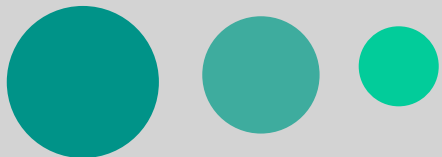




The Evolving Role of a Pharmacy Technician; Expanding Career Opportunities and Making an Impact Nationwide

Kelly Leal CPhT-Adv



Faculty Disclosure

- There are no relationships to disclose related to this presentation.



Objectives

- Showcase the evolving role of pharmacy technicians
- Discuss how technicians can impact healthcare on a national level
- Explore how pharmacists can support the professional growth of their pharmacy technicians



Traditional vs. Evolving Roles of Pharmacy Technicians



Traditional Roles

- Inventory management
- Insurance processing
- Data entry/record keeping
- Customer service
- Medication dispensing



New Opportunities for Technicians

- Controlled Substance Technician
- Controlled Substance Quality Assurance Technician
- Automation Technician
- Buyer
- Research Lead
- Patient Care Advocate
- Medication History Technician
- Lead Technician-Specialty
- Lead Technician-Outpatient
- Vaccination Technician
- Discharge Technician
- Education Lead
- Hazardous Sterile Compounding Technician
- Clinical Technician
- 340b coordinators and revenue cycle analyst
- Procurement Coordinator
- Patient Care Advocate Coordinator
- Research Coordinator
- Sterile Compounding Quality Assurance Technician

Certificates



Certifications



My Journey in Pharmacy

- Retail Pharmacy Technician
- Senior Retail Pharmacy Technician
- Specialty Pharmacy
- Senior Specialty Pharmacy Technician
- Specialty Pharmacy Operation Manager
- Specialty Pharmacy Cystic Fibrosis Technician



Projects from 2023-2025

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Sexual and reproductive health education and specialized referrals to address knowledge and care deficits

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Enhancing medication access in an adult cystic fibrosis outpatient clinic through the integration of a certified pharmacy technician

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Insurance Essentials for Adults with Cystic Fibrosis


Kelly Leal CPhT-Adv

UL Health

**Medication Access Issues:
Cost of care; strategies to overcome.**

Kelly Leal CPhT-Adv
Specialty Pharmacy Technician
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How stepping outside of traditional
roles enhances patient outcomes



Enhancing Medication Access in an Adult Cystic Fibrosis Outpatient Clinic Through the Integration of a Certified Pharmacy Technician

Kelly Leal, CPhT-Adv; Elizabeth Favier, RN, BSN, MA, CEN; Lila Healy, RD, LD; Sarah Foushee, PharmD, BCPS, CSP

Background

Certified Pharmacy Technicians (CPhT) assist in navigating medication access issues such as insurance complexities, completing prior authorizations, enrolling patients in financial assistance and ensuring that people with cystic fibrosis (PwCF) can afford their medications to optimize adherence. A 2020 study demonstrated that integrating a CPhT into a health-system pharmacy care process model improves medication access in the care of PwCF.[1]

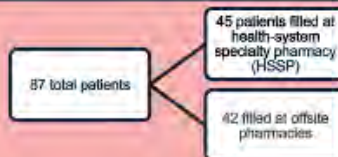
Methods

Patients using onsite health-system specialty pharmacy (HSSP) would receive a phone call from the CPhT to address any medication access needs and call the patient to arrange delivery.

Patients using off site pharmacies would receive a call if they had not refilled their prescription in the last 4 weeks, the CPhT would call the patient and address any barriers preventing the patient from getting their medication.

If unable to reach the patients after four outreach attempts were made, a letter was mailed to their address on file.

Compared data pre tech vs post CPhT for proportion of days covered, and average compliance (proportion of days covered). Tracked number of prior authorizations completed and total financial assistance provided in the 3 months post CPhT



Results

The proportion of days covered (PDC) for HSSP was **95%**. This center's patients using offsite pharmacies had a PDC of **89%**, **4%** higher than the reported national average.

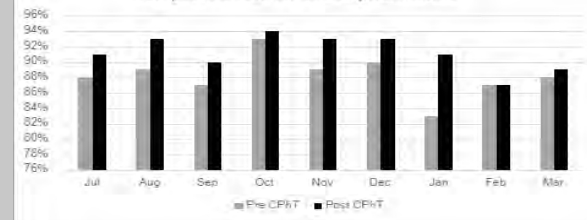
3% average PDC increase pre and post CPhT for patients filling at offsite pharmacies (Table 1)

91% PDC from March to July for 2024 for patients using off site pharmacies

140 prior authorizations completed.

\$851,325 financial assistance provided from July 2023 to March 2024, an average of \$13,956 per patient

Compliance rate for offsite pharmacies



Conclusion

The data shows adherence has increased with medication refills compared to before the integration of a CPhT. The addition of a CPhT further increases access to medications by helping patients navigate complicated insurance issues, facilitating prior authorizations and enrolling in financial assistance to ensure patients have access to the therapies they need.

References

[1] Zobel JT, Moss J, Heuser SM, Asfour F. Impact of pharmacy technicians as part of an integrated health-system pharmacy team on improvement of medication access in the care of cystic fibrosis patients. *Pediatr Pulmonol.* 2020 Dec;55(12):3351-3357. doi: 10.1002/ppul.25050. Epub 2020 Sep 11. PMID: 32876997.

[2] Vertex. (2024, March 8). *Vertex Datasheet for University of Louisville (Adult CF Center)*

ORIGINAL ARTICLE

Impact of pharmacy technicians as part of an integrated health-system pharmacy team on improvement of medication access in the care of cystic fibrosis patients

Jeffery T. Zobell PharmD, BCPPS ✉, Justin Moss CPhT, Stephanie M. Heuser CPhT, Fadi Asfour MD, MBBS

First published: 02 September 2020 | <https://doi.org/10.1002/ppul.25050> | Citations: 14

Methods

A retrospective review and analysis of patient medication profiles for patients followed by the integrated pharmacy care process model was performed. Two electronic prescription pathways with pharmacy technician involvement were analyzed. One pathway using a specialty pharmacy CF pharmacy technician (SP technician) examined CF specialty medication delivery times. The other pathway examined the impact of the clinic-based CF pharmacy technician (CB technician) on the number of filling pharmacies for patients.

Results

One-hundred and fifty-three patients met inclusion criteria in the CF specialty medication delivery analysis, and 56 patients met inclusion criteria filling pharmacy analysis. The median delivery time for dornase alfa decreased from 8 days to 3 days, $p < .00001$. The number of patients utilizing one filling pharmacy increased from 8 (14%) to 21 (38%) ($p = .005$); and utilizing three filling pharmacies decreased from 14 (25%) to 1 (2%) ($p = .003$).

The Role of Pharmacists in Technician Development



How Pharmacists Can Support Technicians Professional Development

- Encouraging professional growth and additional certifications
- Providing opportunities for technicians to engage in research and clinical initiatives
- Mentorship and guidance for career advancement



Technicians' Contributions on a Larger Scale

- **ASHP (American Society of Health-System Pharmacists)** supporting technician development and advocating for expanded roles.
- **KSHP (Kentucky Society of Health-System Pharmacists)** Advocating for technician career advancement and expanded responsibilities
- **TPTS (The Pharmacy technician Society)** supporting the career advancement and professionalization of the pharmacy technician workforce through education, networking, policy development, and advocacy.
- **CFF (Cystic Fibrosis Foundation)** where technicians play an active role in patient-centered care initiatives.



Group Discussion

What is one way you can better support your technicians' professional development?



What is one way Pharmacists can better support your professional development?



Pharmacists: What is one way you can better support your technicians' professional development? Pharmacy technicians: What is one way your pharmacists can better support your professional development?

Nobody has responded yet.

Hang tight! Responses are coming in.

Call to Action for Pharmacists

- Identify ways to support technicians in their professional growth
- Advocate for technician involvement in research and national platforms.
- Foster a collaborative environment that maximizes technician contributions



Final Thoughts



Pharmacy technicians are more than just support staff



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