Trainee Handbook for the UPMC Pharmacy Technician Training Program

UPMC
LIFE CHANGING MEDICINE
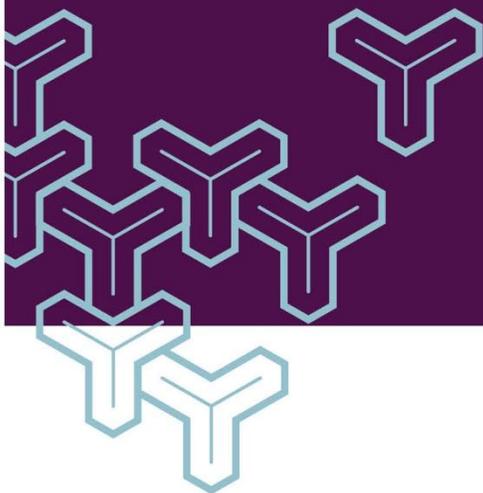
Contents

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

Director of Allied Health Schools Responsibilities

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

Director of Allied Health Schools: Dr. Tara McCoy

Phone: 412-834-3943

Email: mmcoytc3@upmc.edu

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, the program manager, and the Director of allied Health Schools 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 A 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, 60-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.

Schedule of Evaluations

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
60-day	Performance review from pharmacy leadership	Feedback on training experience to pharmacy leadership
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)

Evaluation Rubric

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

Rating	Performance
Deficient, Poor Performance	• 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.

UPMC
LIFE CHANGING MEDICINE

	• Must demonstrate significant improvement toward satisfactory achievement of performance standards. • Immediate improvement is essential.
Marginal Performance	• 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	• 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	• 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)	• 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. • 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."

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

Academic Policies

All academic policies are available to trainees in Teams. The UPMC Pharmacy Technician Training Program policies include

- Academic Performance Policy
  - Student Academic Integrity
    The value of Academic Integrity is priceless, and the training program sets the highest standards for students to maintain the value of education. The goal is to prepare students to become productive pharmacy technicians in the workforce and professionals in the community. It is considered a violation of academic integrity for students to deceive and/or misrepresent their academic work, including, but not limited to:
    - Copying work, ideas, or projects from any other person or media.
    - Sharing computer identification logins with another person and accessing another person's account.
    - Allowing another person to copy or borrow original work in any form.
    - Allowing another person to copy answers on an exam or to communicate with another person during an exam.
    - Having another person complete an online assignment, quiz, or exam as one's own work.
    - Stopping or delaying another student in the completion of any work.
    - 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.

    When a violation of this policy occurs, disciplinary action will be taken. Subject to the severity of the violation or repeated/multiple occurrences, academic dishonesty may result in a written warning or the dismissal from the training program. All violations of the Academic Integrity Policy are documented and made part of the student's human resources record. The Program Director, employee official, and program official have the discretion to determine what constitutes a violation of Academic Integrity Policy.

- o Academic Progress

  Each student must complete the full training program (didactic, simulation, and experiential) within the time frame required by the corresponding state's regulation and UPMC policies. Since students may be working concurrently with completing the training program, it is not expected that students will complete assignments or make progress on a daily basis. With that understanding, a student will be a candidate for dismissal from the training program if:

  - Progress is not consistent with the assigned credit hours of the program (e.g., completing 20 credit hours in 2 hours).
  - Progress is not consistent with the time frame required by the corresponding State Board of Pharmacy, ASHP/ACPE standards, or the UPMC policies**.
  - No progress is demonstrated in a 30-day period.
  - Failure to achieve a passing grade* within three attempts on didactic unit, midterm, or final exams, or lab simulation;
  - Failure to achieve a highly proficient or proficient rating for any aspect of an experiential rotation.

  The Program Director will review the student's progress to determine which skills or areas of learning should be remediated and if the student will remain in the training program. Note: A student who is granted a leave of absence will not be dismissed from the training program while on leave.

  *Passing grades are as follows:
  - 80% minimum score for each didactic quiz, unit, and midterm exam
  - 75% minimum score for the final exam
  - 100% minimum score for each simulation

- Admissions Policy
  - o Program Description

    The UPMC Pharmacy Technician Training Program is an ASHP/ACPE candidate program. The program is to prepare current and aspiring pharmacy technicians with standardized training that meets state requirements to practice as a pharmacy technician. In addition, this program is to prepare technicians for any state or national certification exam.

    The program is a 403-hour program completed within 52 weeks. The didactic portion of the program is completed online, is self-paced, and contains graded quizzes, unit exams, midterm, and final exam. The simulation portion of the program is observed and graded by local instructors. The experiential portion of the program is completed at designated pharmacy sites with an assigned preceptor.

    Hourly breakdown:
    - Didactic: 167.4 hours
    - Simulation: 67.6 hours
    - Experiential: 168 hours
  - o Admission's Requirements

    It is our goal for each student to succeed throughout the training program and into their career. Pharmacy technician trainees are admitted to the program as UPMC employees

through the standard systemwide hiring processes. To ensure the success of our students, they must meet the guidelines in the systemwide Recruitment & Selection Policy HS-HR0738 and the following minimum qualifications to enroll in the program:

- Possess a high school diploma or the equivalent.
- Have English language and math proficiency sufficient to fulfill the requirements of the pharmacy technician job responsibilities, demonstrated by passing the TRC Reading Comprehension and Math Assessments in three attempts or less. A minimum score of 70% is required for each assessment.
- Meet state-specific age requirements for employment of pharmacy technicians.
- 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, please contact your Program Director.

The Program Manager has final approval of applicants' qualifications for acceptance into the training program.

- Exam Attempt Reset Policy
  - To maximize the pharmacy technician education, and prove competence, each exam is limited to 3 attempts to achieve a passing score. It's understandable that some topics may be more difficult than others, and students may request additional attempt(s) for a particular exam. In these rare cases instructors, preceptors, or program directors should follow the recommended policies:

    Attempts on the SAME exam:
    - 1st, 2nd, 3rd attempts are allowed without any intervention
    - 4th attempt is allowed without recourse, but must be requested through a student's trainer, preceptor, or program manager
      - Until additional attempt is made, the system will prevent the student from being able to make a 4th attempt
    - 5th attempt can be authorized with documented remediation by the instructor, preceptor, or program manager
    - 6th attempt should be directed to the program manager to determine whether dismissal from the program is warranted

- Purpose of Training and Prospects for Employment Policy
  - Purpose of Training

    The UPMC Pharmacy Technician Training Program helps students train to become certified pharmacy technicians. The UPMC Pharmacy Technician Training Program is designed to train pharmacy technicians to better support pharmacists, to improve patient safety, reduce medication errors, and improve efficiency in the pharmacy, as well as helping pharmacies meet regulatory and training requirements. The UPMC Pharmacy Technician Training Program graduates are well trained to meet high quality performance standards and are prepared to pass state and national certification exams. Important topics covered in the UPMC Pharmacy Technician Training Program curriculum include medication error

prevention and safety, calculations, pharmacology, community pharmacy practice, institutional pharmacy practice, federal law, and state specific pharmacy law.

- o Prospects for Employment and Salary Expectations
  Employment of pharmacy technicians is expected to grow by 4 percent from 2019 to 2029, as fast as average for all occupations.

Summary Facts: Pharmacy Technician	
2021 Median Pay	$36,740 per year $17.66 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, 2020	419,300
Job Outlook, 2020-30	4% (Slower than average)
Employment Change, 2020-30	16,600

Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Pharmacy Technicians, on the Internet at http://www.bls.gov/ooh/healthcare/pharmacy-technicians.htm (visited August 3, 2022).

- Student Academic Support Policy
  - o Academic support is continually available for all students enrolled in the program. Academic support includes assistance with program progress, didactic or simulation content, experiential rotations, or other matters that affect successful completion of the program. Students should follow the following procedures to obtain academic support.
    1. Students are directed to contact their onsite supervisor for assistance.
    2. In the event the onsite supervisor is not able to provide adequate support, students are directed to contact their Program Director.

    Amanda Abernathy

    Abernathya4@upmc.edu

    412-0306-647

    3. Contact TRC staff directly by clicking on "Help" at the upper right corner of the PTU dashboard.

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).

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)

To access our website,
visit work.partners/lifesolutions, enter company code, ALLIED, and click login

workpartners
the people activation company
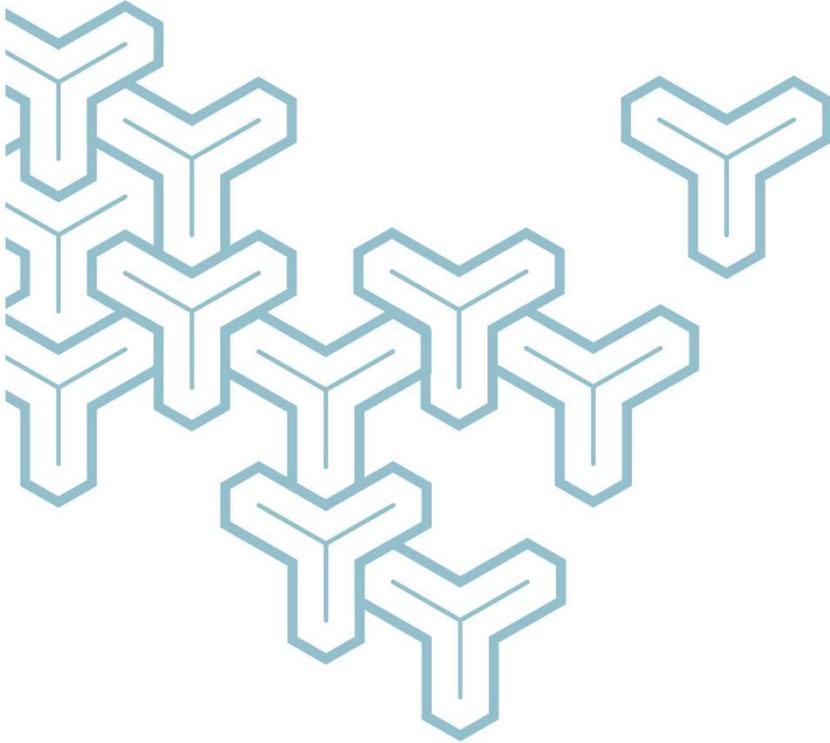
U.S. Steel Tower, 600 Grant Street, Pittsburgh, PA 15219

UPMC
LIFE CHANGING MEDICINE

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.

UPMC
LIFE CHANGING MEDICINE