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ACPE CPE providers have requested guidance regarding the level of knowledge and skills of pharmacy technicians, as well as, their role in pharmacy settings.

In 2013, ACPE incorporated pharmacy technician competencies in the ACPE *Definition for the Profession of Pharmacy*. These competencies were adapted from the Pharmacy Technician Certification Board (PTCB) since at that time it was PTCB who accepted continuing education credit for recertification of pharmacy technicians. Since then, PTCB conducted a work analysis and updated the categories for the Pharmacy Technician Certification Exam (PTCE) (2018). In addition, ACPE and the American Society of Health System Pharmacists (ASHP) collaborated to form the Pharmacy Technician Accreditation Commission (PTAC). In 2018, PTAC revisited the Pharmacy Technician Education and Training Standards. This revision introduced Entry-level and Advanced-level pharmacy technician education and training standards with specific competencies for each level.

The ACPE CPE staff along with ACPE's APPE students conducted a crosswalk of the pharmacy technician Competencies from these three documents.

Categories of Competencies		**Entry-Level Technician Competencies**	**Advanced-Level Technician Competencies**
PTCE Analysis[1] *ASHP/ACPE Technician Standards*[2]	**ACPE Definition**[3]		
Medications *Foundational Professional Knowledge and Skills*	**Pharmacology**	• 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.	

[1] PTCE Content Outline, Pharmacy Technician Certification Board, 2018
[2] ASHP / ACPE Accreditation Standards for Pharmacy Technician Education and Training Programs, 2018
[3] ACPE *Definition of Continuing Education for the Profession of Pharmacy, 2013*

	Inventory Management	• 3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies. • 3.19 Explain accepted procedures in inventory control of medications, equipment, and devices. • 3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.	• 3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies. • 3.28 Apply accepted procedures in inventory control of medications, equipment, and devices. • 3.31 Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.
Order Entry and Processing *Processing and Handling of Medications and Medication Orders*	**Medication Order Entry and Fill Process**	• 2.7 Explain the pharmacy technician's role in the medication-use process. • 3.2 Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety • 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.	• 3.30 Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
	Sterile and Non Sterile Compounding	• 2.6 Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings. • 3.15 Describe basic concepts related to preparation for sterile and non-sterile compounding. • 3.16 Prepare simple non-sterile medications per applicable USP chapters (e.g.,reconstitution, basic ointments and creams).	• 3.23 Prepare compounded sterile preparations per applicable, current USP Chapters. • 3.24 Prepare medications requiring moderate and high level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams). • 3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.

		• 3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.	
	Information System Usage and Application	• 3.13 Use current technology to ensure the safety and accuracy of medication dispensing.	
	Billing and Reimbursement	• 3.14 Collect payment for medications, pharmacy services, and devices.	• 3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
Federal Requirements *Regulatory and Compliance Knowledge and Skills*	**Law and Regulations**	• Demonstrate ethical conduct. • 2.2 Demonstrate ability to maintain confidentiality of patient information, and understand applicable state and federal laws. • 2.8 Practice and adhere to effective infection control procedures. • 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials. • 4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services • 5.1 Describe and apply state and federal laws pertaining to processing, handling and dispensing of medications including controlled substances. • 5.2 Describe state and federal laws and regulations pertaining to pharmacy technicians. • 5.3 Explain that differences exist between states regarding state regulations, pertaining to pharmacy	• 1.11 Apply supervisory skills related to human resource policies and procedures • 5.9 Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.

		technicians, and the processing, handling and dispensing of medications. • 5.4 Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician. • 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). • 5.7 Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis). • 5.8 Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").	
Patient Safety and Quality Assurance *Patient Care, Quality and Safety Knowledge and Skills*	**Medication and Patient Safety**	• 3.9 Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.	• 4.9 Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.

		• 3.22 Prepare, store, and deliver medication products requiring special handling and documentation • 4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.	
	Quality Assurance	• 3.8 Maintain pharmacy facilities and equipment. • 3.10 Describe Food and Drug Administration product tracking, tracing and handling requirements. • 3.11 Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies. • 3.12 Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem. • 4.8 Describe best practices regarding quality assurance measures according to leading quality organizations	• 5.10 Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession
	Patient Care Skills	• 2.4 Describe wellness promotion and disease prevention concepts. • 2.5 Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role. • 3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process. • 3.3 Assist pharmacists in the identification of patients who desire/require counseling to	• 1.9 Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service. • 1.10 Apply critical thinking skills, creativity, and innovation. • 2.9 Describe investigational drug process, medications being used in off-label indications, and emerging drug therapies. • 2.10 Describe further knowledge and skills required for achieving advanced competencies. • 2.11 Support wellness promotion and disease prevention programs. • 3.29 Process, handle, and demonstrate administration techniques and document

		• optimize the use of medications, equipment, and devices. • 3.7 Assist pharmacists in the monitoring of medication therapy. • 3.21 Explain accepted procedures in delivery and documentation of immunizations. • 4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process. • 4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally • 4.5 Assist pharmacist in the medication reconciliation process. • 4.6 Explain point of care testing	administration of immunizations and other injectable medications. • 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. • 4.12 Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned. • 4.13 Obtain certification as a Basic Life Support Healthcare Provider.
Personal/Interpersonal Knowledge and Skills	**Verbal Communication Skills**	• 1.4 Communicate clearly and effectively, both verbally and in writing. • 1.3 Demonstrate active and engaged listening skills. • 1.5 Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.	• 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.
	Personal and Professional Growth	• 1.2 Present an image appropriate for the profession of pharmacy in appearance and behavior. • 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. • 1.8 Demonstrate problem solving skills. • 2.1 Explain the importance of maintaining competency through continuing education and continuing professional development. • 2.3 Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment • 4.7 Explain pharmacist and pharmacy technician roles in medication management services.	