

Pharmacy Technicians: Why Is The CE Different?

Tian Merren Owens, M.S., PharmD
Florida Pharmacy Association

Aaron D. Reich, Pharm. D.
TRINU Healthcare

OBJECTIVES

- Review the ACPE definition of CPE quality assurance process and findings as it relates to pharmacy technician activities
- Discuss the Pharmacy Technician Certification Board (PTCB) C.R.E.S.T Summit Proceedings
- **Identify *strategies* to design appropriate objectives and content for pharmacy technicians**



DEFINITIONS

- Accreditation-the process by which a private association, organization, or government agency, after initial and periodic evaluations, grants recognition to an organization that has met certain established criteria.
- Certification- the process by which a nongovernmental agency or association grants recognition to an individual who has met certain predetermined qualifications.
- Licensure-the process which an agency grants permission to an individual to engage in a given occupation upon finding the applicant has attained minimal degree of competency
- Registration-the process of making a list or being included on a list.



CERTIFICATION

- CCP – Council on Credentialing in Pharmacy definition of pharmacy technician
- CPhT-*Certified Pharmacy Technician*-the only national credential available to pharmacy technicians
- PTCB - certified more than 400,000 technicians since 1995
 - Recertification requires a minimum of 20 contact hours of pharmacy related continuing education; 1 hour of pharmacy law.
 - Examination Blueprints
- ICPT - certified thousands of technicians since inception (# unknown at time of development)
 - Recertification requires a minimum of 20 contact hours of pharmacy related continuing education; 1 hour of pharmacy law.
- Colorado, the District of Columbia, Georgia, Hawaii, Michigan, New York, Pennsylvania, and Wisconsin currently do not require registration, licensure, or certification of pharmacy technicians



BACKGROUND/JUSTIFICATION

CCP – Council on Credentialing in Pharmacy definition of pharmacy technician

- A pharmacy technician is an individual working in a pharmacy who, under the supervision of the licensed pharmacist, assists in pharmacy activities that do not require the professional judgment of a pharmacist.

PTCB - certified more than 400,000 technicians since 1995

- Examination Blueprints*
 - Assisting the pharmacist in serving patients; 66% of exam
 - Maintaining medication and inventory control systems; 22% of exam
 - Participating in the administration and management of pharmacy practice; 12% of exam

* A resource Paper of the Council on Credentialing in Pharmacy, February 2009, “Scope of Contemporary Pharmacy Practice: Roles, Responsibilities, and Functions of Pharmacists and Pharmacy Technicians”, pgs 23-26.

POP QUIZ #1

All pharmacy technicians must register with their state board in order to work in a pharmacy.

- True
- False



JCPP VISION

The Joint Commission of Pharmacy Practitioners (JCPP)

Future Vision of Pharmacy Practice in 2015:

- calls for qualified support personnel
- imperative that pharmacy technicians be well qualified to fulfill their supporting role in drug preparation and distribution.
- the profession must adopt uniform national standards for pharmacy technician education, training, certification, and regulatory oversight
- the pharmacy technician is accountable to the supervising pharmacist
- CREST Summit

ACPE GUIDELINES

- ACPE accredited providers are required to have separate learning objectives for each audience (P/T).
- Learning objectives should be specific to what the participant should take away from the activity and apply in his/her practice.

CPE activities designed exclusively for technicians:

- 01-T Disease State Management/Drug therapy
- 02-T AIDS therapy
- 03-T Law (related to pharmacy practice)
- 04-T General Pharmacy
- 05-T Patient Safety

Note: If the CPE activity is intended for both pharmacists and pharmacy technicians, that activity will have the same UPN with respect to the provider id number, cosponsor designation, yr of release, sequence number and format;

however, the topic designator will be specific to each audience, either a “P” or “T.”

For example:

0165-0000-11-001-L02-P (program number to be used for pharmacists)

0165-0000-11-001-L02-T (program number to be used for pharmacy technicians)



POP QUIZ #2

Promotional materials for CPE activities that target both pharmacists and pharmacy technicians should have separate learning objectives?

- True
- False



STRATEGIES FOR TECHNICIAN CPE

Utilize Learning Needs Assessments data

- Definition/Methodology
 - Defines the need between an individual's current level and some desired level of knowledge, skills, or attitudes
 - This is the learning gap
 - A series of activities, employ multiple strategies, to evaluate the potential for growth and learning in a particular area
 - Allows you to plan effectively before planning the CPE activity



STRATEGIES FOR TECHNICIAN CPE

Utilize Learning Needs Assessments data

- Purpose
 - Develop courses and market them OR
 - Develop courses for what the market needs
 - Delineates if a course should be offered, the purpose of the course, and WHO is going to benefit
- Importance of a needs assessment
 - Improve learning on a specific topic
 - Gather learner's preferences on topics and formats
 - Avoid activities that aren't warranted or not what the audience wants
 - Avoid financial mistakes
 - Avoid poor attendance
 - **Allows you to plan effectively before planning the CPE activity**



STRATEGIES FOR TECHNICIAN CPE

Utilize Learning Needs Assessments data

- Types of assessments/tools
 - Review existing data
 - Records, reports, feedback from evaluations
 - Survey sample population/other surveys
 - Conduct focus groups (advisory committees)
 - Educational Affairs Council/Technician Sections
 - Literature Reviews
 - Interview key individuals
 - State Rules and Laws
 - Competency Exams/Post Tests

STRATEGIES FOR TECHNICIAN CPE

Utilize Learning Needs Assessments data

- Types of assessments/tools

(Roundtable discussion activity)

- 1) Other tools/strategies not mentioned?
- 2) Pearls from home?



STRATEGIES FOR TECHNICIAN CPE

Utilize Learning Needs Assessments data

- Knowledge/learning gap
 - Once defined, appropriate objectives, activity type, and content can be developed

STRATEGIES FOR TECHNICIAN CPE

CPE Activity Types

- Knowledge-based
 - designed to acquire factual knowledge
- Application-based
 - designed to apply the information learned in the time frame allotted
 - Evidence based
- Practice-based
 - designed to systemically acquire specific knowledge, skills, attitudes and performance behaviors that expand or enhance practice competencies
 - Evidence based
 - Include didactic and practice component.



STRATEGIES FOR TECHNICIAN CPE

CPE Activity Chart based on ACPE Standards

Activity	Activity Purpose	Objectives	Learning Assessment	Assessment Feedback
Knowledge	Transmit Knowledge	Define, list, describe, identify	Questions, recall of facts	Must be provided to all learners
Application	Apply Information	Apply, calculate, compare, analyze, differentiate, relate	Case studies, application of principles	
Practice	Instill knowledge, skills, attitudes	Plan, design, measure, prepare, demonstrate	Demonstration, simulation	



EXERCISE

CPE Activity Types

- Knowledge-based
- Application-based
- Practice-based

(Each group must define technician specific activities for their assigned activity type)



STRATEGIES FOR TECHNICIAN CPE

CPE Activity Learning Objectives

Objectives must be:

- Specific and measurable
- Developed to specifically address the educational need
- Addressed by an active learning activity
- Covered by a learning assessment



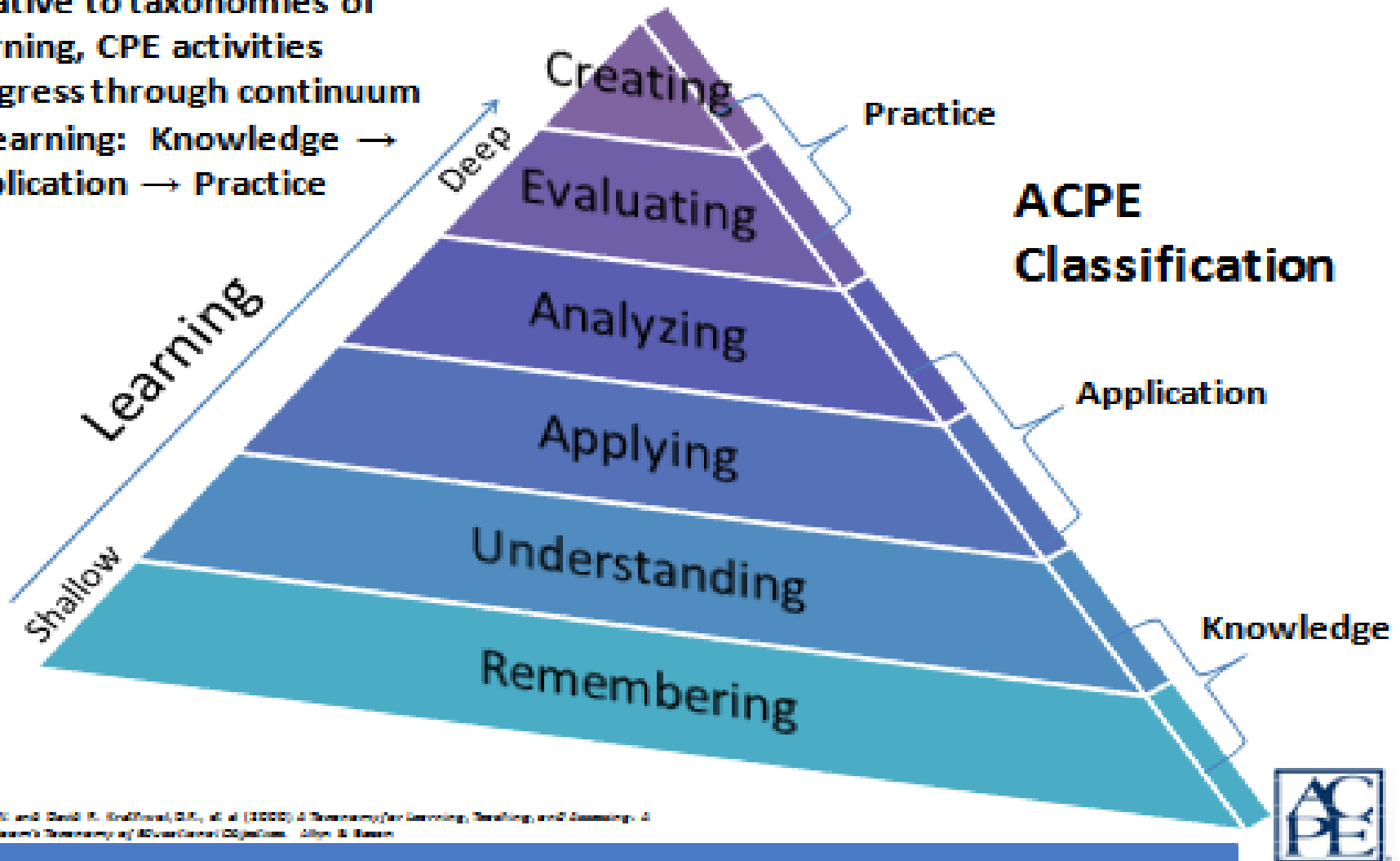
CPE Activity Objectives

Knowledge	Comprehension	Application
Define, list, name, recognize, repeat, recall, state	Describe, discuss, explain, express, identify, review,	Apply, choose, illustrate, interpret, practice, sketch, use
Analysis	Synthesis	Evaluation
Analyze, appraise, calculate, compare, contrast, distinguish	Arrange, collect, compose, create, design, develop, plan	Assess, defend, estimate, judge, select, support, value



Bloom's Taxonomy, 2000

Relative to taxonomies of learning, CPE activities progress through continuum of learning: Knowledge → Application → Practice



Anderson, LW and David R. Krathwohl, D.Ed., et al. (2000) A Taxonomy for Learning, Teaching, and Assessing: A Revision of Bloom's Taxonomy of Educational Objectives. City, & State



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CPE Activity Objectives

Bloom's
Taxonomy, 2000

Creating

Ability to form new product/plan

Evaluating

Ability to judge value of material

Analyzing

Break down into component parts

Applying

Use of learned information in a new way

Understanding

Ability to explain ideas/concepts

Remembering

Recall of previously learned material

Anderson, L.W. and David R. Krathwol, D.R., et al (2000) *A Taxonomy for Learning, Teaching, and Assessing: A Revision of Bloom's Taxonomy of Educational Objectives*. Allyn & Bacon



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CASE 1

FPA is offering a CPE activity on diabetes management. After reviewing the learning objectives, would this be an appropriate activity for pharmacy technicians?

Learning Objectives:

1. Discuss epidemiological factors related to the prevalence of diabetes.
2. Discuss the pathophysiological differences between type 1 diabetes and type 2 diabetes.
3. Discuss pharmacotherapeutic options for treating diabetes and demonstrate an understanding of normal carbohydrate metabolism.



CASE 2

After reviewing the learning objectives, would this be an appropriate activity for pharmacy technicians?

Learning Objectives:

1. Define diabetes.
2. List differences between type 1 and type 2 diabetes
3. Recognize common signs and symptoms of diabetes.

CASE 3

What topic designator should FPA use for this activity?

A. 01-T

B. 02-T

C. 03-T

D. 04-T

E. 05-T



CASE 4

- courtesy of ACPE

Pharm R' Us is offering a CPE activity on Hepatitis A, B, & C. After reviewing the learning objectives, would this be an appropriate activity for pharmacy technicians?

Learning Objectives:

1. List three risk factors of Hepatitis A Infection and how Hepatitis A is spread.
2. Describe the areas of the world in which Hepatitis A, B, & C are the most prevalent.
3. List medications used for treatment of Hepatitis C and two side effects associated with each medicine.
4. Describe which types of Hepatitis are able to be prevented with vaccination.



EXERCISE

TRINU Healthcare is offering a CPE activity “**Safe Compounding Practices and Pharmacy Calculations**”

Choose the pharmacy technician appropriate objectives:

- *List at least 3 ISMP abbreviations and/or symbols which could cause medication errors when compounding sterile preparations.*
- *Select the most appropriate reconstitution formula for preventing medication errors when using a multiple strength sterile solution.*
- *Calculate the flow rate in ml/hr for the following order: LR 500 ml with heparin 25,000 units IV at 850 units/hr.*
- *Analyze the effect on sterile medication dosing for patients with kidney disease or hepatic disorders.*



EXERCISE CONT.

TRINU Healthcare is offering a CPE activity “**Safe Compounding Practices and Pharmacy Calculations**”

Choose the pharmacy technician appropriate objectives:

- *Analyze the effect on medication dosing for pediatric patients.*
- *Distinguish which form of Insulin can be added to a sterile large volume IV admixture.*
- *Define the appropriate gowning, garbing, and handwashing procedure for personnel preparing sterile products.*
- *Distinguish between various sterile injectable labels, which would be considered high alert medications.*



Added Resources/Links

- A resource Paper of the Council on Credentialing in Pharmacy, February 2009, “Scope of Contemporary Pharmacy Practice: Roles, Responsibilities, and Functions of Pharmacists and Pharmacy Technicians”, pgs 23-26.
- **ACPE** Accreditation Council for Pharmacy Education
Established in 1932, ACPE is the national agency for the accreditation of professional degree programs in pharmacy and providers of continuing pharmacy education. ACPE is an autonomous and independent agency whose Board of Directors is derived through the American Association of Colleges of Pharmacy (AACP), the American Pharmacists Association (APhA), the National Association of Boards of Pharmacy (NABP) (three appointments each), and the American Council on Education (ACE) (one appointment)..
www.acpe-accredit.org
- **NABP** National Association of Boards of Pharmacy
Founded in 1904, the National Association of Boards of Pharmacy (NABP) is the impartial professional organization that supports the state boards of pharmacy in protecting public health. Requirements for practicing as a pharmacy technician vary from state to state, but according to NABP’s 2011 Survey of Pharmacy Law, over 80% of jurisdictions license, register, or require certification of technicians.

www.nabp.net



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Added Resources/Links

- **PTCB** Pharmacy Technician Certification Board
PTCB is a nonprofit organization that oversees the certification program of pharmacy technicians in all practice settings. This organization develops the education and the exams for certification.
www.ptcb.org
- **ICPT** Institute for the Certification of Pharmacy Technicians
ICPT supports pharmacy technicians via education, training and testing. ICPT's mission is to recognize pharmacy technicians who are proficient in the knowledge and skills needed to assist pharmacists to safely, accurately and efficiently prepare and dispense prescriptions and to promote high standards of practice for pharmacy technicians. ICPT sponsors the ExCPT (Exam for the Certification of Pharmacy Technicians).
www.nationaltechexam.org

Added Resources/Links

- **ASHP** American Society of Health System Pharmacists

ASHP The American Society of Health-System Pharmacists (ASHP) is the membership organization that works on behalf of pharmacists who practice in hospitals and health systems.

www.ashp.org

- **AAPT** American Association of Pharmacy Technicians

AAPT provides continuing education and services to help technicians update skills. They also represent member's interests to the public as well as health care organization.

www.pharmacytechnician.com

- **PTEC** Pharmacy Technician Educators Council

PTEC is an association representing pharmacy technician educators. Its primary mission is to assist the profession of pharmacy in preparing high quality well-trained technical personnel through education and practical training.

www.rxpotec.org



Self Assessment Questions



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Final thoughts or questions??



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More questions?

Please contact us!

Tian Merren Owens, MS, PharmD
Director of Continuing Education
Florida Pharmacy Association
610 N Adams Street
Tallahassee, Fl 32301
(850) 222-2400 ext 120
tmerren@pharmview.com
www.pharmview.com

Aaron D. Reich, Pharm.D.
President
TRINU Healthcare
POB 122113
Arlington, TX 76012
817-265-7524
F:817-265-8905
AReich@TRINU.com
www.TRINU.com

THANK YOU!!



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