The Advanced Pharmacy Technician

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Associate Director, Partnership Development

AAPT 2020
Zachary Green is employed by the Pharmacy Technician Certification Board. He declares no other conflicts of interest, real or apparent, and no other financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.
Learning Objectives

✔ Analyze data and survey results examining job market and career opportunities.

✔ Describe recent updates to the Pharmacy Technician Certification Examination (PTCE) and Certified Pharmacy Technician (CPhT) eligibility requirements.

✔ Review the development of advanced technician credentials.

✔ Summarize national regulatory landscape for pharmacy technicians.
Mission and Vision

Mission: PTCB advances medication safety by credentialing technicians who are qualified to support pharmacists and patient care teams in all practice settings.

Vision: PTCB sets the standard for credentialing of technicians that improves medication safety and patient care.
PTCB by the Numbers

- 706,678 pharmacy technician certifications since 1995
- 288,866 active certified pharmacy technicians
- 51,768 CPhT exams in 2019*
- 1,452 secure Pearson VUE testing centers
- Online testing now available
- Administered and accepted in all 50 states, DC, Guam, and Puerto Rico
Our Credentials
Job Market and Career Opportunities
Technicians by the Numbers

420,400 pharmacy technicians prepare medications under the direction of pharmacist.

May measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm
PTCB Workforce Survey

- Demographics
- Education/training and exam preparation
- Certification
- Career outlook and satisfaction
Age
n=15,738

Under 18: 0.02%
18-24: 10.38%
25-34: 30.81%
35-44: 25.27%
45-54: 18.36%
55-64: 13.20%
65+: 1.96%
Gender

n=15,738

- Female: 84%
- Male: 14.33%
- Non-binary/third gender: 0.23%
- Prefer not to say: 1.28%
- Prefer to self-describe: 0.16%
Race/Ethnicity

n=15,738 (Select all that apply)

- American Indian or Alaska Native: 2.03%
- Asian: 8.47%
- Black or African American: 10.96%
- Hispanic or Latino: 11.88%
- Native Hawaiian or Other Pacific Islander: 0.79%
- White or Caucasian: 63.78%
- I prefer not to answer: 6.84%
Highest Level of Education

n=16,636

- Some college, no degree: 39.47%
- Associate's: 18.57%
- High School diploma/GED: 18.14%
- Bachelor's: 18.07%
- Master's: 2.68%
- Other (please specify): 2.52%
- Doctorate (e.g., PhD,...): 0.55%
Number of Years Certified
n=16,800

<table>
<thead>
<tr>
<th>Experience</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 2 years</td>
<td>22.70%</td>
</tr>
<tr>
<td>2-5 years</td>
<td>24.02%</td>
</tr>
<tr>
<td>6-10 years</td>
<td>19.79%</td>
</tr>
<tr>
<td>10 or more years</td>
<td>33.49%</td>
</tr>
</tbody>
</table>
Employment Status

n=16,435

- 30+ hours per week: 80.88%
- Fewer than 30 hours per week: 15.03%
- Unemployed, seeking: 4.09%

55% indicated that they supervise other pharmacy technicians.
## Primary Practice Setting

\( n=16,339 \)

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community - chain (4 or more stores)</td>
<td>41.57%</td>
</tr>
<tr>
<td>Hospital - community</td>
<td>13.44%</td>
</tr>
<tr>
<td>Community - independent</td>
<td>10.49%</td>
</tr>
<tr>
<td>Hospital - university or university-affiliated</td>
<td>4.50%</td>
</tr>
<tr>
<td>Long-term care</td>
<td>3.80%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>3.73%</td>
</tr>
<tr>
<td>Specialty</td>
<td>2.97%</td>
</tr>
<tr>
<td>Hospital - other</td>
<td>2.88%</td>
</tr>
<tr>
<td>Hospital - critical access</td>
<td>2.35%</td>
</tr>
<tr>
<td>Community - health centers</td>
<td>2.18%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail service facility</td>
<td>1.99%</td>
</tr>
<tr>
<td>Compounding</td>
<td>1.90%</td>
</tr>
<tr>
<td>Managed care/PBM</td>
<td>1.82%</td>
</tr>
<tr>
<td>Government - federal</td>
<td>1.81%</td>
</tr>
<tr>
<td>Home infusion</td>
<td>1.05%</td>
</tr>
<tr>
<td>Pharmaceutical industry</td>
<td>1.00%</td>
</tr>
<tr>
<td>Government - state or local</td>
<td>0.82%</td>
</tr>
<tr>
<td>Government - military</td>
<td>0.69%</td>
</tr>
<tr>
<td>Managed care/Other (non-PBM)</td>
<td>0.56%</td>
</tr>
<tr>
<td>Educational/Vocational training</td>
<td>0.44%</td>
</tr>
</tbody>
</table>
## Annual Income

n=16,435

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer work only</td>
<td>0.61%</td>
</tr>
<tr>
<td>Less than $10,000</td>
<td>3.81%</td>
</tr>
<tr>
<td>$10,001 - $14,999</td>
<td>4.90%</td>
</tr>
<tr>
<td>$15,000 - $19,999</td>
<td>5.62%</td>
</tr>
<tr>
<td>$20,000 - $24,999</td>
<td>12.36%</td>
</tr>
<tr>
<td>$25,000 - $29,999</td>
<td>14.12%</td>
</tr>
<tr>
<td>$30,000 - $34,999</td>
<td>20.40%</td>
</tr>
<tr>
<td>$35,000 - $39,999</td>
<td>15.05%</td>
</tr>
<tr>
<td>$40,000 - $44,999</td>
<td>9.95%</td>
</tr>
<tr>
<td>$45,000 - $49,999</td>
<td>5.73%</td>
</tr>
<tr>
<td>$50,000 or more</td>
<td>7.42%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>16,435</td>
</tr>
</tbody>
</table>

### Quick Facts: Pharmacy Technicians

- **2018 Median Pay**: $32,700 per year
  $15.72 per hour
- **Typical Entry-Level Education**: High school diploma or equivalent
- **Work Experience in a Related Occupation**: None
- **On-the-job Training**: Moderate-term on-the-job training
- **Number of Jobs, 2018**: 420,400
- **Job Outlook, 2018-28**: 7% (Faster than average)
- **Employment Change, 2018-28**: 31,500

[https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm](https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm)
How long have you been employed by your current employer?
n=15,805

- Less than 2 years: 26.28%
- 2 - 5 years: 31.33%
- 6 - 10 years: 14.55%
- 10 or more years: 27.84%
Do you consider working as a pharmacy technician to be your long-term career?
n=16,397

- Yes: 60.15%
- No: 18.94%
- Unsure: 20.91%
Are you planning to pursue a different career in the future?
n=16,435

- Yes: 26.08%
- No: 40.74%
- Unsure: 33.19%
When will you pursue this new career?
n=4,273

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m currently pursuing this career</td>
<td>40.09%</td>
</tr>
<tr>
<td>In 1 - 2 years</td>
<td>26.96%</td>
</tr>
<tr>
<td>In 3 - 5 years</td>
<td>13.08%</td>
</tr>
<tr>
<td>Unsure of timing</td>
<td>19.87%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Why did you become a pharmacy technician? (Check all that apply.)

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wanted to work in the healthcare field</td>
<td>54.19%</td>
</tr>
<tr>
<td>Had a desire to help people</td>
<td>40.78%</td>
</tr>
<tr>
<td>Happened to find a job in a pharmacy</td>
<td>25.76%</td>
</tr>
<tr>
<td>Sought a fulfilling career</td>
<td>25.45%</td>
</tr>
<tr>
<td>Sought a good salary</td>
<td>25.33%</td>
</tr>
<tr>
<td>Wanted an opportunity to serve the public</td>
<td>23.64%</td>
</tr>
<tr>
<td>Promoted from another role within my workplace</td>
<td>23.25%</td>
</tr>
<tr>
<td>Recommended by a friend, colleague, or family member</td>
<td>21.82%</td>
</tr>
<tr>
<td>Recruited or encouraged by a pharmacist</td>
<td>16.63%</td>
</tr>
<tr>
<td>Wanted a job with medical benefits</td>
<td>16.12%</td>
</tr>
<tr>
<td>Wanted work schedule/flexibility</td>
<td>11.54%</td>
</tr>
</tbody>
</table>

Total Respondents: 15,805
How satisfied are you working as a pharmacy technician?

n=15,805

- Very Satisfied: 50.58%
- Somewhat Satisfied: 41.08%
- Somewhat Dissatisfied: 6.06%
- Very Dissatisfied: 2.29%
What would increase your level of job satisfaction in your current pharmacy technician role? (Rank)
n=15,805
<table>
<thead>
<tr>
<th>Baseline</th>
<th>Specialized</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Communication skills</td>
<td>✓ Customer service</td>
</tr>
<tr>
<td>✓ Typing</td>
<td>✓ Retail industry knowledge</td>
</tr>
<tr>
<td>✓ Problem solving</td>
<td>✓ Pharmacist assistance</td>
</tr>
<tr>
<td>✓ Teamwork/collaboration</td>
<td>✓ Prescription filling</td>
</tr>
<tr>
<td>✓ Physical abilities</td>
<td>✓ Customer contact</td>
</tr>
<tr>
<td>✓ Written communication</td>
<td>✓ Legal compliance</td>
</tr>
<tr>
<td>✓ Computer literacy</td>
<td>✓ Transcription</td>
</tr>
</tbody>
</table>
CPhT Program Updates
Education/Training Requirement

CPhT Eligibility Pathways

1. Completion of a PTCB-Recognized Education/Training Program

Equivalent work experience (i.e., 500 hours)

Required knowledge is the same for both paths.
PTCE Content Outline

Medications (40%)

Federal Requirements (13%)

Patient Safety & Quality Assurance (26%)

Order Entry & Processing (21%)

Full Content Outline available at https://www.ptcb.org/credentials/certified-pharmacy-technician
Recertification

YOUR STREAMLINED RENEWAL PROCESS
A Better and Easier Way To Renew Your Credential

1. EARN
   CE hours during your renewal cycle.
   - VERIFY that your NABP e-Profile ID appears in your PTCB Account. If not, enter your NABP e-Profile ID or create an NABP e-Profile at NABP.pharmacy.
   - CHECK that you have met all CE requirements and they are recorded correctly in CPE Monitor.

2. APPLY
   by logging into your PTCB Account to begin your application.
   - ATTEST that you’ve completed PTCB’s renewal requirements and your CE activities are in CPE Monitor.
   - SUBMIT your application and payment. Once your payment is processed, your application will be approved, subject to review.

3. PTCB REVIEWS
   your application and attempts to verify your CE information in CPE Monitor for 60 days.
   - PTCB RETURNS your application if you do not meet CE requirements.
   - RESUBMIT your returned application if you believe you met CE requirements. You have 30 days to provide documentation and resubmit.
Assessment-based Certificate Programs & Advanced Credentials
Exam Development Process

1. Job Analysis
2. Exam Blueprint
3. Develop Items
4. Assemble Forms
   - Set Standard
   - Equate Forms
   - Publish & Administer
   - QA & Issue Results
Assessment-Based Certificate Programs

- Medication History
- Technician Product Verification (Tech-Check-Tech)
- Billing and Reimbursement
- Hazardous Drug Management
- Controlled Substance Diversion Prevention

Eligibility Criteria: Be an active PTCB CPhT and complete a PTCB-recognized education/training program. Some programs will also include an alternative eligibility pathway.
Advanced Certified Pharmacy Technician

Be an active PTCB CPhT

Successfully complete at least 4 certificate programs*

Have at least 3 years of work experience in the last 8 years

* One must be either TPV or Medication History

Individuals who earn the CPhT-Adv credential will be required to earn additional CE hours to maintain their certification.
<table>
<thead>
<tr>
<th>Potential Assessment-Based Certificate Programs of the Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Business Systems Analyst</td>
</tr>
<tr>
<td>✓ Clinical Pharmacy Services</td>
</tr>
<tr>
<td>✓ Community Health</td>
</tr>
<tr>
<td>✓ Immunization</td>
</tr>
<tr>
<td>✓ Informatics</td>
</tr>
<tr>
<td>✓ Medication Assistance</td>
</tr>
<tr>
<td>✓ Medication Services Technician</td>
</tr>
<tr>
<td>✓ Nuclear Pharmacy</td>
</tr>
</tbody>
</table>
National Regulatory Landscape
State Regulatory Statistics

- **45** states + DC require registration or licensure
- **22** states require certification
  - **9** states require recertification
- **26** states have a minimum age requirement
- **30** states with technician: pharmacist ratio
- **12** states with technician representation on Boards of Pharmacy
- **18** states allowing technician product verification
- **4** states allowing technician immunization administration
Self-Assessment
Beginning in January 2020, PTCB updated its eligibility requirements for national pharmacy technician certification. For the Work Experience pathway, a minimum of ___ hours are required.

A. 300 hours
B. 400 hours
C. 500 hours
D. 600 hours
E. None of the above
Self-Assessment #2

According to the results of the 2019 PTCB Workforce Survey, in which pharmacy setting do most respondents practice?

A. Health-system/hospital
B. Specialty
C. Community-chain
D. Community-independent
E. Compounding
Self-Assessment #3

Which of the following is required of an individual seeking to obtain the CPhT-Adv credential?

A. Have a minimum of 5 years of work experience
B. Be an active PTCB CPhT
C. Earn 10 hours of CE annually
D. Successfully complete at least 5 assessment-based certificate programs
E. None of the above
Self-Assessment #4

Which four states currently allow pharmacy technicians to provide immunizations to patients after meeting requirements established by the Board of Pharmacy.

A. Idaho, Rhode Island, Washington, and Utah
B. Arizona, Idaho, and Utah
C. Idaho, Michigan, and Rhode Island
D. California, Idaho, and Utah
E. Idaho, New Hampshire, and Rhode Island
Questions

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