

Advancing the Pharmacy Team: Innovative Roles for PTCB Certified Pharmacy Technicians

A podcast educational activity based on a live
symposium conducted on December 7, 2009 in
Las Vegas, Nevada

Available at
www.ashpadvantage.com/podcasts/

Activity Agenda

Trained, Tested, and Trusted: PTCB Update *(30 minutes)*

Miriam A. Mobley Smith, B.S.Pharm., Pharm.D.

Innovative Pharmacy Technician Roles in Action *(30 minutes)*

Rowell Daniels, Pharm.D., M.S.

Case Study: A Tech-Check-Tech Pilot Study in an Academic Medical Center

(30 minutes)

Beth S. Williams, Pharm.D., BCPS

Activity Faculty

Miriam A. Mobley Smith, B.S.Pharm., Pharm.D.

Associate Dean

Chicago State University College of Pharmacy

Past-President, PTCB Certification Council

Chicago, Illinois

Rowell Daniels, Pharm.D., M.S.

Director of Pharmacy

UNC Hospitals and Clinics

Chapel Hill, North Carolina

Beth S. Williams, Pharm.D., BCPS

Director of Pharmacy

Wake Forest University Baptist Medical Center

Winston-Salem, North Carolina

Activity Description

Pharmacy Technicians' roles in the pharmacy continue to change as the responsibilities of pharmacists expand. Working under the supervision of the pharmacist, technicians are now performing duties that allow the pharmacist greater flexibility for direct patient care and implementation of new programs. This activity will highlight innovative practices for pharmacy technicians that advance the entire pharmacy team, and outline the benefits of Pharmacy Technician Certification Board (PTCB) certification in seeking these career paths.

Learning Objectives

After participating in this knowledge-based educational activity, participants should be able to:

- Describe innovative opportunities for Pharmacy Technician Certification Board (PTCB) certified technicians to assist the health-system pharmacy team.
- Discuss how pharmacists can be redeployed for clinical activities by utilizing certified pharmacy technicians.
- Describe the importance of including pharmacy technicians in medication safety, quality assurance programs, and information technology implementations.
- Explain the importance of pharmacy technician education, training, and certification in obtaining innovative positions.

Continuing Pharmacy Education Information

Pharmacists



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This activity provides 2 hours (0.2 CEUs) of continuing pharmacy education credit (ACPE activity #204-000-09-201-H01P).

Pharmacy Technicians



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This activity provides 2 hours (0.2 CEUs) of continuing pharmacy education credit (ACPE activity #204-000-09-201-H01T).

Format and Method

This continuing pharmacy education activity is available in two formats:

- **Web-Based CE.** An online activity consisting of audio and slides for three presentations, a post-test, and an activity evaluation tool.
- **Podcast.** An audio-only version of the presentation that can be downloaded to your computer or portable MP3 player, slides for three presentations (included in optional PDF handout), a post-test, and an activity evaluation tool.

Participants must view or listen to all presentations, take the activity post-test, and complete the course evaluation to receive continuing education credit. A minimum score of 70% is required on the test for credit to be awarded, and participants may print their official statements of continuing education credit immediately. The estimated time to complete this activity is 2 hours. This activity is provided free of charge.

ASHP Advantage

Instructions for Receiving Your CPE Statement Online

The online ASHP Learning Center allows participants to obtain their CPE statements conveniently and immediately using any computer with an Internet connection. To take the posttest and obtain your CPE statement for this ASHP Advantage Podcast activity, please follow these steps:

1. Type <http://www.ashpadvantage.com/podcasts> in your internet browser. Click on "Take Post Test" link under the name of the podcast.
2. Log in to the ASHP Learning Center using your e-mail address and password.
3. If you have not logged in to the new ASHP Learning Center (launched August 2008) and are not a member of ASHP, you will need to create a free account by clicking on "Register" at the bottom of the "Register as a New User" panel.
4. Click on the radio button next to the correct answer for each question. Once you are satisfied with your selections, click "Grade Test" to process your test and complete the remaining steps to complete the activity evaluation and print your CPE statement.

NEED HELP?

Contact ASHP Advantage at support@ashpadvantage.com.

Disclosure Statements

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The faculty and planners report the following relationships:

Miriam A. Mobley Smith, B.S.Pharm., Pharm.D.

Dr. Mobley Smith declares that she has no relationships pertinent to this activity.

Rowell Daniels, Pharm.D., M.S.

Dr. Daniels declares that he has no relationships pertinent to this activity.

Beth S. Williams, Pharm.D., BCPS

Dr. Williams declares that she has no relationships pertinent to this activity.

Elizabeth Riel

Ms. Riel declares that she has no relationships pertinent to this activity.

Miriam A. Mobley Smith, B.S.Pharm., Pharm.D.

Associate Dean

Chicago State University College of Pharmacy

Past-President, PTCB Certification Council

Chicago, Illinois

Miriam Mobley Smith, Pharm.D., is the Associate Dean and Associate Professor at the Chicago State University College of Pharmacy. Prior to her appointment at Chicago State, she was on faculty for 12 years at the University of Illinois at Chicago College of Pharmacy, including serving as the Director of Experiential Education. Dr. Mobley Smith is an adjunct faculty member in the Allied Health, Nursing and Human Services Department at South Suburban College, South Holland, Illinois, and served on the curriculum advisory board, "Tech Prep Medical Professional" advisory committee and re-accreditation review team. She recently served as a member of the Institute of Medicine (IOM) Committee on the Future Healthcare Workforce for Older Americans. In addition, Dr. Mobley Smith was a U.S. Department of Health and Human Services 2005 Primary Healthcare Policy Fellow and an American Association of Colleges of Pharmacy 2006 Academic Leadership Fellow. She has chaired the PTCB Pharmacy Technician Certification Examination Standards Setting Committee, 2005 National Practice Analysis and was Past-President of the Pharmacy Technician Certification Board Certification Council.

She has delivered over 100 invited local, regional and national presentations and published in areas relative to her areas of focus. She has received numerous professional and civic awards including the 2006 Illinois Area Agencies on Aging Sid Granet Aging Network Achievement Award, 2005 Illinois Council of Health-System Pharmacists "Pharmacist of the Year", featured in the 2005 Aetna Profiles of African American Pharmacists (African American History Calendar) and the 2004 National Pharmaceutical Association's James N. Tyson Award in recognition of outstanding achievement in contributions to the profession of pharmacy. Dr. Mobley Smith received her B.S. in Pharmacy from the University of Michigan and Pharm.D. from the University of Illinois.

Rowell Daniels, Pharm.D., M.S.

Director of Pharmacy
UNC Hospitals and Clinics
Chapel Hill, North Carolina

Rowell Daniels, Pharm.D., M.S., is Director of Pharmacy the University of North Carolina (UNC) Hospitals and Clinics in Chapel Hill, North Carolina. Dr. Daniels has served in numerous roles in his eleven years at UNC, including Assistant Director and Associate Director. In 2007, he was promoted to Director of Pharmacy at UNC Hospitals and Clinics. He has been actively involved in the implementation of Computerized Provider Order Entry, the implementation of advanced electronic rules-based decision making, as well as other tools and automation that advance clinical practice and pharmacy services. He has also chaired the UNC Hospitals' Medication Safety Committee for many years. Through this committee, he has helped implement numerous safe medication-use standards affecting physician, nurse and pharmacy practice standards and associated systems. As Director of Pharmacy at UNC Hospitals and Clinics, Dr. Daniels is now focused on enhancing mutually beneficial opportunities that exist between UNC Hospitals and Clinics and the UNC Eshelman School of Pharmacy.

Dr. Daniels received his Bachelor of Science in Pharmacy and Doctor of Pharmacy Degrees from the University of Georgia. He has also completed a two-year specialty residency and Masters degree program in Hospital Pharmacy Administration at the University of Wisconsin. After residency, Dr. Daniels served as Associate Director of Pharmacy at the University of Texas Medical Branch in Galveston, Texas.

Dr. Daniels' areas of practice interest include Information Systems and Automation, Medication Policy, Clinical Practice Models, and Performance Improvement.

Beth S. Williams, Pharm.D., BCPS

Director of Pharmacy

Wake Forest University Baptist Medical Center

Winston-Salem, North Carolina

Beth S. Williams, Pharm.D., BCPS is Director of Pharmacy at Wake Forest University Baptist Medical Center in Winston-Salem, North Carolina. Within the health system, Dr. Williams leads the acute care division of the corporate Department of Pharmacy. Her primary areas of interest include patient safety, quality improvement and continuity of care. Dr. Williams earned both her Bachelors of Science and Doctor of Pharmacy degrees from the University of North Carolina at Chapel Hill and completed a pharmacy practice residency at Wake Forest University Baptist Medical Center.