Pharmacy Technicians’ Responsibilities in an Anticoagulation Clinic

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Objectives
- Describe an expanded role of pharmacy technicians
- Identify the responsibilities of a pharmacy technician in an anticoagulation clinic
- Identify the competencies required for a pharmacy technician providing services in an anticoagulation clinic
- Describe how an expanded role assists pharmacists to increase their direct patient care

No Conflicts of Interest

The presenters have no conflicts of interest to declare regarding the content of this presentation.

Background
- Utilizing the skills of pharmacy technicians for several decades
- Expanding the training and responsibilities of pharmacy technicians
- Great progress in training and expanded roles in many states
- Ohio in process: assure tech training, competencies, expand responsibilities through authorization by State Board of Pharmacy (OSHP ad hoc group)

Additional Stimulus to Expanded Roles of Pharmacy Technicians

Commitments from the Pharmacy Practice Model Initiative of ASHP:
- A clear, inspiring vision for practice
- An assertive program to pursue the vision
- Completion of accredited tech training as a requirement for PTCB certification
- Exercising our role as ambassador, leader, mentor, teacher, colleague
Recent Activities Supporting Advanced Roles of Pharmacy Technicians

Two New Publications from ASHP:
- Understanding Pharmacology for Pharmacy Technicians
- Pharmacy Calculations: An Introduction for Pharmacy Technician

4th Edition: Manual for Pharmacy Technicians

A Document on a Specific Role for Pharmacy Technicians in Informatics—Draft Stage

Draft Statement on the Pharmacy Technician’s Role in Pharmacy Informatics

Acknowledges the importance of technology in pharmacy to address:
- Safe medication practices
- Robust financial status
- Quality data reporting
- Operations design based on data

Addresses skill sets, training and competencies for the pharmacy technician

Additional Attention to Pharmacy Technician Credentials

The Pharmacy Technician Certification Board (PTCB) has introduced new requirements:
- By 2020 technicians must complete an ASHP-accredited tech education program
- By 2015 technicians must recertify every 2 years and get 20 hrs of technician CE for recertification (must include law CE)
- By 2014 CE must include 1 hr of medication safety CE
- By 2014 background checks

(dates are proposed; comment period)

Actions for Pharmacy Practice from the FPMI

- Every pharmacy department reallocate resources for pharmacists to manage drug therapy
- Pharmacists responsible and accountable for medication-related outcomes
- Uniform national technician education and training standards
- Improve technology use to achieve optimal deployment of technicians and pharmacists

Specific Information—Anticoagulation Services and the Pharmacy Technician

In 2003
- Introduced pharmacy-managed anticoagulation services at St Luke Hospitals in Northern Kentucky in the former Health Alliance of Greater Cincinnati. Followed the model of UC Hospital.
- In Dec 2003 at 175 patients at St Luke
- By Dec 2004 at 1000 patients at St Luke
- So introduced a pharmacy technician to assist

- Patients in therapeutic INR range ~ 75% of time
- Patient satisfaction survey indicated
  - patient said pharmacist friendly/caring 5/5
  - patient said good communication with MD 4.6
  - patient satisfied with monitoring 4.7

Justification of a Clinical Pharmacy Technician Position at the University of Cincinnati Medical Center

The Clinical Pharmacy Technician staffing the ambulatory clinics of the University of Cincinnati Medical Center (UCMC) is primarily responsible for coordinating administrative activities and facilitating patient encounters in the clinics. The objectives of services provided by the Clinical Pharmacy Technician position are:

- To increase the efficiency of the ambulatory pharmacy clinics at the UCMC.
- To enable clinical pharmacists to maximize patient referrals to the clinics and to increase productivity of the clinicians.
- To increase patient access to services provided by the ambulatory clinics of UCMC.
- To increase patient/physician satisfaction associated with the pharmacy clinics by providing direct and personal communication with the clinics.
**Duties and Responsibilities of the Clinical Pharmacy Technician**

- **Education**
  - Minimal qualifications for Tech 1: high school diploma or GED, passed 9th grade math proficiency.

- **Licenses and Certification**
  - Technician Certification approved by the Ohio Board of Pharmacy is mandatory.

- **Experience**
  - Six months pharmacy technician experience or completion of a formal pharmacy technician education program preferred.

- **Work History**
  - Minimum qualification for Tech 2 including performances appraisals documenting:
    - A work history of qualitative consistency, productivity, and appropriate interdependence.
    - A work history of initiative, motivation, and flexibility.
    - A work history of above average skill, quality, and knowledge of work.
    - Ability to appropriately communicate with patients and other healthcare professionals.

**Questions?**

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**Increased clinic efficiency which improved access to care.**

**Improved transition of care for anticoagulated patients in both inpatient and outpatient environments.**

**Increased physician satisfaction by improving acute communication with clinic staff.**

**Improved individual clinician efficiency by greatly reducing time spent on clerical activities.**

**Greatly reduced clinician frustration by time spent on clerical activities.**

**Increased patient satisfaction by improving person to person communication (reduced automated phone answering) and less outside interruptions during clinic visits.**

**Allow for appropriate use of clinical resources by institution.**

**Improved Patient, Physician and Job Satisfaction**

**PHARMACIST**

- Career advancement under technician “ladder” structure.
- Change in work environment.
- Broaden knowledge and skills.
- Improving patient care and pharmacist efficiency.
- Becoming part of a team that has very strong pharmacist/patient relationships.
- Technician input is valued and clinic staff always open to process changes based on the input of all staff.
- Knowledge of outpatient pharmacy EPIC system “Willow” and outpatient pharmacy policies greatly assists clinicians understand drug procurement issues.
- Knowledge of clinic environment allows for improved communication while working in outpatient pharmacy.

**Questions?**