

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 antiinfective
- 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)