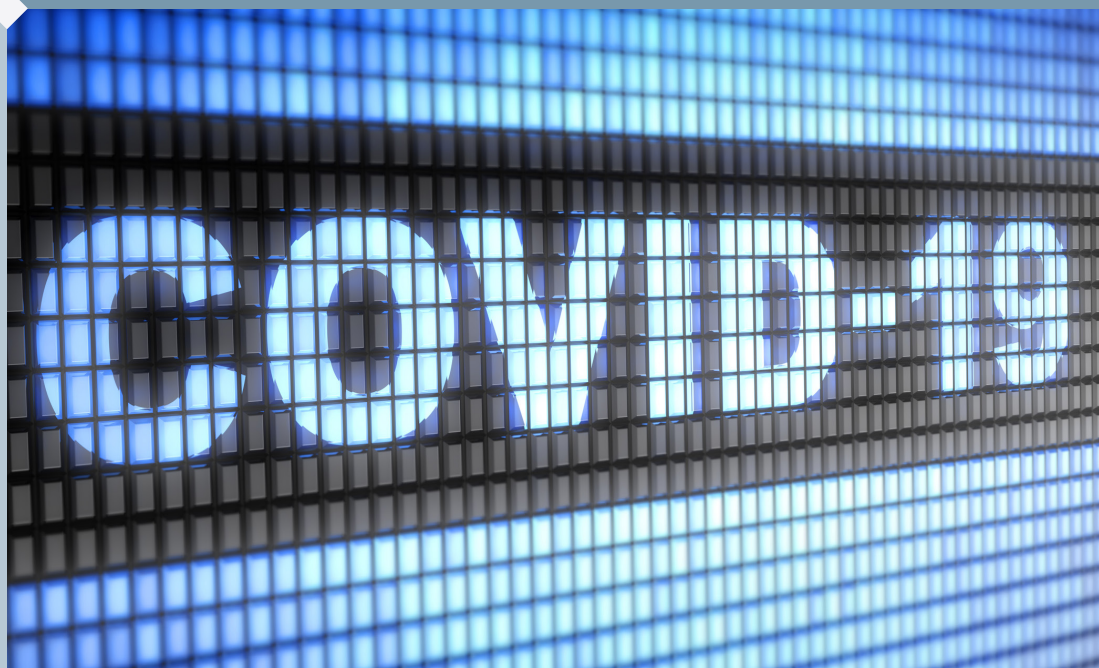


# TABLET

March 2020  
Vol. 15, Issue 1

## IN THIS ISSUE

- Important Updates and COVID-19-related Questions and Answers
  - PTEC Annual Conference July 8-10, 2020 - Canceled
- Accreditation Standards for Pharmacy Technician Education and Training Programs
  - 2020 Annual Survey
  - Reminders
- Growth of Pharmacy Technician Training Programs
- Most Frequently Cited Areas in Program Reviews Using the New Accreditation Standards
- Educational Tools for Pharmacy Education and Training Programs
  - RU Ready
- PTAC Biannual Meeting  
October 29-30, 2019 Bethesda, MD
  - Program Accreditation and Reaccreditation Approvals
  - Annual Survey and Crosswalk Review
  - Survey Highlights
  - PTAC Board Members
- Midyear Clinical Meeting Highlights
  - Focus on Technician Training
- Pharmacy Technician Forum Updates
- PTCB Updates
- Upcoming Meetings
  - PTAC - May 5-6, 2020, Bethesda, MD
  - ASHP Summer Meeting - June 6-10, 2020, Seattle, WA
  - PTEC Annual Conference - July 8-10, 2020, St. Petersburg, FL- **CANCELED**
  - ASHP Midyear Clinical Meeting - December 6-10, 2020, New Orleans, LA
- Resources, Products, and Services



## Important Updates and COVID-19-related Questions and Answers

(as of March 30, 2020)

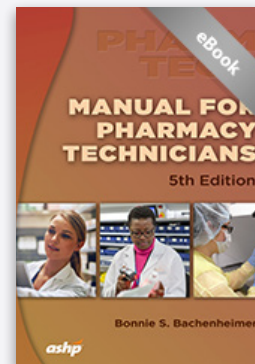
ASHP is committed to supporting you in the response to the COVID-19 pandemic and will regularly communicate updates on program management strategies. ASHP, the ASHP Accreditation Services Division, and ACPE are monitoring the current COVID-19 pandemic and managing, to the extent possible, disruptions to pharmacy technician education and training and accreditation activities. Our primary goal is to minimize work disruptions while respecting public health guidance and the potentially harmful and disruptive effects of COVID-19 illness of healthcare systems, staff, pharmacy technician students, pharmacies, and patients.

### ASHP Opens Online Access To The Manual For Pharmacy Technicians, 5th Edition For Technician And Student Members.

ASHP is committed to supporting all healthcare providers from around the world during the COVID-19 pandemic. We have



opened access to the Manual for Pharmacy Technicians, 5th Edition, making it available to ASHP member pharmacy technicians and students at no cost for 60 days. Use this link, along with your ASHP member login, for free digital access: <https://digital.ashp.org/16qha2o/>



Additionally, we have opened access to our evidence-based online resources and tools on ASHP's [website](#) making them widely available to all pharmacists and healthcare professionals and our [COVID-19 Resource Center](#) is updated frequently. ASHP has also launched a new COVID-19 Community on Connect, which serves as a forum for any healthcare providers to ask questions, share experiences, post resources, and more.

Below is a list of Questions (Q) and Answers (A) addressing some common inquiries related to COVID-19. These responses represent current guidance and change as the pandemic widens domestically; is effectively managed through public health interventions and emerging therapeutics and vaccines; or is declared over. Exceptions to this published guidance, and any program-unique request, will be considered on a case-by-case basis.

There will be webinars for virtual question and answer sessions scheduled throughout the COVID-19 pandemic to keep all programs updated on any changes regarding procedures during this time. Please watch for updates via email from Lisa S. Lifshin, B.S. Pharm., Senior Director, Technician Education and Training and Residency Services, Accreditation Services Office.

*Please note – any adjustments to the program should be cleared with the program administrators to ensure compliance with graduation requirements. The modifications described below are meant to assist programs during the time of the COVID-19 pandemic. Once schools are back in session, regular procedures must be followed.*

Thank you for all you are doing for your patients and your community.

**Q: My college is closing, how can I conduct my program?**

**A:** Didactic coursework may be offered virtually (online). Program directors may provide simulation products to students to take home and prepare compounds and simulated prescriptions at home with a Skype or other form of virtual assessment by the program director or other instructor during the COVID-19 pandemic. If possible, externship rotations may continue as usual.

**Q: Externship sites are no longer allowing students to come for their rotations, what should I do?**

**A:** During the COVID-19 pandemic, 75% completion of externship hours for one rotation will be accepted for completion of the experience for Entry Level programs. For the Advanced Level programs, students will need to complete 100 % of the first rotation and at least 50% of the second rotation.

**Q: If my college offers both Entry level program and Advanced Level programs, can students graduate from an Entry level program even if they have signed up for an Advanced program if they have completed all of the requirements for an Entry level program?**

**A:** Yes. The student may be awarded the Entry Level certificate of graduation and come back to complete the program for Advanced level graduation after the COVID-19 pandemic is over.

**Q: My student went on Spring Break and is now quarantined and they will miss 14 days of school.**

**A:** Go by the college's policy and your policy regarding leave of absence. The student must still successfully complete and pass the key elements and standards for graduation for the program.

**Q: If your school is still open, and you would like to be considered to offer the simulation of externship in your simulation lab, only during this time, follow these guidelines. My college is staying open and I have a full lab. My externship sites are not allowing students to complete their rotations. Can I extend my simulation hours and provide externship activities in my lab?**

**A:** Yes, you may offer simulation experiences in your lab per the following guidelines:

1. The simulation hours at the school's lab must be equal to the number of hours that were to be completed at the externship site; AND
2. the simulation experience must be in the same type of pharmacy setting in which the student's externship was scheduled; AND
3. the same key elements of the standard that were to be evaluated at the externship site must be evaluated.

Please contact Lisa Lifshin (contact information below) to discuss proposed scenarios and plans prior to undertaking this process for your program.

Updates will be emailed to program directors as they happen. If you have any additional questions, please contact the Accreditation Offices Staff ([asd@ashp.org](mailto:asd@ashp.org) and 301-664-8835) or Lisa Lifshin ([llifshin@ashp.org](mailto:llifshin@ashp.org) and 301-664-8720).

### **PTEC Annual Meeting Scheduled for July 8-10, 2020 in St. Petersburg, Florida – Canceled**

PTEC recently announced that it has canceled its Annual Meeting scheduled for July 8-10, 2020. Potential options for a virtual event later in the summer are being explored. Please check the [PTEC website](#) for updates as they become available.

# Accreditation Standards for Pharmacy Technician Education and Training Programs

## 2020 Annual Survey

The 2020 Annual Survey will be distributed in early summer. Submission of a crosswalk will NOT be required this year – the survey will only collect demographic data. Note - all programs MUST complete the survey by the designated due date to maintain accreditation.

## Reminders

- Programs must maintain an up-to-date version of their Crosswalk document to be submitted with initial and reaccreditation applications.
- The Standards became effective for new programs as of January 1, 2019. The deadline for existing programs to incorporate these standards into their programs is January 1, 2020.
- New programs must choose a training level at the time of application.
- Any changes to a program's level of training will require the submission of a new application (e.g., moving to/from entry level to/from advanced level)

Note: All programs currently have the ability to update their own program information in the directory with the exception of the program director and organization names. These items must be reported to [asd@ashp.org](mailto:asd@ashp.org) as soon as possible and office staff will update the information listed as exceptions.

---

## Growth of Pharmacy Technician Training Programs

Pharmacy technicians play an increasingly important role in public safety with expanding and evolving responsibilities and expectations. In recognition of these changes, many state boards of pharmacy now require completion of an ASHP/ACPE accredited pharmacy technician education and training program to practice as a pharmacy technician in their state.

Health systems are increasingly interested in developing accredited pharmacy technician training and education programs to not only to ensure the quality of newly hired technicians, but can also contribute to the enhancement of skill sets of currently employed technicians and help to improve retention. Matt Kelm, Pharm.D., M.H.A., Associate Chief Pharmacy Officer at Duke University Hospital in Durham, North Carolina and the home of the Duke University Health System Pharmacy Technology Training Program, quoted for a recent brochure promoting health-system sponsored programs,

explains the rationale: “Health system pharmacy departments have a lot of experience training pharmacy residents and students, so it’s a logical extension to include pharmacy technicians in that educational effort,” said Dr. Kelm. The Duke program was founded in April 2018.

Other health-systems that have embraced the development of internal, accredited programs include:

- Yale New Haven Hospital
- Lee Health
- Indiana University Health
- Mayo Clinic
- Cleveland Clinic School of Pharmacy Technology
- University of Wisconsin School of Medicine and Public Health
- Avera Health (candidate status)
- NYU Langone Health Department of Pharmacy
- Sanford Medical Center Fargo (candidate status)
- Oregon Health and Science University (candidate status)
- Beaumont Health (candidate status)
- Baptist Hospital of Miami (candidate status)
- Gunderson Health System (candidate status)
- Baptist Health, Alabama (candidate status)

---

## Most Frequently Cited Areas in Program Reviews Using the New Accreditation Standards

An analysis of the most frequently cited areas was completed following the review of the first group of programs to be reviewed under the new accreditation standard. Seventeen program reports were analyzed and the following areas were cited at least 5 times.

### Most Frequent Citations for Both Entry- and Advanced-level Programs:

- Medication Reconciliation (Standard 4.5)
- The Strategic Plan (7.2(a)-(f))
- The Advisory Committee (Standards 8.1-8.5)
- The Simulation Component (Standards 10.2(b) and 10.2(c))
- Information provided to applicants: graduate performance on national exams (Standard 11.6j)
- Criteria-based student assessments (Standard 14.1(a))
- Program Assessment (Standard 14.2c)



## Most Frequent Citations for Advanced-level Programs

- Apply the appropriate medication use process to investigational drugs, medications used in off-label indications, and emerging drug therapies as needed (Standard 3.29)
- Perform point-of-care testing to assist the pharmacist in assessing patient's clinical status (Standard 4.10)

---

# Educational Tools for Pharmacy Education and Training Programs

## RU Ready Tool

The RU Ready Tool for New Pharmacy Technician Education and Training Program Directors is in development with a goal of completion by May 2020. The tool will include key elements of the new standard and help new programs identify any gap areas.



---

# PTAC Biannual Meeting October 29-30, 2019 Bethesda, MD

## Program Accreditation/Reaccreditation

The Commission reviewed survey site visit reports for 11 new programs and 6 previously accredited programs seeking reaccreditation. Midterm reports (5) and special case reports (20) were also reviewed along with 34 applications for new program directors. As of the date of the meeting, 249 programs are in the accreditation process which includes accredited programs and programs in candidate status.

Congratulations to the following programs that were granted initial accreditation or reaccreditation!

## Initial Accreditation

- Penn Foster College, Scottsdale, Arizona
- East San Gabriel Valley Regional Occupational Program/Technical Center (ESGVROP/TC), West Covina, California
- Mayo Clinic, Rochester, Minnesota
- NYU Langone Health Department of Pharmacy, New York, New York
- Columbus State Community College, Columbus, Ohio
- Altierus Career College – Houston, Houston, Texas
- Trinity Valley Community College, Athens, Texas

- Bridgerland Technical College, Logan, Utah
- Uintah Basin Technical College, Roosevelt, Utah
- American National University, Salem, Virginia

## **Reaccreditation**

- Brewster Technical College, Tampa, Florida
- Augusta Technical College, Augusta, Georgia
- Hennepin Technical College, Eden Prairie, Minnesota
- Amarillo College, Amarillo, Texas
- Clover Park Technical College, Lakewood, Washington
- Milwaukee Area Technical College, Milwaukee, Wisconsin

## **Annual Survey and Crosswalk Review**

An annual survey is sent to all ASHP/ACPE accredited pharmacy technician education and training programs to gather information regarding certain demographics (i.e., tuition fees, minimum/maximum class capacity/student/faculty ratio). This year, each program was also required to complete a crosswalk of their program to designate where each of the key elements of the accreditation standard is covered in the didactic, simulation, and/or experiential components of their programs. This exercise was conducted to assess if the program met the requirements for the type of program they were conducting (i.e., entry level, advanced level, or both). Once the data was compiled, the ASHP/ACPE directory was updated to reflect the types of programs that were validated through the review of the crosswalk.

## **Survey Highlights**

- Of the 235 programs that responded to the survey, 81 offered entry-level programs, 61 offered advanced-level programs, and 94 offered both
- There are 12 states that currently do not have pharmacy technician education and training programs: Alaska, Delaware, Hawaii, Iowa, Massachusetts, Maryland, Maine, Missouri, Montana, New Hampshire, New Jersey, Vermont.
- Breakdown of program locations by region: Northeast (8), Midwest (51), South (115), West (75)
- Organizations offering programs include Higher Education Community Colleges (89), Technical Schools (64), Higher Education Private For Profits(39), Health Systems (8), Higher Education Private Non-Profits (8), Community Pharmacy/Chains (6), Secondary Vocational Schools (6), Higher Education Public- 4 Years (5), Distance Learning (5), Secondary School/High Schools (4), Military (1)
- The total number of graduates from all programs was 13,795 with a maximum classroom capacity of 40,114
- Costs to complete the program ranged from \$875 (Community Pharmacy/Chain) to a maximum of \$20,246 (Higher Education Private Non-Profit).
- Percentage job rates in 2018 ranged from 63-92%

## PTAC Board Members

- Barbara Lacher, BS, RPHTECH, CPHT Chair
  - Charles E. Daniels, PhD Vice Chair
  - Donna S. Wall, BCPS, FASHP Past Chair
  - Michael Diamond, MSc
  - Barbara Giacomelli, PharmD, MBA
  - Denise Frank, BS Pharm, FACA
  - Janet Kozakiewicz, MS, PharmD, FASHP
  - Jeannie Pappas, RPT, CPhT
  - Matthew A. Rewald, CPhT
  - Tate N. Trujillo, PharmD, BCPS, FASHP, FCCM
  - Lisa S. Lifshin, BS Pharm, ASHP Secretary (non-voting)
  - LIAISON TO ACPE BOARD OF DIRECTORS- Amy L. Seybert, PharmD, FASHP, FCCP, CHSE (non-voting)
  - LIAISON TO ASHP BOARD OF DIRECTORS - Thomas J. Johnson, PharmD, M.B.A., BCCCP, BCPS, FASHP, FCCM, ASHP's President-elect (non-voting)
- 

## Midyear Clinical Meeting 2019 Highlights - Focus on Technician Training

**December 8-12, 2019 Las Vegas, Nevada**

The 2019 Midyear Clinical Meeting in Las Vegas provided over 50 pharmacy technician-specific continuing education (CE) programs. In addition to CE programs, Lisa Lifshin, senior director, pharmacy technician program accreditation and residency services provided two presentations during the meeting: *New and Prospective Pharmacy Technician Training Program Directors and Instructors Meeting* and *Pharmacy Technician Training: What's New for 2019*. Both sessions were well attended with great Q & A periods.





# ASHP Pharmacy Technician Forum

As a reminder, ASHP technician members are automatically enrolled in the ASHP Pharmacy Technician Forum and will receive the following ASHP benefits:

- Access to PharmacyTechCE.org, which offers more than 40 hours of T-designated CE to meet requirements of PTCB certification, including law and medication safety
- A dedicated online resource center featuring valuable tools and information to help advance the technician profession at <https://www.ashp.org/>
- Exclusive access to technician-specific web resources and webinars
- Unlimited digital access to the world's premier pharmacy journal, AJHP—including the AJHP Pharmacy Technician Collection
- Free membership to any or all ASHP Sections
- Specialized email NewsLinks featuring technician-focused news and information
- A dedicated online technician community on [ASHP Connect](#)
- Exclusive member discounts on ASHP meeting registrations, publications and other products

Please share this information with your technician colleagues, and let them know to [sign up for complimentary Technician NewsLinks](#) to stay up to date with new developments from the Pharmacy Technician Forum.

Watch for more Forum updates in the next issue after the Executive Committee and Advisory Groups meets during ASHP's Summer Meeting June 6-10, 2020 in Seattle, WA.

To learn more about the ASHP Pharmacy Technician Forum visit [www.ashp.org/technicians](http://www.ashp.org/technicians). Answers to commonly asked questions can be found in the [FAQ section](#).

---

## PTCB Updates

### **PTCB Launches New Certification Requirements and Updated Exam**

The 2020 modifications now in effect require aspiring CPhTs to either complete a PTCB-Recognized Education/Training Program or have equivalent work experience before they take the PTCE. You can learn more about the [new requirements and updated exam here](#).

### **PTCB Funds Anti-Opioid Abuse Projects Including Naloxone Training for Pharmacy Technicians**

The Pharmacy Technician Certification Board (PTCB) has awarded grants to state pharmacy associations in Arizona, Connecticut, and Massachusetts to support projects to advance medication safety and the role of pharmacy technicians, including programs to address the opioid abuse crisis. The three grants, totaling \$26,000, will fund technician training in the use and benefits of the opioid antagonist naloxone to counter

overdoses, and in processes to monitor prescriptions, track high-alert medications, and related duties. You can [learn more about these innovative grants here](#).

For more information, please see [PTCB's website](#).

## Products and Services



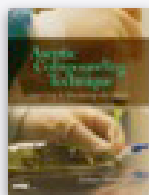
### **Earn an ASHP Professional Certificate in Sterile Product Preparation Training**

This Professional Certificate program develops the knowledge and skills necessary to prepare sterile products safely and effectively. Participants will learn the history and evolution of aseptic processing as it relates to today's practice standards and will be taught the behaviors and skills required of all personnel engaged in compounding sterile products. The program reflects all pending changes associated with USP Chapter <797> and USP Chapter <800> has eight modules, provides 17.25 CE hours for pharmacists and technicians.



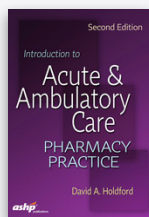
### ***Learning and Mastering Pharmaceutical Calculations* by Nicholas Ferencz**

A valuable supplement to any pharmacy math course or textbook for students, technicians, or practitioners who look to sharpen their critical calculation skills.



### ***Aseptic Compounding Technique: Learning and Mastering the Ritual* by Zachary Thomas Jordan**

An in-depth guide to all aspects of aseptic compounding work, including proper hand techniques and maintenance of sterile supplies and equipment.



### ***Introduction to Acute and Ambulatory Care Pharmacy Practice, Second Edition (used to be called Introduction to Hospital and Health-System Pharmacy Practice)* by David Holdford**

This book was originally intended for schools of pharmacy but drew lots of interest from the technician programs. The second edition was updated to incorporate more information specific to technicians.



### ***Compounding Sterile Preparations, Fourth Edition* by E. Clyde Buchanan, Philip Schneider, and Ryan Forrey**

New updated edition includes information on Chapter 800 and regulations related to the Drug Quality and Security Act. Seven new chapters and extensive online references.

# Resources

## Resources for Program Development

[Accreditation Standards, Regulations, and Other Tools](#)

[Guidance Document](#)

[Model Curriculum](#)

[Curriculum Crosswalk Example](#)

[Applying for Accreditation – Guidelines and Application Form](#)

## Informational Videos

[10 Key Steps to ASHP / ACPE Pharmacy Technician Education and Training Program Accreditation \(December 2018\)](#)

[2019 ASHP/ACPE Pharmacy Technician Education and Training Accreditation Standards \(video 1 of 2 – December 2018\)](#)

[2019 ASHP/ACPE Pharmacy Technician Education and Training Accreditation Standards \(video 2 of 2 – December 2018\)](#)

## Governance

[Pharmacy Technician Accreditation Commission \(PTAC\)](#)

[Pharmacy Technician Certification Board \(PTCB\)](#)

[Accreditation Council for Pharmacy Education \(ACPE\) Pharmacy Technician Education Accreditation Collaboration](#)

[American Society of Health-system Pharmacists \(ASHP\)](#)

[Pharmacy Technician Forum](#)

## Other Resources

Pharmacy Technician Development: [ASHP Store](#) (search for Pharmacy Technicians under the Topics section)

PTCB's Practice Tools: <http://ptcb.org/get-certified/prepare/practice-exam-and-tools>

## Education and Workforce Development

[Pharmacy Technician Educators Council \(PTEC\)](#)

[Pharmacy Workforce Center \(PWC\)](#)

***Comments and suggestions for upcoming Technician TABLET newsletter articles may be sent to [asd@ashp.org](mailto:asd@ashp.org)***