

# Impact of a Comprehensive Educational Training Course for Non-Certified Pharmacy Technicians

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Poster Presented at ASHP Summer Meeting and Exhibition 2023

## Background

- Pharmacy technicians play an integral role in patient care and health system operations. As the role of the pharmacist continues to expand to include more patient-focused direct care, the demand for more specialized pharmacy technicians has increased.
- The current shortage of technicians is also compounded by this demand. Becoming a Certified Pharmacy Technician (CPhT) allows technicians to work more efficiently and effectively with pharmacists to elevate patient care.
- We developed a Pharmacy Technician Certification Board (PTCB)-recognized education and training program to prepare non-certified pharmacy employees to successfully attain CPhT certification.

## Methods

**Program Development:** A seven-week course designed to prepare participants to take the Pharmacy Technician Certification Exam (PTCE) to become nationally certified pharmacy technicians.

**Implementation:** The program was implemented for internal employees and partner sites.

**Evaluation:** The impact of the course was measured by the pass/fail rate of the PTCE as well as written and verbal feedback from participants from July 2022 through January 2023.

## Results

The PTCE Prep course implemented in July 2022. From August 2022 through January 2023, a total of 30 employees participated in the program and attempted the PTCE exam with an overall pass rate of 86% (Figure 2). Feedback provided upon course completion demonstrated that 100% of participants rated their overall experience as satisfactory or very satisfactory (Figure 3).

Figure 1:

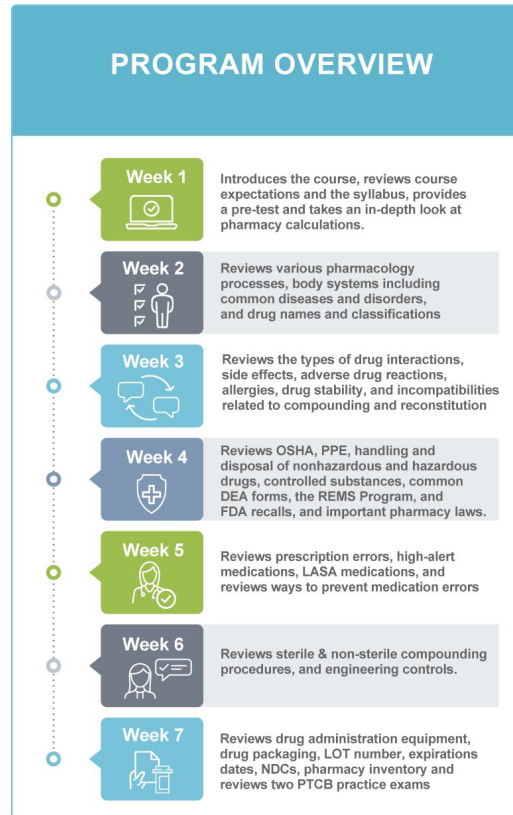


Figure 2: PTCE Pass/Fail Rate (N=30)

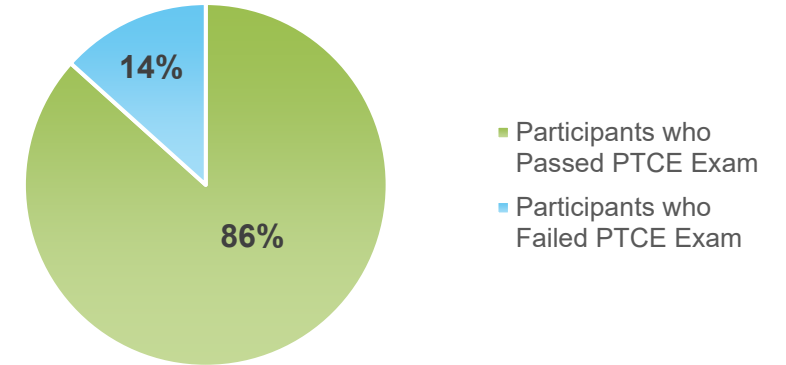
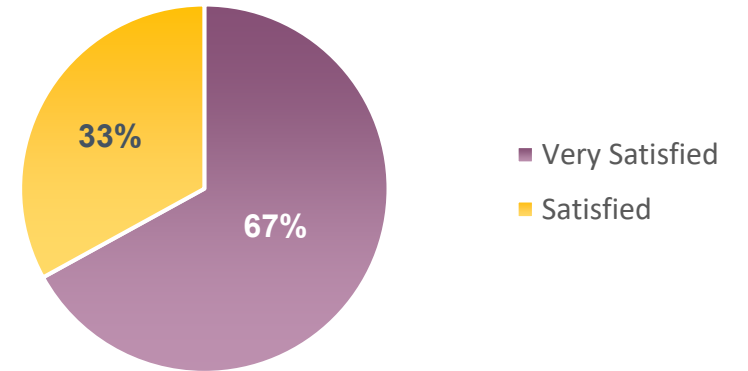


Figure 3: Overall Experience (N=10)



## Conclusions

- Implementation of a PTCE educational training preparation course for non-certified pharmacy technicians resulted in positive outcomes as demonstrated by the pass rate and written and verbal feedback from participants.
- Obtaining certification and becoming a CPhT demonstrates commitment to the profession, upholds industry standards and allows for continuous pharmacy education and learning.

### DISCLOSURES

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.