2018 National Survey of Advanced Pharmacy Technician Services
Proposal to the Utah Department of Professional and Occupational Licensing (Utah Board of Pharmacy)

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Healthcare Delivery in 2020
Closer to Patient

Patients

Emergency Care
Intensive Care
Major Surgery

Secondary Care
Complex Diagnostics
Minor Surgical Procedures
Basic Diagnostics and Prescribing by Mid-Level Practitioners
"Life Checks"

Tertiary Care
Web-based Diagnostics (Wearables)
IT Healthcare (M.D., Rx, Personal Health Records)
OTC drugs for chronic and non-chronic conditions
"Wellness" services

Personalization
Prediction
Prevention/Disease Preemption
Patient Responsibility
CDC PREVENTATIVE HEALTH CHECKLIST

TESTS
- Blood Pressure
- Diabetes
- Cholesterol

CANCER SCREENINGS
- Mammograms and Colonoscopies

STD SCREENINGS
- Sexually Transmitted Infections

REGULAR VISITS
- Well-Woman, Well-Baby, and Well-Child

CARE FOR HEALTHY PREGNANCIES

VACCINATIONS
- Flu, Pneumonia, Measles, Polio, Meningitis and Other Diseases

Pharmacist Reimbursement Activities

- Preventative Care Education and Follow-Up
- Self-Care Education and Principles
- Comprehensive Medication Management (CMM)
  - CMM was first defined in 2010 by the Patient-Centered Primary Care Collaborative as a practice intended for high-risk, chronically ill patients in which pharmacists assess each patient's medications (whether they are prescription, nonprescription, alternative, traditional, vitamins, or nutritional supplements) to determine that each medication is:
    - Appropriate for the patient
    - Effective for the medical condition
    - Safe, given the comorbidities [concurrent medical conditions] and other medications being taken
    - Able to be taken by the patient as intended

These assessments are part of an individualized care plan that includes appropriate follow-up to determine actual patient outcomes.
NHS England is today launching a scheme to get 1,500 more clinical pharmacists working in GP surgeries (clinics) – a move set to benefit patients across the country. 12/2016

By taking responsibility for patients with chronic diseases, clinical pharmacists can free up GPs for other appointments and so reducing the numbers of people presenting at A&E (emergency) departments and so ease pressures on other parts of the health service.

The initial £15m pilot, supported by Health Education England, the RCGP and the BMA, has proved so popular with patients and GP practices that NHS England doubled the funding to £31m in November 2015. This led to more than 490 clinical pharmacists working in approximately 650 practices across 90 pilot sites.

Applications for this next phase, worth over £100m, open next month as NHS England and its partners target a further 1,500 clinical pharmacists working in general practice by 2020/21

“The way clinical pharmacists in general practice can help patients and support them is so important and helps prevent more serious illness.”

https://www.england.nhs.uk/2016/12/clinical-pharmacy/
Critical Time for Advanced Service Evaluations of Community Pharmacy Technicians to Maximize Pharmacists Clinical Time
Pharmacy Technicians (Community Pharmacy)

- Front-line support personnel for community pharmacy
- Most frequent pharmacy personnel that interact with patients
- Current roles:
  - Support pharmacists;
  - IT system prescription input;
  - Communicate with insurance companies;
  - Fill and label prescriptions; and
  - Access prescriptions for completeness, accuracy, and reimbursement eligibility.

Background Literature

- Community pharmacy technicians (CPhT) started in the early 19th century as pharmacy assistants.
- The title of pharmacy technician was adopted around the 1970-80's with the growth of technology and prescription volume.
- Pharmacies viewed pharmacy technicians as a way to time efficiently improve services to the patient consumer.
- Today, pharmacy technicians' job openings are greater than pharmacists.

https://www.ccitraining.edu/blog/pharmacy-technicians-the-past-present-and-future/
Background Literature

- With the greater need, use, and openings for pharmacy technicians the past 30 years have seen considerable international survey literature about pharmacy technician practice.

- The literature includes greater understanding of pharmacy technician satisfaction and stress, levels of professional commitment, professionalism, issues around error reporting, and the uncertainty of future roles of technicians.

Background Literature

- Studies have also shown that pharmacists have greater confidence in delegating tasks to CPhTs.
  - In Canada under a collaborative care model, pharmacists provide medication management and patient health outcomes, and pharmacy technicians focus on medicine distribution.
  - A recent study examined supervision of pharmacy technicians by pharmacists from a distance, finding that use of on-site pharmacy technicians led to an increase in the number of clinical interventions and a decrease in pharmacist time required to provide the interventions.
  - Obtained medical histories & tracked laboratory test results allowing pharmacists greater time for collaborative practice.
  - Transcribe pharmacist interventions.
  - Seventeen states allow pharmacy technicians to accept verbal prescriptions called in by a prescriber or prescriber's agent, or transfer a prescription order.
  - Safety net for pharmacists in e-prescribing.
  - Measure blood pressure in a randomized, practice-based intervention community-based study to improve blood pressure control in African American patients.

References Slide #9
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UNMET NEED

- There is a clear need to appraise and willingness of Pharmacy Technicians to participate in Advanced Practice Services to maximize Pharmacist Clinical Time.

- Important information for employers, community pharmacists, regulators, and payers.
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- Objectives
  - Determine pharmacy technicians appraisal of fixed scenarios highlighting new delivery services;
  - Understand pharmacy technician attitudes regarding the profession and their organization; and
  - Characterize pharmacy technicians responses by demographic, attitudinal, and occupational practice characteristics.

- Methods
  - 1000 Certified Pharmacy Technicians
  - Pharmacy Technician Certification Board Database
  - Consistent employment as CPhT for 2 years
  - Part-time (> 20 hours/week) or Full-time employment at ≤ 2 locations
  - Not enrolled in an accredited Pharm.D. program
  - Distributed across the United States and rurality pattern
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- Methods
  - Data Collection (20-30 minute on-line survey)
    - Place of employment
    - Method of pharmacy technician training
    - Perceived level of involvement and importance to the organization collected across wide variety of current (see slide #13) and advanced services (below)
    - Short Batteries of Satisfaction and Stress with current employment
  - Advanced Service Buckets
    - Physical Assessment
    - Prescription taking Authority
    - Technician verification of Prescriptions
    - Inventory Control Methods
    - Obtaining Patient History
    - Supervision of other Pharmacy Personnel
    - Patient Education Practices
    - Obtaining Laboratory Tests
    - Providing Preventative Care Measures
    - Information Technology System Management
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- Deliverables (University of Utah and Kantar MillwardBrown)
  - Screener and Questionnaire
  - Regular Field Updates
  - Final Powerpoint Slide Deck of Methods and Results
  - Raw Data (de-indentified)
  - Completed within 3-4 months of funding

- Abstract(s): [2019 APhA Annual Meeting]
- Manuscript(s): [JAPhA or Annals of Pharmacotherapy]
- All publications identified with: Funded by Utah State Department of Professional and Occupational Licensing and Utah Board of Pharmacy