

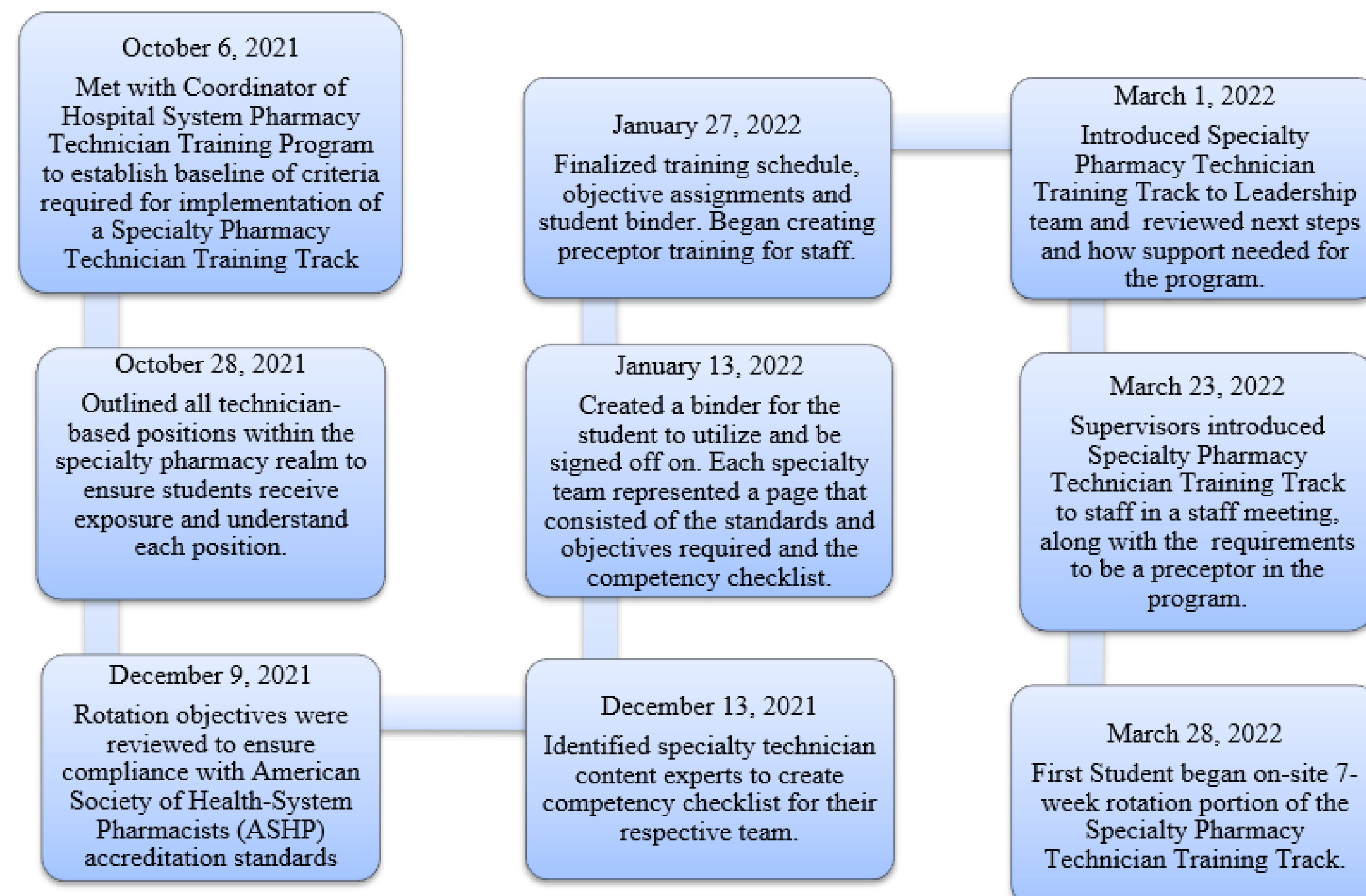
## Background

- The Covid-19 pandemic worsened a nationwide technician shortage with negative impacts on pharmacy workflow and patient care.
- Our hiring requirement for specialty pharmacy technicians (SPT) included one year of experience with advanced certification. With our growing business, the ability to hire SPT's has been a challenge.
- Currently, Yale New Haven Health (YNHH) offers an ASHP/ACPE accredited Pharmacy Technician Training Program that prepares individuals for: a pharmacy career in all practice settings, the Pharmacy Technician Certification Board (PTCB) exam, with the opportunity for practical experience in multiple practice settings, including specialty pharmacy. The twenty-three weeklong program is equivalent to one year of pharmacy experience for the purpose of hire within the organization.. The YNHH health system specialty pharmacy (HSSP) collaborated with the YNHH Pharmacy Technician Training Program to create a specialty pharmacy focused rotation track. While our legacy programs experiential rotations focused on multiple practice settings our new program is largely focused on specialty pharmacy .

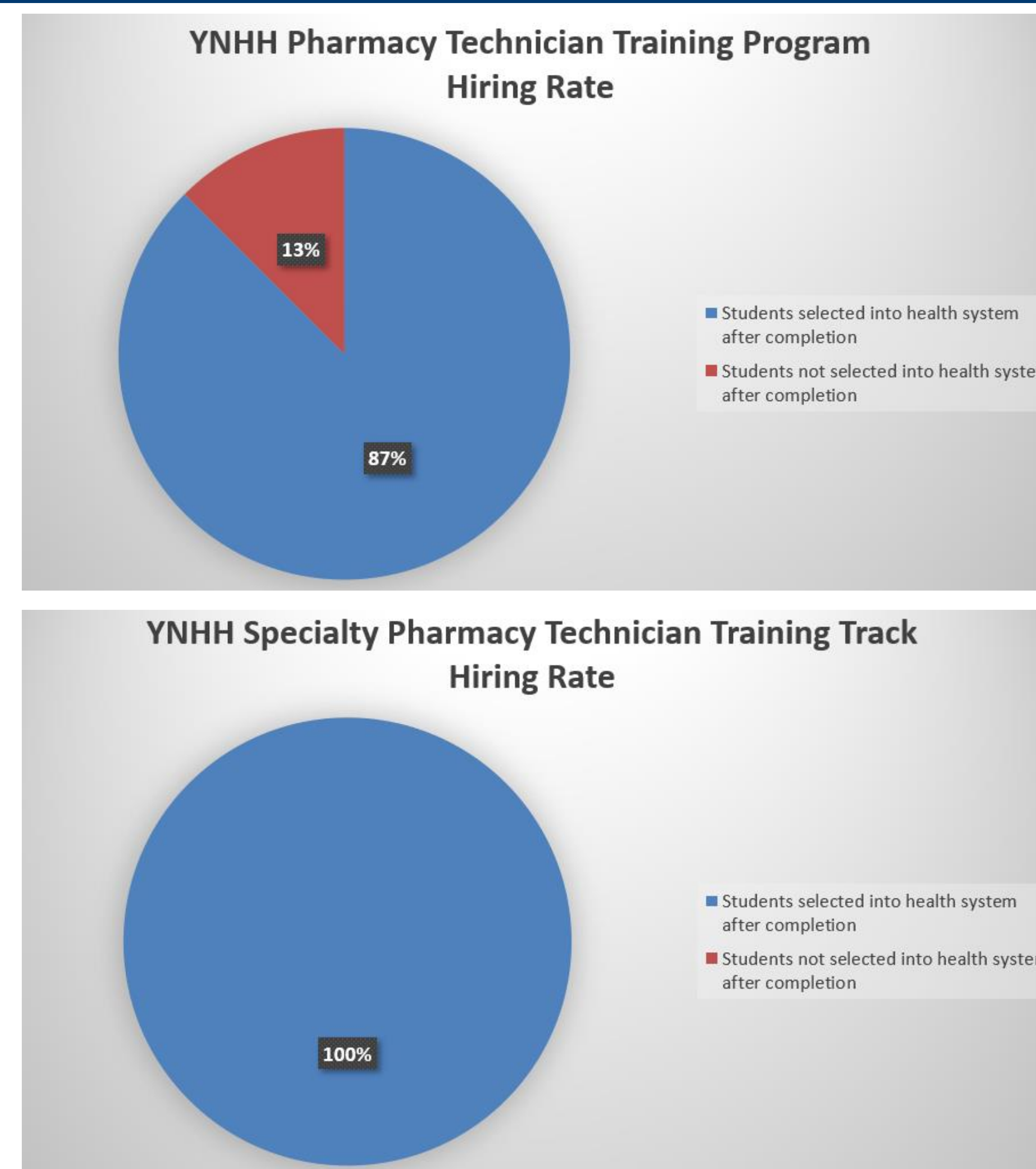
## Objectives

- Creation and implementation of a specialty pharmacy focused pharmacy technician training program to increase the available candidate pool.

## Methods



## Results



Rotation: Call Center Liaison

Preceptor: Any Rotation Manager/Supervisor: Vanessa Batista, Brittany Dasher, Alijah Kosarko, Diaramalys Rivera

DCP Permissions: Students may function as a pharmacy technician, provided all requirements related to supervision are met

Student Name: \_\_\_\_\_ Preceptor: \_\_\_\_\_

Competency Area/Objective	Validated Competency by: Preceptor Initials	Date	Comments
3.1 Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.			
3.3 Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.			
3.7 Assist pharmacists in the monitoring of medication therapy.			
3.14 Collect payment for medications, pharmacy services, and devices.			
3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.			
4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.			
4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.			
4.5 Assist pharmacist in the medication reconciliation process.			

Specialty Pharmacy Technician Training Student Schedule					
NAME:		WEEK 1		WEEK 2	
Monday	8:30a-5p	HIT, Compliance and Safety Regulation	Monday	8:30a-5p	Intake (Multi-Specialty)
Tuesday	8:30a-5p	MAP, Med B, 340B, Tech. Supervisor(s)	Tuesday	8:30a-5p	Intake (Multi-Specialty)
Wednesday	8:30a-5p	Admin, Customer Service	Wednesday	8:30a-5p	Intake (Multi-Specialty)
Thursday	8:30a-5p	AWC	Thursday	8:30a-5p	Intake (Oncology)
Friday	8:30a-5p	MMC, PA	Friday	8:30a-5p	Intake (Oncology)
WEEK 3		WEEK 4		WEEK 5	
Monday	8:30a-5p	Dispensing	Monday	8:30a-5p	Transplant-Pt Outreach
Tuesday	8:30a-5p	Dispensing	Tuesday	8:30a-5p	Transplant- Discharges
Wednesday	8:30a-5p	Dispensing	Wednesday	8:30a-5p	Transplant- Med B vs D
Thursday	8:30a-5p	Shipping	Thursday	8:30a-5p	Transplant- Manual Medicare
Friday	8:30a-5p	Inventory	Friday	8:30a-5p	Transplant- Med Sync
WEEK 6		WEEK 7		WEEK 8 AND 9 STERILE COMPOUNDING/IV	
Monday	8:30a-5p	Inflammatory- Bridge Program	Monday	8:30a-5p	Oncology- New Starts
Tuesday	8:30a-5p	Inflammatory- Loading vs Maintenance Dosing	Tuesday	8:30a-5p	Oncology- External Patients/ PT Outreach
Wednesday	8:30a-5p	Inflammatory- In-baskets	Wednesday	8:30a-5p	Oncology- In-baskets/ treatment plan release
Thursday	8:30a-5p	Inflammatory- Injectables	Thursday	8:30a-5p	Oncology- Manual Medicare
Friday	8:30a-5p	Inflammatory- Outbound calls	Friday	8:30a-5p	Oncology- Outbound Calls
Monday	8:30a-5p	Multiple Sclerosis- Botox/ copay assistance	A Preceptor from the Hospitals In-patient Pharmacy will reach out to you prior to your rotation with schedule.		
Tuesday	8:30a-5p	Multiple Sclerosis- Ortho/ In-baskets			
Wednesday	8:30a-5p	Multiple Sclerosis- Loading vs Maintenance Dose/ Injectables			
Thursday	8:30a-5p	HIV/Hep C- Medication Adherence/ Med Sync			
Friday	8:30a-5p	HIV/Hep C- Titration Dosing/ Reassessments			

### Preceptors Student Evaluation

Site coordinators/ preceptors please be sure to complete your assessment of the student

Preceptor: \_\_\_\_\_  
Student: \_\_\_\_\_

Rotation:

- The student was on time for rotations daily.  
Strongly agree Agree Neutral Disagree Strongly disagree
- The student met or exceed all the rotation objectives.  
Strongly agree Agree Neutral Disagree Strongly disagree
- The student had a positive attitude throughout the rotation.  
Strongly agree Agree Neutral Disagree Strongly disagree
- The student worked with me to work out any scheduling conflicts or make ups for missed days.  
Strongly agree Agree N/A Disagree Strongly disagree
- The student showed flexibility and the ability to adjust to changes.  
Strongly agree Agree Neutral Disagree Strongly disagree
- The student showed interest and enthusiasm throughout the rotation.  
Strongly agree Agree Neutral Disagree Strongly disagree
- The student asked questions and worked to ensure rotation objectives were addressed.  
Strongly agree Agree Neutral Disagree Strongly disagree
- The student met and held up the pharmacy department's standard of professionalism.  
Strongly agree Agree Neutral Disagree Strongly disagree
- I would recommend this student for an open position within the department.  
Strongly agree Agree Neutral Disagree Strongly disagree

Comments: \_\_\_\_\_

## Discussion

- In total, the development of the specialty pharmacy focused track of the YNHH Pharmacy Technician Training Program took five months.
- Since 2016, one student was hired from the original YNHH Pharmacy Technician Training Program as SPT.
- The specialty pharmacy focused track was first available to students on March 28, 2022. To date, two students have enrolled and completed the specialty pharmacy focused track and are currently being retained as full time SPTs.
- The hiring rate into the health system of the new Specialty Pharmacy Technician Training Track program is 100% which contributes to the overall program hire rate of 87%

## Conclusions

- A specialty focused pharmacy technician training program can be a novel strategy to address HSSP pharmacy technician staffing shortage.

## Barriers / Limitations

- Recruiting Students for the Specialty track
- Scheduling training with other ancillary departments (MAP, PA, Med B, etc.)
- Scheduling training with call outs and scheduled PTO.
- Utilizing and building off an already established accredited training program.

## Future Directions

- Recruit and increase enrollment into the Specialty focused pharmacy technician training program rotation track.
- Maintain a high percentage of hiring and retaining students from the program
- Reassignment of current rotation for sterile compounding and IV admixtures to our Home Infusion Pharmacy.

## Acknowledgements

- We would like to thank our Associate Director Terri Sue Rubino for her limitless support and guidance.

Disclosure: The authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation: Diaramalys Rivera, BA, CPhT; Alijah Kosarko, BA, CPhT; Vanessa Batista, CPhT; Brittany Dasher, BS, CPhT; Sharee Parker, CPhT; Vinay Sawant, RPh, MPH, MBA : nothing to disclose.