

# Pay Day

Presented by Judy Neville, CPhT, NE-CPhT, in-D, CSPT

# Objectives

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1. Discuss pharmacy technician-specific pay rate vs job satisfaction survey findings.
2. Identify key historical and current factors considered in the pharmacy technician pay scale.
3. Apply workplace tasks and expectations to a career lattice to be used for pay rate classification and pay increase.

**It's a million-dollar job  
with a minimum wage paycheck**

# PTCB's 2022 Survey

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## Job Satisfaction Survey

48.49% Very Satisfied

35.37% Somewhat Satisfied

What would increase job satisfaction?

**-MORE PAY-**

# NCPA 2021 Survey

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## Community Pharmacy Economic Health Survey

68% of independent community pharmacies having difficult time filling staff positions

88% say that pharmacy technicians are in short supply

3. Please tell us which positions are most difficult to fill. (CHECK ALL THAT APPLY)

Value		Percent	Responses
Pharmacist		19.1%	41
Pharmacy technician		88.4%	190
Clerk, front end staff		62.8%	135
Delivery driver		28.8%	62
Other - Write in		4.2%	9

# State of Ohio 2021 Survey

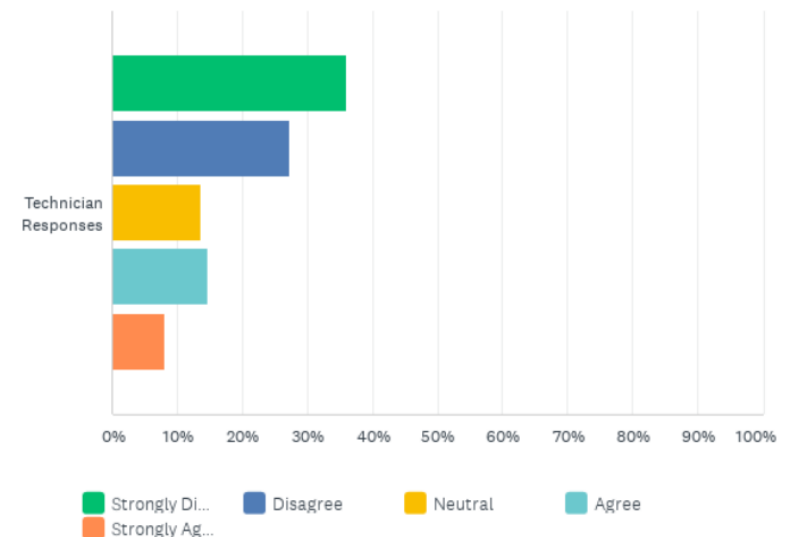
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## Pharmacy Technician Workload Survey

22% agree sufficient pharmacy technician staffing to promote safe practices

**Q4: I feel that my work environment has sufficient pharmacy technician staffing that allows for safe patient care.**

Answered: 2,560 Skipped: 0



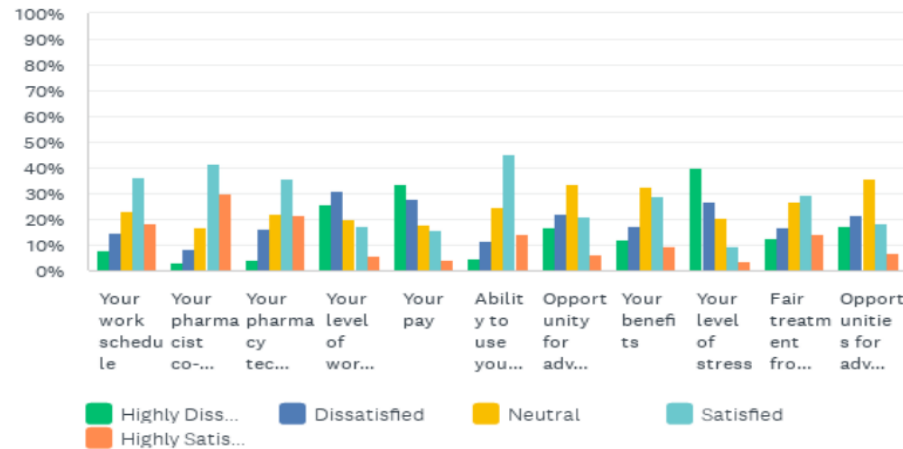
# State of Ohio 2021 Survey

## Pharmacy Technician Workload Survey

62% dissatisfied with pay

**Q13: Please rate your level of satisfaction with the following in your primary place of employment:**

Answered: 2,560 Skipped: 0



	HIGHLY DISSATISFIED	DISSATISFIED
Your work schedule	7.97% 204	14.73% 377
Your pharmacist co-workers	3.05% 78	8.44% 216
Your pharmacy technician co-workers	4.22% 108	16.37% 419
Your level of workload	25.82% 661	30.86% 790
Your pay	33.95% 869	28.09% 719
Ability to use your knowledge	4.65% 119	11.75% 300
Opportunity for advancement	16.99% 435	22.07% 565
Your benefits	11.91% 305	17.34% 444
Your level of stress	39.96% 1,023	26.95% 690
Fair treatment from management	12.50% 320	16.84% 431
Opportunities for advancement/development	17.19% 440	21.52% 551

State of Ohio Board of Pharmacy - 2021 Pharmacy Technician Workload Survey

# State of Ohio 2021 Survey

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Pharm techs have the ability to give vaccines, do point of care testing, and bill insurances. We are handling a lot of things that used to be pharmacist only tasks in order to free up RPH for more clinical and patient care focus. We deserve to get pay that reflects that. At the very least

W I'm completely disgusting and dissatisfied with all we've had to endure during this pandemic as it continues with all these shots. How someone can be so greedy and not think about how we

I'm ok with adding additional responsibilities but I doubt that we would be appropriately compensated for it. All the money they are making and we finally got a raise but still less then inflation. It's hard to want to stay in a job when you make less every year. They best way to get a raise is to leave.

# Key Historical Factors

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Family members helped dispense meds | no pay

Recognized as a profession in the 70's

Job far less demanding | why pay someone for a job I can do myself?

No education required | No certification required when pay scales were set & pay scales have not adjusted to the modern day regulated requirements

# Key Current Factors

Pharmacy technician pay stays static

**Did we paint ourselves into a corner?**



reddit



Madi\_Cakes

I started at a retail store for \$13/hr and used them to get certified. They train you on the job and then certify you. Costs you nothing. I got offered a job at a hospital making nearly \$17/hr and took it. It's not too hard, retail is super difficult where hospitals are way more leaned back and less stressful because you don't really deal with the public. Just coworkers/doctors/nurses. Also depends on the state. Where I am they start at \$13/hr for retail, where my boyfriend lives they start at \$12/hr for hospital. I can't afford to live on my own even with that, and it definitely isn't fair that we do a lot of the work and get paid a small percentage of what the pharmacists make. I could do it forever if I made more, but I'm probably switching paths to be an RN. those bad boys make \$30+/hr!



reddit



cheech575

Techs are very underpaid. That's why I finally left pharmacy altogether. It's not worth the stress and bullshit we have to deal with in pharmacy.

Especially with large chains. They treat us like children, always watching over us, making us do stupid computer training crap, adding more and more to our workload with zero raises, and that's just management. I could go on and on about the customers. It's just not worth what we're paid. The thing that made me finally leave is Walmart training us to do flu vaccines. If I'm not going to get paid extra to do them then hell no. I refused the training and was outta there within a month.

# Are we acting our wage?

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420,000 pharmacy technicians in the U.S.  
vital to the health care system, yet  
median pay is only \$16.87 per hour

*If I'm getting paid the same that the popcorn cashier gets paid, then should I perform at the same level as a popcorn cashier?*

*Why overextend myself?*

**#PizzalsNotWorking**

# Are we acting our wage?

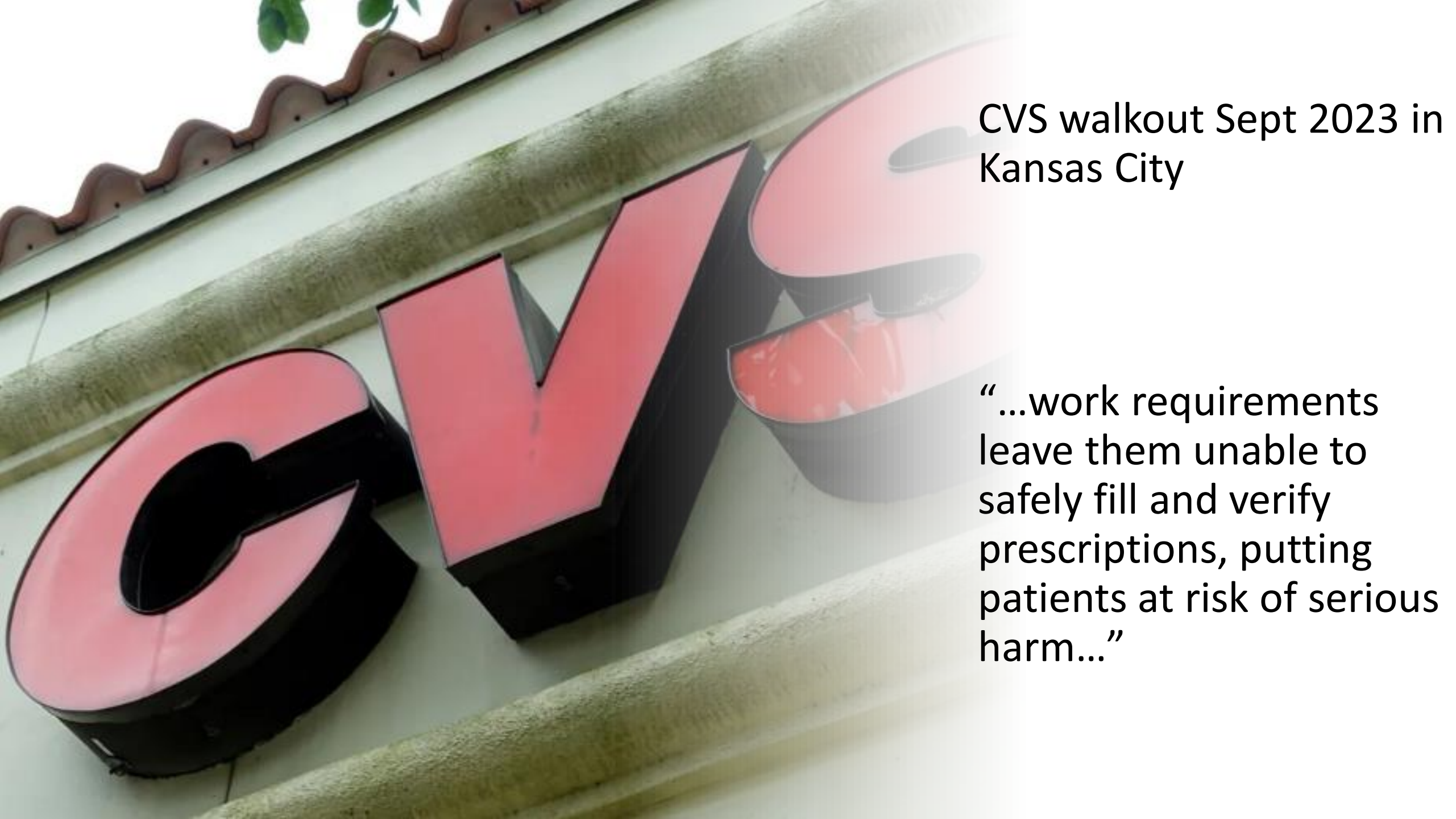
Acting our wage just isn't the answer  
Patient safety is at stake

## Setting Boundaries



# The largest health-care worker walkout in U.S. history





CVS walkout Sept 2023 in  
Kansas City

“...work requirements  
leave them unable to  
safely fill and verify  
prescriptions, putting  
patients at risk of serious  
harm...”

several hundred pharmacists and pharmacy technicians participated in the protest

“We want patients before profits”

Said a Walgreens representative.... *“We are making significant investments in pharmacist wages and hiring bonuses to attract/retain talent in harder to staff locations.”*



# Proper compensation for your work

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## ASHP Task Force Solutions Report 2023

seek to improve workplace conditions by addressing day-to-day challenges, removing obstacles to well-being, and advancing practice models for pharmacists and pharmacy technicians. 5 focus areas - none of which mention higher pay for technicians.

- establishing uniform educational & practice standards for pharmacy technicians,
- with the idea that assigning more complex duties to pharmacy technicians would make them feel more highly valued
- Segued into a discussion about giving pharmacy technicians even more responsibility and autonomy through an advanced-level pharmacy technician role.
- Leverage pharmacy technician responsibilities and technology efficiencies to enable pharmacists to focus on high-value
- Work with state payers and commercial health plans to establish pharmacist credentialing pathways that leverage pharmacists' impact on health care outcomes as well as a compensation model
- Leverage existing payment models and processes used for medical billing so that pharmacists are reimbursed for pharmacy services.

# The catalyst?

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## Problem

More than half of pharmacists polled by Kansas BOP (2022) said they didn't feel they could perform their jobs safely; the biggest reasons cited were a lack of appropriate staffing and employer-imposed quotas.

In CA, 91% of chain pharmacists surveyed by State BOP (2021) said they lacked the staff needed to ensure adequate patient care.

## Solution

Adjust pharmacy technician pay to retain talent and attract talent to meeting safe staffing needs.

# Proper compensation for your work

Median annual wage for pharmacy technician \$37,790...the highest 10% earned more than \$50,640

Compare to similar positions



## **Surgical Technician**

Median annual wage \$57,290...the highest 10% earned more than \$95,060

Typically need certificate or assoc. degree. Employers may require or prefer certification. Some states regulate these workers.

## **LPN**

Median annual wage \$54,620...the highest 10% earned more than \$72,650

Must complete a state-approved educational program typically takes about 1 yr. Also, must have a license.

## **Dental Assistant**

Median annual wage \$44,820...the highest 10% earned more than \$59,200

Several possible paths. Some states require graduation from an accredited program and pass an exam. Other states have no formal education requirements & learn through on-the-job training.

# Solutions

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**Aim 1**

Employers

HR

Talent Acquisition

**Aim 2**

Us

# Aim 1 | Proper compensation for your work

Employers | HR | Talent Acquisition

- Review pharmacy technician job descriptions → Widen the Pay Band  
Develop & Adjust career ladders or lattices
- Research related markets → Adjust requirements for position
- Rank job positions according to qualifications and responsibilities → Adjust the qualifications of the position

# Aim 1 | Proper compensation for your work

## Employers | HR | Talent Acquisition

How another profession did it...

Public relations practitioners moved from \$35K-\$50K annually to \$55K-\$70K due to the popularity of social media and content creation skills

What to Look At...

Experience

Formal Education

Certifications

Geographic Location

Job responsibilities

Volume/number of clients (patients)

Risk of job (HD handling)

# Aim 2 | Proper compensation for your work

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## Us | Pharmacy Technician Workforce

Set boundaries when Taking on more responsibility

Execute job duties well

Consider Other forms of compensation (hours, uniforms, etc.)

Non-financial rewards such as education

Know your importance

Let the boss know that you feel overlooked and underutilized

# Pharmacy Technician Code of Ethics

## **Preamble**

Pharmacy Technicians are healthcare professionals who assist pharmacists in providing the best possible care for patients. The principles of this code, which apply to pharmacy technicians working in any and all settings, are based on the application and support of the moral obligations that guide the pharmacy profession in relationships with patients, healthcare professionals and society.

# Pharmacy Technician Code of Ethics

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## Principles

- A. A pharmacy technician's first consideration is to ensure the health and safety of the patient, and to use knowledge and skills to the best of his/her ability in serving others.
- B. A pharmacy technician supports and promotes honesty and integrity in the profession, which includes a duty to observe the law, maintain the highest moral and ethical conduct at all times and uphold the ethical principles of the profession.
- C. A pharmacy technician assists and supports the pharmacist in the safe, efficacious and cost effective distribution of health services and healthcare resources.
- D. A pharmacy technician respects and values the abilities of pharmacists, colleagues and other healthcare professionals.
- E. A pharmacy technician maintains competency in his/her practice, and continually enhances his/her professional knowledge and expertise.

# Pharmacy Technician Code of Ethics

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## **Principles** continued

- F. A pharmacy technician respects and supports the patient's individuality, dignity and confidentiality.
- G. A pharmacy technician respects the confidentiality of a patient's records and discloses pertinent information only with proper authorization.
- H. A pharmacy technician never assists in the dispensing, promoting or distribution of medications or medical devices that are not of good quality or do not meet the standards required by law.
- I. A pharmacy technician does not engage in any activity that will discredit the profession, and will expose, without fear or favor, illegal or unethical conduct in the profession.
- J. A pharmacy technician associates with and engages in the support of organizations which promote the profession of pharmacy through the utilization and enhancement of pharmacy technicians.

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