The Technicians role in patient safety and pharmacy quality assurance

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Objectives

• Patient safety procedures and the Technicians role within the practice

• Identify the procedures Pharmacy Technicians do when initiating medication adherence outcomes with the pharmacist.

• Exploring pharmacy staff responsibilities to achieve quality assurance in the pharmacy.
What is patient safety? And why is it important?

• Patient safety is defined as the prevention of harm to patients.
• Patient safety is a commitment every healthcare professional takes on as a responsibility.
• The importance of patient safety is a continuous task in which can alter the way of life.

Creating a professional environment

• Making a good impression.
• Actively listening and responding.
• Empathy and sympathy.
• Patient centered from start to finish.
• Professional appearance.
• Communication with team members.
Individual accountability of patient and staff

- One way to ensure patient safety and monitor quality assurance is to hold the staff and patient accountable of their actions.
- The patient needs to be educated, guided, and aware that their adherence to their care program or medication regimen needs to be enforced and followed through with.
- The Pharmacy staff sets the example of accountability by ensuring they are following protocols and procedures while keeping the patients safe and adhering to their regiments.

The Pharmacy Technician

- The job of a pharmacy technician is to assist a pharmacist in filling medication and helping customers with their needs.
- Pharmacy technicians will go through and make sure that everything is as it should be with each prescription.
- Basically a pharmacy technician does a lot of the busy work that the pharmacist may or may not have time for, then the pharmacist comes through and double checks everything for accuracy before it is finalized.
- Some states require as low as a high school diploma to become a pharmacy technician, and then some states require certification.
The Pharmacist

• A pharmacist is in charge of the pharmacy technicians, and creates the medication from the ingredients specified.
• They are also the people that may counsel patients, since pharmacy technicians are not technically allowed to. They go through and answer any and all of the questions that a customer may have.
• They do make significantly more than a pharmacy technician, but the minimum educational requirement is a four year program that is just as difficult to complete as a bachelor’s degree.
• Some pharmacists will even work in a residency if they wish to work in a clinical environment later on.

Pharmacist and Technician relationship

• Both the pharmacist and the pharmacy technician have the job of pouring medications, mixing medications, and weighing the medication for accuracy.
• They are both going to deal with insurance companies, physicians, and customers. They also both have the same end goal, which is a happy customer.
• The main difference is that the pharmacist is the supervisor to the pharmacy technician, and that means that they get the final say on everything, and everything must be ran by them before being finalized.
Utilization of the pharmacy team

- In a pharmacy you have multiple positions filled by Pharmacy Technicians, Pharmacists, Pharmacy trainees, and Pharmacy interns.
- Depending on which pharmacy setting you work, these positions vary. Some positions are filled by specially trained employees and some by seniority.
- Each member of the team is essential in pharmacy operations.

Patient safety and Pharmacy Technicians

- The majority of patients are going to have their first and/or last interaction with a technician. The technician is on the front lines of helping prevent possible errors, critical to the patient’s health and safety.
- Whether you are a technician working in a hospital or retail setting there are many key things technicians can do to help prevent these serious and sometimes fatal mistakes from ever happening.
- When it comes to patient safety, we can all do our part in reducing these catastrophic events from ever occurring.
Questions to ask when a prescription is dropped off

- Is the date of birth written large and clear?
- Can you read what the medication is, directions, quantity, and the doctor’s name?
- Does the patient know what medication is prescribed for them?
- Does the patient know how they are taking the medication?
- Is this a controlled substance?
- Does the patient have allergies?
- Is the patient’s profile information correct?

Additional things to keep in mind at drop off

- Look a like, sound a like drugs
- High alert medications
- Route of administration
- A/B rating
- Drug schedules
- Units vs. ML
- Calculations

*If for any reason something is not clear or understood, call for clarifications from the doctor’s office.

Pharmacy quality assurance

- Quality assurance is the maintenance of a desired level of quality in service or product, especially by means of attention to every stage of the process of delivery or production.
- In the pharmacy, quality assurance takes place in four main areas.

1. Data entry
2. Filling the prescription order
3. Verification of the prescription and medicine ordered
4. Purchase of the medication
Programs in use for patient safety and quality assurance

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Roles Technicians play for patient and Pharmacists relations

• From start to finish the technician sets the tone for confidence and adherence to the patients well being.
• Pharmacy technicians work with patients to achieve positive health outcomes, reduce health care expenses and provide a range of essential, niche services.
• It is important for pharmacy technicians to have a strong relationship with patients by monitoring a patients’ full medication regimen to prevent drug interactions, promote the appropriate use of generic drugs to lower costs, encourage the taking of medication as directed and provide access to additional health services, such as immunizations.

Patient safety resources

• Agency for Healthcare Research and Quality (AHRQ)  
  www.ahrq.gov
• American Society of Health-system Pharmacists (ASHP)  
  www.ashp.org
• National Patient Safety Foundation (NPSF)  
  www.npsf.org
• Centers for Disease Control and Prevention  
  www.cdc.gov
Questions ??