

# Enhancing Pharmacists Services by Optimizing the Roles of the Pharmacy Technicians

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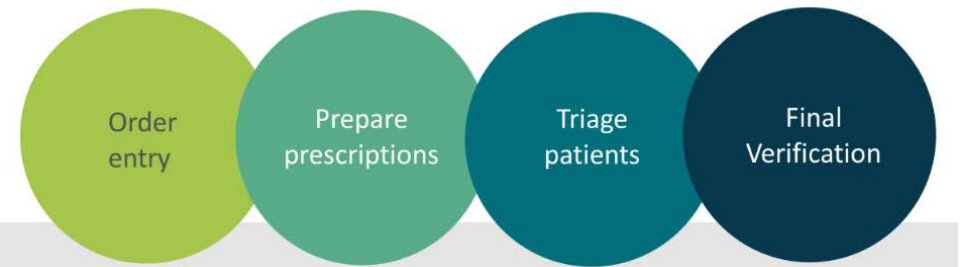
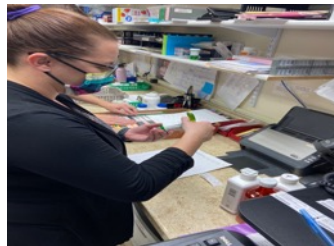
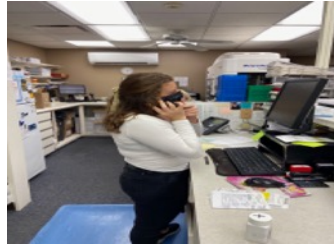
1. Discuss the evolving role of pharmacists
2. Review the evolving role of technicians to support pharmacist's medication optimization services
3. Discuss how technicians are prepared for these new roles

# Evolving Role of Pharmacists

- Ensuring patients' medications are optimized
  - Therapeutic outcomes are achieved
  - Medications are safe
  - Medications are effective
  - Medications are affordable/available
- Becoming interventionists
  - Identifying and resolving medication-related problems
    - Untreated indications
    - Wrong drug
    - Failure to receive drugs
    - Dose too low
    - Dose too high
    - Adverse Drug Reactions (ADRs)
      - Side effects
      - Drug interactions
    - Drug use without an indication
- Requires ongoing monitoring/follow-up/evaluation



# Evolving Role of Technicians



## Preparing Technicians for New Roles

- Technician's are optimized to help free up the pharmacists from "technical functions" to perform "clinical functions"
- Job responsibilities are expanded
  - Triaging
  - Medication Synchronization
  - Compounding
  - Immunizations
- Technicians manage the dispensing functions



# Preparing Technicians for New Roles

- Practice site training
  - Policies and procedures
  - Job responsibilities
  - Annual compliance education
  - Continuing Education
- Certification (Certified Pharmacy Technician = CPhT)
- Technician Product Verification
  - Additional credential
  - Additional education and training
  - Additional responsibilities
- Addition training/certification needed for:
  - Compounding
  - Immunizing



# Conclusion

- Pharmacy Technicians practicing at the top of their training/education enhance pharmacists' abilities to provide medication optimization services.
- Pharmacy Technicians take care of the “technical functions” of the practice freeing up the pharmacists for “clinical functions”
- Pharmacy technicians will need appropriate training and education evolve their roles safely and effectively

