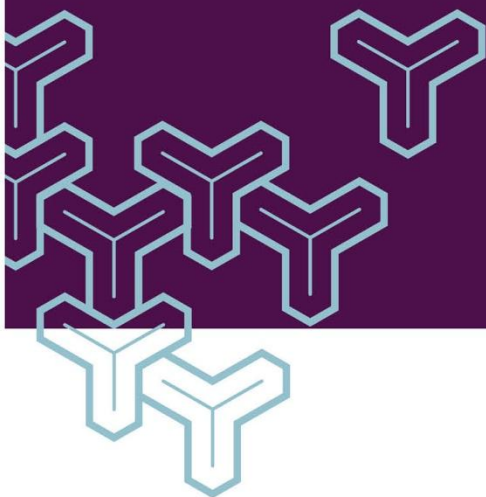


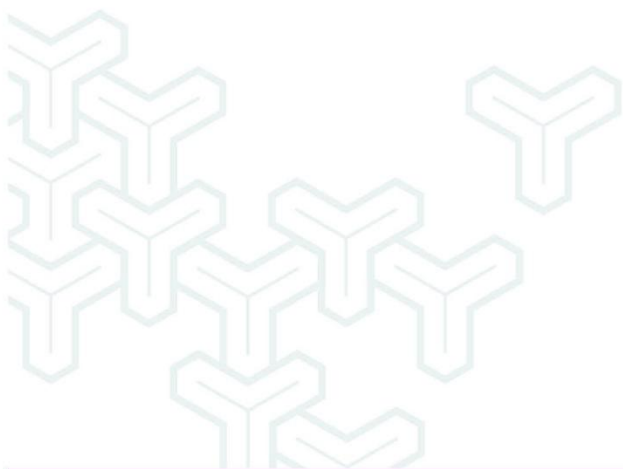
Trainee Handbook for the UPMC Pharmacy Technician Training Program



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Mission Statement

The mission of the UPMC Pharmacy Technician Training Program is to provide pharmacy technician trainees with the knowledge and skills to safely and effectively serve UPMC patients and function as an essential part of the pharmacy team.

Program Description

The UPMC Pharmacy Technician Training Program is a one-year program in candidate status with the Pharmacy Technician Accreditation Council (PTAC), which is a joint effort between the American Society of Health-System Pharmacists (ASHP) and the Accreditation Council for Pharmacy Education (ACPE). Program enrollment occurs on a rolling basis, based on the staffing needs of each pharmacy. This program combines 403 hours of didactic, simulated, and experiential learning with 1,677 hours of on-the-job, competency-based learning. Upon successful completion of the program trainees will be qualified to register with the State Board of Pharmacy as a Registered Pharmacy Technician and eligible to sit for an optional national certification exam through the Pharmacy Technician Certification Board (PTCB) or National Healthcareer Association (NHA).

Program Goals

Graduate Competency

Graduates of the UPMC Pharmacy Technician Training Program will be equipped with the knowledge and skills to practice as a pharmacy technician.

Student Learning Outcomes

- Demonstrate understanding of foundational, outpatient, and inpatient pharmacy technician knowledge and skills.
- Ability to perform pharmacy technician tasks such as organization of pharmacy environment, inventory of medication and supplies, dispensing of medications, and distribution of medications while under the direct supervision of a licensed pharmacist.
- Understand how to complete pharmacy technician tasks in compliance with Department of Health, The Joint Commission, and State Board of Pharmacy regulations.

Workforce Readiness

The program provides trainees with foundational knowledge and skills as well as outpatient and inpatient pharmacy knowledge and skills which prepare trainees to practice as a pharmacy technician in a variety of practice settings upon graduation.

Student Learning Outcomes

- Demonstrate proficiency in core competencies in foundational, outpatient, and inpatient pharmacy technician job skills and tasks.

Professional Skills

The program provides trainees with professional skills such as critical thinking, problem solving, and communication which enable graduates to function effectively as part of the pharmacy team and provides graduates with a foundation on which to build a successful career.

Student Learning Outcomes

- Apply theoretical knowledge to make informed decisions and effectively troubleshoot problems.
- Apply communication skills to successfully engage with patients, visitors, and colleagues.

Program Assessment & Improvement

The program continuously institutes improvements based on feedback, outcome data, and PTAC standards to ensure program effectiveness.

Student Learning Outcomes

- The program manager collects and analyzes feedback from trainees, trainers, pharmacy leadership and various stakeholders to identify areas for improvement and make meaningful changes.
- The program manager collects and analyzes graduation rates, employment rates, and national certification exam rates to identify areas for improvement and make meaningful changes.

Review of Responsibilities

Program Manager Responsibilities

The program manager will support the trainee, trainer(s), and pharmacy leadership to ensure the success of the training program, assist with any challenges that cannot be resolved by the trainer(s) and/or pharmacy leadership, and support the trainee in any matters that they do not feel comfortable bringing to the trainer(s) or pharmacy leaders.

Program Manager: Amanda Abernathy

Phone: 412-647-0306

Email: abernathya4@upmc.edu

Pharmacy Leadership Responsibilities

On-site pharmacy leadership will coordinate or oversee the trainees' activities, ensure that the trainee receives the intended training experience, evaluate the competency of the trainee and trainer(s), ensure that only qualified pharmacy personnel are assigned to train the trainee, and support the trainee in any matters that they do not feel comfortable bringing to the trainer(s).

Trainer Responsibilities

The trainer(s) will directly train the trainee. The trainer(s) will be available to instruct and observe trainees' experiential on the job learning, be a resource for in-the-moment questions, model workplace best practices, evaluate the competency of trainees, and help address the trainees' career and workplace challenges and questions.

Trainee Responsibilities

The trainee must meet the expectations of all UPMC Policies, all UPMC Pharmacy Technician Training Program policies, the UPMC Experience, complete all learning activities, complete all scheduled hours,

communicate all questions and concerns in a timely manner to the trainer(s), pharmacy leadership, and/or program manager.

Trainee Assistance

Trainers, pharmacy leadership, and the program manager are dedicated to supporting all trainees. Trainees are encouraged to actively communicate with these individuals when experiencing a challenge. In addition to these individuals, UPMC offers support to trainees through LifeSolutions, a no-cost, confidential service that offers resources for a wide range of challenges. See the flier in Appendix B for more information.

Training Program Components

During the one-year training program period, trainees receive training through Pharmacy Technician University (PTU), experiential rotations, and on-the-job training. Training hours are divided between the training components with an emphasis on on-the-job training.

Pharmacy Technician University (PTU)

Pharmacy Technician University is a software platform that provides instruction on pharmacy technician skills. Instruction is carried out through courses/modules and simulations. Access to PTU will be granted to trainees during their orientation. PTU courses/modules and simulations compose 233 hours of the training program.

Courses/Modules

Courses/modules in PTU instruct on foundational, outpatient, and inpatient pharmacy technician skills in many engaging formats: reading, infographics, video, case studies, interactive knowledge checks, and more.

Simulations

Simulations allow trainees to practice pharmacy technician skills in a simulated environment with the guidance of a trainer. The scenarios, skills, knowledge, and tools covered in simulations will be as similar as possible to a live pharmacy environment.

Experiential Component

Experiential components allow trainees to practice skills in a live pharmacy environment with the guidance of a trainer using real-life pharmacy technician skills, knowledge, and tools. Each training program contains three experiential components: orientation, primary rotation, and discovery rotation.

Orientation occurs on the trainees' first day. The orientation experiential component provides the trainee time to complete onboarding tasks, meet and acquaint with colleagues, tour facilities, and learn about the pharmacy technician career field.

Primary rotations take place in the pharmacy where the trainee is training. The primary rotation focuses on a specific skillset or workflow role. Trainees, trainers, and pharmacy leadership work together to determine the focus of the rotation.

Discovery rotations take place in a different pharmacy than where the trainee is based, when possible. The discovery rotation focuses on a skillset or advanced role where the trainee has shown aptitude or interest. Trainees, trainers, and pharmacy leadership work together to determine the focus of the rotation.

Orientation is 8 hours, the primary rotation is 80 hours, and the discovery rotation is 80 hours for a total of 168 hours of the training program.

On-The-Job Training

The remaining hours of the one-year training (1,679 hours) are devoted to on-the-job training. On-the-job training allows trainees to practice pharmacy technician skills in a live pharmacy environment under the observation of a trainer and the direct supervision of a pharmacist.

Evaluation

The trainee will receive feedback consistently throughout the one-year training period.

Continuous Feedback- The trainee will receive in the moment feedback from pharmacy leadership, trainers, pharmacists, and co-workers as they learn and perform pharmacy technician skills.

UPMC Performance Review Milestones- The trainee will receive feedback from their pharmacy leadership at 30-day and 90-day UPMC orientation period milestones and at a UPMC annual performance review.

Pharmacy Technician University Milestones- The trainee will receive feedback from their trainer(s) upon completion of all simulations, completion of each experiential rotation, and completion of the entire PTU program.

Training Program Milestones: The trainee will receive feedback from the program manager at training program milestones: during orientation, at the mid-point of training, and at the completion of training.

The trainee will be expected to provide feedback on their training experience continuously and at the UPMC performance review and Pharmacy Technician University milestones. Additionally, the trainee will be expected to self-evaluate at certain PTU and UPMC performance review milestones.

Evaluation Rubric

Evaluation of performance will be based on the UPMC performance review ratings system.

Rating	Performance
Deficient, Poor Performance	<ul style="list-style-type: none">• Does not meet the expected standards for the position.• Does not demonstrate knowledge or ability to perform assigned responsibilities.• Does not take initiative or achieve results.• Requires excessive supervision, direction, and follow-up.• Must demonstrate significant improvement toward satisfactory achievement of performance standards.• Immediate improvement is essential.

Marginal Performance	<ul style="list-style-type: none"> • Meets some but not the expected standards for the position. • Does not consistently demonstrate knowledge or ability to perform assigned responsibilities. • Does not achieve expected work results on a consistent basis. • Requires more than expected amount of supervision, direction, and follow-up. • Must demonstrate continued improvement and consistent performance.
Good/Solid/Strong Performance	<ul style="list-style-type: none"> • Consistently meets majority and sometime exceeds the expected standards for the position. • Capable and knowledgeable in all or most areas of his or her work. • Takes initiative and achieves in all or most areas. • Consistently and reliably attains expected results and demonstrates initiative. • Requires an expected amount of supervision, direction, and follow-up. • Meets expectations consistently; fully qualified for position.
Superior Performance	<ul style="list-style-type: none"> • Frequently exceeds the expected standards for the position. • Demonstrates comprehensive understanding of work beyond job requirements. • Demonstrates high degrees of initiative and achievement. • Requires minimal supervision, direction, and follow-up, and may serve as mentor or pharmacy leadership. • Work frequently exceeds the quantity and quality standards in areas of responsibility on a consistent basis. • Errors in judgment are rare and seldom repeated.
Top Performance (Role Model)	<ul style="list-style-type: none"> • Consistently exceeds expected standards for the position beyond regular expectations throughout the review cycle. • Independently plans, anticipates problems, takes maximum initiative and takes appropriate action. • Consistently demonstrates mastery of the skills and tasks involved in completing work.

	<ul style="list-style-type: none"> • Consistently significant contributions and unique and exceptional applications of knowledge and skills. • Consistently sought out by others for assistance. • Requires very minimal supervision, direction and follow-up and is often the mentor or pharmacy leadership. • Role model for excellence with a strong potential for advancement. • Thinks beyond the details of the job or project at hand and has a grasp of the "big picture."
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Expectations of Progress

The trainee is expected to make consistent progress throughout the one-year training period. The trainee is expected to begin in an untrained state and reach competence by the end of training. Trainers, pharmacy leaders, and the program manager will support the trainee throughout their progression and through any challenges or periods of slow growth. Below is an example of expected progress.

- First Quarter of Training Period
 - Untrained- The untrained trainee is a pharmacy technician in training who lacks knowledge of a skill and/or lacks the ability to perform a skill. The trainee will complete training program components to learn foundational, outpatient, and inpatient skills.
- Second Quarter of Training Period
 - Educated- The educated trainee is a pharmacy technician in training who has basic knowledge and can perform a skill inconsistently with direct, proactive instruction. The trainee will complete training program components to achieve low level competence.
- Third Quarter of Training Period
 - Practiced- The practiced trainee is a pharmacy technician in training who has intermediate knowledge of a skill and can perform the skill consistently with reactive instruction. The trainee will complete training program components to achieve moderate level competence.
- Fourth Quarter of Training Period
 - Competent- The competent trainee is a pharmacy technician in training who is knowledgeable about a skill and can perform the skill consistently with no instruction. After completing all learning components, the trainee can perform pharmacy technician skills independently.

Academic Progress

Each trainee must complete the full training program within the time frame required by the corresponding state's regulation and UPMC policies. Trainees are expected to make consistent progress as outlined above and as defined in the *Academic Performance Policy* below.

Academic and Professional Integrity

UPMC and the UPMC Pharmacy Technician Training Program sets the highest educational and professional standards for trainees. The goal is to prepare trainees to become effective pharmacy technicians in the workforce and professionals in the workplace. Trainees are expected to understand and adhere to all UPMC and UPMC Pharmacy Technician Training Program policies. When a violation occurs, disciplinary action will be taken in accordance with UPMC policy and procedure. All violations of policy are documented and made part of the trainees' human resources record.

Policies

Scope of UPMC Pharmacy Technician Training Program Policies

Absent conflicting language as contained in a governing legal document or summary plan description, this policy applies to all fully integrated UPMC entities, business units, facilities and assets; as well as employees and individuals acting for or on behalf of UPMC. Without limiting the foregoing, the entities within the Insurance Services Division and the UPMC hospitals and ambulatory surgery facilities indicated on the Scope Checklist in Section II below are specifically covered by this policy.

<input checked="" type="checkbox"/> UPMC Children's Hospital of Pittsburgh	<input checked="" type="checkbox"/> UPMC Pinnacle Hospitals
<input checked="" type="checkbox"/> UPMC Magee-Womens Hospital	<input checked="" type="checkbox"/> Harrisburg Campus
<input checked="" type="checkbox"/> UPMC Altoona	<input checked="" type="checkbox"/> West Shore Campus
<input checked="" type="checkbox"/> UPMC Bedford	<input checked="" type="checkbox"/> Community Osteopathic Campus
<input checked="" type="checkbox"/> UPMC Chautauqua	<input checked="" type="checkbox"/> UPMC Carlisle
<input checked="" type="checkbox"/> UPMC East	<input checked="" type="checkbox"/> UPMC Memorial
<input checked="" type="checkbox"/> UPMC Hamot	<input checked="" type="checkbox"/> UPMC Lititz
<input checked="" type="checkbox"/> UPMC Horizon	<input checked="" type="checkbox"/> UPMC Hanover
<input checked="" type="checkbox"/> Shenango Campus	<input checked="" type="checkbox"/> UPMC Muncy
<input checked="" type="checkbox"/> Greenville Campus	<input checked="" type="checkbox"/> UPMC Wellsboro
<input checked="" type="checkbox"/> UPMC Jameson	<input checked="" type="checkbox"/> UPMC Williamsport
<input checked="" type="checkbox"/> UPMC Kane	<input checked="" type="checkbox"/> Williamsport Campus
<input checked="" type="checkbox"/> UPMC McKeesport	<input checked="" type="checkbox"/> Divine Providence Campus
<input checked="" type="checkbox"/> UPMC Mercy	<input checked="" type="checkbox"/> UPMC Cole
<input checked="" type="checkbox"/> UPMC Northwest	<input checked="" type="checkbox"/> UPMC Somerset

<input checked="" type="checkbox"/> UPMC Passavant	<input checked="" type="checkbox"/> UPMC Western Maryland
<input checked="" type="checkbox"/> Main Campus	<input checked="" type="checkbox"/> UPMC Washington
<input checked="" type="checkbox"/> Cranberry	<input checked="" type="checkbox"/> UPMC Greene
<input checked="" type="checkbox"/> UPMC Presbyterian Shadyside	<input checked="" type="checkbox"/> UPMC Community Provider Services
<input checked="" type="checkbox"/> Presbyterian Campus	<input checked="" type="checkbox"/> Rx Partners, Inc
<input checked="" type="checkbox"/> Shadyside Campus	<input checked="" type="checkbox"/> Chartwell
<input checked="" type="checkbox"/> UPMC Western Psychiatric Hospital	
<input checked="" type="checkbox"/> UPMC St. Margaret	

**Not all policies apply to employees covered by a Collective Bargaining Agreement (CBA). Please refer to the terms of your CBA to determine which policies apply.

Admissions Policy

I. **POLICY/PURPOSE:** It is the purpose of this policy to ensure consistent practices are followed in admission of trainees to the UPMC Pharmacy Technician Training Program. This policy outlines the purpose of the training program, trainee selection and acceptance, qualifications to enroll, requirements for state registration or licensure as a pharmacy technician, and requirements for obtaining and maintaining national pharmacy technician certification.

II. **DEFINITIONS**

- a. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.
- i. **Program Director=** Per ASHP-ACPE accreditation standards, the Program Director is the organizationally authorized individual of the pharmacy technician training and education program who is accountable for the operation, maintenance, and compliance of the program according to the Regulations and Standards.
 - ii. **Trainee=** An entry-level pharmacy technician who must undergo approved training. This term encompasses all entry level job titles including pharmacy technician trainee and pharmacy technician apprentice.

III. **GUIDELINES**

a. **Purpose of the training program**

- i. The UPMC Pharmacy Technician Training Program is a candidate for ASHP/ACPE accreditation. It is designed to prepare trainees to work in hospital and outpatient pharmacies through 403 hours of didactic, simulated, and experiential training

completed in a maximum of one year. See Appendix A for program curriculum outline.

b. Qualifications to enroll

- i. Trainees are UPMC employees and enrolled in the program through the standard systemwide hiring processes. Trainees must meet the guidelines in the UPMC systemwide *Recruitment & Selection Policy (HS-HR0738)* and the following minimum program qualifications below.

1. Possess a high school diploma or equivalent.
2. Have English language and math proficiency sufficient to fulfill the requirements of the pharmacy technician job responsibilities and ensure success in the program, demonstrated by passing the TRC Reading Comprehension and Math Assessments in three attempts or less. A minimum score of 70% is required to pass each assessment.
3. Meet state-specific requirements as regulated by the State Board of Pharmacy.

*Note: Any applicant needing special accommodations in accordance with the Americans with Disabilities Act, will be accommodated per the UPMC systemwide *Disability Accommodations Policy (HS-HR0750)*.

c. Technology requirements for participation in the program

- i. All training takes place during work hours and all technology required for the program is provided by UPMC.

d. Trainee selection and acceptance

- i. Trainees are employees of UPMC and are selected and accepted based on the UPMC systemwide *Recruitment & Selection Policy (HS-HR0738)*.

e. Process to assess applicants' background

- i. Illicit drug use is assessed based on the UPMC systemwide *Post-Offer, Pre-Employment Testing of Final Applicants for the Illicit Use of Drugs policy (HS-HR0710)*
- ii. Criminal background checks are performed based on the UPMC systemwide *Employment Verification Pre-Placement Evaluations References policy (HS-HR0725)*
- iii. Immunization status is assessed and provided based on the UPMC systemwide *Employee Health policy (HS-HR0700)* and *Influenza Vaccination Program policy (HS-IC0621)*.

f. Requirements for state registration or licensure as a pharmacy technician

- i. UPMC employs pharmacy technician trainees in Pennsylvania, Maryland, and New York states. Trainees are responsible for registration and licensure per the UPMC systemwide *Licensure, Certification, Registration of Staff Members policy (HS-HR0706)*.

1. Pennsylvania: Pharmacy Technicians and Pharmacy Technician Trainees must register with the Pennsylvania State Board of Pharmacy based on the guidelines outlined on the Board website.
 - a. [PA Pharmacy Technician Registration Requirements](#)
 - b. [PA Pharmacy Technician Trainee Registration Requirements](#)
 2. Maryland: Pharmacy Technicians and Pharmacy Technician Trainees must register with the Maryland Board of Pharmacy based on the guidelines outlined on the Board website.
 - a. [MD Pharmacy Technician Registration Requirements](#)
 3. New York: Pharmacy Technicians and Pharmacy Technician Trainees must be licensed with the New York Office of the Professions based on the guidelines outlined on the Board website.
 - a. [NY Pharmacy Technician License Requirements](#)
- g. **Requirements for obtaining and maintaining national pharmacy technician certification.**
- i. UPMC does not require pharmacy technician trainees to be nationally certified. Pharmacy technicians are required to be nationally certified for higher level roles on the pharmacy technician career ladder. Pharmacy technicians are responsible for certification per the UPMC systemwide *Licensure, Certification, Registration of Staff Members policy (HS-HR0706)*.

Financial Commitment and Reimbursement Policy

I. **DEFINITIONS**

- a. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.
 - i. **Program Costs**= Refers to the costs for enrolling in and completing the UPMC Pharmacy Technician Training Program. Program costs do not include the costs associated with job necessities (such as transportation) or professional necessities (such as State Board of Pharmacy registration).
 - ii. **Trainee**= An entry-level pharmacy technician who must undergo approved training to register with the State Board of Pharmacy as a registered pharmacy technician. This term encompasses all entry level job titles including pharmacy technician trainee and pharmacy technician apprentice.

II. **GUIDELINES**

- a. **Total out-of-pocket program cost for trainees**
 - i. There are no out-of-pocket costs for trainees.
- b. **Total trainee financial obligation**
 - i. There are no trainee financial obligations.
- c. **Financing options**
 - i. Financing options are not available because there are no out-of-pocket costs or financial obligations.
- d. **Reimbursement**

- i. Reimbursement is not available because there are no out-of-pocket costs or financial obligations.

Grievance Policy

I. DEFINITIONS

- a. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.
 - i. **Program Director**= Per ASHP-ACPE accreditation standards, the Program Director is the organizationally authorized individual of the pharmacy technician training and education program who is accountable for the operation, maintenance, and compliance of the program according to the regulations and standards.
 - ii. **Trainee**= An entry-level pharmacy technician who must undergo approved training to register with the State Board of Pharmacy as a registered pharmacy technician. This term encompasses all entry level job titles including pharmacy technician trainee and pharmacy technician apprentice.

II. GUIDELINES

Retaliation against any trainee who files a grievance in good faith is strictly prohibited. Any retaliatory actions should be reported immediately and will be addressed in accordance with institutional policies.

a. **Harassment-Free Workplace**

- i. UPMC is dedicated to providing employees with a harassment-free workplace per the systemwide *Harassment-free Workplace policy (HS-HR0705)*. Any trainee who believes they have experienced or witnessed harassment is encouraged to report this to their supervisor, the Program Director, their human resources representative, or the compliance helpline.

b. **Procedure for reporting grievances**

- i. Trainees must report grievances regarding the UPMC Pharmacy Technician Training Program and/or employment at UPMC per the procedure listed in the UPMC systemwide *Grievance Procedure policy (HS-HR0707)*.

Performance Policy

I. DEFINITIONS

- a. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.
 - i. **Coursework**: Didactic, simulated, and experiential training including quizzes, exams, and feedback surveys within the Pharmacy Technician University (PTU) software.
 - ii. **Program Director**= Per ASHP-ACPE accreditation standards, the Program Director is the organizationally authorized individual of the pharmacy technician training and education program who is accountable for the operation, maintenance, and compliance of the program according to the Regulations and Standards.

- iii. **Trainee**= An entry-level pharmacy technician who must undergo approved training to register with the State Board of Pharmacy as a registered pharmacy technician. This term encompasses all entry level job titles including pharmacy technician trainee and pharmacy technician apprentice.

II. **GUIDELINES**

a. **Performance Expectations for the UPMC Pharmacy Technician Training Program**

i. Academic Progress

1. Progress must be consistent with the time frames required by the corresponding State Boards of Pharmacy and the UPMC systemwide *Orientation Period policy (HS-HR0733)* and the systemwide *Performance Management policy (HS-HR0724)*.
 - a. [PA Pharmacy Technician Trainee Registration Requirements](#)
 - b. [MD Pharmacy Technician Registration Requirements](#)
 - c. [NY Pharmacy Technician License Requirements](#)
2. Progress through coursework must be made including achieving passing grades.
 - a. A passing grade on didactic unit, midterm, or final exams, or simulation is defined as
 - i. 80% minimum score for each didactic quiz, unit, and midterm exam
 - ii. 75% minimum score for the final exam
 - iii. 100% minimum score for each simulation
 - iv. Unit, midterm, and final exams allow for three attempts
 - b. A passing grade on an experiential component is defined as a rating of at least proficient.

ii. Academic Integrity

1. Trainees are expected to maintain academic integrity when completing coursework (didactic, simulated, or experiential) in the Pharmacy Technician University (PTU) software. It is considered a violation of academic integrity for trainees to deceive and/or misrepresent their academic work, including, but not limited to:
 - a. Copying work, ideas, or projects from any other person or media.
 - b. Sharing computer identification logins with another person and accessing another person's account.
 - c. Allowing another person to copy or borrow original work in any form.
 - d. Allowing another person to copy answers on an exam or to communicate with another person during an exam.
 - e. Having another person complete an online assignment, quiz, or exam as one's own work.
 - f. Stopping or delaying another trainee in the completion of any work.

- g. Plagiarism in any form, including failing to give credit to the source of thoughts, words, ideas, or work from any other person, printed material, or web site.
- h. Using Artificial Intelligence (AI) to supply answers for any of the coursework in PTU. Trainees must adhere to appropriate use of Artificial Intelligence as outlined in the systemwide *Acceptable Use of Artificial Intelligence Technology policy (HS-IS0243)*.

iii. Attendance and Participation

- 1. Trainees are expected to meet all attendance and participation requirements for the program including, but not limited to:
 - a. Completing coursework in PTU when scheduled to do so by your supervisor.
 - b. Completing all workflow shifts as scheduled unless approved by your supervisor per pharmacy and UPMC policies.

iv. Clinical Performance

- 1. Trainees are expected to meet all clinical performance guidelines during experiential training components of the program including, but not limited to:
 - a. Safe navigation of the healthcare environment.
 - b. Strict adherence to workflow processes under the guidance of a trainer and direct supervision by a pharmacist.
 - c. Protection the confidentiality and security of all Protected Health Information (PHI) per the systemwide *Notice of Privacy for Protected Health Information Pursuant to the HIPAA Privacy Rule policy (HS-EC1603)*.

v. Professional Conduct

- 1. Trainees are expected to conduct themselves professionally in accordance with the UPMC systemwide *Code of Conduct policy (HS-EC1900)*

vi. Procedure for Response to Trainee Questions

- 1. Trainees should first direct all questions to their trainer and/or supervisor. If the trainer and/or supervisor is unable to answer the trainee's question, they will direct the trainee to the correct resource to answer their question.
- 2. Any questions that pertain to Pharmacy Technician University or the UPMC Pharmacy Technician Training Program should be directed to the Program Director.

b. Performance Expectations for UPMC Employment

- i. Trainees must adhere to all requirements outlined in the UPMC systemwide *Orientation Period policy (HS-HR0733)* and the UPMC systemwide *Performance Management policy (HS-HR0724)*.

c. Performance Evaluation

The UPMC Pharmacy Technician Training Program offers opportunities for feedback based on UPMC Performance Management guidelines and the which support feedback frequently, in real-time, and throughout the year. The UPMC Pharmacy Technician Training Program also offers opportunities for feedback based on milestones in Pharmacy Technician University (PTU). An outline of evaluation milestones are below.

Milestone	Trainee Receives Feedback	Trainee Provides Feedback
Continuous	In-the-moment job skills evaluation from pharmacy leadership, trainers, pharmacists, and co-workers	In-the-moment feedback on training experience to trainer(s) and pharmacy leadership
30-day	Performance review from pharmacy leadership	Feedback on training experience to pharmacy leadership
45-day	Progress review from program manager	Feedback on training experience to program manager
90-day	Performance review from pharmacy leadership	Feedback on training experience to pharmacy leadership
Mid-point	Progress review from program manager	Feedback on training experience to program manager
PTU Simulation Completion	Evaluation of simulation performance from trainer(s)	Self-evaluation of simulation performance and feedback on training experience to trainer(s)
PTU Experiential Rotations completion	Review of experiential rotation performance from pharmacy leadership and trainer(s)	Feedback on experiential rotation to pharmacy leadership and trainer(s)
PTU Completion	Review of PTU performance from pharmacy leadership and trainer(s)	Feedback on PTU to pharmacy leadership and trainer(s)
UPMC Annual Performance Review	Performance review from pharmacy leadership	Self-evaluation of performance and feedback on training experience to pharmacy leadership
Training Completion	Performance review from program manager, pharmacy leadership, and trainer(s)	Feedback on training experience to program manager, pharmacy leadership, and trainer(s)

Program Completion Policy

I. DEFINITIONS

- a. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.
 - i. **Course(s):** Didactic, simulated, and experiential training modules within the Pharmacy Technician University (PTU) software.
 - ii. **Program Director=** Per ASHP-ACPE accreditation standards, the Program Director is the organizationally authorized individual of the pharmacy technician training and education program who is accountable for the operation, maintenance, and compliance of the program according to the Regulations and Standards.
 - iii. **Trainee=** An entry-level pharmacy technician who must undergo approved training to register with the State Board of Pharmacy as a registered pharmacy technician. This term encompasses all entry level job titles including pharmacy technician trainee and pharmacy technician apprentice.

II. GUIDELINES

- a. Program Completion
 - i. Each trainee must complete the full training program (didactic, simulation, and experiential) within the time frame required by the corresponding state's regulation and UPMC guidelines. A trainee will be issued a certificate of completion when it is verified that they have:
 1. Completed all PTU courses in the UPMC Pharmacy Technician Training Program
 2. Successfully passed each quiz and exam in PTU based on criteria in the *UPMC Pharmacy Technician Training Program Performance policy*.
 3. Competently completed all simulations based on the evaluation rubric in Pharmacy Technician University
 4. Competently completed all experiential components based on the evaluation rubric in Pharmacy Technician University
 5. Competently completed all on-the-job training based on UPMC Performance Review standards.
 - ii. The pharmacy leadership and Program Director will verify that each trainee has completed the full training program through
 1. PTU reporting showing that all courses in the UPMC Pharmacy Technician Training Program have been completed,
 2. PTU reporting showing that each quiz and exam has been passed successfully,
 - a. Passing grades are as follows:
 - i. 80% minimum score for each didactic quiz, unit, and midterm exam
 - ii. 75% minimum score for the final exam

- iii. 100% minimum score for each simulation
3. PTU reporting showing that all simulations have been competently completed,
4. PTU reporting showing that all experiential components have been competently completed,
5. Pharmacy documentation showing that on-the-job training has been competently completed based on UPMC Performance Review standards.

Program Dismissal Policy

I. DEFINITIONS

- a. In order to be consistent in the application of UPMC policies, the following definitions are being adopted. Some of the terms defined below are defined differently or used interchangeably by other organizations and the general public.
 - i. **Academic Performance**= aspects of the trainees' performance that pertain to coursework, scores on quizzes, scores on exams, completion of simulations, and completion of experiential components.
 - ii. **Non-Academic Performance**= aspects of the trainees' performance pertaining to employment with UPMC.
 - iii. **Program Director**= Per ASHP-ACPE accreditation standards, the Program Director is the organizationally authorized individual of the pharmacy technician training and education program who is accountable for the operation, maintenance, and compliance of the program according to the Regulations and Standards.
 - iv. **Trainee**= An entry-level pharmacy technician who must undergo approved training to register with the State Board of Pharmacy as a registered pharmacy technician. This term encompasses all entry level job titles including pharmacy technician trainee and pharmacy technician apprentice.

II. GUIDELINES

- a. **Academic and Non-academic Remediation/Probation and Dismissal Processes**
 - i. Trainees' academic performance will be evaluated based on the processes outlined in the *UPMC Pharmacy Technician Training Program Performance policy*.
 - ii. Trainees' non-academic performance will be evaluated based on the UPMC systemwide *Orientation Period policy (HS-HR0733)* and the UPMC systemwide *Performance Management policy (HS-HR0724)*.
 - iii. During their orientation period, trainees who do not meet academic and/or non-academic expectations are subject to the remediation/probation and dismissal processes outlined in the UPMC systemwide *Orientation Period policy (HS-HR0733)*.
 - iv. After their orientation period, trainees who do not meet academic and/or non-academic expectations are subject to the remediation/probation and dismissal processes outlined in the UPMC systemwide *Corrective Action and Discharge policy (HS-HR0704)*.

UPMC Policies

All UPMC policies are available to trainees on the UPMC Infonet. The UPMC policies include

- Systemwide Policies
- Pharmacy Specific Policies
- Safety Policies

Teach Out Plan

In the event the program has an unexpected period of closure due to natural or unnatural disasters or decides to permanently close, the following provisions will apply.

Temporary Program Closure

All efforts will be made to provide ample continuity in education to ensure students are still receiving top-quality training. Potential solutions include completing learning at a different UPMC pharmacy site if the primary site closes unexpectedly, completing a different learning component if the scheduled learning component is unavailable, and leveraging trainers from other UPMC pharmacies if a program closes due to lack of trainers.

Permanent Program Closure

In the event of a permanent program closure, trainees will be notified and allowed to complete their program. The program will not admit trainees into the next class in the event of closure. If trainees have already been accepted, they will be notified in writing.

Program Manager Resignation

If the Program Manager resigns, trainees currently enrolled in the program will continue their education until the conclusion. An interim Program Manager will be appointed within 30 days to oversee their training until a permanent Program Manager is appointed.

Accreditation

The UPMC Pharmacy Technician Training Program is an accreditation candidate by the Pharmacy Technician Accreditation Commission (PTAC).



Appendix A

Lesson Plan		
Course Set	Course Name	Hours to Complete
Introduction to Pharmacy Practice	PTU Orientation	0.1
	Role of the Pharmacy Technician	2
	Pharmaceutical Terminology	2.5
	Medication Safety	2
	Communication	1.5
	Communication Supporting Materials	1
Pharmaceutics and Anatomy Basics	Unit Exam I	0.5
	Pharmaceutics	6
	Basic Anatomy and Physiology	2
Pharmacy Laws and Regulations	Unit Exam II	0.5
	Laws Affecting Prescription Dispensing	2
	Drug Regulation and Control	1.5
	Restricted Drug Programs	0.5
	Simulation - Ethical Considerations	0.5
	Simulation - Communication - HIPAA Scenario	1
	Simulation - Pseudoephedrine Sales	1
	Simulation - Written Communication	0.5
	Simulation - Communication - Hard of Hearing Patients	1
	Simulation - Communication - Angry Patient	0.5
	Simulation - Offering Pharmacist Counseling	1
	Simulation - Communication - OTCs	1.5
	Simulation - Safety Data Sheets	1.5
Pharmacology I	Unit Exam III	0.5
	Pharmacology	3
	Anti-Infectives	3.5
Pharmacy Calculations	Unit Exam IV	0.5
	Introductory Calculations	2.5
	Calculation Methods	0.5
	Measurement Calculations	1.5
	Pharmacy Calculations I	2
	Pharmacy Calculations II	2
Pharmacology II	Unit Exam V	1
	Integumentary Medications	1.5
	Ophthalmic/Otic Medications	1.5
	Musculoskeletal Medications	2
	Opioid Rescues	0.5

	Unit Exam VI	0.5	
Community Pharmacy Practice	Controlled Substances	2.5	
	State Laws and Regulations	1.5	
	Prescription Drop-Off and Entry	4.5	
	Prescription Preparation	6	
	Billing and Third-Party Processing	2.5	
	Simulation - Communication - Drop-off Prescription Questions	0.5	
	Simulation - Communication - Refills	1	
	Simulation - Communication - Refill Authorization Request	1	
	Simulation - Difficult to Read Prescriptions	1	
	Simulation - Communication - Insurance Terminology	1	
	Simulation - Communication - Non-Covered Medications	0.5	
	Simulation - Communication - Duplicate Therapy	0.5	
	Simulation - Look-Alike/Sound-Alike Medications	1	
	Simulation - Counting and Measuring Medications	1.5	
	Simulation - Filling a Prescription	2.5	
	Simulation - Original Containers	1	
		Simulation - Proper Hand-Washing Procedure	0.5
		Simulation - Medication Manipulation	1
		Simulation - Special Medication Handling	0.5
		Simulation - Reconstitute an Oral Powder	1
	Simulation - Prescription Processing	1	
	Simulation - Cash Register Calculations	1	
	Unit Exam VII	1	
Midterm Exam	Midterm Exam	2.5	
Pharmacology III	Midpoint Evaluation of Student	0.5	
	Nervous System Medications	4.5	
	Urinary Medications	1	
	Cardiovascular Medications	3	
	Respiratory Medications	2	
	Unit Exam VIII	1	
Pharmacy Operations and Services	Inventory Control and Management	3.5	
	Inventory Control and Management Supporting Materials	1	
	Pharmacy Services	1.5	
	Pharmacy Services Supporting Materials	1	
	Vaccines	3.5	
	Emergency Preparedness	1.5	

	Simulation - Refrigerated Medications	1	
	Simulation - Expiration Dates	1	
	Simulation - Communication - Offering Additional Pharmacy Services	1.5	
	Simulation - Medication Lists	1	
	Simulation - Communication - Comprehensive Medication Review (CMR) Appointment	1	
	Simulation - Temperature Measurements	1	
	Simulation - Immunization Supplies	1	
	Unit Exam IX	0.5	
	Experiential Rotation 1	Experiential Rotation 1a	32
		Experiential Rotation 1b	40
Experiential Rotation 1c		40	
Pharmacology IV	Endocrine Medications	1.5	
	Gastrointestinal Medications	2	
	Reproductive System Medications	2.5	
	Natural Medicines	0.5	
	Simulation - Pharmacology - Antibiotics	1	
	Simulation - Pharmacology - Asthma-COPD Medications	1	
	Simulation - Pharmacology - Cholesterol-Lowering Medications	1	
	Simulation - Pharmacology - Antihypertensives	1	
	Simulation - Pharmacology - Antidepressants	1	
	Simulation - Pharmacology - Antidiabetics	1	
	Simulation - High-Alert Medications	1	
Unit Exam X	0.5		
Institutional Pharmacy Practice	Institutional Non-Dispensing Duties	1	
	Compounding Calculations	3.5	
	Nonsterile Compounding	1.5	
	Institutional Pharmacy Dispensing Process	4.5	
	Institutional Pharmacy Dispensing Process Supporting Materials	0.5	
	Simulation - Nonsterile Compounding - Magic Mouthwash	2	
	Simulation - Nonsterile Compounding - Cream	2.5	
	Simulation - Addressing Workflow Challenges	0.5	
	Simulation - Communication - Nurses	0.5	
	Simulation - Unit-Dose Packaging	1	
	Simulation - Oral Syringes	1	
	Simulation - Med Carts	2	
	Simulation - Med Cards	2	
	Unit Exam XI	1	
	Sterile Compounding	5.5	

Sterile and Chemotherapy Compounding	Bloodborne Pathogens	1
	Chemotherapy Compounding	1.5
	Simulation - Hand Hygiene and Garbing	1.5
	Simulation - Laminar Flow Hood Preparation	1.5
	Simulation - Sterile Compounding - Small and Large Volume Parenterals	2
	Simulation - Sterile Compounding - Hazardous Parenterals	2
	Simulation - Sterile Compounding - IV Push	2
	Simulation - Sterile Compounding - Ampule Manipulation	2
	Simulation - Sterile Compounding - Reconstitute Lyophilized Powder	2
	Simulation - Self-Evaluation	1.5
	Unit Exam XII	0.5
Simulation Evaluation	Simulation Evaluation	0.1
Experiential Rotation 2	Experiential Rotation 2a	32
	Experiential Rotation 2b	40
	Experiential Rotation 2c	40
Review	Review Quizzes Part I	2.5
	Review Quizzes Part II	2.5
	Review Quizzes Part III	4
	Review Quizzes Part IV	1.5
Final Exam	Final Exam	2.5
PTCE Preparation (Optional)	PTCE Review Quizzes	4
	PTCE Practice Exam	2
Certificate and Evaluation	Certificate and Evaluation	0.1



Appendix B

LifeSolutions

Your Student Assistance Program



Sometimes life becomes too much to handle by yourself. UPMC understands that. We want to introduce you to LifeSolutions®, a no-cost, confidential student assistance program.

LifeSolutions can help you succeed at school and home. We offer confidential support for a wide range of issues, including:

- Improving your communication.
- Understanding cultural diversity.
- Managing your time and responsibilities.
- Addressing relationship problems.
- Making healthy lifestyle decisions.
- Raising your self-esteem and self-confidence.
- Addressing drug or alcohol use concerns.
- Dealing with family expectations.

You will also get access to other important services, such as:

- Referrals for community resources, such as child care or support groups.
- A free 30-minute consultation with a financial professional to discuss issues like budgeting or credit concerns.
- A free 30-minute legal consultation and up to a 25 percent reduction in attorney fees after the consultation.
- RxWell, a free mobile app that's designed to help you manage depression, anxiety, or stress on your schedule.

LifeSolutions services are private and confidential. They are available to you and members of your household at no cost.

Don't wait to give yourself more peace of mind. Contact LifeSolutions today.

LifeSolutions@upmc.edu
1-800-647-3327 (TTY: 711)

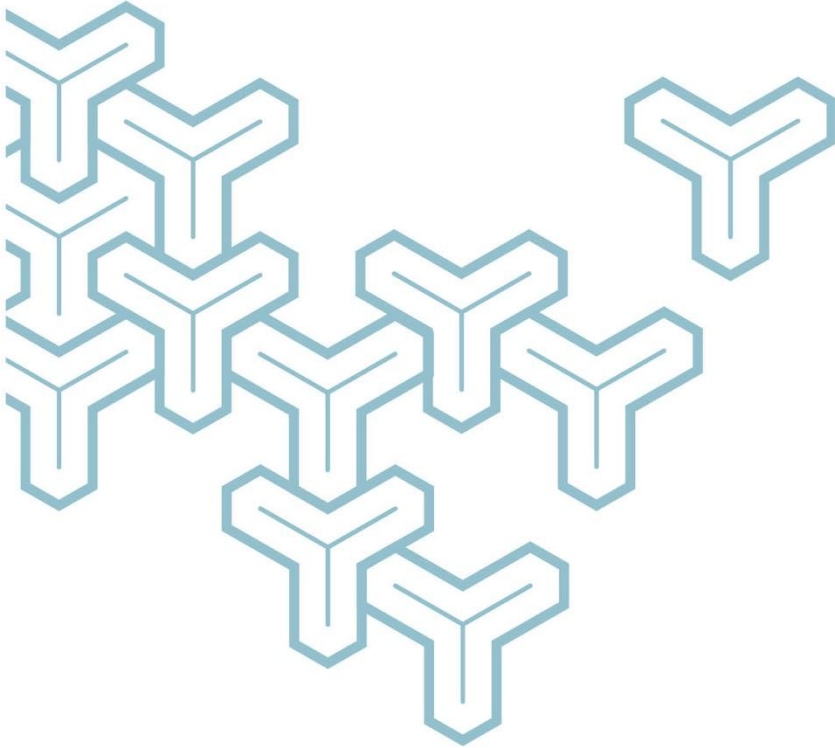
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About UPMC

UPMC is a world-renowned, nonprofit health care provider and insurer committed to delivering exceptional, people-centered care and community services. Headquartered in Pittsburgh and affiliated with the University of Pittsburgh Schools of the Health Sciences, UPMC is shaping the future of health through clinical and technological innovation, research, and education. Dedicated to advancing the well-being of our diverse communities, we provide more than \$1 billion every year in community benefits, more than any other health system in Pennsylvania. Our 95,000 employees — including more than 5,000 physicians — care for patients across 40 hospitals and 800 doctors' offices and outpatient sites in Pennsylvania, New York, and Maryland, as well as overseas. UPMC Insurance Services covers 4.5 million members with a focus on providing the highest-quality care at the most affordable price. To learn more, visit [UPMC.com](https://www.upmc.com).

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