DACUM Competency Profile for Pharmacy Technician

The Pharmacy Technician is a licensed person who supports the pharmacist in a wide variety of activities necessary to provide medication services and information to patients in all pharmacy settings.

Duties ← Tasks →

A **Provide Customer Service**	A-1 Act as patient advocate	A-2 Maintain patient privacy	A-3 Assist customer with prescription refills	A-4 Assist customer during prescription intake process	A-5 Assist customer with prescription pick-up	A-6 Assist customer with over the counter products	A-7 Triage phone calls and visits	A-8 Resolve customer concerns	A-9 Facilitate inter-departmental communication
	A-10 Act as liaison between services and departments	A-11 Provide customer with printed information and records	A-12 Organize promotions and events	A-13 Manage disposition of patient's personal medications					
B **Maintain Pharmacy Inventory**	B-1 Set par levels	B-2 Order medications and supplies	B-3 Receive medications and supplies	B-4 Reconcile invoice to product received	B-5 Re-package medication from bulk	B-6 Barcode or label product	B-7 Store medications and supplies	B-8 Process invoices and purchase orders	B-9 Rotate stock according to expiration dates
	B-10 Process expired, damaged, recalled pharmacy products	B-11 Track inter/intra facility borrowing and loaning transactions	B-12 Perform inventory inspections as mandated by law	B-13 Return unused medication to stock					

C	**Prepare Medications for Multiple Pharmacy Settings**	C-1 Maintain patient profile	C-2 Process physician order	C-3 Verify compatibility of patient medications	C-4 Generate prescription label	C-5 Double check dosage calculations.	C-6 Fill ready to use medications (oral, topical, eye, ear, etc.)	C-7 Prepare I.V. medication	C-8 Compound specialty medications	C-9 Prepare chemo-therapeutic/ hazardous agents
		C-10 Prepare radio pharmaceutical agents	C-11 Label finished product	C-12 Recheck integrity of medication prior to dispensing	C-13 Perform "tech-check-tech" tasks					
D	**Manage Billing Processes**	D-1 Update billing information	D-2 Adjudicate third party claims	D-3 Obtain prior authorization and treatment authorization request (TAR)	D-4 Trouble shoot rejected claims	D-5 Monitor insurance audits	D-6 Process pharmacy invoices	D-7 Reconcile billing issues		
E	**Manage Delivery of Medications**	E-1 Maintain security of narcotics	E-2 Fill patient medication cassette	E-3 Operate patient prescription will call/pick up	E-4 Notify staff/ clients regarding prescription status	E-5 Utilize courier systems to support delivery	E-6 Assemble unit dose packing (blister pack, bubble pack)	E-7 Prepare specialty medication carts/boxes (crash cart, anesthesia, pediatrics)	E-8 Replenish floor stock (IV, automated systems)	E-9 Rectify missing dosages

F **Assure Quality and Safety Standards**	F-1 Follow standard operating procedures for preparing and dispensing medications	F-2 Utilize standard precautions	F-3 Practice aseptic technique	F-4 Maintain temperature logs	F-5 Maintain physical boundaries when performing high risk function	F-6 Perform aseptic surface testing	F-7 Verify proper storage of medications and supplies	F-8 Manage proper disposal of hazardous waste	F-9 Monitor trending reports for diversion, drug utilization and inventory
	F-10 Verify proper calibration of equipment	F-11 Perform IV rounds on patient units	F-12 Perform floor inspections (crash carts, anesthesia, floor stock)	F-13 Participate in audit process	F-14 Participate in root cause analysis and sentinel events reporting	F-15 Participate on process improvement committees	F-16 Participate in environmental testing of IV preparation area		
G **Maintain Pharmacy Documentation and Resource Materials**	G-1 Organize prescription documents	G-2 Generate required reports	G-3 Maintain medication and signature logs	G-4 Generate medication administrative records (MAR)	G-5 Maintain narcotic records	G-6 Review medication discrepancies	G-7 Perform medication reconciliation for waste and returns	G-8 Reconcile medication usage reports	G-9 Triage incoming mail/e-mail
	G-10 Collect data and chart information for medication conversions	G-11 Maintain electronic databases	G-12 Assist with adverse drug reaction reporting	G-13 Update pharmacy references	G-14 Assist with documentation for investigational study medications	G-15 Perform electronic back-up of data			
H **Maintain Work Environment**	H-1 Implement pharmacy security	H-2 Identify potential hazards	H-3 Organize work area	H-4 Ensure clean work environment	H-5 Maintain pharmacy equipment	H-6 Participate in updates for facility improvement			

I	**Coordinate Education to Internal and External Clients**	I-1 Orient new staff to department	I-2 Educate on equipment usage and procedures	I-3 Provide pharmacy training for students	I-4 Provide trending or activity data as requested	I-5 Refer patients and families for pharmacist consultation	I-6 Participate in staff meetings	I-7 Participate in development of policies and procedures	I-8 Compile information from pharmaceutical representatives and other vendors	
J	**Maintain Professional Development**	J-1 Maintain current pharmacy technician license	J-2 Maintain necessary certifications according to job requirements	J-3 Perform self evaluation	J-4 Complete competency evaluations	J-5 Keep current on standard operating procedures and industry changes	J-6 Participate in continuing education	J-7 Participate in professional organization(s)		
K	**Supervise Pharmacy Operations**	K-1 Schedule pharmacy personnel	K-2 Assign daily tasks	K-3 Monitor work flow	K-4 Participate in hiring process	K-5 Coach personnel for performance improvement	K-6 Mentor new pharmacy personnel	K-7 Empower personnel to take on leadership roles	K-8 Conduct pharmacy personnel performance evaluations	K-9 Participate in employee recognition programs
		K-10 Participate in disciplinary process	K-11 Implement contingency plans for pharmacy operations	K-12 Assist pharmacist in management duties						

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Acronyms Used

ADM- Automated dispensing machine

ADR- Adverse Drug Record
Baker Cells/Cassette: cylinder for individual medication dispensing
BioID- Biological Identification
Cassette- Patient drawer supply bulk
CMOP- Central Mail out Pharmacy
CPhT- Certified Pharmacy Technician
CPOE- Centralized Physician Order Entry
CSHP- California Society Health Systems Pharmacists
DEA-Drug Enforcement Agency
DHS- Department of Health Services
DUR- Drug Utilization Review
EMAR- Electronic Medication Administration Record
FMEA- Failure Mode and Effects Analysis
HIPAA- Health Information Portability Accountability Act
IV - Intravenous
Joint Commission (JCAHO) Joint Commission on Accreditation of Healthcare Organizations
MAR- Medication Administration Record
MSDS- Material Safety Data Sheets
NPTA- National Pharmacy Technician Association
OTC- Over the counter
PDR- Physician's Desk Reference
PhT- Pharmacy Technician
PO - Purchase Order
PRX- Pharmacy Prescription
Radio Pharmaceutical- Radioactive medication for nuclear medication
RTS- Return to stock
TAR- Treatment Authorization Request
TPN- Total Parenteral Nutrition

Worker Characteristics and Behaviors

Able to Deal with Stress
Able to Multitask
Able to Take Criticism
Assertive
Common Sense
Compassion
Congenial
Cost-Conscious
Courteous
Culture Sensitivity
Customer Service Orientated
Dependable
Detail Orientated
Empathetic
Ethical
Even Tempered
Flexible
Follow Directions

Friendly
Good Coordination
Good Organizational Skills
Good Personal Hygiene
Good Time Management
Integrity
Mechanically Inclined
Positive Attitude
Problem Solving Skills
Punctual/Dependable
Reliable
Responsible
Self Motivator
Strong Written Verbal Communication Skills
Team Player
Trainable
Tolerant
Willing to Learn

General Knowledge and Skills

- Analytical skills

- Aseptic technique
- Basic anatomy
- Basic RX interpretation, processing, filling
- Bilingual a plus
- Body mechanics
- Compounding procedures
- Computer proficiency (Excel, Word, PowerPoint, pharmacy software)
- CPR if needed
- Customer service
- Fire and electrical safety
- Good communication (i.e.: call lab)
- Good verbal and writing skills
- Handling hazardous agents- Interpret MSDS
- Handling hazardous waste/materials
- Infection control
- Knowledge of drug storage and automated systems
- Knowledge of incompatibilities, allergies, indications, contradictions, drug forms
- Knowledge of insurance
- Knowledge of pharmacy law and regulation
- Knowledge of references (i.e.: Drug Facts, PDR)
- Knowledge of regulations (DEA, DHS, and JCAHO)
- Know policy and procedures (basic operating)
- Leadership skills
- Multitasking, telephone and customer service
- Negotiation skills
- Operation and maintenance of equipment
- Organizational skills
- Pharmacy calculations
- Pharmacy, terminology, abbreviations and basic pharmacology
- Problem-solving
- Safety precautions
- Stress management
- Teaching skills
- Telephone etiquette
- Trade/generic- look alike/sound alike
- Typing/key board skills: 35 wpm

Tools, Equipment, Supplies, and Materials

Alarm system
Alcohol
Automated medication delivery system
      Pyxis
      Omnicell
      Sure med
      Script-pro
      Closed door dispensing machine
Automatic stirrer
Auxillary labels
Baker machine
Billing form
Bins
~~Booties~~ Shoe Covers
Calculator
Capsule machine
Carts
Cash register
Chemo container
Cleaning supply
Cotton balls
Computers
Confidentiality bin
Cordless headsets
Counting machines
      Sure count
Counting trays
Crimper
Drug facts
Envelopes
Ergonomic
      Chairs
      Keyboard
Fax machine
File cabinet
Filters- assorted, filter needles
Gloves
Gowns
Graduated cylinder
Hazardous cabinet
Hair cap
Hand sanitizer
Hot plate
Heat sealer
Highlighters
Hood
ID badge
Incubators
IV bags, tubing
      Light resistant
      Sterile water
Lab coat
Auxiliary Label
Lint free towels
Log books
Markers
Mask
Medications

Microbiology Sampling Equipment
Mortar and pestle
Narcotic cabinet
Needles- assorted
Ointment jars
Ointment slab
Paper clips
Patient profile form
PDR- Physicians' desk reference
Pen holders
Pens and Pencils
Pharmacy labels
Phones
Pocket drug information book
Postage meters
Post its
Prescription file holder
Prescription stamps
Printer
Prior authorization forms
Received stamps
Refill request forms
Refrigerator/freezer
Ribbon
Rubber bands
Rubber mats (stress mats)
RX bags
RX software
      Medi dose- bubble pack
      Unit dose equipment
      Order entry
Safety caps
Scales/balance
Scissors
Scrubs
Sharps container
Shredder
Sink
Soap
Spatulas
Spill kit
Stapler
Step stools
Storage boxes
Surface cleaning supplies
Syringes- assorted
Tape
TAR forms
Thermometer
Three-hole punches
Tongs
Trash can
Tube sealer
Typewriter
Vials/drams
Work stations
Ziplock/paper bag

Future Trends

- Tech-check-tech
- "required" <mark>certification</mark> – ie. CPhT (higher Education)
- New Drug delivery system
- Continued educations (CE's)
- Increased technology
- New medication education
- Internet pharmacy's
- Automation in pharmacy practice
- Required AA/AS degree
- Remote video pharmacy
- Bar code medications and patient
- Robotics
- Increased automation
- Receiving telephone prescriptions
- Electronic medical record
- Increase responsibilities
- Wage increase
- Increase recognition