Pharmacy Technician Competencies

1. INTRODUCTION
   a. Demonstrates knowledge of history of medicine and pharmacy
   b. Demonstrates knowledge and understanding of the duties and responsibilities of a pharmacy technician in relationship to other pharmacy personnel and knowledge of standards and ethics, laws and regulations governing the practice of pharmacy
   c. Identifies major health care systems
   d. Demonstrates knowledge and use of reference materials for major health care changes and impacts on the pharmaceutical industry
   e. Demonstrates knowledge of contents and use of policies and procedures manual and understands the use of Red Book and Orange Book in pharmacy

2. SAFETY AND SECURITY
   a. Demonstrates knowledge and understanding of different pharmacy practice settings
   b. Understands knowledge of safety practices, regulations and procedures in case of an emergency
   c. Demonstrates and understands aseptic technique

3. LEGAL AND ETHICAL
   a. Demonstrates ethical responsibility and understanding of consequences of employee violation of security procedures
   b. Understands loss prevention and shrinkage
   c. Understands Federal Drug and State Pharmacy Laws including HIPAA
   d. Understands FDA and DEA policies
   e. Demonstrates knowledge of Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
   f. Demonstrates knowledge of Codes of Ethics and Standards of Pharmacy Technicians
   g. Demonstrates ethical problem solving and critical thinking

4. LEADERSHIP SKILLS
   a. Demonstrates appropriate professional behavior by practicing initiative, creativity, self-control, interest and enthusiasm
   b. Demonstrates leadership skills by working independently, making appropriate decisions, working well with others, and taking constructive criticism appropriately

5. PHARMACEUTICAL CARE
   a. Recognizes and defines pharmaceutical care and prescription processing
   b. Demonstrates knowledge of consequences of drug-related problems
   c. Demonstrates skills required of pharmacy technicians in pharmaceutical care

6. MEDICATIONS
   a. Demonstrates knowledge of drugs and their purpose
   b. Describes the difference between generic and brand names and therapeutic equivalence
   c. Describes difference between side effects and toxicities
   d. Understands over-the-counter medications and skin care products
e. Demonstrates knowledge and ability to identify and employ pharmaceutical and medical terms, abbreviations and symbols commonly used in prescribing, dispensing and record keeping of medications

7. OPERATIONAL SKILLS
   a. Possesses a working knowledge of basic pharmacology and demonstrates knowledge of medical and pharmacy terminology, symbols and abbreviations
   b. Demonstrates knowledge of chemical compounds and symbols
   c. Defines routes of administration
   d. Understands types of pharmaceutical dosage forms
   e. Understands complementary alternative and homeopathic treatments
   f. Understands repackaging and compounding
   g. Understands pharmacy stock and billing

8. PHARMACY CALCULATIONS
   a. Demonstrates knowledge of basic mathematics
   b. Demonstrates knowledge of ratio and proportion
   c. Describes dosage conversions and calculations
   d. Explains extemporaneous compounding calculations
   e. Explains intravenous and sterile product compounding calculations
   f. Explains commercial and business pharmacy calculations
   g. Demonstrates knowledge of and the ability to carry out calculations required for common dosage determination, employing the avoirdupois, metric and apothecary systems
   h. Demonstrates a working knowledge of routes of administration, dosage forms, and drug dosages

9. DRUG CHEMISTRY AND MICROBIOLOGY
   a. Describes absorption, distribution, metabolism and excretion
   b. Describes adverse effects and toxicities
   c. Knowledge of drug interactions
   d. Describes drug risk-to-benefit ratio
   e. Demonstrates knowledge of pharmacokinetics
   f. Demonstrates knowledge of pharmacodynamics
   g. Possesses a working knowledge of the classifications of drugs
   h. Knowledge of Classifications of Organisms (Taxonomy) and Viruses

10. PHARMACOLOGY
    a. Knowledge of and describes gastrointestinal system and disorders
    b. Knowledge of and describes cardiac system and disorders
    c. Knowledge of and describes endocrine system and disorders
    d. Knowledge of and describes respiratory systems and disorders
    e. Knowledge of and describes nervous system and disorders
    f. Knowledge of and describes visual and auditory systems
    g. Knowledge of and describes reproductive systems and diseases
    h. Knowledge of and describes blood disorders
i. Knowledge of and describes poisoning
j. Knowledge of and describes affective disorders
k. Knowledge of and describes pain and inflammation
l. Knowledge of and describes infections
m. Knowledge of and describes oncology
n. Knowledge of and describes HIV/AIDS
o. Knowledge of and describes psychopharmacology
p. Knowledge of and describes antinfective
q. Knowledge of and describes antiinflammatory and antihistamines
r. Knowledge of and describes vitamins and minerals
s. Knowledge of and describes vaccines
t. Possesses a working knowledge of the anatomy and physiology of the human body

11. COMPUTER APPLICATIONS
   a. Describes current and future technician role with computers
   b. Demonstrates pharmacy applications
   c. Demonstrates basic computer program use and functions
   d. Demonstrates knowledge of and ability to perform the manipulative and record-keeping functions involved in and related to dispensing prescriptions

12. QUALITY IMPROVEMENT
   a. Demonstrates knowledge of drug use evaluation
   b. Demonstrates knowledge of adverse drug reactions (ADR) and classifications
   c. Demonstrates knowledge of utilization of pharmacy technicians in ADR
   d. Demonstrates knowledge of Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
   e. Demonstrates knowledge of Institute for Safe Medication Practices, Inc.
   f. Demonstrates the ability to perform essential functions relating to inventory control and purchasing

13. ASEPTIC TECHNIQUE AND STERILE PRODUCTS
   a. Describes sterilization and pyrogens
   b. Demonstrates aseptic techniques language
   c. Describes clean room equipment, organization, and supplies
   d. Demonstrates knowledge of and practices standardized aseptic techniques
   e. Possesses a working knowledge of procedures and techniques relating to aseptic technique, compounding, and parenteral dosage preparation

14. OPERATIONS AND MEDICATION CONTROL
   a. Describes pharmacy formulary
   b. Demonstrates technician utilization in the medication process
   c. Demonstrates utilization in inventory management
   d. Demonstrates technician utilization in controlled substances
   e. Demonstrates the ability to distinguish between trade and generic names of drugs and abbreviations used in pharmacy practice
f. Demonstrates knowledge and understanding of the identification of drugs, drug dosages, routes of administration, and dosage forms
g. Demonstrates an understanding of the procedures and operations relating to the storage, manufacturing, packaging, labeling of drug products, and compounding medications and techniques

15. ESSENTIAL EMPLOYABILITY SKILLS/CAREER PREPARATION STANDARDS
a. Demonstrates personal skill development (positive attitude, honesty, self-confidence and time management)
b. Demonstrates effective interpersonal skills (group dynamics, conflict resolution and negotiations)
c. Demonstrates academic skills, critical thinking and problem-solving in the workplace
d. Demonstrates effective communication
e. Demonstrates occupational safety issues and observe all safety rules
f. Demonstrates career awareness and knowledge of pathways
g. Demonstrates ability to adapt to changing technology
h. Demonstrates ability to prepare for employment (resume, job application, job interview and portfolio development)