

2022 – California Technician Summit

# Pharmacy Technician Solutions

*Powered by NHA*



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# SINCE 1989 NHA HAS AWARDED OVER 1M CERTIFICATIONS

Helping people access a better future in healthcare

National   
Healthcareer  
Association®

# Expertise in healthcare training and assessment



## Over 20 years experience

Multifaceted healthcare training content and accredited assessments. Proven history of leveraging user data to predict successful learning outcomes.



## Evidence based simulation

Build competency in leading impactful conversations with pharmacy patients in a risk free, virtual environment.



## Emphasis on customer experience

Relentless pursuit of empowerment for our customers and their employees. 98% of NHA's employer partners believe that NHA's preparation resources help improve employee performance.



## Program maintenance

We do the heavy lifting. We monitor changes to regulatory and industry requirements and ensure our materials contain the most up to date standards while seamlessly maintaining a smooth user experience.



# Pharmacy Technician

n=108

## Pharmacy technician salary range

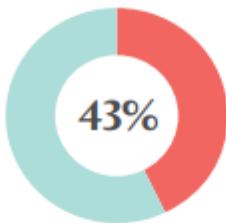
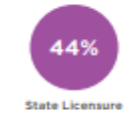


Source: Bureau of Labor Statistics

## Most important soft skills

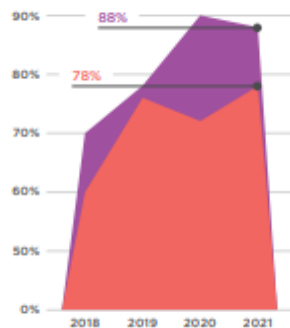


## Screening criteria for pharmacy technician applications



43% of employers report that pharmacy technicians have more responsibility this year compared to last.

- Institutions that encourage or require certification
- Employers that report newly certified pharmacy technicians are prepared for their job duties



## Pharmacy technicians have a number of responsibilities, often requiring advanced skills.



Pharmacy technicians are taking on more roles requiring advanced skill sets.

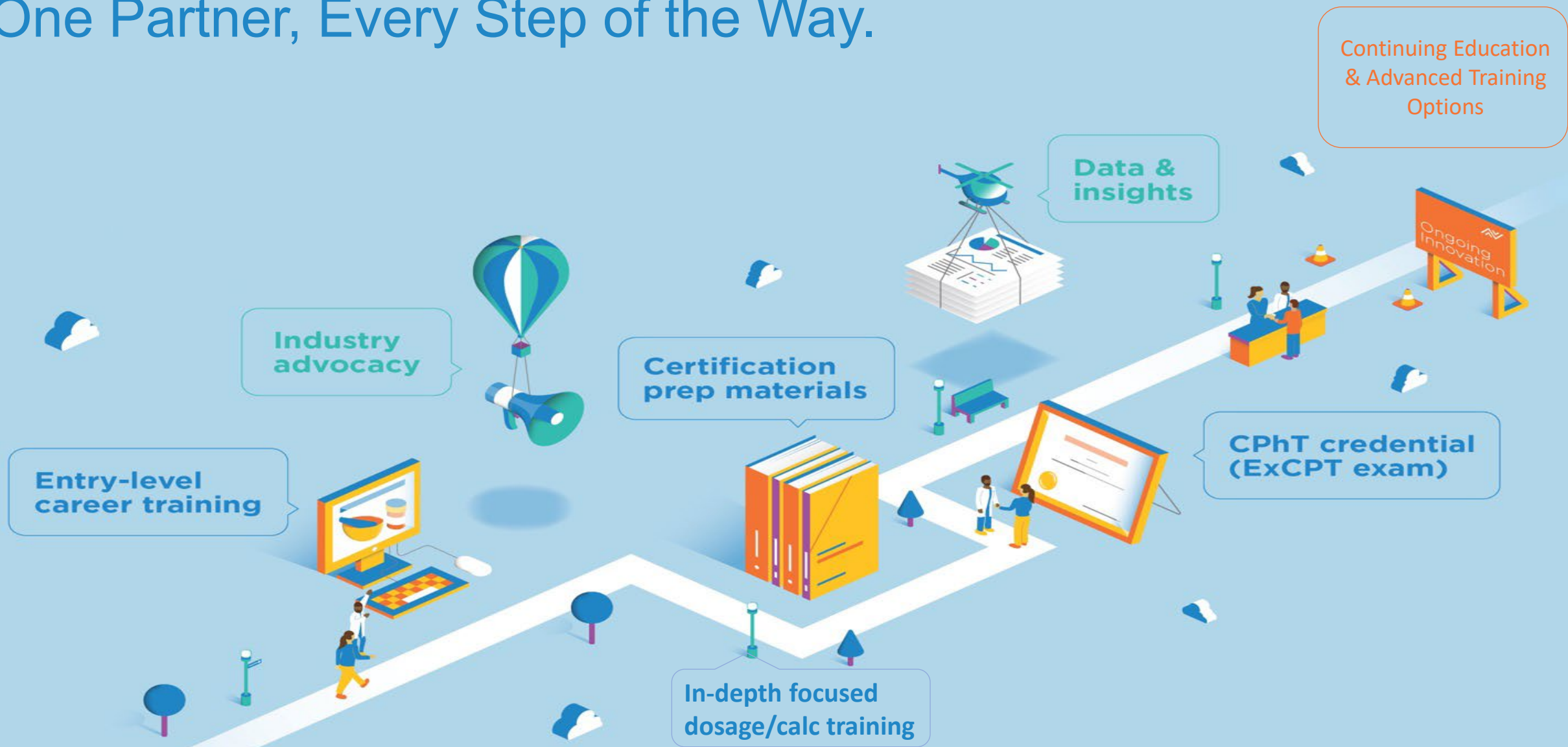


Employers report that pharmacy technicians are lacking essential soft skills.



Certification is the top screening criteria for pharmacy technician applications.

# One Partner, Every Step of the Way.



# The Pharmacy Technician Journey

One partner for pharmacy technicians at every step of the way

## Learn



Foundations

- PharmaSeer
- PharmaSeer Math
- PersonAbility

## Certify



Prep

- Study Guide
- Practice Test

Exam

- ExCPT

## Grow



CE

PersonAbility

- Partnership Offerings**
- CE Pharm Techs & Pharmacists
  - Immunization
  - Point of Care Testing

Advanced Skills

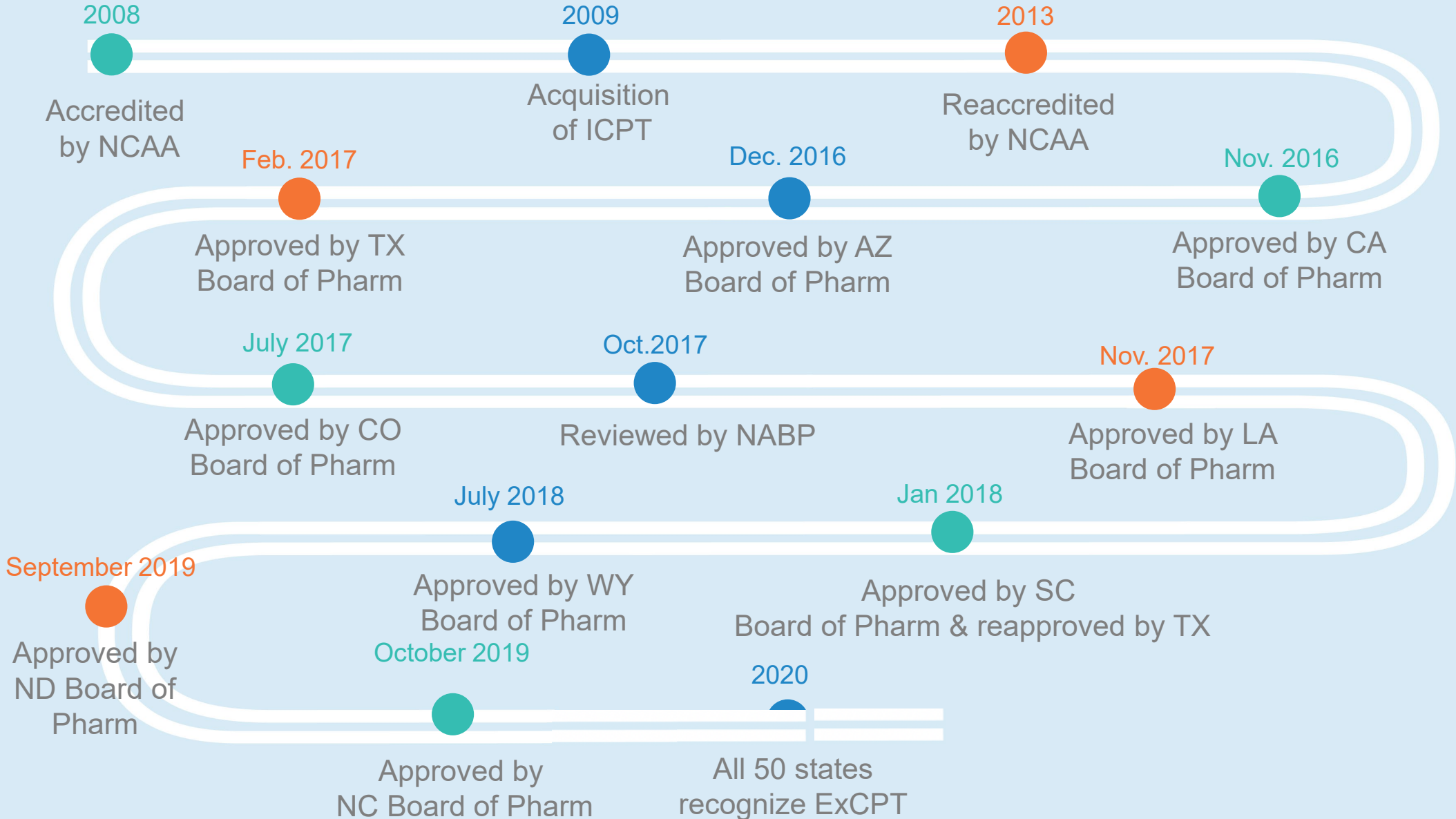
Renew

- ExCPT renewal

Facilitator Toolkits | Implementation Guides | Analytics



# The Evolution of ExCPT



## ExCPT Pharmacy Technician Eligibility Requirements:

To be eligible to sit for an ExCPT pharmacy technician certification examination and receive CPhT certification, each candidate must satisfy Step 1-2 below:

**Step 1:** Possess, or be within no more than 60 days\* of possessing, a high school diploma or the equivalent, such as a General Education Development (GED) test or other equivalency test recognized by the candidate's state of residency, or diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education (if documents are not in English, a translation into English from a translation service approved in the United States for legal or governmental documents must be available upon request).

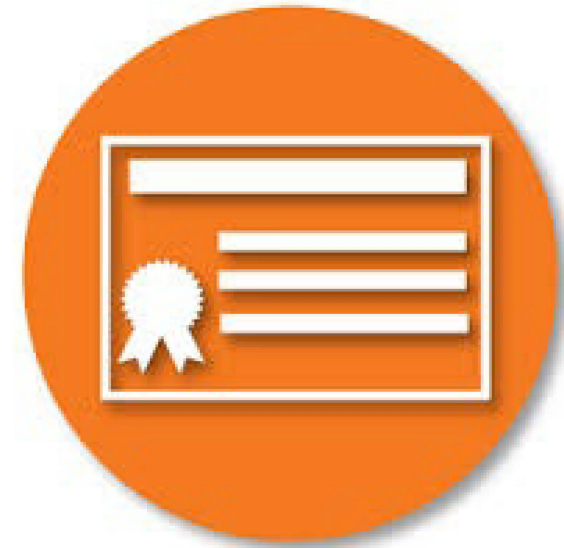
**Step 2:** Successfully complete one of the following pathways.

**PATHWAY 1: TRAINING PROGRAM:** Within the past five (5) years\*:

- a. Successfully complete a pharmacy technician training program offered by an accredited or state approved institution or provider; or
- b. Successfully complete an apprenticeship program that is registered pursuant to the guidelines of the U.S. Department of Labor; or
- c. Successfully complete formal pharmacy technician training program offered by any branch of the U.S. Military Training; or
- d. Successfully complete an employer-based training program or a program offered by a national pharmacy association that:
  - Is recognized by the Board of Pharmacy of the state in which the candidate completes the training program; or
  - Has been verified by the candidate's employer to provide academic preparation including technical skills and knowledge, sufficient to prepare the candidate to adequately perform the duties of an entry-level pharmacy technician.

\*Candidates whose date of graduation or completion from their training program is five years or more prior to the date of application, also must have relevant work experience as described below.

**PATHWAY 2: WORK EXPERIENCE:** Complete at least 1,200 hours of supervised pharmacy related work experience within any one (1) year in the last three (3) years.





# NHA Certified Pharmacy Technician (CPhT) Test Plan for the ExCPT Exam

*100 scored items, 20 pretest  
Exam Time: 2 hours 10 minutes*

## Summary ExCPT Exam Outline:

Domain	# of Items on Exam
<b>1. Overview and Laws</b>	<b><u>25</u></b>
A. Role, Scope of Practice, and General Duties of the Pharmacy Technician	11
B. Laws and Regulations	8
C. Controlled Substances	6
<b>2. Drugs and Drug Therapy</b>	<b><u>15</u></b>
A. Drug Classification	9
B. Frequently Prescribed Medications	6
<b>3. Dispensing Process</b>	<b><u>45</u></b>
A. Prescription and Medication Order Intake and Entry	15
B. Preparing and Dispensing Prescriptions	13
C. Calculations	7
D. Sterile and Nonsterile Products, Compounding, Unit Dose, and Repackaging	10
<b>4. Medication Safety and Quality Assurance</b>	<b><u>15</u></b>
<b>Total</b>	<b><u>100</u></b>



# PharmaSeer™

Confidently prepare your technician trainees.

PharmaSeer™ is a digital learning resource built to supplement your existing training or education program. It allows learners to confidently build key technician skills while providing facilitators with clear visibility to learner performance for increased efficiency and confident learner assessment.

## PharmaSeer™

*Better training for better performance and job satisfaction*

### Curated content for foundational skills

- 20 modules
- 145 lessons
- Exceeds ASHP 2019 didactic standards for "entry-level"

### Additional learning features

Self-evaluation activities and assessments to build confidence and self-reliance

- Flashcards
- My Practice & Glossary
- Interactive games
- Hands-on activity suggestions


Confidential

### Integrated competency assessment

- Self-confidence check
- 1,400+ scored assessment questions
- 700+ practice questions

**>> Compounding oral solid dosage forms**


This lesson describes how tablets and capsules are compounded. Generally, capsules and tablets have a slower onset than dosages of solutions or suspensions. Because tablets have a tendency to smell and taste worse than capsules, many patients prefer taking capsules whenever possible.



**Self-check**

How confident do you feel about your ability to follow the compounding process for tablets and capsules?

My confidence

NOT AT ALL CONFIDENT |  | VERY CONFIDENT



# PharmaSeer Math™

Designed specifically to fit the needs of pharmacy technicians

## Curated content

- 5 modules – 33 lessons
- 165 in-lesson questions/activities
- 330 end-of-lesson quiz items

## Additional Learning Features

- Step-by-step animations show the users three methods to solve complex calculations
- Non-calculation concepts that are used to reinforce topics that are based in calculations
- Dosage considerations specific to age and decreased renal function in men and women
- Business calculations including deciphering third-party claim responses
- More robust MyPractice area contains more calculations with rationales
- Animated demonstrations and step-by-step activities show how to perform each calculation method.

$$\frac{A}{B} \times x$$

Desired Over Have

$$\frac{A}{B} \times \frac{Y}{x}$$

Dimensional Analysis

$$\frac{A}{B} = \frac{x}{Y}$$

Ratio/Proportion

The screenshot shows a pharmacy calculation interface. On the left, a box contains a problem: "Gentamicin 60mg IM every 8 hr. How many milliliters should you administer per dose?" Below the problem is a list of steps: 1. Unit of measurement mL, 2. Ratio with same units 1 mL/40 mg, 3. Other ratio needed 60 mg/1, 4. Solve for X, 5. Round if necessary, 6. Determine. In the center is a vial labeled "Gentamicin 1.5 mL IM every 8 hr". On the right is a box labeled "GENTAMICIN INJECTION, USP equivalent to 40mg/mL". Below the vial and box is a handwritten calculation:  $X \text{ mL} = \frac{1 \text{ mL}}{40 \text{ mg}} \times \frac{60 \text{ mg}}{1}$ . The "1 mL" is labeled "numerator" and the "40 mg" is labeled "denominator". Below this is another handwritten calculation:  $1 \times 60 = \frac{60 \text{ mL}}{40 \times 1 = 10} = 1.5 \text{ mL}$ . The final answer "1.5 mL" is circled in blue.

# PersonAbility™

Building and applying essential soft skills for a better future in healthcare



## FLEXIBLE LEARNING PROCESS:

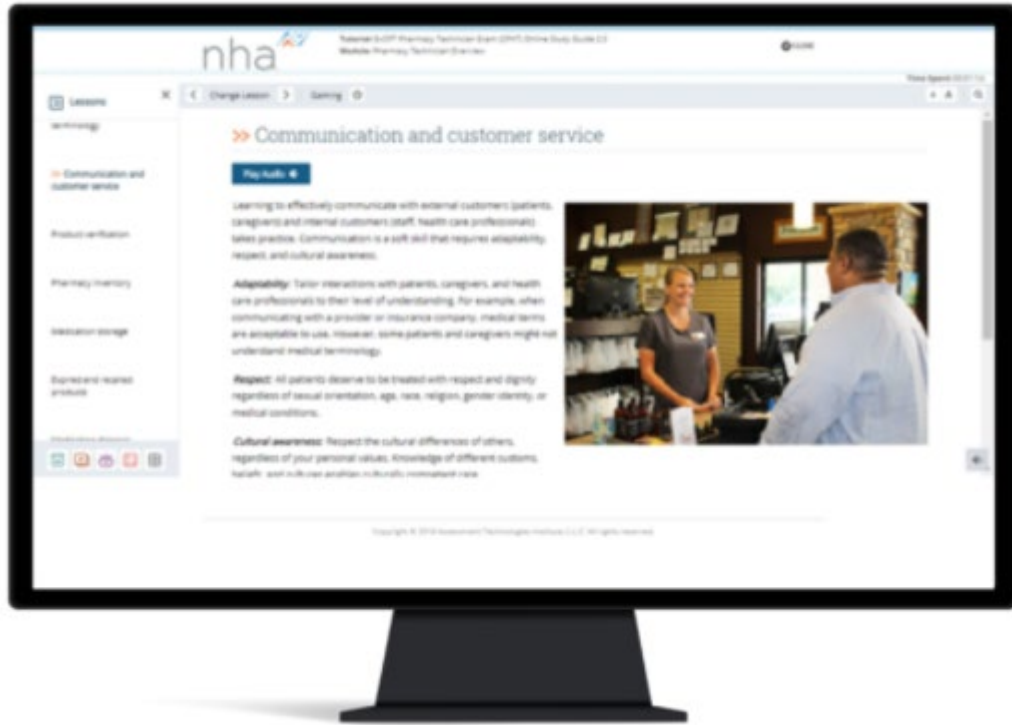
- Baseline assessment
- Essential Skills Learning Modules
- Assessment #1
- Practice simulations
- Assessment #2 through simulation
- Proof of completion

## SIMULATION PRACTICE SCENARIOS:

- De-escalating a patient challenge
- Problem solving with a co-worker
- Receiving professional feedback
- Promoting patient adherence



# Performance Analytics



At NHA, We are passionate about helping our educators, employers and candidates succeed, and we believe that analytics are a vital component to the learning process. That's why we empower our customers with resources such as P360 Vitals™ with study materials at no additional cost.

P360 Vitals™ is uniquely designed to work together with NHA's newly-enhanced study materials, giving you the comprehensive support, you need to prepare your learners for success. NHA study materials incorporate interactive learning and remediation with content that is aligned to NHA test plans, so you can be sure your students are studying the most relevant knowledge for their exam and career.

“For me, using P360 Vitals is a time-saving tool. It allows me to quickly look at all of my candidates by group or individual to track their progress and pinpoint areas of strength and weakness, all on one screen.” — NHA P360 Vitals™ user

# NHA Advocacy & Education



At NHA we believe in always being industry advocates. We are passionately committed to developing, advancing, and advocating for the frontline healthcare worker.

## NHA Advocacy Efforts



Engaging with regulatory & legislative bodies



Building strategic partnerships between educators & employers



Enhancing industry recognition & the value of certification



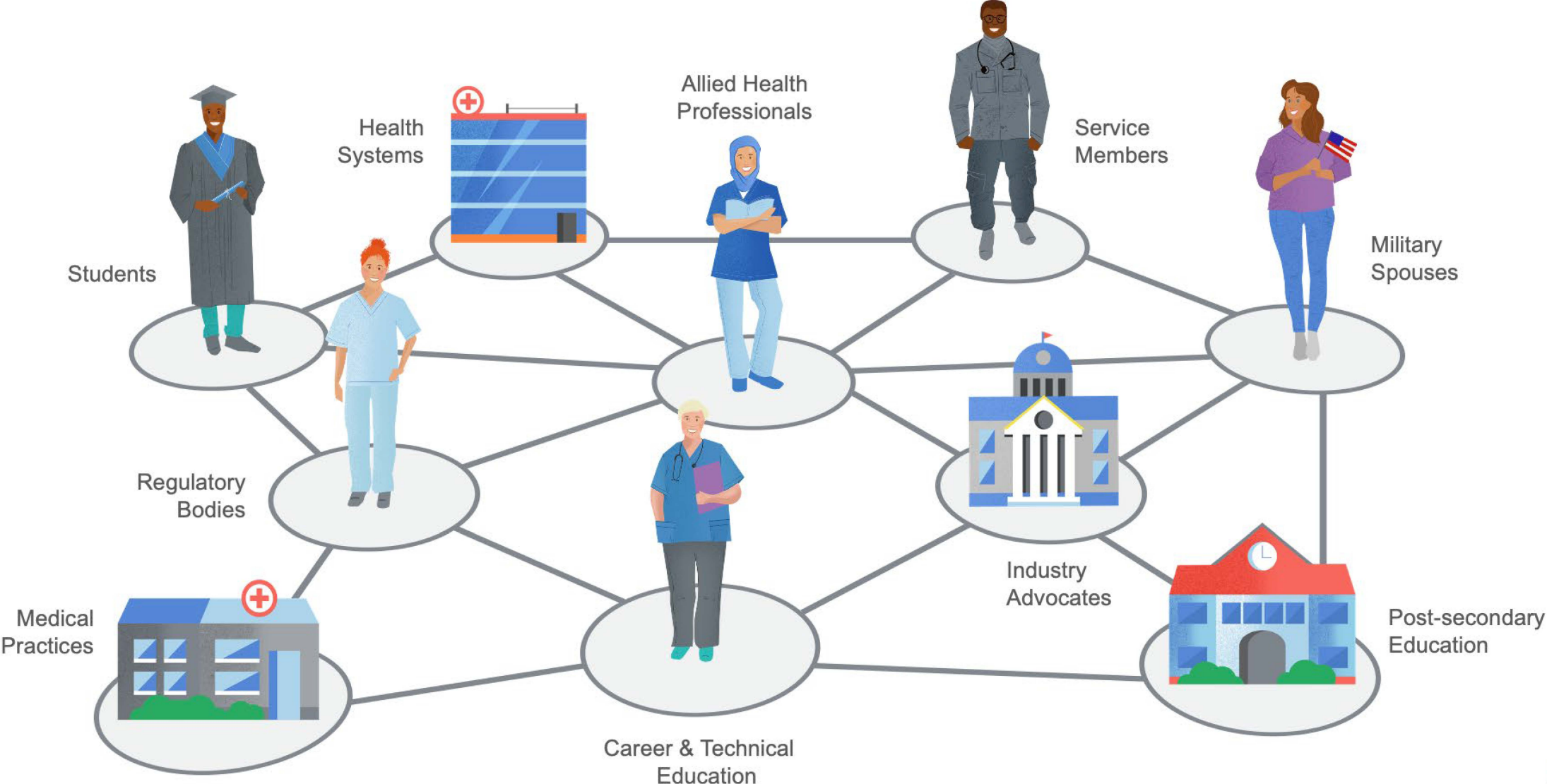
Providing industry thought leadership



Supporting professionals through certification & beyond



# Connecting to Advance the Industry



# Pharm Tech Advocacy Efforts

- [Coalition for the Advancement of Pharmacy Technician Practice](#)
- [ON Script Podcast](#)
- [Pharmacy Times Partnership](#)
- [NHA News Center](#)

^ Coalition for the Advancement  
^ of Pharmacy Technician Practice

**Pharmacy Times® Adds National Healthcareer Association to Its Strategic Alliance Partnership Program**

Pharmacy Times® will publish a technician supplement in July 2020.

March 03, 2020 10:14 AM Eastern Standard Time

CRANBURY, N.J.--(BUSINESS WIRE)--Pharmacy Times®, the leading multimedia pharmacy network for pharmacists, expands its Strategic Alliance Partnership (SAP) program with the addition of the National Healthcareer Association (NHA).

**Pharmacy Times® Expands Strategic Alliance Partnership Program with the National Healthcareer Association**

"Pharmacy technicians are proud to be working in a profession that continues to evolve."

NHA aims to develop, advance, and support pharmacy technicians in their careers. NHA provides learning resources, educational opportunities, and professional success resources to help technicians advance their careers and achieve professional success. NHA aims to develop, advance, and support pharmacy technicians in their careers. NHA provides learning resources, educational opportunities, and professional success resources to help technicians advance their careers and achieve professional success.



**How Pharmacy Technicians Can be Certified to Administer Immunizations in 2020**

JESSICA LANGLEY, MS

As we prepare for the 2020 influenza season, the additional effects of coronavirus disease 2019 (COVID-19) may lead to pharmacy technicians taking on nontraditional responsibilities to meet the heightened demand for health care. As a result, pharmacies, which are the second most common location for administering influenza vaccinations to adults according to data on the 2018-2019 influenza season,<sup>1</sup> may benefit from staff with advanced certifications. The 2017 administrative ruling in Idaho allowing adequately trained pharmacy technicians to administer immunizations has forged a path toward relieving the burden that pharmacists typically carry.<sup>2</sup> By also had administrative requirements for your state, if applicable, so you can actively seek out the proper training to better prepare yourself to perform at a higher level.

**Nominate Your Star Pharmacy Technician**

Posted by [National Healthcareer Association](#) on February 2022

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The National Healthcareer Association is proud to support Pharmacy Times and Parata Systems in the Next-Generation Pharmacist® awards by sponsoring the Pharmacy Technician category.

**ON SCRIPT**

A pharmacy technician podcast in partnership with Pharmacy Podcast Network (PPN)

Get OnScript with NHA and subscribe to our pharmacy technician podcast: [nhanow.com/on-script-podcast](http://nhanow.com/on-script-podcast)

**Pharmacy Times**

Clinical Focus Clinical Role Videos Publications

**Technicians Report Challenges, Succeeds with ABM Medication Synchronization**

The Appointment Based Model (ABM) is a type of medication synchronization where patients have 1 or 2 appointed days a month to pick up their medications.

**Pharmacy Technicians: How Advanced Skills are Moving the Industry Forward**

Advancing the role of the pharmacy technician allows for the profession's advancement in providing patient care.

**What Does a Hospital Pharmacy Technician Do?**

The day-to-day tasks of a pharmacy technician in a hospital are unique to that environment.

**Pharmacy Hero: Technician Reassures Patients, Keeps Them Safe During COVID-19**

Today, we're celebrating the work of Andrea Cumberbatch, CPhT, at Costco Pharmacy in New Rochelle, New York.

**The Role of Technicians During and After COVID-19**

Jeremy Sasser, CPhT, pharmacy content strategist for the National Healthcareer Association, discusses the role of technicians during and after COVID-19.

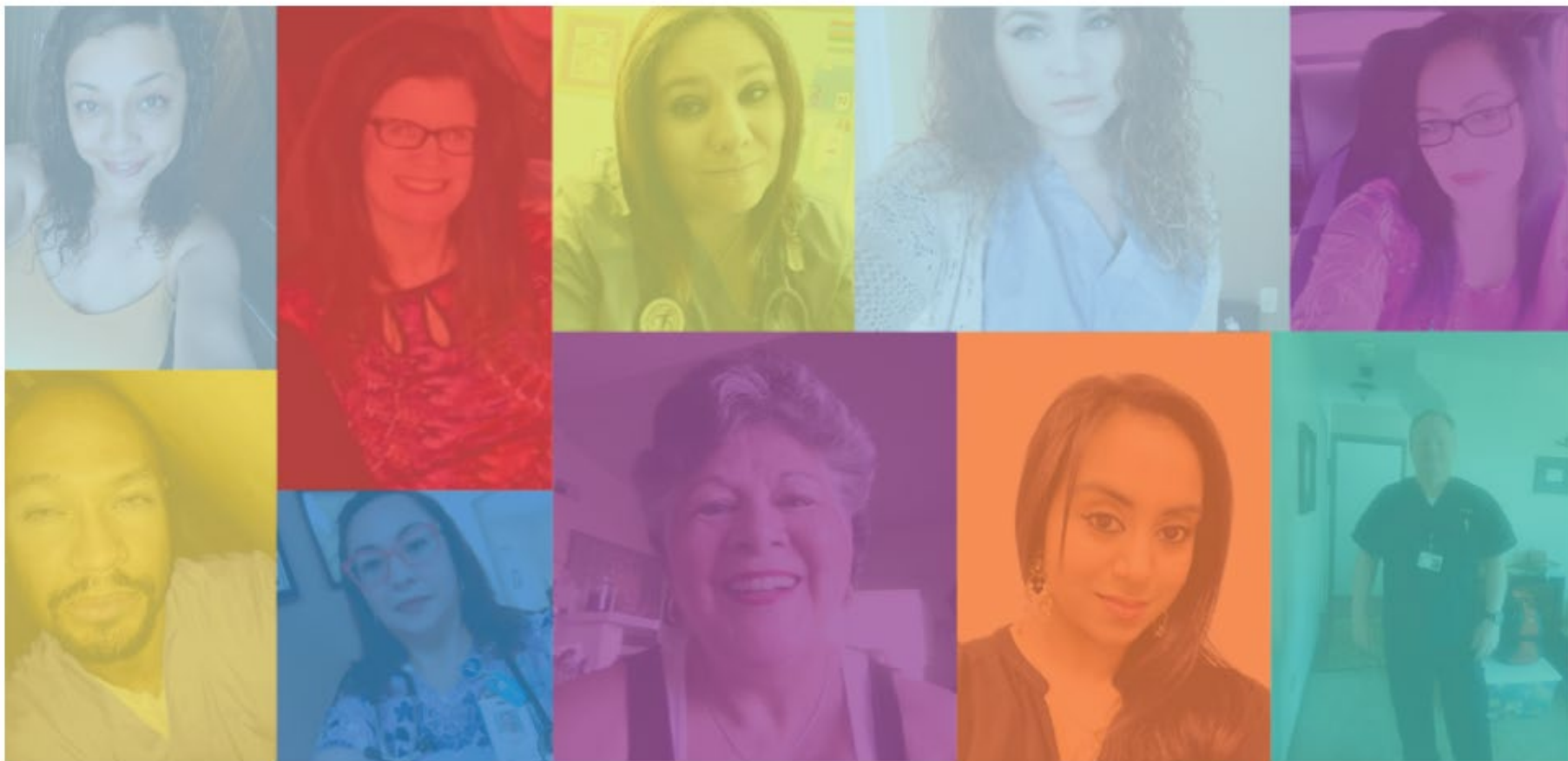
**ONSCRIPT EPISODE #6**

**Perspectives from Retail and Health System Pharmacies**

Insights from within both the retail and health system pharmacy environments related to the expanded scope of practice.

**National Healthcareer Association (NHA) Granted ACE College Credit Recommendation**

Posted by [National Healthcareer Association](#) on July 2021



I started my pharmacy technician career because of my grandfather. He battled cancer for 6 years and always told me of the sweet technicians he got to know whenever he would pick up his medications. He would say “Ashley, you should get into pharmacy because you could make someone’s day every day.” After college I applied to the hospital inpatient pharmacy and have since worked in retail, inpatient, and long-term care settings. I wish my grandfather knew I pursued his idea for me, but also how much I honestly enjoy it.

- Ashley Madden, CPhT



Confidential







# TOGETHER

we can empower people to access  
**a better future.**

Thank you!

Questions?

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913.424.2907



# Appendix



# Partnering to Solve Healthcare Challenges



Demand for frontline healthcare roles continues to increase

**13%** average projected growth rate, 2018 – 2028 across seven allied health professions\*

Healthcare workers are doing more to help patients & improve outcomes

**34%** percent of employers reported their allied health employees have more responsibility this year vs. last year\*

The patient population is growing, faced with more complex, chronic needs

**80%** of Americans age 65 and older have at least one chronic disease requiring ongoing care and management



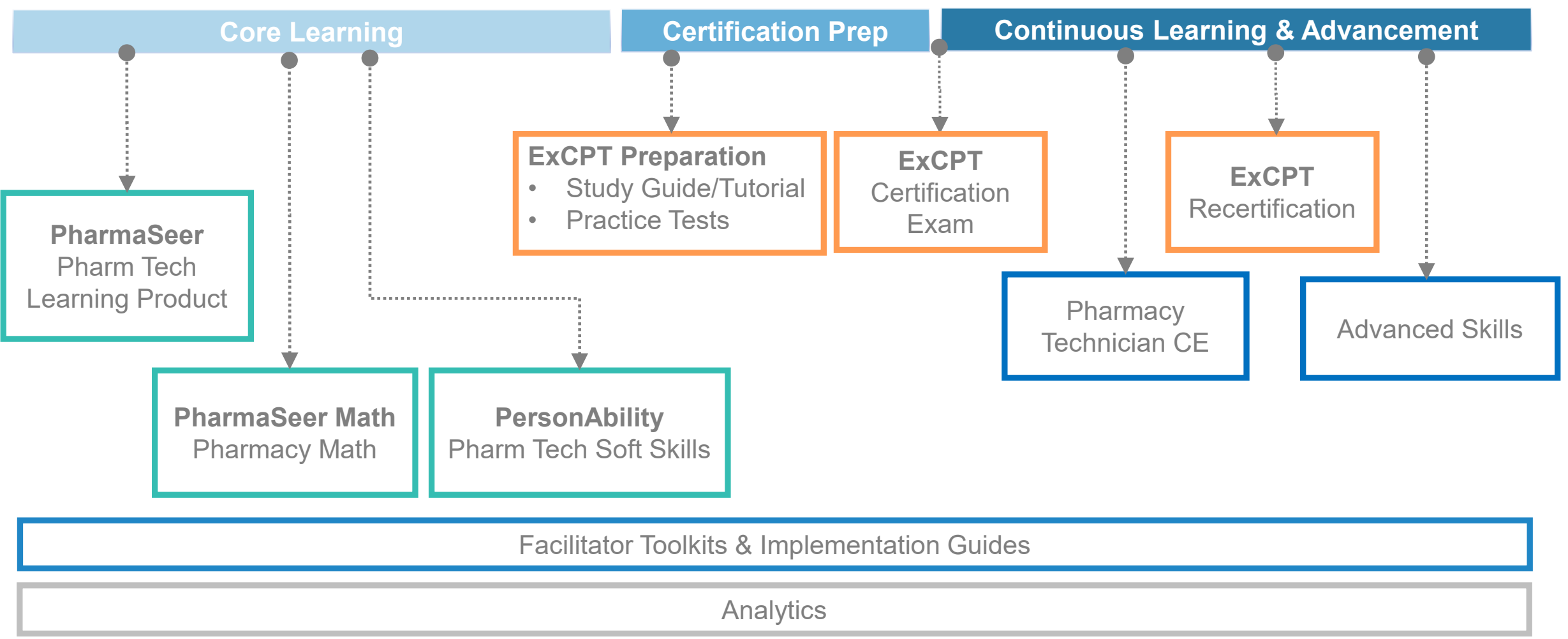
# Your partner in technician workforce development

- We understand **pressures pharmacists face** and **opportunities ahead** to better serve patients and communities.
- We are passionately committed to the **advancement of pharmacy technicians.**
- Providing **training and guidance** for pharmacy technicians to feel **confident** while **providing safe, effective and efficient patient care.**
- We seek **opportunities to innovate** new products that **empower technicians** and their PIC's to do more **without sacrificing quality patient care.**
- We believe technician **training should be flexible** and meet multiple learning styles and levels of experience. There is **no one-size for all.**



# NHA Pharmacy Technician Product Roadmap

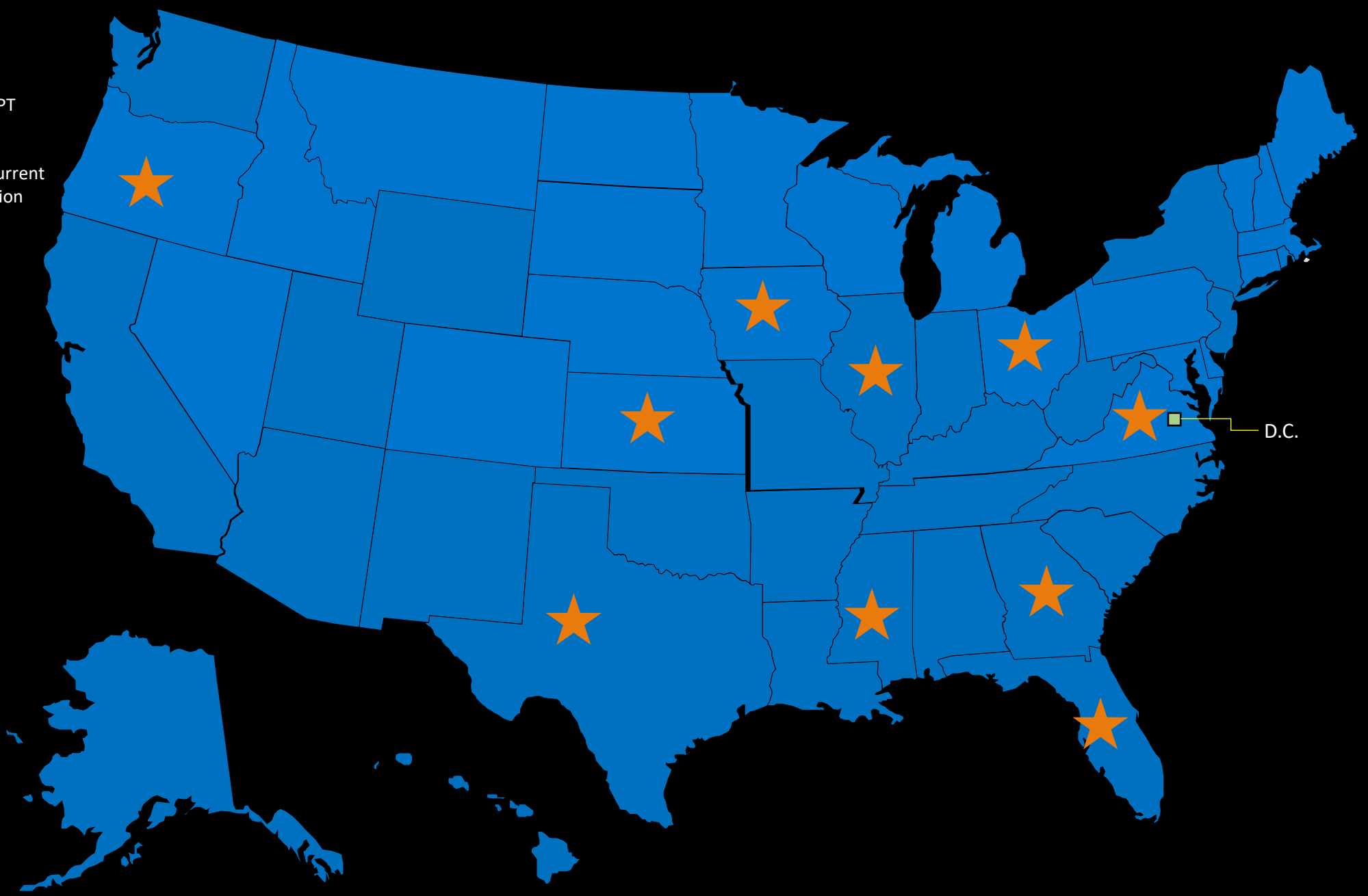
One partner for pharmacy technicians at every step of the way





■ Has current NHA ExCPT certification holders

★ Top 10 States with current NHA ExCPT certification holders

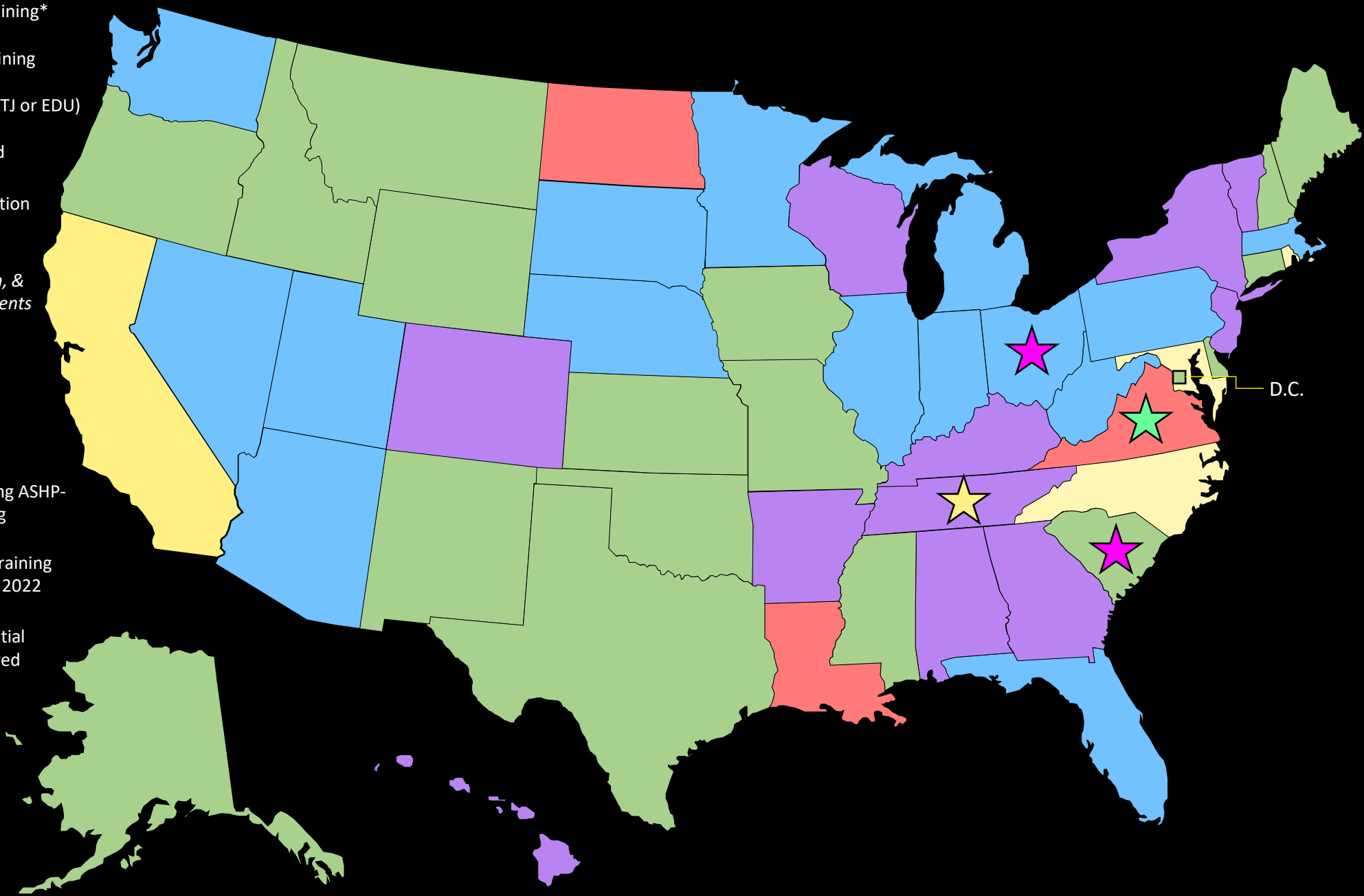


D.C.

- ASHP-Accredited Training\*
- Board-Approved Training
- Training Required (OTJ or EDU)
- Training not required
- Training OR Certification Required

*\*Didactic, Simulation, & Experiential Components Required*

- Discussing Requiring ASHP-Accredited Training
- ASHP-Accredited Training Required as of July 2022
- Practical/Experiential component required





## Nominate Your Star Pharmacy Technician

Posted by [National Healthcareer Association](#) on February 2022

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## National Healthcareer Association (NHA) Granted ACE College Credit Recommendation

Posted by [National Healthcareer Association](#) on July 2021

## NHA Helping Pharmacy Technicians With Soft Skills; No Longer a Tall Order

Posted by [Erin Venable](#) on March 2021

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The National Healthcareer Association (NHA) has recently introduced its interactive, virtual soft-skills simulation tool, PersonAbility™, to the pharmacy space, providing pharmacy technicians with a healthy dose of professionalism, empathy, and communication training specific to a pharmacy setting.



All 50 states accept the ExCPT exam from National Healthcareer Association (NHA), helping more pharmacy technicians earn a national credential

## NHA Pharm Tech Certification

Posted by [National Healthcareer Association](#) on November 2021

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### *CPhT Students and Current Pharm Techs Benefit*

LEAWOOD, Kan. – For years, the National Healthcareer Association has [advocated on behalf of all pharmacy technicians](#). Our mission to empower people to access a better future drives us to connect with community pharmacies and other pharmacy technician employers to ensure all techs are granted equal employment opportunities, regardless of their certification.

We're thrilled to announce a new partnership with Walgreens that offers new job opportunities to pharm techs who pass [NHA's ExCPT exam](#).