



# Inpatient Pharmacy Technicians at Kaiser Permanente

Doug O'Brien, PharmD  
Vice-President, Acute Care & Infusion Pharmacy Programs  
Kaiser Permanente Enterprise Pharmacy  
June 2025



# Agenda



## Introduction



## Kaiser Permanente's Mission



## Acute Care Pharmacy Philosophy



## Technician Key Activities



## Maximizing Patient Safety



## Technician Training and Future Activities



## Q&A

# Introduction

- Doug O'Brien, Pharm.D. is the Vice President of Acute Care & Infusion Pharmacy Programs for Kaiser Permanente Enterprise Pharmacy.
- Doug has worked for KP for 25+ Years in various roles such as Regional Inpatient Pharmacy Director, and now Enterprise Vice-President.
- Doug has oversight of 42 Hospitals, 17 Ambulatory Surgery Centers, and 82 Oncology/Infusion/Home Infusion Pharmacy Services locations across Kaiser Permanente's 8 markets.



## **Kaiser Permanente's Mission:**

To provide high-quality, affordable health care services and to improve the health of our Members and the Communities we serve



# Acute Care Pharmacy Philosophy

- ✓ Maximize the use of Pharmacy Technicians for critical drug distribution and compounding tasks
- ✓ Maximize the time for Pharmacists to focus on clinical pharmacy work. Optimize the outcomes of medication therapy, managing high-risk drug therapy, antimicrobial stewardship programs, patient care rounds, and transitions of care



# Acute Care Pharmacy Technician Key Activities

The technicians work in a 24-hour setting and are responsible for critical tasks to deliver high quality care to our patients who are being treated in our hospitals and ambulatory surgery centers.

.....



# Maximizing Patient Safety

## Bar code and RFID Technology

- Sterile Compounding
- Drugs dispensed directly from the pharmacy
- Bar Code Scanning before stocking automated dispensing machines
- Maintaining emergency drug supplies
- Maintaining anesthesia drug supplies
- Drug Supply Chain Security Act (DSCSA)



# Technician Training

- Extensive Training for Pharmacy Technicians
- Focus on highly technical areas of pharmacy practice
- Sterile compounding
- Optimizing automated drug dispensing machines
- Maintaining emergency drug supplies
- Tech check Tech
- Technician Career Ladder



## Step 4: Hand Hygiene Sequence

Using warm water, wet hands and arms to the elbow. Apply soap.



Under running water, clean under nails using a disposable nail cleaning tool. Note: Do NOT use scrub brushes



Using soap, vigorously wash hands and arms (up to the elbow) for 30 seconds



Use warm water to rinse hands and arms to the elbow



Use low-lint wipes to dry hands and arms





# Potential Future Expanded Activities

- Transitions of Care and Medication Reconciliation
- Compounding Robotics
- Assist with Drug Diversion Prevention Data Analysis





THANK YOU