



Newfoundland and Labrador Pharmacy Board

Regulation of Pharmacy Technicians

What's New?

Objective

- To provide an update on the regulation of Pharmacy Technicians and the impact on the profession of pharmacy in Newfoundland and Labrador.



Newfoundland and Labrador Pharmacy Board

Who is the Newfoundland and Labrador Pharmacy Board?

“the licensing and regulatory body for pharmacists and pharmacies in the province, with a mission to set, govern and advance the standards and scope of pharmacy practice for the service and protection of the people of Newfoundland and Labrador”

- Mandatory registration of pharmacists, pharmacy students and pharmacies
- Currently 574 pharmacists practising in the province
- 187 community pharmacies
- 15 hospital pharmacies



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Demographics



- >30,000 pharmacist practicing in Canada
(566 in Newfoundland and Labrador)
- 71% retail, 15% hospital, 14% other
- <8000 community pharmacies
(187 in NL)
- <300 inpatient hospital pharmacies
(15 in NL)
- Estimated 40,000 to 80,000 pharmacy technicians /
pharmacy assistants
(How many in NL ?)



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What's the Buzz?

- Currently a great deal of activity occurring across the country relating to the regulation and certification of pharmacy technicians and the accreditation of pharmacy technician programs
- Reasons for this are numerous...



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Why Change?

- Pharmacists are facing greater demands on their time and medication knowledge with the evolution of the practice of pharmacy
- They need technicians to meet the increasing Rx volumes and growing administrative needs



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Why Change?

- Consensus among the pharmacy community that these actions will improve pharmacy practice
- There is a need to bring regulations in line with both current and evolving practice



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Why Change?

- The lack of regulation for pharmacy technicians makes it difficult to:
 - mandate minimum standards for educational institutions;
 - identify who can be designated as a pharmacy technician;
 - clarify roles and responsibilities;
 - identify the pharmacist's responsibility for functions performed by pharmacy technicians;
 - establish a competency assessment process; and
 - discipline in the event of failure to maintain standards of practice or misconduct



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Benefits to Regulation

- Benefits to Technicians:
 - Status (Professionalism)
 - Authority (Accountability)
 - Autonomy (Responsibility)
- Benefits to Pharmacists:
 - More efficient use of time
 - More effective use of clinical abilities
- Benefits to Patients:
 - Better health outcomes



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Potential Future Scope of Practice for Regulated Pharmacy Technicians

- Pharmacy technicians will be responsible and accountable for ensuring patient safety and for the accuracy and quality of product preparation and release



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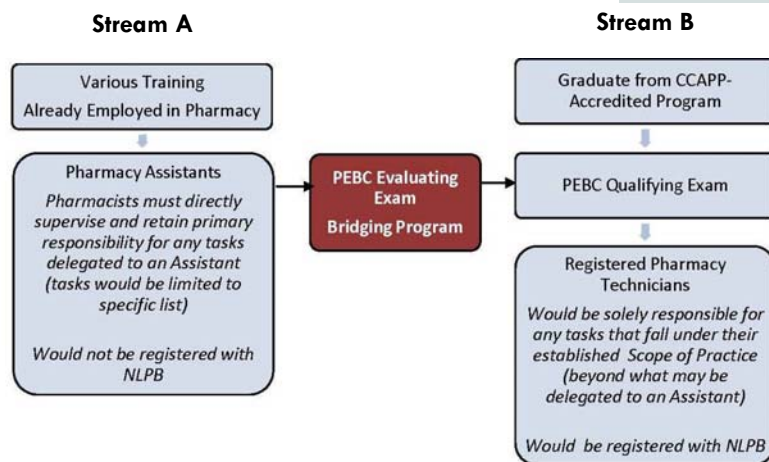
Side Note: Hospital vs. Community Pharmacy

- Hospitals have specific and documented policies and procedures that exist – community pharmacies not so much
- There is much more collaboration to standardize hospital practice than in community- this varies between companies
- Policies, procedures and protocols related to the utilization of hospital pharmacy technicians have already been developed by the hospital Directors of Pharmacy
- CSHP has also developed guidelines on the delegation of functions to pharmacy technicians and for hospital pharmacy technician training programs



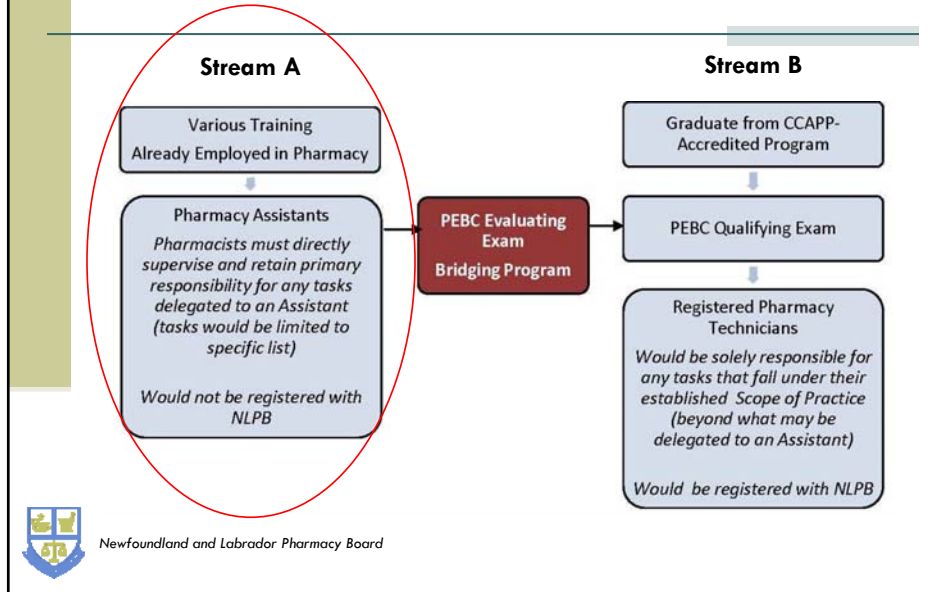
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What's Next?



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What's Next?



What's Next? - Locally

- Stream A
- *Pharmacy Act* currently allows for delegation in accordance with regulations
 - “The board may, with the approval of the minister, make regulations prescribing
 - the tasks within the practice of pharmacy that may be **delegated** by a registered pharmacist to a pharmacy student or person within a specified class;
 - the characteristics and qualifications of the specified class of persons referred to [above];
 - the level of supervision required where delegation is permitted...; and
 - other conditions on the delegation of tasks”



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What's Next? - Locally

- Currently the Board has:
 - Guidelines on the use of technicians (1995),
 - a approved approach to technician regulation,
 - a first draft of new regulations and Standards of Practice related to delegation of a pharmacists' duties, and
 - a Professional Practice Sub-Committee with the mandate of moving the issue forward



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What's Next? - Nationally



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What's Next? - Nationally

- National Association of Pharmacy Regulatory Authorities (NAPRA) has developed and approved *Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice*
- Describes the skills, abilities and attitudes required of pharmacy technicians as they enter practice
- NOT a description of what assistants are currently permitted to do



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What's Next? - Nationally

- **Legal, Ethical, and Professional Responsibilities**
 - Meet legal requirements; uphold and act on ethical principles; and demonstrate professionalism
- **Professional Collaboration and Team Work**
 - Collaborate to meet patient health care needs, goals, and outcomes
- **Drug Distribution: Prescription and Patient Information**
 - Receive and process a prescription
 - Transfer prescription authorizations to another pharmacy provider at the patient's request
- **Drug Distribution: Product Preparation**
 - Select, prepare, and package products for release



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What's Next? - Nationally

■ **Drug Distribution: Product Release**

- Ensure accuracy and quality of the final product
- Collaborate with the pharmacist in the release of the product
- Document all aspects of drug distribution activities

■ **Drug Distribution: System and Inventory Controls**

- Manage the drug distribution system
- Manage inventory

■ **Communication and Education**

- Establish and maintain effective communications
- Provide information and education
- Document, in compliance with legislation, standards, policies, and procedures



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What's Next? - Nationally

■ **Management Knowledge and Skills**

- Manage operations and administrative activities occurring within their practice environment
- Manage financial elements associated with the processing of prescriptions

■ **Quality Assurance**

- Participate in quality assurance processes
- Ensure the safety and integrity of pharmaceutical products
- Contribute to the creation and maintenance of a safe working environment and conditions



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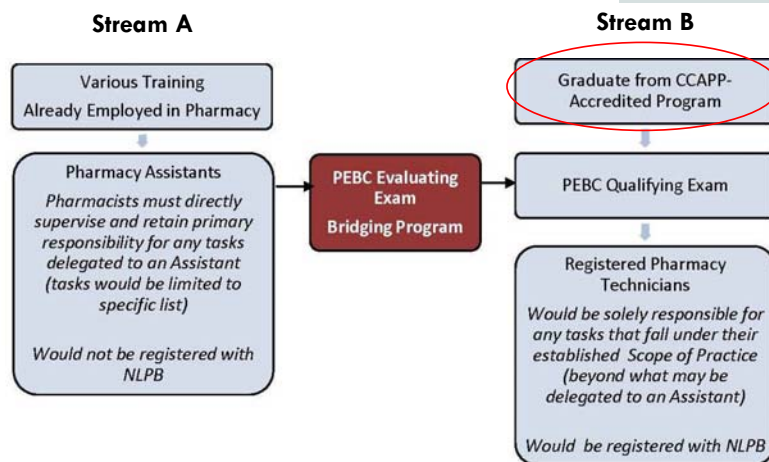
What's Next? - Nationally

- Document was developed for a number of purposes:
 - to support the development of a national accreditation standard for pharmacy technician educational programs (under the authority of the Canadian Council on Accreditation of Pharmacy Programs);
 - to support the development of a national entry to practice examination for pharmacy technicians (being developed by the Pharmacy Examining Board of Canada); and
 - to support national educational outcomes for pharmacy technician programs (developed by the Canadian Pharmacy Technician Educators Association)



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What's Next?



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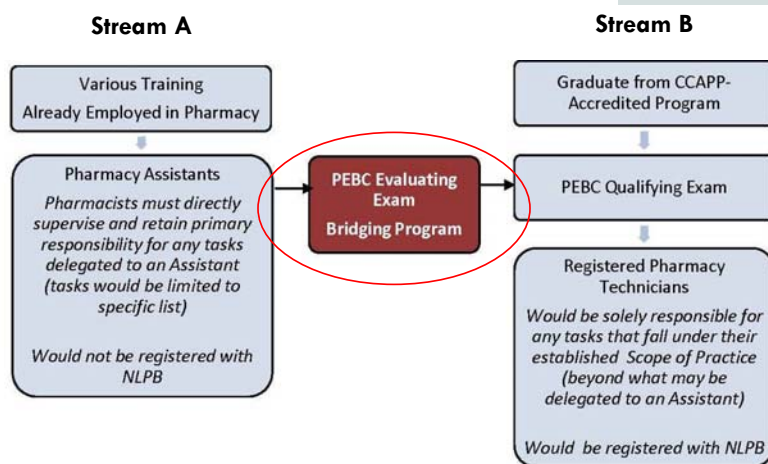
What's Next? - Nationally

- Canadian Council for the Accreditation of Pharmacy Programs (CCAPP)
 - Proceeding to develop an accreditation program for pharmacy technician training programs based on the model developed for pharmacy faculties
 - <20 schools in various provinces have been given conditional accreditations to date
 - There have been no graduates from these schools to date



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What's Next?



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What's Next? - Nationally

- Pharmacy Examining Board of Canada (PEBC) has been tasked with researching and designing the national pharmacy technician exams
 - Evaluating Exam
 - Qualifying Exam



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What's Next? - Nationally

- PEBC Evaluating Exam
 - Has specific Eligibility Criteria
 - Candidates are permitted to take the Evaluating Examination by providing evidence of a minimum of 2000 hours of work in the past 36 months in the field of pharmacy



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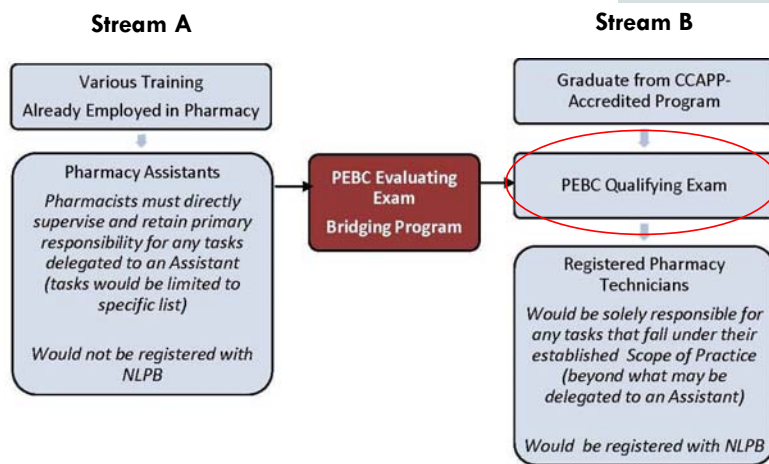
What's Next? - Nationally

- Bridging Program



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What's Next?



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What's Next? - Nationally

- PEBC Qualifying Exam
 - national entry-to-practice exam for the assessment and certification of the competence of Pharmacy Technicians for purposes of registration
 - specific Eligibility Criteria
 - Graduation from a CCAPP-accredited pharmacy technician program; or
 - Passed OCP certification exam (2008); or
 - Passed PTCB-AB certification exam (2007); or
 - Successful completion of the “PEBC Evaluating Examination”



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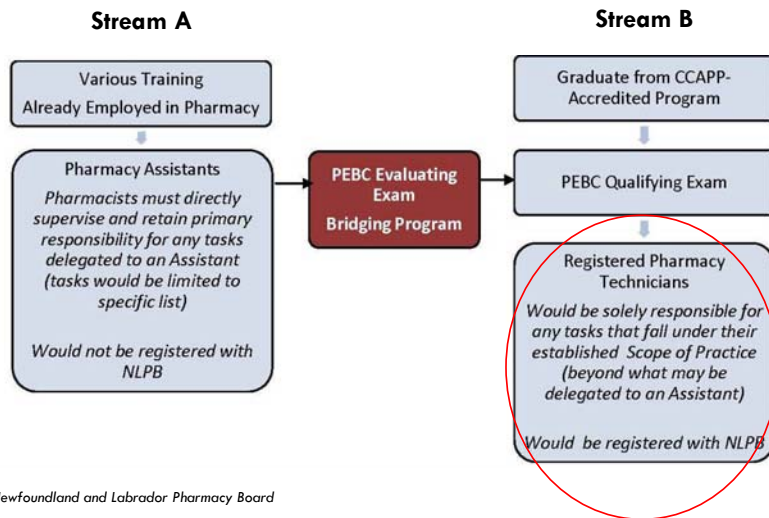
What's Next? - Nationally

- PEBC Qualifying Exam
 - Two components:
 - Multiple choice written component
 - Objective Structured Practical Exam “OSPE” component
 - Interactive performance-based component using standardized patients and healthcare professionals



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What's Next?



What's Next? - Locally

- Continue work on Stream A including Board approval of draft Standards of Practice regarding delegation of duties
- Finalize membership and mandate of Professional Practice Sub-Committee on Pharmacy Technicians
 - ?volunteers
- Continue communications with pharmacists, assistants and other stakeholders



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Down the Road...

- Stream B (~3-5 years)
 - Work with provincial government to determine a regulatory framework for pharmacy technicians that includes:
 - education and training standards
 - a certification or credentialing system
 - a registration process and procedure
 - defined roles, responsibilities, and competencies
 - a quality assurance program
 - a complaints and discipline procedure
 - a governance structure that includes participation by pharmacy technicians



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Stay in the Loop...

- See NLPB Publication – *The Apothecary Summer 2009* for articles,
 - “Delegation to Pharmacy Assistants and the Future of Technician Regulation”
 - “Frequently-Asked Questions” on Pharmacy Technician Regulation”
- Check NLPB website (www.nlpb.ca) under Professional Practice Resources for news and updates



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Questions ?



Contact Us:

Newfoundland & Labrador
Pharmacy Board
(709) 753-5877
inforx@nlpb.ca
www.nlpb.ca



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