Technician Connection
Continuing Education

Career Opportunities for Pharmacy Technicians and Various Responsibilities

What’s Available?

Get Involved in your profession!

Want something you never had: Then do something you never did!
Get involved in your profession!

President
Lisa Ausmus (Retail Pharmacy/Bloomfield Hills)

President Elect
Angela Faszczewski (Retail Pharmacy/Muskegon)

Past President
Lara Alexander (Medicare Part B Insurance/Flint)

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Linda Branoff (Baker Instructor/Flint)

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Robyn Parker (Pharma Contract Pharmacy/Flint)

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Keith Binion (Instructor/Rochester)

Member
Doreen Kern (Hospital Pharmacy/Traverse City)

Member
Casey Sullivan (Retail Pharmacy/Hillsdale)

Member
Tish Lewis (Instructor/Hillsdale)

MSPT MISSION
Michigan Society of Pharmacy Technicians
The mission of the Michigan Society of Pharmacy Technicians (MSPT) is to increase recognition from allied health professionals and the general public; to assist pharmacists in providing patient-focused care; to promote greater use of pharmacy technicians through a system of educational advancement; to foster and encourage inter-professional relations with the state professional association of pharmacists and to establish positive dialogue with pharmacy practitioners; and to establish and maintain guidelines for the use and training of pharmacy technicians.
MSPT BENEFITS

PROTECTION OF YOUR PROFESSION
UP-TO-DATE INFORMATION
FREE CONTINUING EDUCATION CREDITS
ACCESS PHARMACY PRACTICE SOLUTIONS
NETWORKING
DISCOUNTED TRAVEL RATES
DISCOUNTED INSURANCE RATES
DISCOUNTED PHARMACY PROGRAMS

What’s Attend-able?

Get involved in your profession!
GCPA Golf Outing
Law & Policy Symposium
Legislative Breakfast (MPA Site)
MPA/GCPA Sponsored Programs
Pharmacy Day at Capitol – Drug Take Back
Michigan Pharmacist A.C.E.
A.C.E. Tech Luncheon/Tech Connect
A.C.E. House of Delegates
(11th Reserved Technician Seats)

House of Delegates convenes to discuss proposed policy changes and review the MPA Bylaws.

Could You Be Here?

Get involved in your profession!
Individual Liability for Pharmacy Technicians – Why?

Ron Devers, CIC, CPIA
Agency Manager
PSI Insurance Agency
Lansing, MI

Why have you chosen this profession?

* Noble reasons – help others
* Do good work
* Enjoy your work
* At the end of the day – provide for ourselves and families

The Reality is...
Mistakes Happen!
Mistake?

What is Professional Malpractice?

- Professional negligence – mistake
- Dispensing errors largest portion wrong drug, label, strength, dose, etc...
- Accidental misdiagnosis
- Someone will be accountable

Malpractice

- Breach of duty
- Significant damages
- Professional action or inaction a direct cause
Case Studies

- Pharmacy staff misfills Antibiotic - $165,000 Verdict
- Man files suit against CVS - asks for $200,000 verdict
- Infant death from misfilled prescription - $7,100,000 judgement
- HOW CAN YOU PROTECT YOURSELF!

Individual Liability Policy

- Most cases limits of $1M occurrence/$3M Aggregate
- Usually affordable – usually in the $100 area
- Easy underwriting
- Higher degree of accountability with licensure

How many uninsured claims will it take to affect you and your family?

The answer is easy – ONE!

If a judgement is found against you, your earnings, retirement and other assets can be attached!

Act now to protect yourself and your family. Contact an insurance professional!

Questions??? Thank you!
Career Opportunities in Hospital Pharmacy

*Doreen Kern, CPhT*

Munson Community Health Center
LTC & Retail Pharmacy
Traverse City, MI

Hospital Pharmacy Tech

The term “Pharmacy Technician” originated when hospitals identified a need for qualified personnel to assist Pharmacists in the daily operations of hospital pharmacy.

Certifying technicians in Michigan began in the 1980’s then in 1995 PTCB was formed with MPA being a co-founder.

PA 285 became law in 2014, now requires pharmacy technicians to be licensed.

Hospital Organization

Each hospital is unique, many will have multiple pharmacy locations and functions

*EXAMPLE:* Munson Healthcare consists of: Munson Medical Center (Traverse City) has in-house: primary (basement), ambulatory, central, emergency dept. & chemo pharmacies. Locally a surgical center, a cancer center (new building soon) and MCHC (Munson Community Health Center) includes a retail & LTC/closed door pharmacy. Regionally eight additional hospitals. Along with five for-profit retail pharmacies.
Responsibilities?

- Order entry via phone/fax/e-scribe, billing, returns/credits
- Purchasing: multiple wholesalers, returns, outdates
- Dispense meds to Pyxis machines, robotics, cart fills, crash carts, EMS boxes & throughout hospital (scheduled & prn)
- Prepare sterile & non-sterile IV’s & products, Chemo meds, compounds, TPN’s, infusions
- Inventory control via reports, inspections or audits
- General misc maintenance: filing, cleaning, organizing...
- Additional duties individualized per each facility

Filling meds...

- Med Carts are filled from patient profile records with a daily supply of medications. They are updated early mornings. Carts are packed and exchanged throughout the hospital before morning med pass by nursing staff.
- Preparation of medications to be packed are done in a variety of ways: manually, pre-packed and automation.
- Med carts returned from the previous day are reconciled, charged or credited to each patient account.
- New admissions and any additional medication orders are distributed throughout the day as needed.

Med Carts

Technicians process patient medications for daily cart fill
Typically done early mornings
**Pre-packs**

Technicians pre-pack medication with precise barcodes for the robotic distribution.

**Automation**

Various robotics may be used to fill unit dose patient medication orders for cart fill which is distributed throughout the hospital each day.

**How Robotics work?**

This robot finds medications based on bar coding, its arm reaches to retrieve medication requested via a central computer.
Carousels

Technicians also process narcotic fills from a PYXIS unit. His position is considered Automation Technician.

TPN Mix Station
Automated TPN (total parenteral nutrition) mix stations fill bags to the precise level per physician daily orders.
Laminar Flow Station

Technicians use sterile technique to fill medications in a Laminar Flow Hood in the I.V. Room

Laminar Flow Hoods

- **Horizontal**: Laminar flow hoods are used to control airborne contamination of sterile products during their extemporaneous preparation. Room air is filtered through a high efficiency particulate air (HEPA) filter removing 99.97% of all particles 0.3 microns or larger.
- **Vertical**

Technicians who fill chemo & nuclear orders require special training and additional precautions
Med Rec & Emergency Dept

“Med Rec” Technicians are responsible for obtaining medication history on incoming emergency department patients.

Technicians also fill EMS boxes, often located near the emergency room.

Ambulatory Pharmacies

Often integrated in hospitals are able to fill outpatient (and employee) prescriptions only.

Ambulatory along with other “grant” programs, improve patient outcomes upon discharge by ensuring medication adherence which reduces the occurrence of readmissions.

Hospital Pharmacy

- Most hospitals prefer PTCB certification
- PA 285 will now require all new hires to be certified and licensed
- Pay scale averages $8.50-20.00, MPA’s 2014 survey (133 responses) showed a high of $20.94 with a median of $15.70
- Typically a desirable benefit package
Opportunities

Hospital pharmacies have quite a variety of technician positions within. The size and function of each facility may determine which area(s) you could have the ability to work or specialize in. Pharmacy is constantly evolving and technician responsibilities are increasing as well. The new licensing law will continue our growth with additional credibility and accountability.

Career Opportunities in Medicare

Lisa Ausmus, CPhT
Fox Hills Medi Mart
Manager
Bloomfield Hills, MI

Medicare Part D

- Hospice
- ESRD
- MSP and OHI
- Long Term Care
- Transition of Care
Career Opportunities in Managed Care

Robyn Parker, CPhT
Diplomat
Pharma Contract Compliance Manager
Flint, MI

Managed Care Defined

* A system of health care in which patients agree to visit only certain doctors, hospitals and pharmacies in which the cost of treatment is monitored by a managing company.

Managed Care Characteristics

* Cost Savings / Rebates
* Drug Formulary
* Pharmacy Audits
* Prior Authorizations
Cost Savings/Rebates Purpose
Manufacturers Reimbursement for Contract Products

- Rebates:
  - Help reduce the cost of healthcare
  - Benefit employer groups & insured
  - Reducing overall cost of healthcare
  - Lessening premiums
  - Lessening employees cost sharing

Drug Formulary Purpose

- List are developed in a committee by practicing physicians and pharmacist
- List of medications selected for coverage under a health insurance plan
- Medications may be included on a formulary based upon their efficacy, safety and cost-effectiveness

Prior Authorizations Purpose

- To confirm by the physician the medical necessity of prescribed medication that is not on formulary.
- Certain criteria may need to be met
- Provides additional information
- Cost savings (step therapy e.g. IBU over Celebrex)
Pharmacy Audit Purpose

- Accurate quantity for partial fill containers
- Errors (e.g. Billed for 300 Keflex, meant to bill 30)
- Fraud, Waste and Abuse
- Look for outliers to ensure accurate claim submission
- Safety (e.g. QD mistaken for QID)

Pharmacy Technicians in MC

- Account Receivable
- Analytics
- Calculate MAC Prices
- Calculate Market Share
- Cost Savings Tracking
- Disbursement of Funds to Claims
- Distribution to Vendors
- Formulary Monitoring
- Operations Maintenance
- Rebate Reports & Invoices

Career Opportunities in Long Term Care

Lisa Ausmus, CPhT
Fox Hills Medi Mart
Manager
Bloomfield Hills, MI
Long Term Care

- Traditional and non-traditional packaging (unit dose)
- Therapy Review
- Dosing Schedule
- Reports for Facilities
- Delivery (Daily and Monthly)
- Disposal Invoicing

Career Opportunities in Specialty Pharmacy

Robyn Parker, CPhT
Diplomat
Pharma Contract Compliance Manager
Flint, MI

Specialty Pharmacy Defined

- A pharmacy with staffing skills to dispense specialty pharmaceuticals, as defined as high-cost injectable, infused, oral or inhaled drugs generally requiring close supervision and monitoring of the patient’s drug therapy.
Specialty Pharmacy
Product Characteristics

- Frequent dosage adjustment
- More severe side effects
- Periodic laboratory or diagnostic testing
- Special storage, handling or administration
- Narrow therapeutic range
- Higher cost
- Restricted pharmacy distribution
- Complex clinical management

Specialty ~ Vs ~ Retail

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Retail</th>
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<tbody>
<tr>
<td>High level training of medication</td>
<td>Minimal level training of medication</td>
</tr>
<tr>
<td>High touch contact sessions beyond dispense</td>
<td>Generally one-time contact session</td>
</tr>
<tr>
<td>High altering daily therapy patterns</td>
<td>Non-altering daily therapy patterns</td>
</tr>
<tr>
<td>High frequency of severe side effects</td>
<td>Low frequency of side effects and less severe</td>
</tr>
<tr>
<td>High potential of non-compliance with significant impact</td>
<td>Low patient non-compliance with modest impact</td>
</tr>
<tr>
<td>High therapy monitoring via nurse or pharmacist staff</td>
<td>Low therapy monitoring limited to counseling &amp; labeling of product</td>
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Specialty Pharmacy & Manufacturers

It's a partnership...

- Patient registry programs
- Patient assistance programs
- Information sharing
- Consulting on outcome data & desired results
- Developing marketing initiatives together
- Planning for future success as a team
Specialty-of-Specialty Pharmacy

- Patient focused compliance programs to improve adherence & persistency rates
- Ability to perform Prior Authorizations, Appeals and proactive auto-renewal processes
- Ability to service limited distribution drugs (LDD)
- Ability to assist with financial burdens (Funding)
- Provide disease management programs
- 24 Hour Pharmacist Hotline assistance

Pharmacy Technicians in SP

Opportunities
- Accounting
- Appeals
- Audits
- Billing
- Call Center
- Compliance
- Dispensing
- Education
- Funding
- Implementation
- Order Entry/Onboarding/Refills
- Patient Assistance Programs (PAP)
- Prior Authorizations
- Shipping / Receiving
- Specialty Programs (HSN)

Career Opportunities in Pharmacy Ownership

Beth Tomac, CPhT
Broad Street Pharmacy
Owner
Chesaning, MI
Pharmacy Ownership

• Many believe in order to own your own pharmacy you need to be a Pharmacist with a pharmacy license... Don't believe it!

My name is Beth Tomac, CPhT
Owner of Broad Street Pharmacy

Administrative

• It is often assumed all administrative/management responsibilities will be handled by the Pharmacist. But this doesn't necessarily have to be if a technician has the capabilities to handle these tasks.
• Scheduling
  • Maintain adequate work flow
  • Contracting
• Third Party Insurance companies
• Drug wholesale/Independent vendors
• Various Business Associates
• Accounting
• Third Party Insurance/DEA/Tax Inventory Audits
• Adjudicating Third Party claims
• Multitude of reports

Public Relations

• A technician can be successful in Public Relations by promoting Pharmacy and your Pharmacy
• To:
  • Customers
  • Doctor offices
  • AFC/LTC homes
  • Friends & Neighbors
• Thru:
  • Word of Mouth
  • Advertising/ Media
  • Promotions
  • Pharmacy Week
  • Poison Prevention
  • Blood pressure screening
  • Immunization Clinics
  • Blood drives
  • Community Service
Specialties

• Many retail pharmacies find a niche in specialty areas of pharmacy
• Technicians can excel within these areas:
  • Durable Medical Equipment
  • Compounding
  • Unit dose packaging
  • Home infusion
  • Immunizations clinics
  • Blood pressure checks
  • Glucose checks
  • Home deliveries

A Final Note...

• Retail Pharmacy is constantly changing and evolving, so are the duties and responsibilities for Technicians.
  • Retail can be challenging as well as rewarding.

Other Career Opportunities

Keith Binion, BS, CPhT
Wayne County Community College
Associate Dean of Pharmacy Technology
Detroit, MI
Keith M. Binion, BS, CPhT
Associate Dean of Pharmacy Technology, WCCCD-NW Campus
Pharmacy Certified Technician since 1992
PTCB Certified
Exam write for the Pharmacy Technician Certification Exam (PTCE)
Worked in several areas of pharmacy including Retail, Hospital, Psychiatric,
Long-Term care, Specialty
Serve on the MPA/MSPT Executive Committee
Board member for Wayne County Pharmacist Association
Member of Pharmacy Technician Educators Council
Member of American Society of Health System Pharmacists (ASHP)

Advanced and Non-Traditional Roles for the Pharmacy Technician

Education
Teach students competencies and skills in a classroom
setting, enabling them to be proficient in the area(s) of
pharmacy, pass the PTCE, obtain licensure, and become
gainfully employed
Colleges
Trade Schools
Pharmacies and Healthcare Systems

The Pharmacy Practice Model Initiative (PPMI)
• Establishes and maintains relationships with clients
• Applies basic sales protocols by utilizing appropriate sales
guidelines
• Strong customer service skills

Examples:
The Harvard Drug Group/Cardinal Health
McKesson
H and H Wholesale
Ferndale Laboratories
The Pharmacy Practice Model Initiative (PPMI)

- Sponsored by ASHP and the ASHP Research
- Goal: to significantly advance the health and well being of patients by
  - futuristic practice models
  - support the most effective use of pharmacists as direct patient care providers

PPMI: Seeing the “future”?

- Transforming the pharmacists care for patients
- PPMI is a profession-led initiative that is empowering the pharmacy team to take responsibility for patient outcomes.
- Built on five pillars:

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<tr>
<th>Care Team Integration</th>
<th>Leveraging Pharmacy Technicians</th>
<th>Pharmacist Credentialing and Training</th>
<th>Technology</th>
<th>Leadership in Medication Use</th>
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Leveraging Pharmacy Technicians

- Empowers the pharmacy team to ensure that pharmacy technicians perform all traditional preparation and distribution activities
- Urges technicians to handle non-traditional and advanced responsibilities and activities to allow pharmacists to take greater responsibility for direct patient care
- Promotes technician training and certification requirements, such as the need for uniform standards for advanced technician roles.
Empowering the Pharmacy Technician

Urging Technicians to handle Non-traditional and advanced responsibilities and activities:

- Medication reconciliation
- Patient Chart review (allergies)
- "Tech check Tech"
- Clinical monitoring information
- Quality Assurance programs
- Management of pharmacy department / information technology systems

Advanced Roles Under the PPMI Initiative

- Initiation of medication reconciliation, including obtaining and documenting patient medication information for pharmacist review
- Review of patient charts to identify medication allergies for pharmacist follow up
- "Tech Check Tech": accuracy of medication dispensing by pharmacy technicians checked by other technicians (if permitted by law)
- Compilation of clinical monitoring information for pharmacist review
- Management of pharmacy department information technology systems, including routine database management and billing system

Thank you!