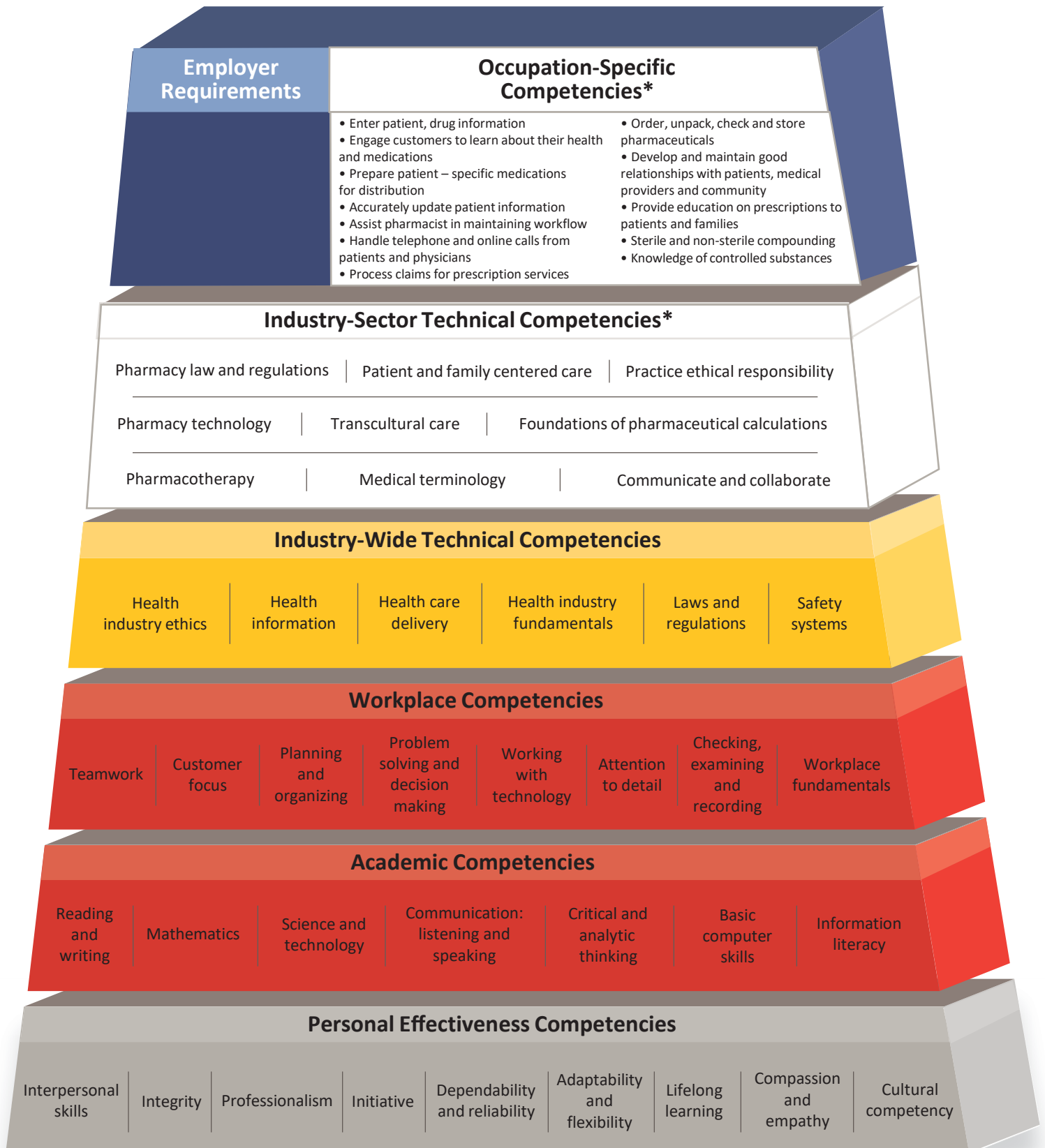


# Minnesota Dual-Training Pipeline

## 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 Health Care Services

**Pharmacy Technician** – 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.

### Occupation-Specific Competencies\*

- **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** – 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 the need to ensure accuracy of insurance information data and medication orders.
- **Process claims for prescription services** – Know how to collect and enter patients 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checks and stores pharmaceuticals** – Understand careful, accurate and regular inventory management including removing outdated supplies is necessary.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** – understand the law of compounding and can use proper technique for compounding sterile and non-sterile products.

- **Knowledge of controlled substances** – understands how to properly handle and manage controlled substance inventory.

### **Industry-Sector Technical Competencies\***

- **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 need for active listening, appropriate conversation, and relaying of information among patients, families and colleagues.

### **Possible Certifications:**

- Pharmacy Technician Certificate
- Pharmacy Technician Associate of Science Degree
- Pharmacy Technician Diploma

## Pharmacy Technician Competency Training Plan

	Course	Course Description	Credit/Non-Credit	Hours spent on Competency
<b><i>Related Instruction Competencies</i></b>				
Pharmacy law and regulations				
Practice ethical responsibility				
Pharmacy technology				
Foundations of pharmaceutical calculations				
Pharmacotherapy				
Medical terminology				
Patient and family centered care				
Transcultural care				
Communicate and collaborate				
<b><i>On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below</i></b>				
	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours spent on competency	
Enter patient and drug information				

Engage customers to learn about their health and medications			
Prepare patient-specific medications for distribution			
Accurately update patient information			
Assist pharmacist in maintaining workflow			
Handles telephone and online calls from physicians and patients			
Process claims for prescription services			
Orders, unpacks, checks and stores pharmaceuticals			
Develops and maintains good relationships with patients, medical providers and the community			
Provide education on prescriptions to patients and families			
Sterile and non-sterile compounding			
Knowledge of controlled substances			