



The Advanced Pharmacy Technician

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Disclosures

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>

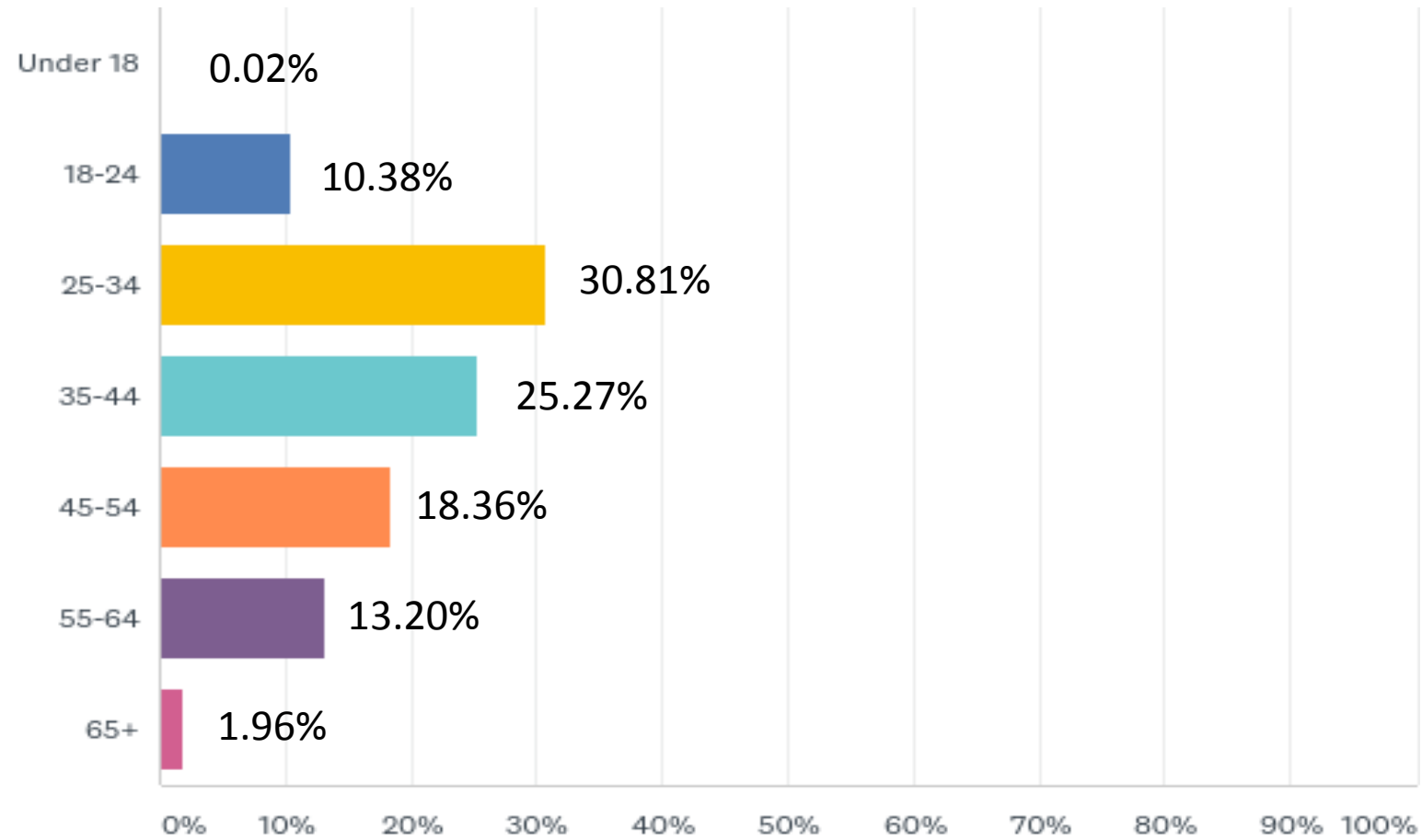


PTCB Workforce Survey

- ✓ **Demographics**
- ✓ Education/training and exam preparation
- ✓ Certification
- ✓ **Career outlook and satisfaction**

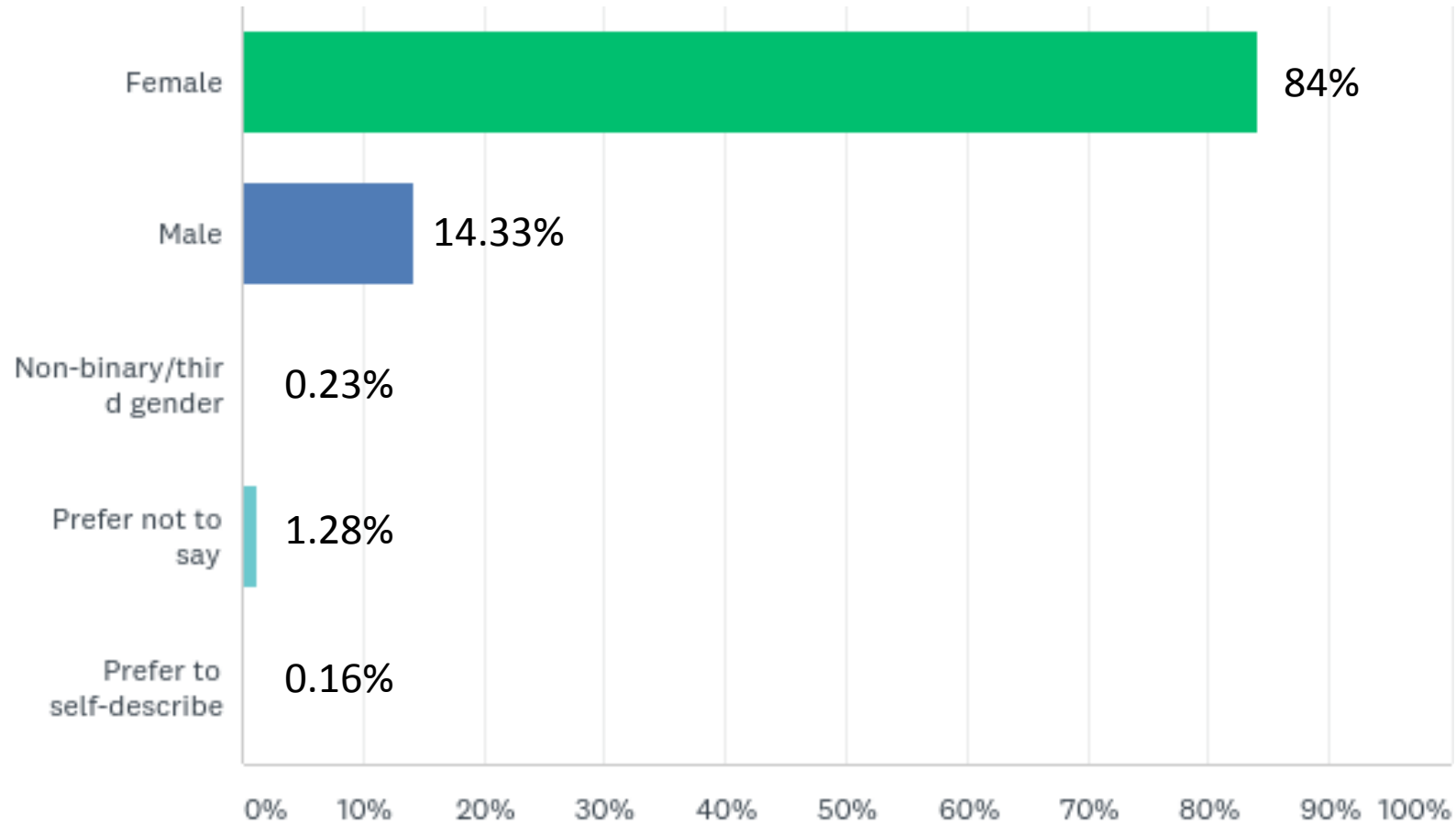
Age

n=15,738



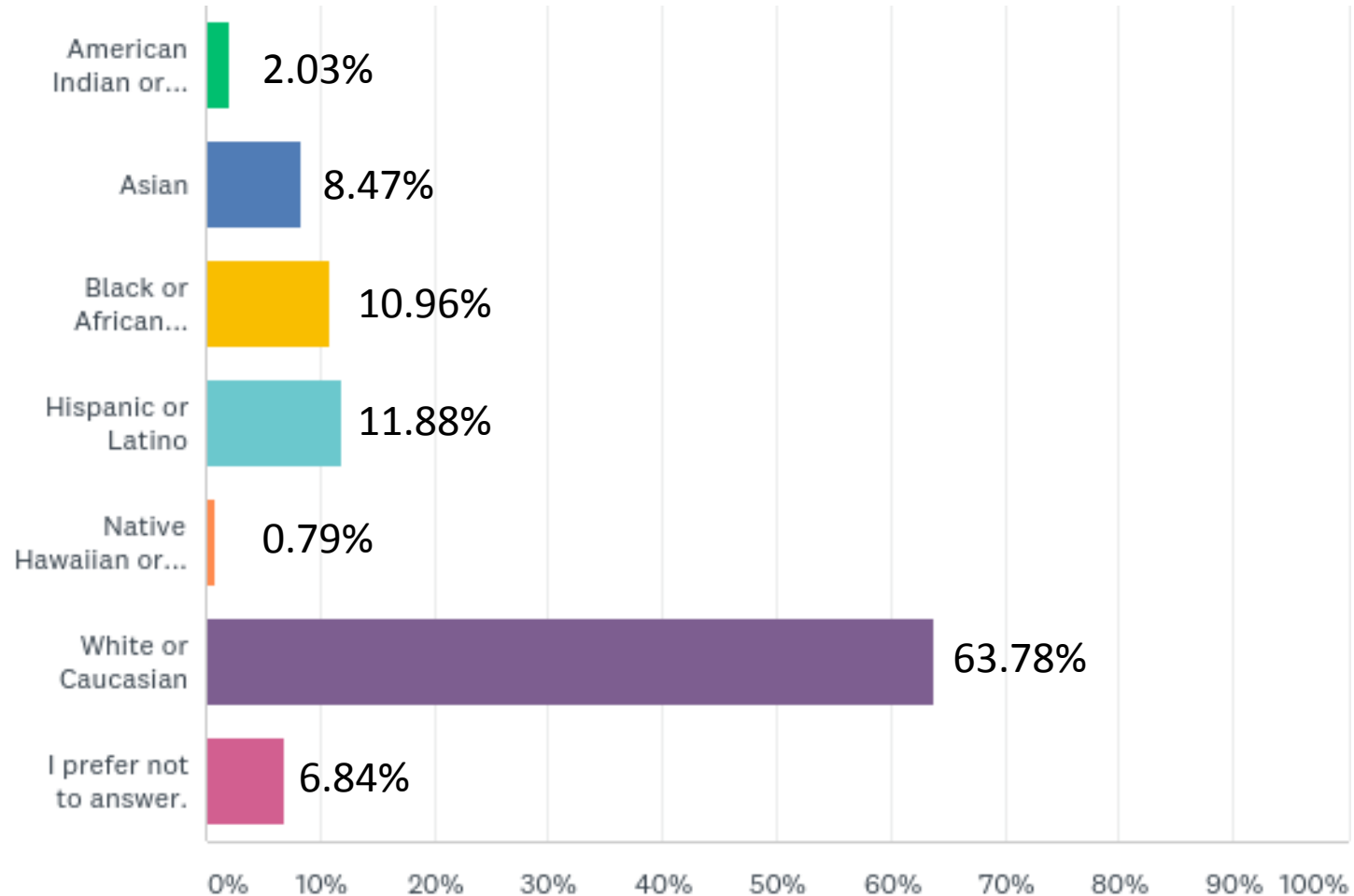
Gender

n=15,738



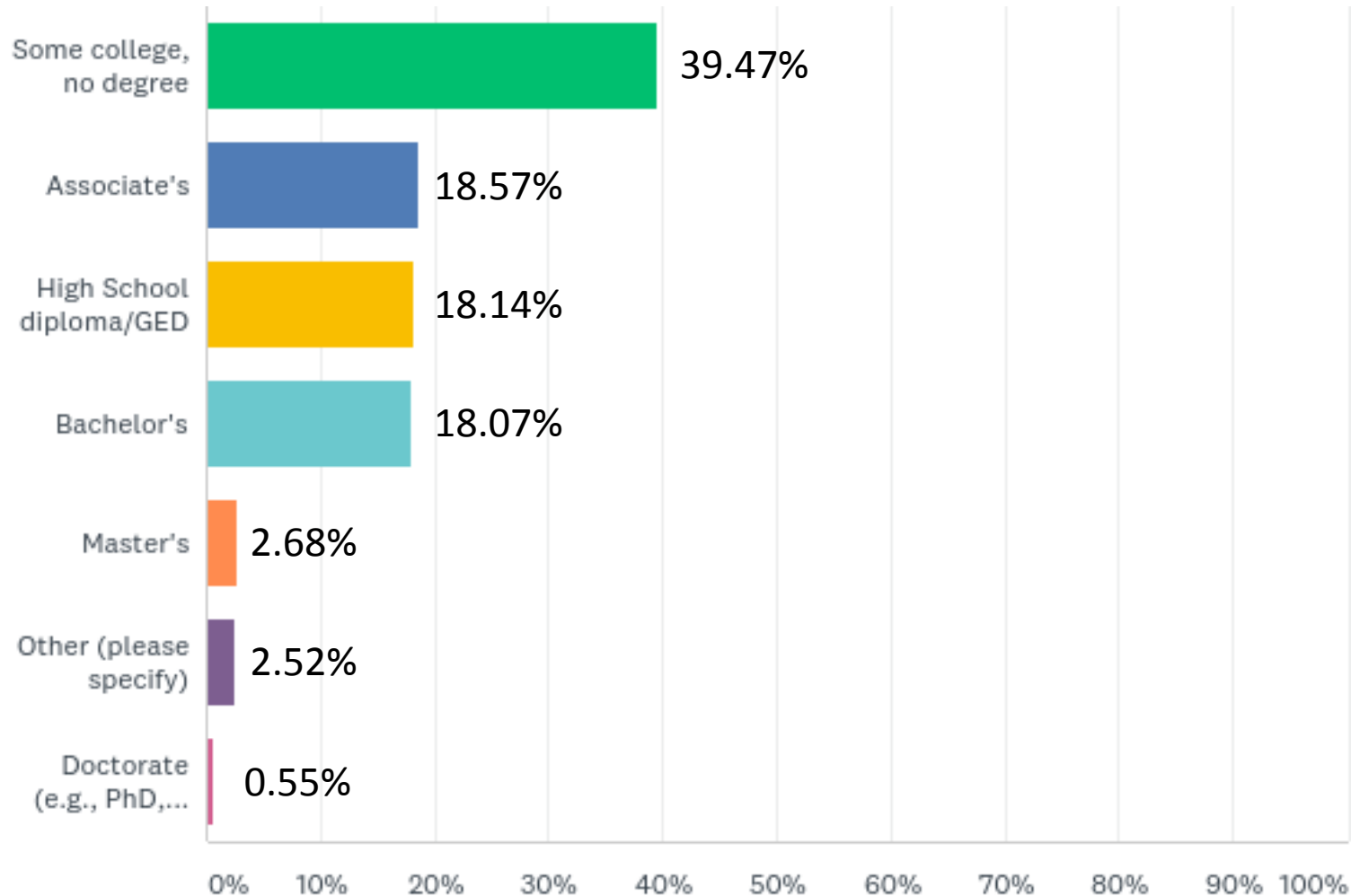
Race/Ethnicity

n=15,738 (Select all that apply)



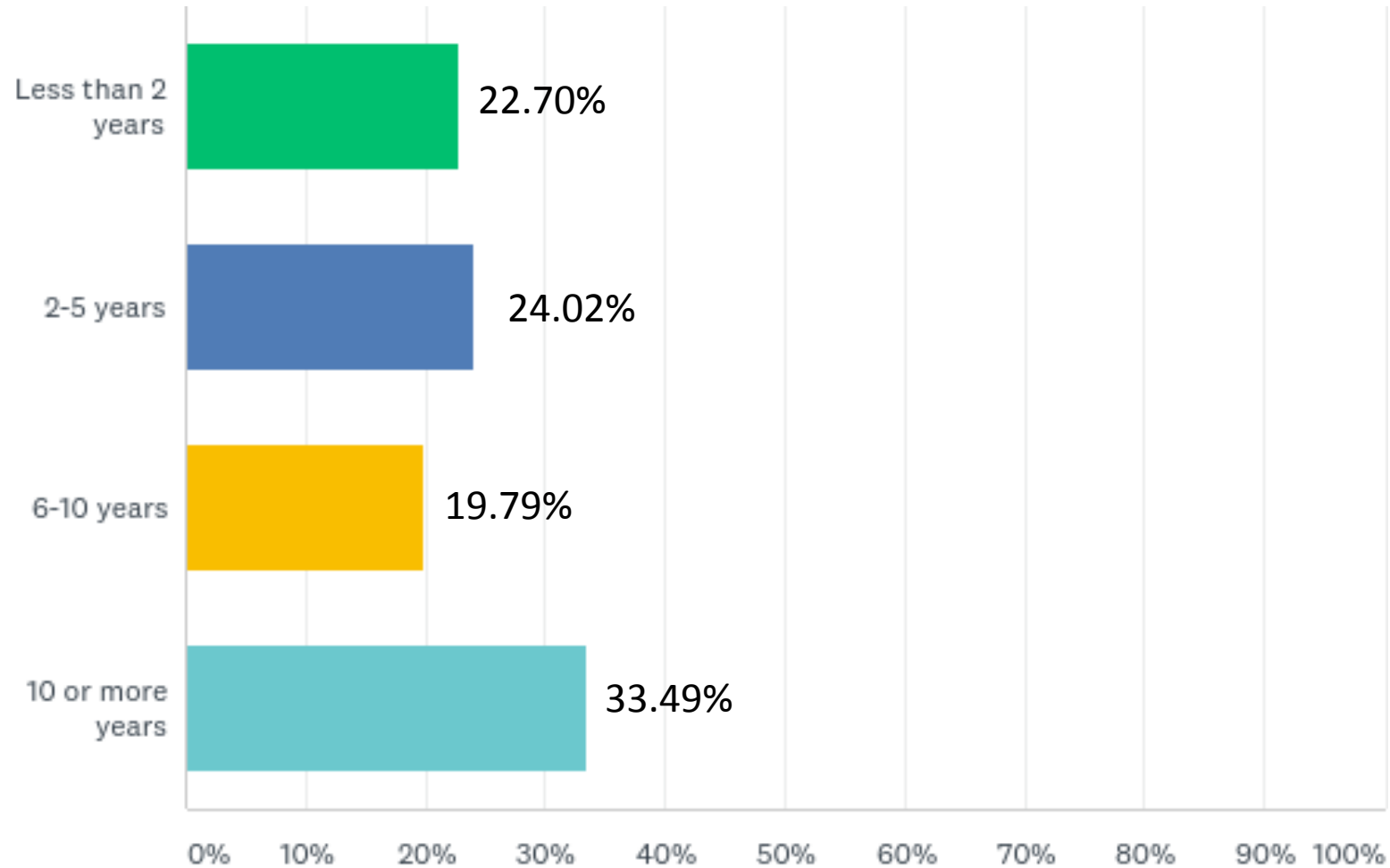
Highest Level of Education

n=16,636



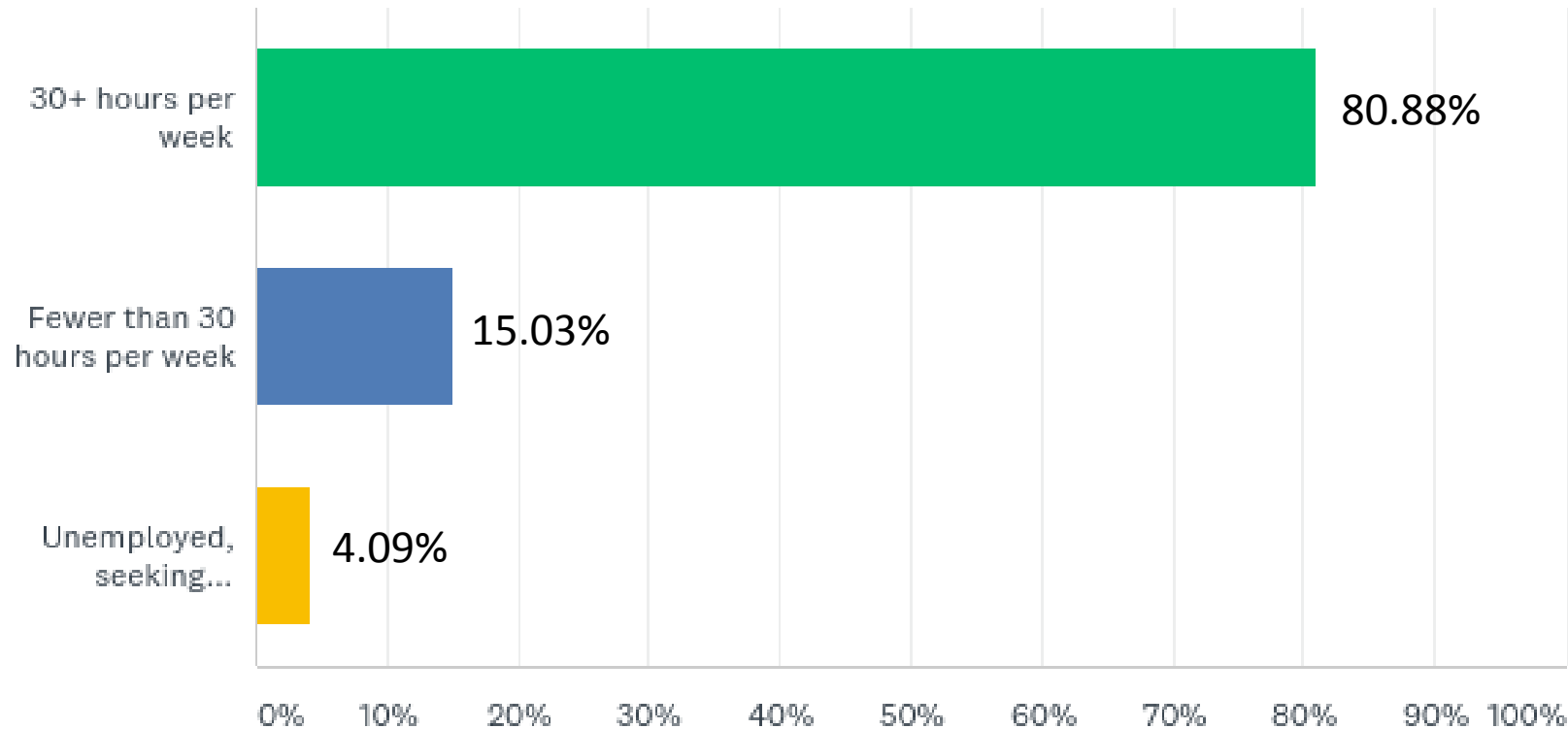
Number of Years Certified

n=16,800



Employment Status

n=16,435



55% indicated that they supervise other pharmacy technicians

Primary Practice Setting

n=16,339

ANSWER CHOICES	RESPONSES	
Community - chain (4 or more stores)	41.57%	6,792
Hospital - community	13.44%	2,196
Community - independent	10.49%	1,714
Hospital - university or university-affiliated	4.50%	736
Long-term care	3.80%	621
Other (please specify)	3.73%	609
Specialty	2.97%	486
Hospital - other	2.88%	471
Hospital - critical access	2.35%	384
Community - health centers	2.18%	357

ANSWER CHOICES	RESPONSES	
Mail service facility	1.99%	325
Compounding	1.90%	310
Managed care/PBM	1.82%	298
Government - federal	1.81%	295
Home infusion	1.05%	171
Pharmaceutical industry	1.00%	163
Government - state or local	0.82%	134
Government - military	0.69%	113
Managed care/Other (non-PBM)	0.56%	92
Educational/Vocational training	0.44%	72



Annual Income

n=16,435

ANSWER CHOICES	RESPONSES	
Volunteer work only	0.61%	101
Less than \$10,000	3.81%	626
\$10,001 - \$14,999	4.90%	806
\$15,000 - \$19,999	5.62%	923
\$20,000 - \$24,999	12.36%	2,031
\$25,000 - \$29,999	14.12%	2,321
\$30,000 - \$34,999	20.40%	3,353
\$35,000 - \$39,999	15.05%	2,474
\$40,000 - \$44,999	9.95%	1,635
\$45,000 - \$49,999	5.75%	945
\$50,000 or more	7.42%	1,220
TOTAL		16,435

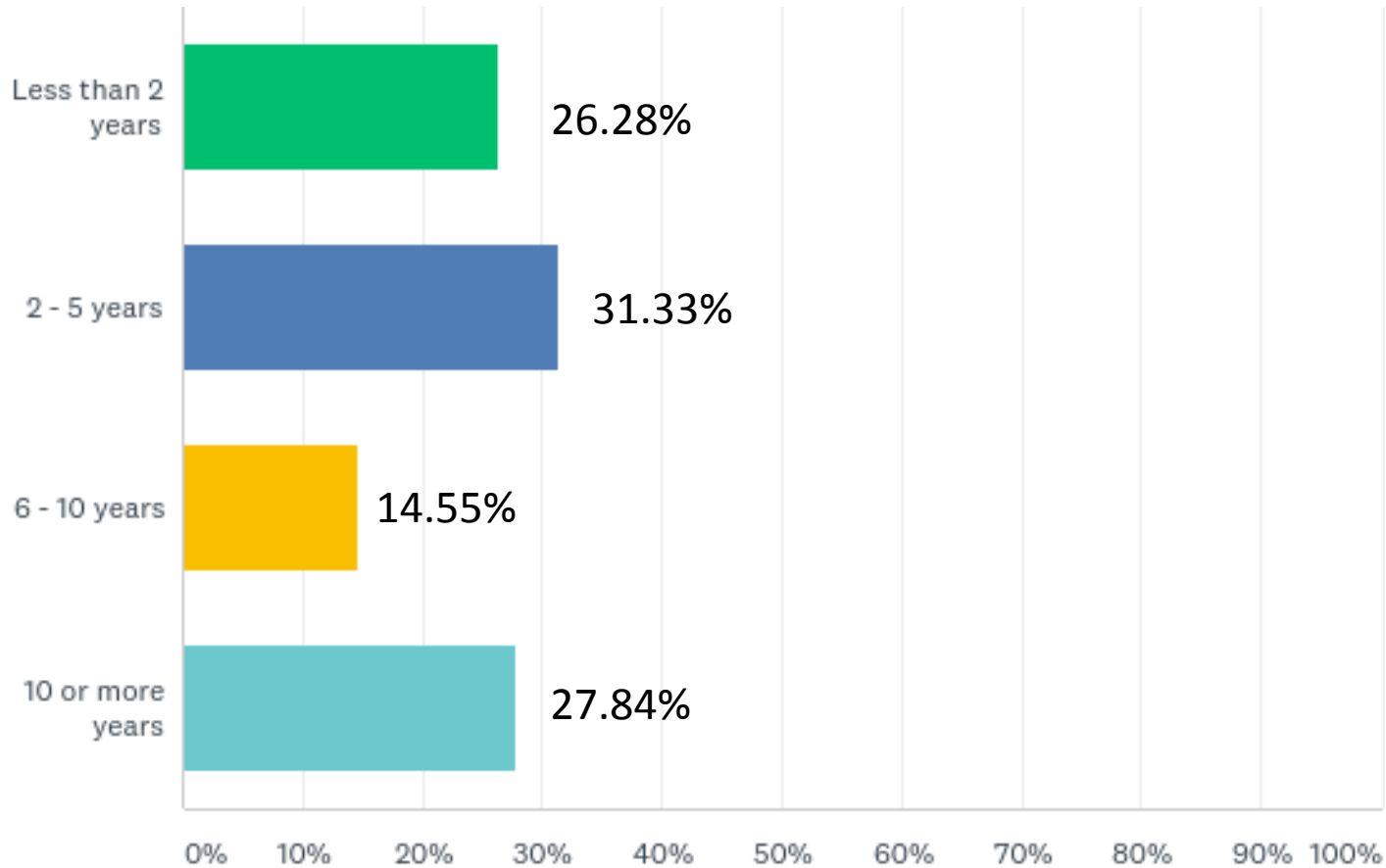
Quick Facts: Pharmacy Technicians	
2018 Median Pay ?	\$32,700 per year \$15.72 per hour
Typical Entry-Level Education ?	High school diploma or equivalent
Work Experience in a Related Occupation ?	None
On-the-job Training ?	Moderate-term on-the-job training
Number of Jobs, 2018 ?	420,400
Job Outlook,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

<https://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm>



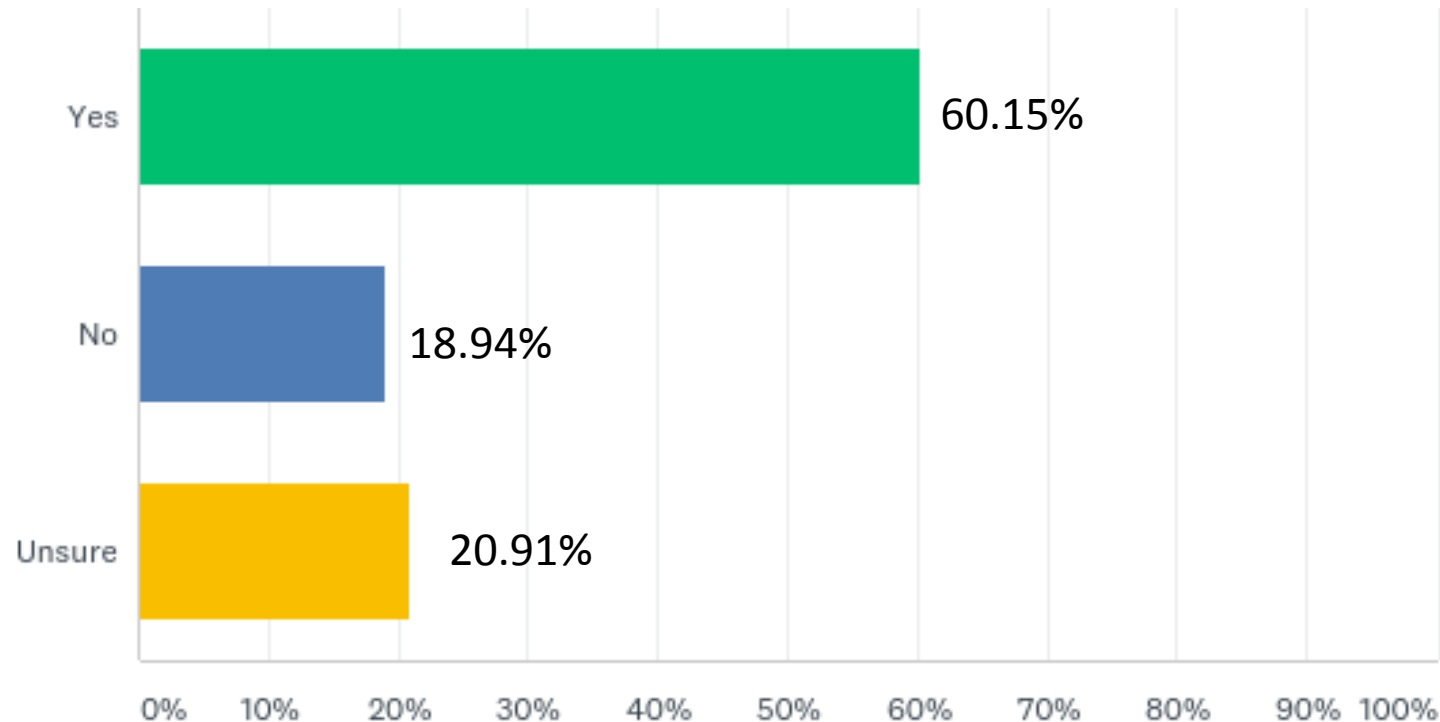
How long have you been employed by your current employer?

n=15,805



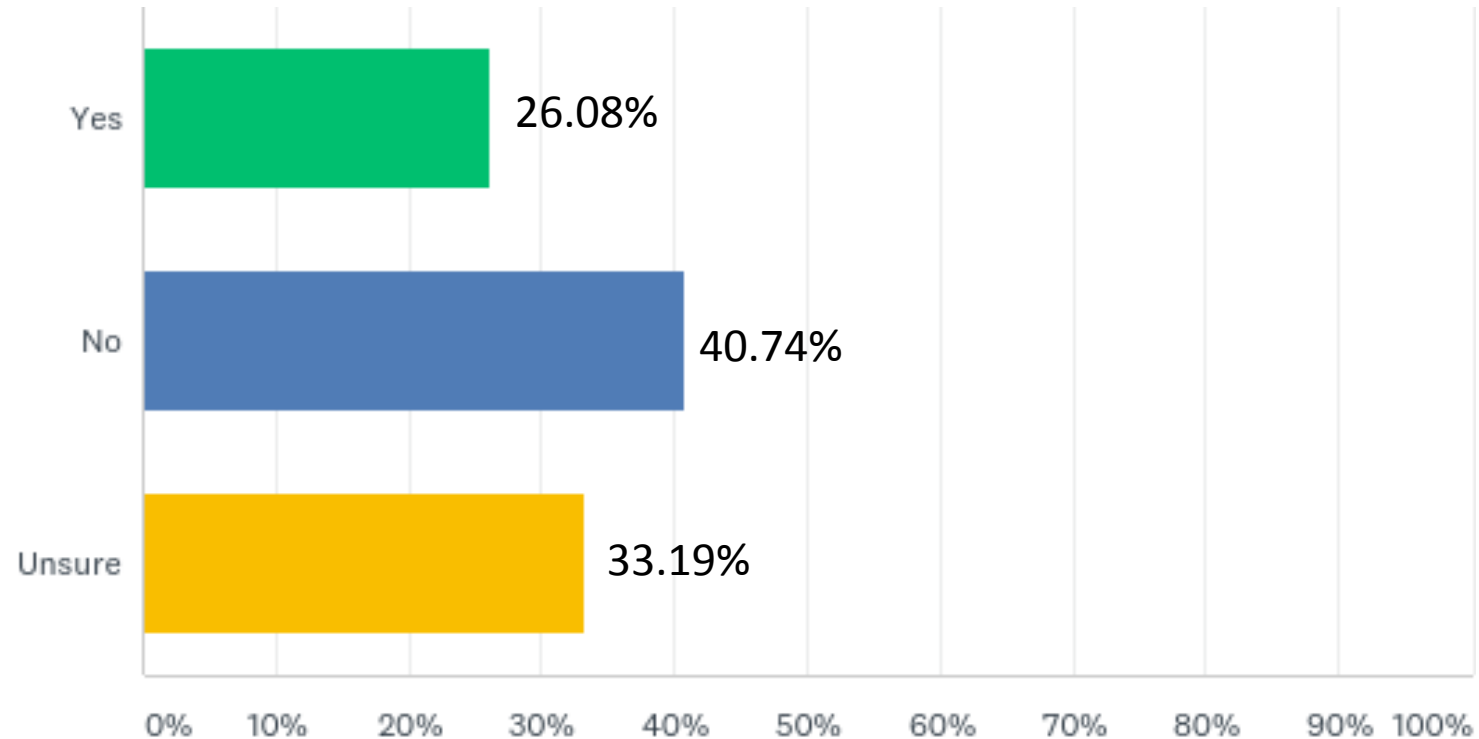
Do you consider working as a pharmacy technician to be your long-term career?

n=16,397



Are you planning to pursue a different career in the future?

n=16,435



When will you pursue this new career?

n=4,273

ANSWER CHOICES	RESPONSES	
I'm currently pursuing this career	40.09%	1,713
In 1 - 2 years	26.96%	1,152
In 3 - 5 years	13.08%	559
Unsure of timing	19.87%	849
TOTAL		4,273

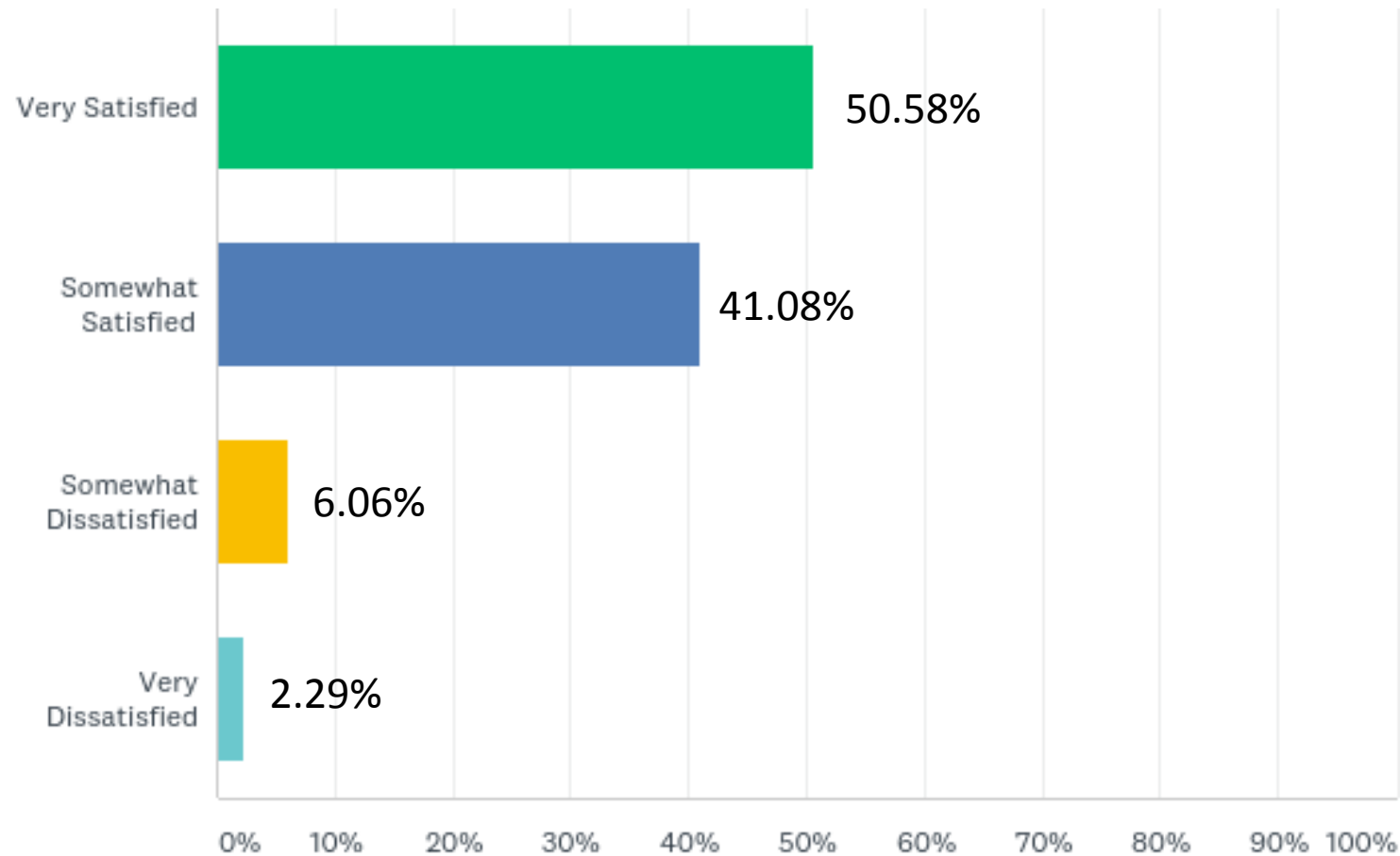
Why did you become a pharmacy technician? (Check all that apply.)

ANSWER CHOICES	RESPONSES	
Wanted to work in the healthcare field	54.19%	8,565
Had a desire to help people	40.78%	6,446
Happened to find a job in a pharmacy	25.76%	4,072
Sought a fulfilling career	25.45%	4,023
Sought a good salary	25.33%	4,003
Wanted an opportunity to serve the public	23.64%	3,736
Promoted from another role within my workplace	23.25%	3,674
Recommended by a friend, colleague, or family member	21.82%	3,449
Recruited or encouraged by a pharmacist	16.63%	2,628
Wanted a job with medical benefits	16.12%	2,548
Wanted work schedule/flexibility	11.54%	1,824
Total Respondents: 15,805		



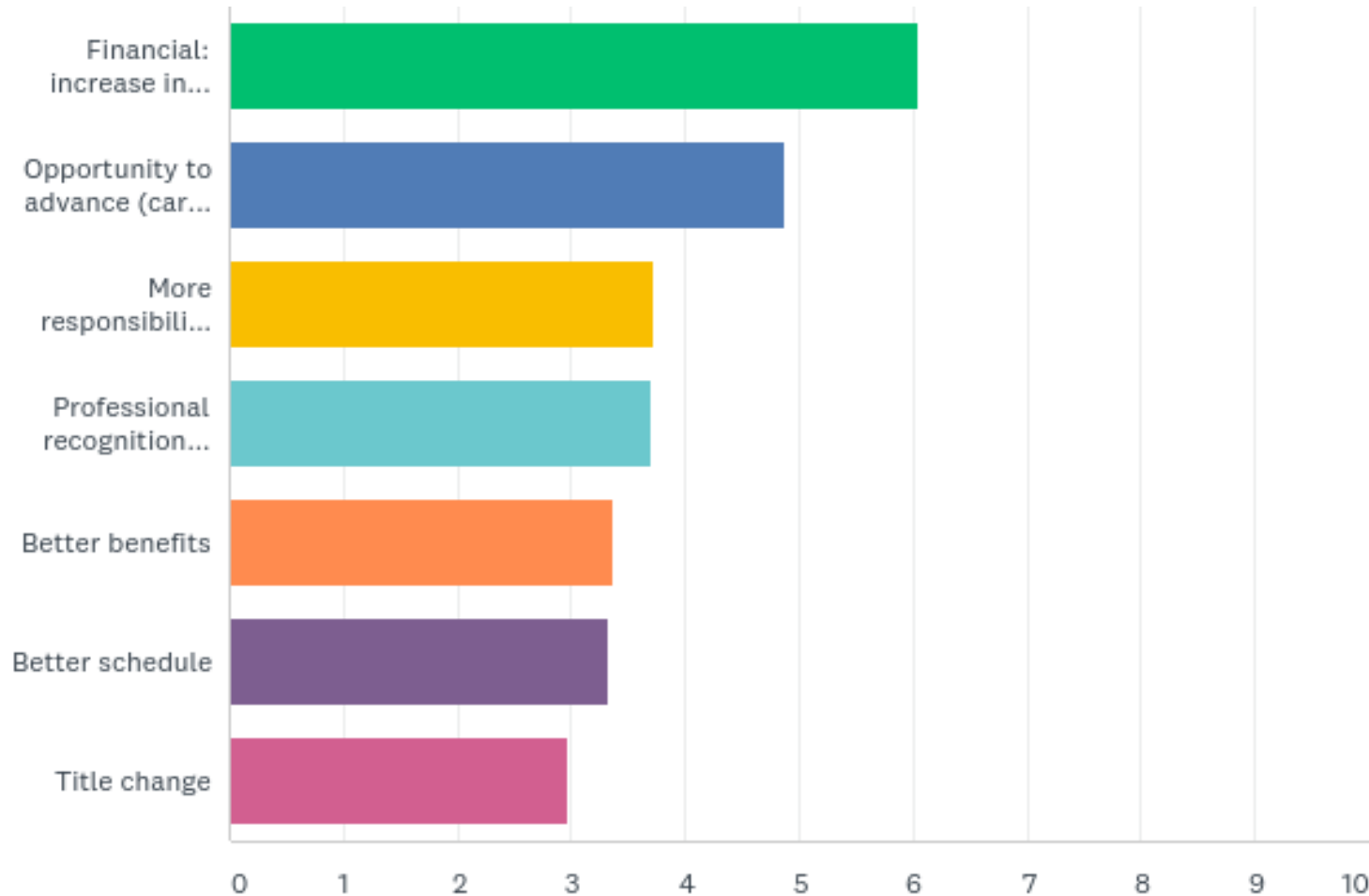
How satisfied are you working as a pharmacy technician?

n=15,805

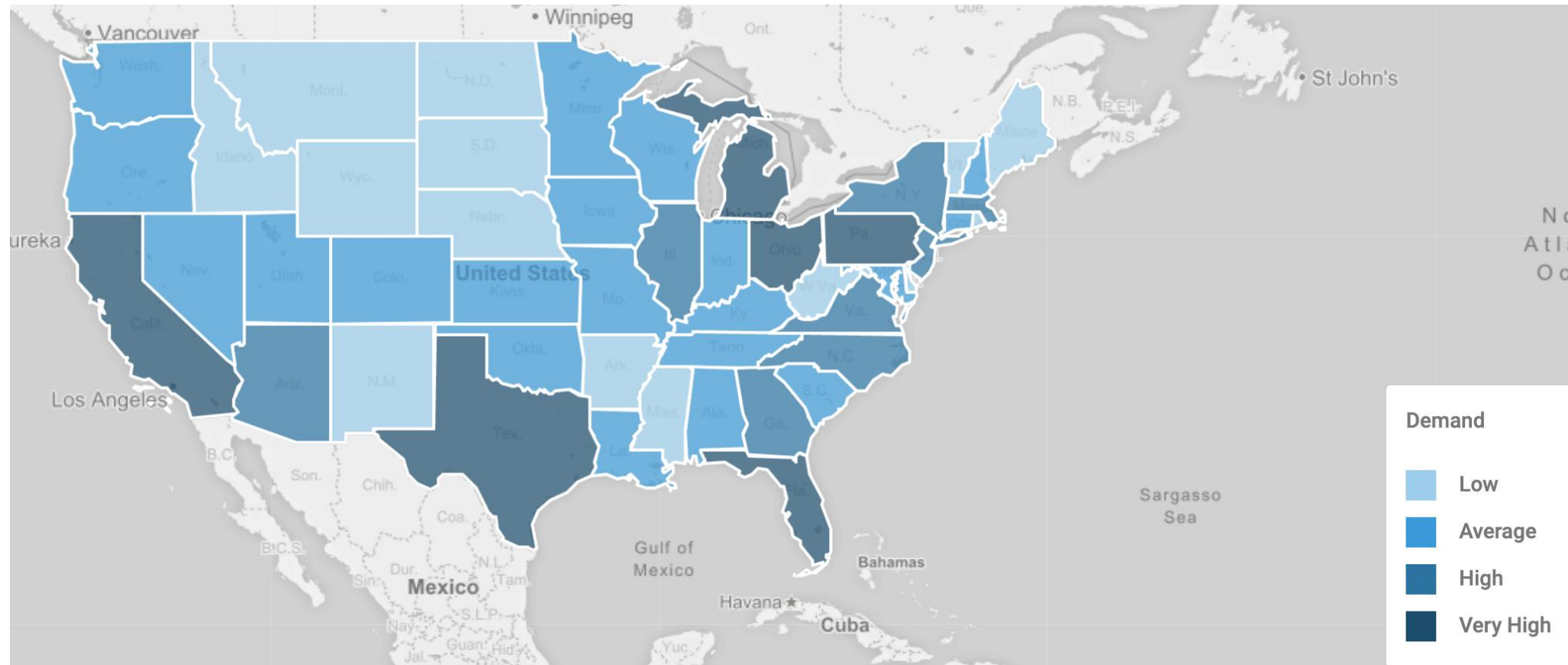


What would increase your level of job satisfaction in your current pharmacy technician role? (Rank)

n=15,805



National Job Market Demand



Top Requested Skills

✓ Baseline

- ✓ Communication skills
- ✓ Typing
- ✓ Problem solving
- ✓ Teamwork/collaboration
- ✓ Physical abilities
- ✓ Written communication
- ✓ Computer literacy

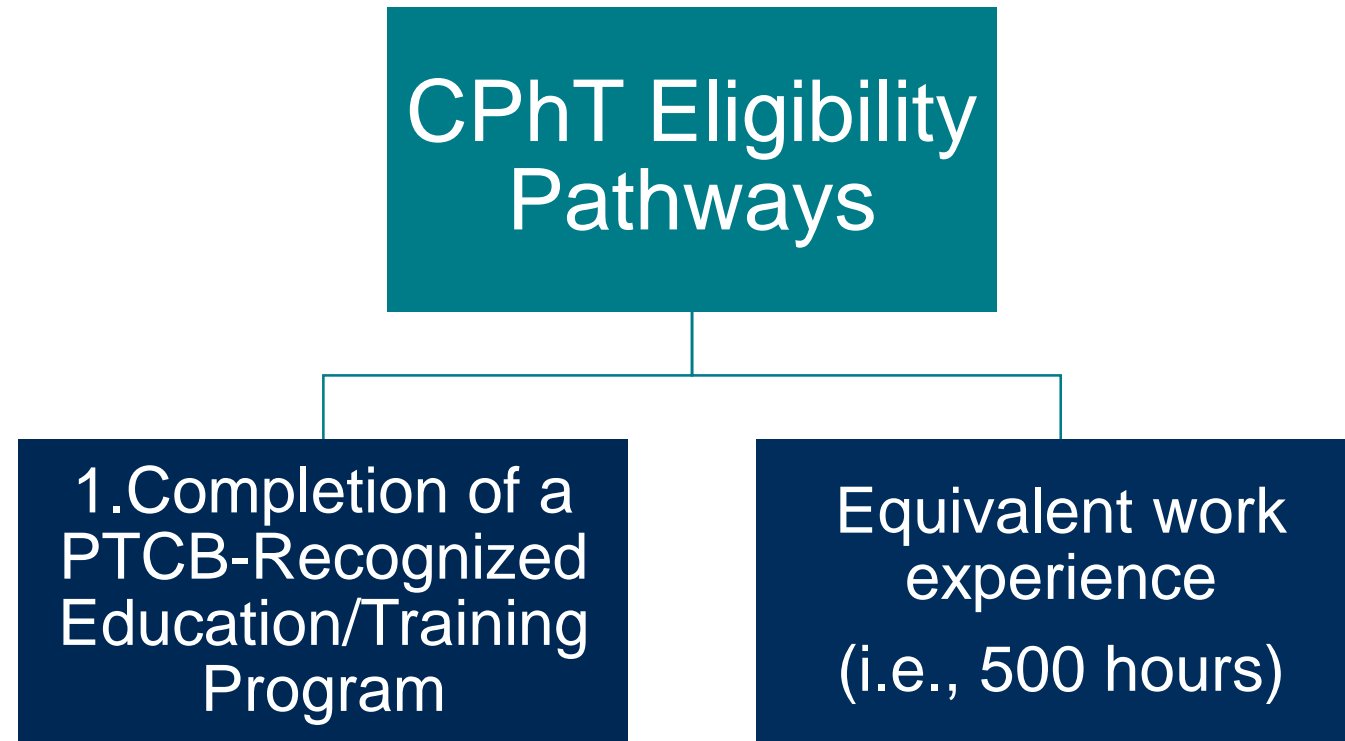
✓ Specialized

- ✓ Customer service
- ✓ Retail industry knowledge
- ✓ Pharmacist assistance
- ✓ Prescription filling
- ✓ Customer contact
- ✓ Legal compliance
- ✓ Transcription

CPhT Program Updates



Education/Training Requirement



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

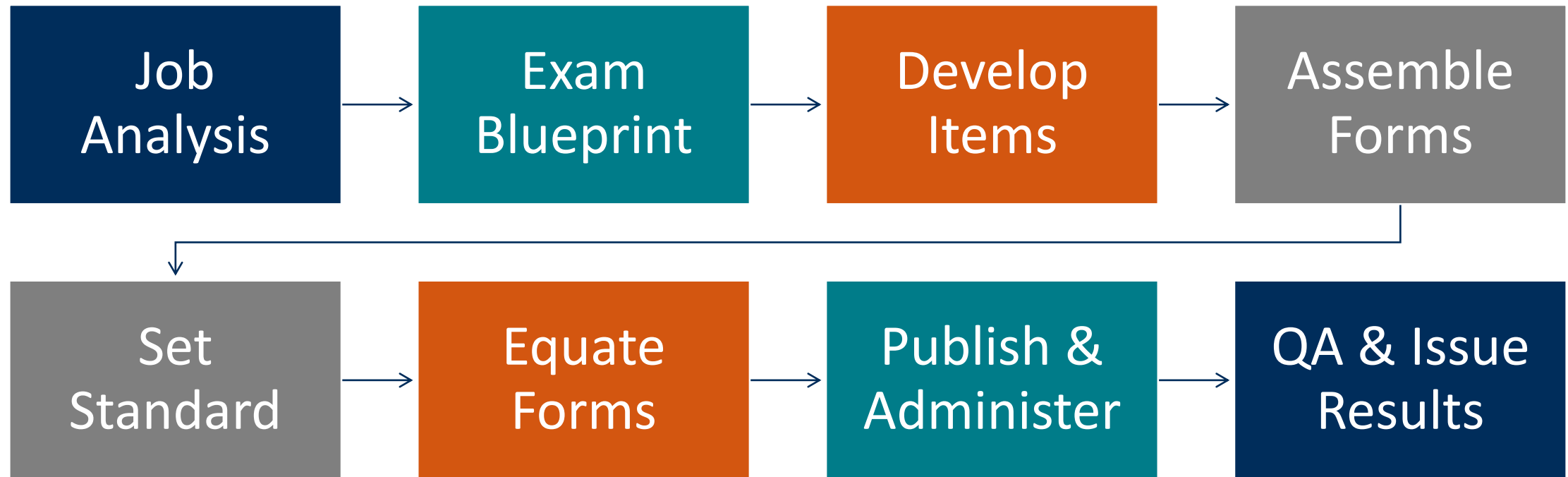
A Better and Easier Way To Renew Your Credential



Assessment-based Certificate Programs & Advanced Credentials



Exam Development Process



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.

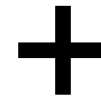


Advanced Certified Pharmacy Technician

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.



Potential Assessment-Based Certificate Programs of the Future

- ✓ Business Systems Analyst
- ✓ Clinical Pharmacy Services
- ✓ Community Health
- ✓ Immunization
- ✓ Informatics
- ✓ Medication Assistance
- ✓ Medication Services Technician
- ✓ Nuclear Pharmacy
- ✓ Nuclear Pharmacy
- ✓ Point-of-Care Testing
- ✓ Regulatory Compliance
- ✓ Specialty Pharmacy
- ✓ Supply Chain Management
- ✓ Telepharmacy
- ✓ Transitions of Care
- ✓ Veterinary Pharmacy

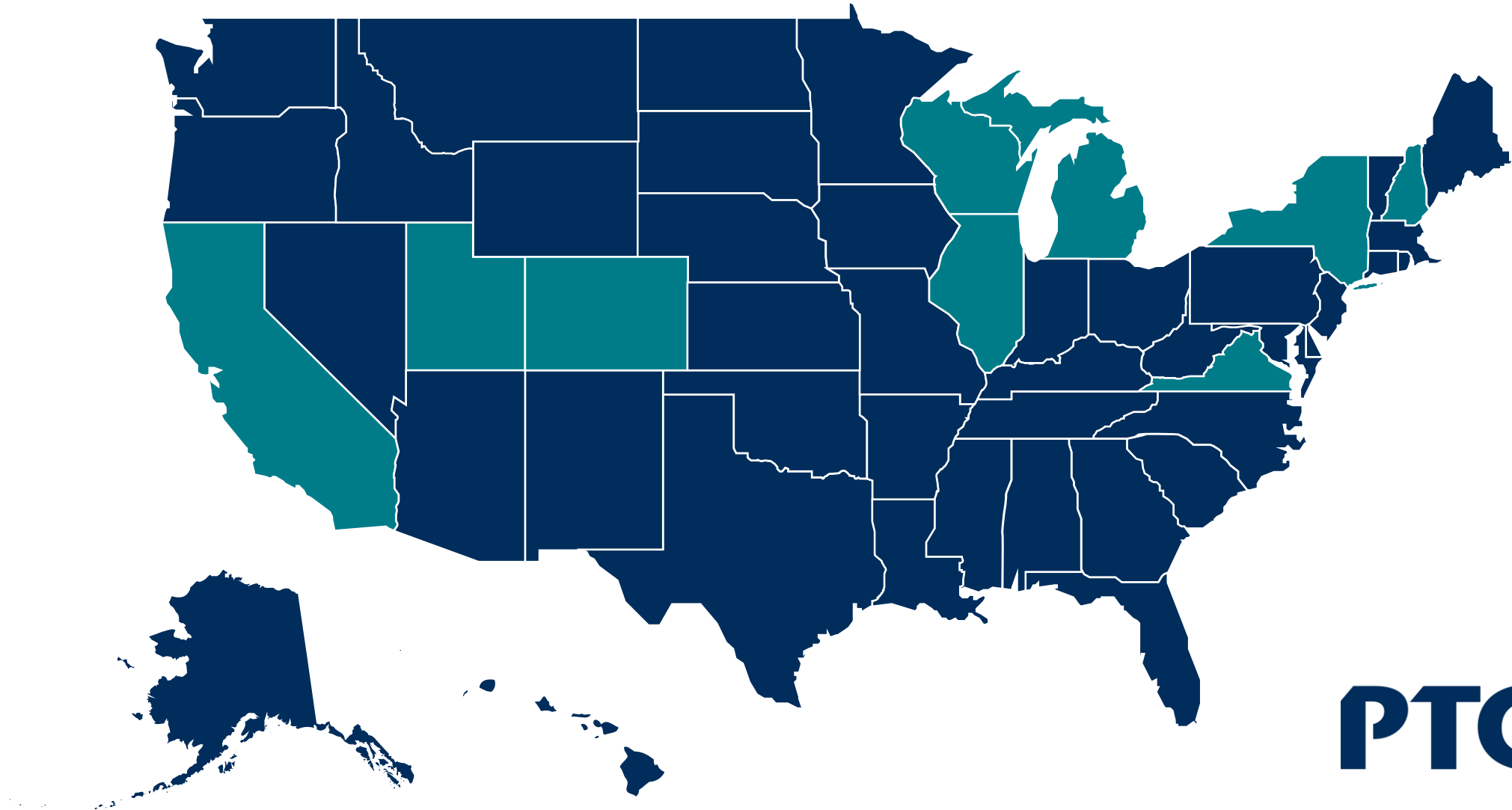
National Regulatory Landscape



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

Regulatory Update



Self-Assessment



Self-Assessment #1

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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