



Western Health

Role Development for Hospital Pharmacy Technicians

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Background

- Expansion of the role of clinical pharmacists
- High inpatient turnover
- Shortage of hospital pharmacists

Hospital Pharmacy Technicians

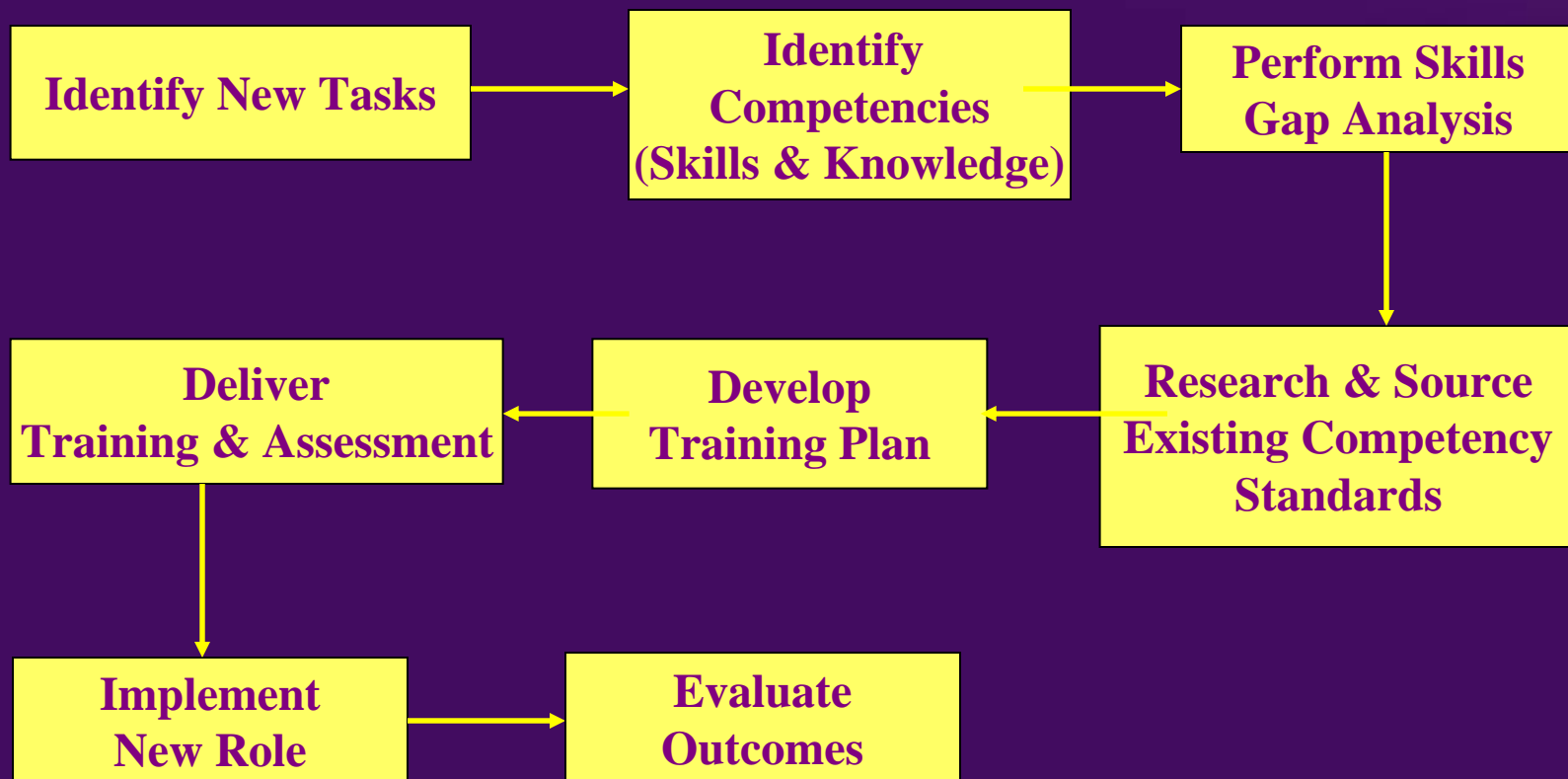
- Valuable resource in hospital pharmacy
- Support role in:
 - Dispensing
 - Imprest distribution & maintenance
 - Aseptic manufacturing
 - Cytotoxic preparation

Role Objectives

- To extend the role of current technicians
- To improve career options
- To free up pharmacists to attend to clinical activities
- To develop appropriate training for the role
- To formalise the role



BSBC Project Overview





Technician Activities



Training Needs Analysis

New Tasks	Skills & Knowledge	Competency Gaps
Restock drug trolleys or bedside medication drawers	Comprehending medication chart orders Accurate order transcriptions Calculation skills Dispensing skills Knowledge of medicines supply system	Comprehending medication chart orders Accurate order transcriptions Knowledge of medicines supply system
Retrieve and provide pathology results	Basic principles of laboratory tests & TDM Basic analysis of laboratory results Accessing and reporting laboratory results	Basic principles of laboratory tests & TDM Basic analysis of laboratory results Accessing and reporting laboratory results
Patient education	Communication skills Knowledge of CMI Use of medication devices	Extending communication skills Knowledge of CMI Use of medication devices



Competency Standards

- Units developed according to Australian Qualification Framework using existing competency standards.
- Preferred option to develop occupational specific standards to address ward pharmacy technician requirements.

Training & Assessment Plan

Training Requirements	Delivery Methods	Assessment Methods
<p>Comprehending medication chart orders</p> <p>Accurate order transcriptions</p> <p>Knowledge of medicines supply system</p>	<p>Demonstration</p>	<p>Observation</p>
<p>Basic principles of laboratory tests & TDM</p> <p>Basic analysis of laboratory results</p> <p>Accessing and reporting laboratory results</p>	<p>Discussion</p> <p>Case scenario</p> <p>Demonstration</p>	<p>Case studies</p> <p>Observation</p> <p>Workplace Portfolio</p>
<p>Extending communication skills to develop good information provision to clients</p> <p>Knowledge of CMI</p> <p>Use of medication devices</p>	<p>Discussion</p> <p>Role Play</p> <p>Demonstration</p>	<p>Role Play</p> <p>Observation</p> <p>Reflective Journal</p>

Assessment

- **Competency based training & assessment requires gathering of evidence to ensure a person's performance aligns with the required competency standard.**



Assessment - Observation

Observation Checklist		
Candidate name:		
Assessor name:		
Unit of competency:		
Workplace:		
Date of assessment:		
Task/procedure:	Perform Drug Trolley or Bedside Drawer Check	
Did the candidate perform the following skills:	Yes	No
<ul style="list-style-type: none">All medication drawers are checked (drawers that are not checked due to valid reasons are indicated clearly and are followed up with appropriate action)Accurately determine medications to be topped upCorrectly determine the quantity requiredRemove all medications no longer required from drawersCollate all necessary information for pharmacist to clinically check the requisition orderPrioritise dispensingCorrectly distribute dispensed medications into drawers		
The candidate's performance was:	Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>
Feedback to candidate:		
Candidate signature:		Date:
Assessor signature:		Date:
Students are to be assessed competent on five (5) consecutive occasions prior to performing this task independently.		
Western Health RTO Assessment Tools/Observation Checklist V2 14112005		

Observation Checklist		
Candidate name:		
Assessor name:		
Unit of competency:	PNB000024 Collect and present workplace data and information	
Workplace:		
Date of assessment:		
Task/procedure:	Collect, analyse and report pathology results	
Did the candidate perform the following skills:	Yes	No
<ul style="list-style-type: none">Identify the information requestedCollect requested pathology results from CISPathology results are checked for accuracyAccurately identify abnormal pathology resultsResults are recorded and stored according to department proceduresResults are accurately reported to PharmacistResults are reported in a timely manner		
The candidate's performance was:	Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>
Feedback to candidate:		
Candidate signature:		Date:
Assessor signature:		Date:
Students are to be assessed competent on five (5) consecutive occasions prior to performing this task independently.		
Western Health RTO Assessment Tools/Observation Checklist V2 14112005		



Assessment - Portfolio

Portfolio Index

Evidence supplied	Index No.	Pathology Results	Record Form	Summation
		(Tick when collected)		
• 5 x LFT results	2.			
• 5 x drug level results	3.			
• 5 x haematology results	4.			



Assessment - Portfolio

Portfolio Assessment Form

Name _____

Unit(s) title Collect and present workplace data and information

Unit code PMBCOMM02A

The learner will be assessed against the following criteria.

Was there enough evidence provided on:		Comments
Accuracy of retrieval of requested information	<input type="checkbox"/> yes <input type="checkbox"/> no	
Correct analysis of information	<input type="checkbox"/> yes <input type="checkbox"/> no	
Feedback to appropriate personnel is timely	<input type="checkbox"/> yes <input type="checkbox"/> no	
Correct action is taken based on analysis of information	<input type="checkbox"/> yes <input type="checkbox"/> no	
Is the information supplied in a logical and organised manner?	<input type="checkbox"/> yes <input type="checkbox"/> no	
Is the information supplied authentic?	<input type="checkbox"/> yes <input type="checkbox"/> no	

Assessor Name: _____

Date of Assessment: _____

Assessor signature: _____

Implementation

Implementation on 3 wards

- Position description
- List of daily duties with suggested times
- Standard operating procedures
- Information sessions for staff involved

Implementation

Technician role required
pharmacists to:

- Adjust their work routine
- Delegate task to technician
- Supervise the technician



Evaluation

- 5 weeks post-implementation
- Compared number of pharmacist clinical activities pre and post
- Greatest impact observed where pharmacist provided services to 2 wards



Results

	Pre N = 275	Post N = 245
% patients interviewed by end of next working day	45%	55%
No. of assessments per 100 patient bed days	149	206
No. of clinical reviews per 100 patient bed days	35	68
% of patients counseled	36%	36%
No. occasions of provision of drug information	81	165



Project Limitations

Short timeframe for:

- Developing the competency standards
- Training and assessment of the technicians
- Evaluation



Project Outcomes

- **Basis for suggested changes to the Health Training Package**
- **More competent technician workforce**
- **Enhanced knowledge of workplace training and assessment**

Conclusion

- Role implemented to support 2 clinical pharmacists
- Continual evaluation by audits
- Potential for expansion