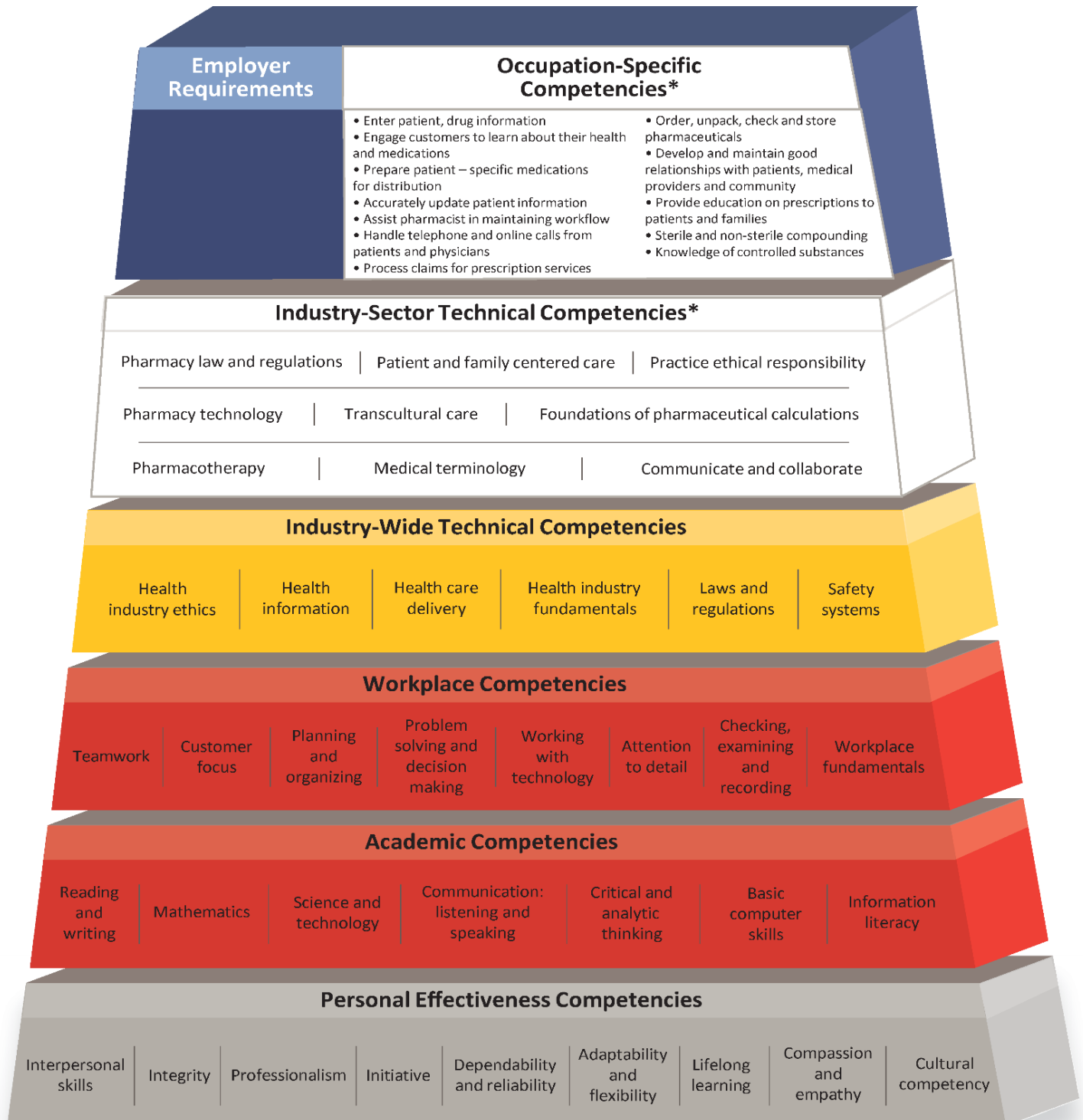


# Minnesota Dual-Training Pipeline

## Competency Model for Health Care Services

### Occupation: Pharmacy Technician



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

\* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



## Competency Model for Pharmacy Technician

**Pharmacy Technician** – An individual who works under the direct supervision of a licensed pharmacist to provide patients with safe and effective medication therapy. Works closely with healthcare professionals in diverse settings such as hospitals, clinics, and community pharmacies. Technicians perform vital functions to support patient care efforts of the pharmacy team with roles and responsibilities that continue to expand and evolve.

### Industry-Sector Technical Competencies

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Pharmacy law and regulations** – Understand relevant local, state, and federal laws and regulations that impact the delivery of pharmaceuticals.
- **Practice ethical responsibility** – Understand how medical ethics allow people, regardless of race, gender, or religion to be guaranteed quality and principled care.
- **Pharmacy technology** – Understand various efficiencies within the field including, but not limited to prescription drug monitoring, medication therapy management, automated dispensing cabinets and medication reminder devices.
- **Foundations of pharmaceutical calculations** – Understand basic mathematic concepts and skills necessary for correctly interpreting prescriptions and drug orders and performing dosing calculations.
- **Pharmacotherapy** – Understands the therapeutic uses of medications. Understands what a formulary is and proper process of generic medication substitution.
- **Medical terminology** – Understand the language used to precisely describe the human body including its components, processes, conditions affecting it, and procedures performed upon it.
- **Patient and family centered care** – Understand how patients are partners with their health care providers, and providers treat patients and families not only from a clinical perspective, but also from an emotional, mental, spiritual, social, and financial perspective.

- **Transcultural care** – Understand the awareness of different cultures and cultural sensitivity with both verbal and non-verbal communication.
- **Communicate and collaborate** – Understand the importance of active listening, appropriate conversation, and relaying of information among patients, families, and colleagues.

## Occupation-Specific Competencies

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Enter patient and drug information** – Understand the need to minimize the risk of system errors.
- **Engage customers to learn about their health and medications** – Understand how to exhibit empathy, concern, and a willingness to help each person.
- **Prepare patient-specific medications for distribution** – Understand the precise attention to detail with each prescription.
- **Accurately update patient information** – Know how to update information, including allergies and current active medications.
- **Assist pharmacist in maintaining workflow** – Know how to maintain checks and balances and process mistake-free prescriptions.
- **Handles telephone and online calls from patients and physicians** – Understand how to communicate and also the need to ensure accuracy of insurance information data and medication orders.
- **Process claims for prescription services** – Know how to collect and enter patient insurance information data into the pharmacy information system accurately.
- **Orders, unpacks, checks, and stores pharmaceuticals** – Understand careful, accurate and regular inventory management including removing outdated supplies as necessary.
- **Develops and maintains good relationships with patients, medical providers, and community** – Knows how to provide friendly customer service while strictly maintaining customer confidentiality.

- **Provide education on prescriptions to patients and families** – Understands how to use effective communication skills to determine if a patient or caregiver would like pharmacist counseling on medications.
- **Sterile and non-sterile compounding** – Understands the law of compounding and can use proper techniques for compounding sterile and non-sterile products.
- **Knowledge of controlled substances** – Understand how to properly handle and manage controlled substance inventory.

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