

The Expanding Role of Pharmacy Technicians

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Objectives

1. Describe the extended roles of the pharmacy technician in directly caring for children
2. Identify the benefits of expanding clinical services with pharmacy technicians, including the impact on patient outcomes
3. Discuss sustainability of an advanced pharmacy technician program

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Pharmacy Technician Defined

<p>Conventional</p> <ul style="list-style-type: none">○ Assist pharmacists in dispensing medications and are accountable to the supervising pharmacist who is legally responsible for the care and safety of patients served by the pharmacy	<p>Contemporary</p> <ul style="list-style-type: none">○ Perform administrative and supportive tasks related to medication dispensing and pharmacy patient care services
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<https://www.ptcb.org/who-we-serve/pharmacy-technicians#.XJwqPeROk2w>
<https://www.nacds.org/pdfs/pharmacy/2018/Technician-Talking-Points-w-Evidence.pdf>

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Polls

1. Do you have pharmacy technicians working in advanced pharmacy practice?
2. What areas or pharmacy practice are the technicians working in?

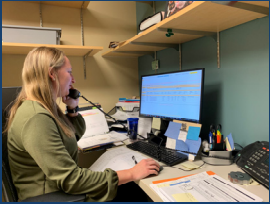
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Cystic Fibrosis Advanced Practice Pharmacy Technician

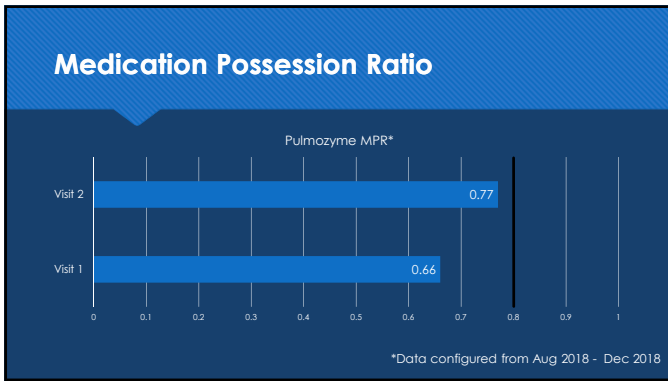
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Responsibilities

- Interview families and update medication lists and all pharmacies used during clinic visits, inpatient stays, and via telephone consultations
 - Review adherence to chronic therapy for CF
- Verify adherence by obtaining refill histories from various pharmacies, reviewing claims data and drug company / assistance programs
- If MPR < 0.8, consult with the family to assess barriers to adherence and attempt to motivate for improved medication use
 - Follow-up monthly with patients to verify adherence or issues with therapy



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Responsibilities continued

- Review medication coverage (i.e. primary and secondary insurance payment) and the use of patient assistance programs
- Troubleshoot issues with medication acquisition (i.e. prior authorization) and assist with enrollment in patient assistance programs

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Projected Annual Savings

Assistance Program	Aug 2018 - Dec 2018
Healthwell Foundation- CF Treatments	\$225,000
Healthwell Foundation- Vitamins/Supplements	\$42,000
CareForward-Creon	\$147,000
Pulmozyme Access Solutions	\$160,000
Tobi Podcare Plus	\$28,000
Chiesi CareDirect-Bethkis	\$34,560
Other-Inhalers	\$5,880
Total Combined Savings \$642,440	

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Other Potential Benefits

- Improve disease control
- Reduce morbidity and mortality
- Increase patient satisfaction
 - "It was like I was living 5 separate lives and you took one over for me"

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Other Potential Benefits

- Poll on what other benefits have you measured or would expect from an advanced pharmacy technician program

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Sustainability

- Improve the productivity and efficiency of pharmacists (and nurses and...)
- Increase prescription volume
- Contract kickbacks
 - Specialty pharmacy
 - 340b drug discount program
- Indirect revenue from improved patient outcomes



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Sustainability

- Poll on other ways to sustain advanced pharmacy technician position

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Technician Training and Certification

- Pharmacy Technician Accreditation Commission
- Pharmacy Technician Certification Board certificate program in development for:
 - Tech Check Tech
 - **Medication History and Medication Reconciliation**
 - Hazardous Drug Management (USP <800>)
 - **Billing & Reimbursement**
 - Controlled Substance Diversion Prevention
- 'Residency' training

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