



CE Pearls: ACPE Spring Education Conference  
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# CPE for the Pharmacy Team: Focus on Technician Learners

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ACCREDITATION COUNCIL FOR  
PHARMACY EDUCATION

## Disclosure

- ▶ Tammie Armeni has no relevant financial interests to disclose.
- ▶ Aaron Reich has no relevant financial interests to disclose.
  
- ▶ For full transparency, both presenters work for ACPE-accredited organizations that sell CE to technicians.

## Disclaimer

The presentation represents our personal views & opinions with regard to the subject matter at issue. We are not making this presentation in our capacity as a member of the Continuing Pharmacy Education Commission of ACPE. The information contained herein has neither been reviewed by, nor is it endorsed by, ACPE.

For further information regarding ACPE, please refer to the website located at [www.acpe-accredit.org](http://www.acpe-accredit.org).

## Learning Objectives

- ▶ Define interprofessional learning & interprofessional collaborative practice (IPCP).
- ▶ Discuss the revised Standards for Pharmacy Technician Education & Training Programs.
- ▶ Apply strategies to address the educational needs of pharmacy technicians as part of your CPE program's target audience.

## Audience Poll

### What type of provider are you?

- A. Academia
- B. Educational Company
- C. Healthcare Network
- D. Local, State, National Association
- E. Publisher, Government
- No: Other

### What type of provider are you?

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- Educational Company
- Healthcare Network
- Local, State, National Association
- Publisher, Government
- Other

## Audience Poll

Do you currently offer CPE for pharmacy technicians?

**Do you currently offer CPE for technicians?**

Yes

No

## Audience Poll

Do you have pharmacy technicians on your planning committee?

**Do you have technicians on your planning committee?**

Yes

No



## Standards for Pharmacy Technician Education & Training Programs



### Audience Poll

Are you familiar with the PTAC Accreditation  
Standards?

## Are you familiar with the PTAC Accreditation Standards?

Yes

No

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## PTAC Accreditation Standards

- ▶ Joint partnership between ACPE and ASHP
- ▶ Technician Training and Education Programs
- ▶ Published July 2018
- ▶ Intent
  - ▶ National Standard for the preparation of the pharmacy technician workforce
- ▶ Focus
  - ▶ Competency Expectations
  - ▶ Assessment of Competency
  - ▶ Evidence-based Outcome Measures to document achievement of standards

## Technician Training and Education Program Accreditation Standards

- ▶ Two levels of training
  - ▶ Entry-level
  - ▶ Advanced-level
    - ▶ Entry-level pre-requisite
- ▶ Emphasis on collaborative behaviors and workflow with pharmacists and other healthcare workers

## Technician Training and Education Program Accreditation Standards

- ▶ 15 Standards
  - ▶ Key elements must be met for each
- ▶ 3 Sections
  - ▶ Section I: Competency Expectations
  - ▶ Section II: Structure and Process to Promote Achievement of Competency Expectations
  - ▶ Section III: Assessment of Standards and Key Elements



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# Technician Training and Education Program Accreditation Standards

- ▶ Section I: Competency Expectations
  - ▶ Standards 1-5
    1. Personal/Interpersonal Knowledge and Skills
    2. Foundational Professional Knowledge and Skills
    3. Processing and Handling of Medications and Medication Orders
    4. Patient Care, Quality and Safety Knowledge and Skills
    5. Regulatory and Compliance Knowledge and Skills

# PTAC Accreditation Standards

## Standard 1. Personal/Interpersonal Knowledge and Skills

### ▶ Entry-Level

- ▶ 1.3 Demonstrate active and engaged listening skills.
- ▶ 1.4 Communicate clearly and effectively, both verbally and in writing.
- ▶ 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
- ▶ 1.6 Apply self-management skills, including time, stress, and change management.
- ▶ 1.7 Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.

### ▶ Advanced-Level

- ▶ 1.11 Apply supervisory skills related to human resource policies and procedures.
- ▶ 1.12 Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors and other individuals necessary to serve the needs of patients and practice.

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# PTAC Accreditation Standards

## Standard 2. Foundational Professional Knowledge and Skills

### ▶ Entry-Level

- ▶ 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws.
- ▶ 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
- ▶ 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.
- ▶ 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.
- ▶ 2.7 Explain the pharmacy technician's role in the medication-use process.

### ▶ Advanced-Level

- ▶ 2.9 Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies.

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# PTAC Accreditation Standards

## Standard 3. Processing and Handling of Medications and Medication Orders

- ▶ Entry-Level
  - ▶ 3.4 Prepare patient-specific medications for distribution.
  - ▶ 3.5 Prepare non-patient-specific medications for distribution.
  - ▶ 3.6 Assist pharmacists in preparing, storing, and distributing medication products including those requiring special handling and documentation.
  - ▶ 3.7 Assist pharmacists in the monitoring of medication therapy.
  - ▶ 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding.
  - ▶ 3.22 Prepare, store, and deliver medication products requiring special handling and documentation.
- ▶ Advanced-Level
  - ▶ 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.
  - ▶ 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
  - ▶ 3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.

# PTAC Accreditation Standards

## Standard 4. Patient Care, Quality and Safety Knowledge and Skills

- ▶ Entry-Level
  - ▶ 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
  - ▶ 4.5 Assist pharmacist in the medication reconciliation process.
  - ▶ 4.7 Explain pharmacist and pharmacy technician roles in medication management services.
- ▶ Advanced-Level
  - ▶ 4.10 Perform point-of-care testing to assist pharmacist in assessing patient's clinical status.
  - ▶ 4.11 Participate in the operations of medication management services.
  - ▶ 4.13 Obtain certification as a Basic Life Support Healthcare Provider.

## PTAC Accreditation Standards

### Standard 5. Regulatory and Compliance Knowledge and Skills

#### ▶ Entry-Level

- ▶ 5.1 Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances.
- ▶ 5.5 Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- ▶ 5.6 Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).

#### ▶ Advanced-Level

- ▶ 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
- ▶ 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

Including Pharmacy Technicians in  
Interprofessional CE

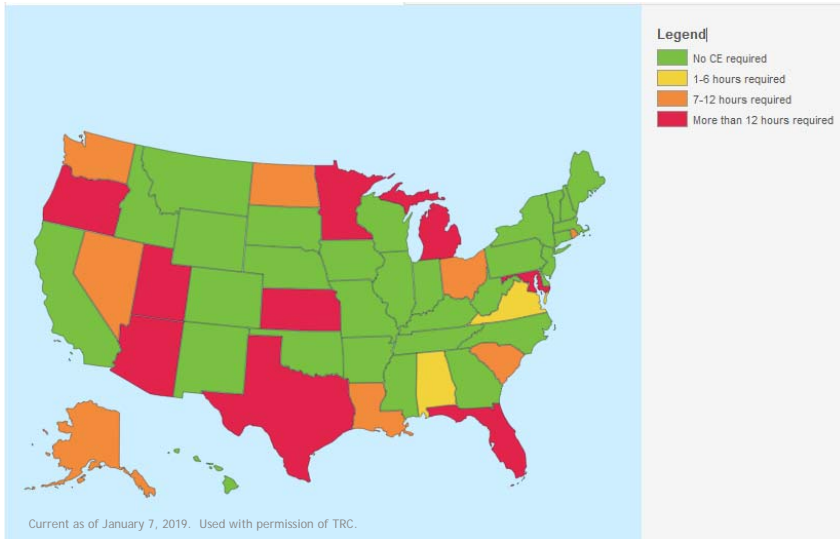
## Why is CPE for Technicians Important?

- ▶ Requirement (state, national, employer)
- ▶ Part of interprofessional team
- ▶ Expanding roles
- ▶ Continuing professional development (CPD)

## Why is CPE for technicians important?

- Requirement (National, State, Local)
- Part of interprofessional team
- Expanding Roles
- Continuing Professional Development (CPD)
- All of the above

## Technician State CE Requirements



## Technician National CE Requirements

- ▶ PTCB (Pharmacy Technician Certification Board)
  - ▶ 282,463 actively certified US technicians (as of 12/31/17)
  - ▶ 20 hours CE every 2 years (includes 1 hr law, 1 hr patient safety)
- ▶ NHA (National Healthcareer Association)
  - ▶ 20 hours CE every 2 years (includes 1 hr law, 1 hr patient safety)

Source: [www.ptcb.org](http://www.ptcb.org); [www.nhanow.com](http://www.nhanow.com)

## What is Interprofessional CE?

- ▶ Includes various members of healthcare team
  - ▶ At least 2 different groups
  - ▶ Can be in any combination
- ▶ Content relevant for the team
  - ▶ Dependent on audience
  - ▶ Need to strike balance
  - ▶ Address all needs/gaps included as objectives
- ▶ Active learning & learning assessments can be varied
  - ▶ Break groups out by roles or be sure groups are inclusive of all roles
  - ▶ Case studies, poll questions, team competition/games

## Why Interprofessional CE?

“Actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.”

- ▶ Communication
- ▶ Teamwork
- ▶ Describe roles of team members
- ▶ Assist pharmacists
- ▶ Participate in compliance



## Audience Poll

Are technicians included as part of your interprofessional activities?

Yes

No

A. Don't offer interprofessional activities

**Are pharmacy technicians included as part of your interprofessional activities?**

Yes

No

Do not offer interprofessional activities

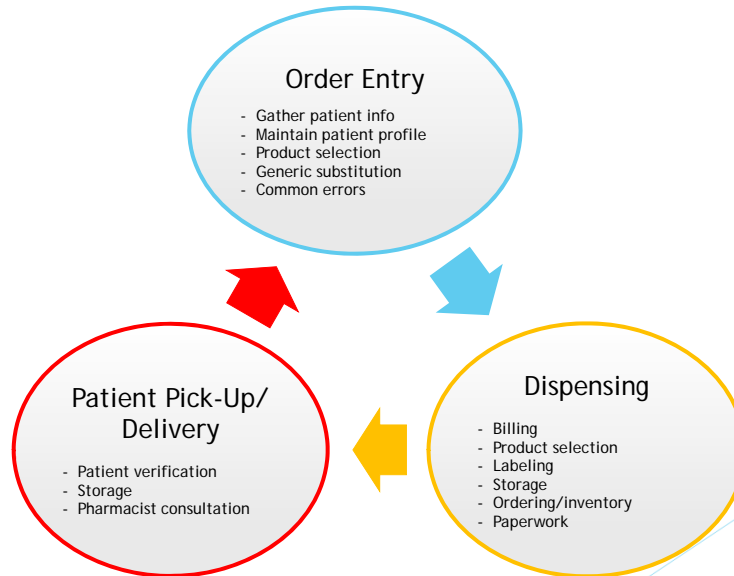
## Why Include Technicians in Interprofessional CE

- ▶ Part of the healthcare team
  - ▶ First contact with HCPs
  - ▶ First & last contact with patients
- ▶ Expanding responsibilities
  - ▶ Medication reconciliation
  - ▶ Tech-check-tech
  - ▶ Immunization administration
  - ▶ Accept verbal orders

## What Does Interprofessional CE with Technicians Look Like?

- ▶ Varied based on educational need/gap
  - ▶ Think of their roles & responsibilities
  - ▶ Consider standards for entry-level vs advanced technician
- ▶ Consider who else is in audience
  - ▶ Pharmacists
  - ▶ Nurses
  - ▶ Physicians
- ▶ Content should be relevant to all participants
  - ▶ Level-set
  - ▶ Include pearls

## Traditional Roles of Technicians



Let's Develop Interprofessional CEs!

## Case Guidelines (Group Breakout Activity)

- ▶ Both Cases:
  - ▶ 1 hour/0.1 CEU
  - ▶ Knowledge or Application-based (group decides)
  - ▶ Use PTAC Accreditation Standards 1 - 4 as a guide for relevant key elements to include
- ▶ Case 1
  - ▶ Live activity
  - ▶ Target audience: Pharmacists & technicians primarily in health-system pharmacy setting
- ▶ Case 2
  - ▶ Live or home study activity (group decides)
  - ▶ Target audience: Pharmacists & technicians primarily in retail pharmacy setting

## Case 1

BLANK Pharmacy Society is interested in having an educational session during their annual conference to meet a member-defined need of patient discharge preparation from the hospital.

Typically, the patient population is elderly with a multitude of concurrent disease states and medication regimens to manage their care.

BLANK Pharmacy Society has a goal to assist its member organization in decreasing discharge times and reducing readmissions and ER visits.

## Case Questions

- ▶ What are the educational needs/gaps of technicians? Which PTAC Standards would these link to? **How might these differ from pharmacists?**
- ▶ What learning objectives would you develop for technicians? **How might these differ from pharmacists?**
- ▶ How would you present content/active learning for an interprofessional audience of pharmacists & technicians?

## Case 2

Vacationitis is a disease that primarily impacts adults aged 16 to 65. Patients report symptoms of low motivation, lack of focus, and tiredness. Patients can also be irritable with inappropriate outbursts and have poor grooming habits.

Current treatment is daily non-prescription liquid caffeine, warm bubble baths, and a consistent 8-hour sleep schedule. Some patients are also started on traditional, prescription antidepressants, but their effectiveness is questionable.

You're developing a course on *bactawerkolone*, a new prescription drug recently FDA-approved to treat vacationitis. *Bactawerkolone* is available as a daily patch for short-term use, and as a weekly injection for long-term use. The patch must be frozen for at least 1 day after use to inactivate it before placing it in the trash. The injection must be stored in the refrigerator, but can be kept at room temperature in the patient's home for up to 1 month. *Bactawerkolone* should not be used with antidepressants and can't be started in patients who've had a vaccine in the past week. It should also be avoided in patients wearing flip-flops, as it can cause bursts of energy that may impair balance.

## Case Questions

- ▶ What are the educational needs/gaps of technicians? Which PTAC Standards would these link to? **How might these differ from pharmacists?**
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## Interprofessional Technician CE Pearls

- ▶ Begin with the end in mind
  - ▶ Include technicians on your planning committee
- ▶ Needs and gaps specific to technicians
  - ▶ Refer to PTAC Accreditation Standards as a guide
- ▶ Plan activities based on technicians' responsibilities
  - ▶ Objectives, content, and active learning all relevant to technicians
- ▶ Develop learning assessment to correspond to technicians' role
  - ▶ Tie to objectives

# Resources

▶ PTAC Standards, 2018

<https://www.ashp.org/-/media/assets/professional-development/technician-program-accreditation/docs/ashp-acpe-pharmacy-technician-accreditation-standard-2018.ashx?la=en&hash=36EAA6511105A6C6BFEEA4F30E193892F19E2C385>

▶ Bloom's Taxonomy

<https://www.acpe-accredit.org/pdf/BloomsTaxonomyActivityTypesGuidanceJuly2017v3.pdf>

▶ ACPE website

<https://www.acpe-accredit.org/>

# Additional Resources

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Questions???