Dimensions of Cedars-Sinai Pharmacy Services



Cedars-Sinai Technician Focus: Competency and Career Advancement



Competency

Competency assessed during interview, probationary period and on an ongoing basis

≥90% score on competency exam: general knowledge of medications and math before the end of probationary period

Area specific competencies to support knowledge, skills, abilities



Technician Career Ladder established 1989

Goal: Support advancement based on additional roles/responsibilities

3 Levels

-Entry Level is Level 1

-PTCB required for Level III



Advanced Roles

Initially developed to support medication use process and pharmacy operations

Training and ongoing monitoring evaluation to support quality and safety

Supports leveraging pharmacists for patient care functions and creates career pathway for technicians

Cedars-Sinai Advanced Technician Roles

Automation/Technology

Controlled Substance Surveillance

Data Analyst

Financial Auditing

Investigational Drug Services

Medication History/Transitions of Care

Pharmacy Billing

Prior Authorization & Patient Assistance

Purchasing

Regulatory Compliance

Specialty Pharmacy

Supervisor

Tech Check Tech

Technician Schedulers

Advances in California Technician Practice

Technicians in Hospitals with Clinical Pharmacy Programs *Tech Check Tech*

1793.8. Requirements

- Specialized and advanced training
- Ongoing evaluation to ensure quality

CSMC Requirements

- Written exam with passing score of $\geq 90\%$
- Practical certification: accuracy rate of 99.8% with annual re-certification
- Monthly random audits

Hospital Pharmacies: Medication Lists for High-Risk Patients

4118.5. a pharmacy technician ...may perform the task of obtaining an accurate medication profile or list for a high-risk patient

Requirements

- Quality assurance program to monitor competency
- Policies and procedures
- Completion of training and proctoring



Medication History/Transition of Care Pharmacy Technicians

Role & Responsibilities

- Medication histories for high-risk patients including inpatients and ED geriatric patients
- Contact discharged patients who have issues with obtaining discharge prescriptions and triage medication issues to Transitions of Care pharmacist for resolution.
- Obtain Skilled Nursing Facility medication records on admission to update prior to admission list and post-discharge to compare to discharge list

Value to Organization

- Expand the number of patients reached to reduce transitions of care medication-related harm
- Free up pharmacist time for discharge medication review and post-discharge follow up
- Free up nursing time for patient care functions

National Initiatives Supporting Technician Development and Advancement

National Technician Career Advancement Initiatives



Certification: Pharmacy Technician Certification Board



Credentials



Professional Certifications



Continuing Education

Pharmacy Technician Certification Board (PTCB) Credentials



Certified Pharmacy Technician (CPhT)



Certified Pharmacy Technician Educator
(CPTeD)



Certified Compounded Sterile Preparation
Technician (CSPT)



Advanced Certified Pharmacy Technician
(CPhT-Adv)

**National Certified
Pharmacy
Technician**

**National Certified
Pharmacy Technician
Educator Certification**

**Expertise in
compounded sterile
preparation practice**

**Advanced Certified
Pharmacy Technician**

The Pharmacy Technician Society (TPTS): Certificates for Technicians

Practical Training in Compounding Sterile Preparations Certificate

PTCB-recognized sterile compounding education/training program for pharmacy technicians pursuing the PTCB Compounded Sterile Preparation Technician (CSPT®) certification.



Controlled Substance Diversion Prevention for Pharmacy Technicians

Designed based on the domains, tasks, and knowledge statements developed by PTCB for their Assessment-Based Certificate Program in Controlled Substances Diversion Prevention.



Billing and Reimbursement for Pharmacy Technicians

Designed based on the domains, tasks, and knowledge statements developed by PTCB for their Assessment-Based Certificate Program in Billing and Reimbursement.



Medication History-Taking Certificate

The Medication History-Taking Certificate is designed to equip pharmacy technicians for the important role as medication history-takers, and to prepare them for the PTCB Medication History Certificate exam.



The Pharmacy Technician Society (TPTS) Recognized Advanced Roles

- Key characteristics of current and evolving advanced pharmacy technician practice models include training through an ASHP/ACPE-accredited program, PTCB certification, and registration with a Board of Pharmacy.
- TPTS supports and provides various certification programs for advance technician roles.

Ambulatory Medication Prior Auth Coordinator	Business Ops Technician	Business Systems Analyst	Clinical Pharmacy Services Technician	Discharge Pharmacy Technician	Medication History Technician
Informatics Technician	Investigational Drug Service Specialist	Lead Pharmacy Technician	Oncology Care Model Financial Specialist	Pharmacy Analyst	Pharmacy Medication Access Service
Prior Auth	Pharmacy Purchaser	Primary Care Clinical Services	Tech-check-tech	Telepharmacy Clinical Pharmacy Tech	Sterile Compounding Coordinator

Growing Needs and Opportunities



Increase in patient-centered roles to support medication access and adherence especially for complex therapies



Data analytics and data scientist roles to manage data



Medication safety education



Post-acute patient/family medication-related follow up, i.e. side effect assessment, lab monitoring reminders