Tech Check Tech (TCT)- Technicians Practicing at the Top of Their License

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2023 ICHP ANNUAL MEETING

Objectives

1. Review how Pharmacy Technicians would add value to your program as TCTs.

2. Interpret filled medications and be able to identify the mistakes that are present.

3. Compare and contrast the different types of errors that can be made vs those that have been made in the patient scenario.

What is Tech Check Tech?

"Tech-Check-Tech (TCT) is a process that allows a pharmacy technician to perform the final check of medications prepared by another technician."

(Tarver et al., 2017)

Needs Assessment

Pharmacy practice is an evolving practice and as the responsibilities of the Pharmacist broaden, those of the Pharmacy Technician will also need to broaden. Pharmacies that leverage Pharmacy Technicians in part of the checking process can alleviate that task from the Pharmacist and allow them to focus on clinical interventions and tasks that require a pharmacist. Having technicians that are trained in Tech Check Tech has been shown to decrease medication errors and with the proper training, technicians are as accurate if not more accurate than when having a pharmacist check because of their ability to focus on the task at hand.

Northwestern Medicine TCT Program

- Must be a Technician Specialist
- Training is supervised by Pharmacist Lead
- Training includes:
  - Shadow RPh on what to check for
  - Check 100% of ADC fill and 100% of Cartfill with RPh checking 100% for period of time
  - Check 100% of ADC fill and 100% of Cartfill with RPh checking 50% for period of time
  - Check 100% of ADC fill and 100% of Cartfill with RPh checking 10% after training period
- To maintain training must do product verification at least once every 6 weeks.

PTCB Technician Product Verification Certificate

- Earning the PTCB Assessment-Based Technician Product Verification (TPV) Certificate Program offers an opportunity for pharmacy technicians to demonstrate and be recognized for their competency in:
  - Completing final verification duties
  - Checking other technicians or automated systems for accuracy in dispensing medications
  - Managing detail-oriented work and administrative tasks

- **Eligibility Requirements**
  - A candidate must hold an active PTCB CPhT Certification and fulfill one of the following eligibility pathways:
  - **Pathway 1:** Completion of a PTCB-Recognized Technician Product Verification Education/Training Program.

    Pathway 2: Completion of a state board-approved validation program.

PTCB TPV Exam

- The Technician Product Verification Certificate Exam consists of 120 questions and each contains a prescription or order label and images of the product provided for verification. The test taker must determine if the product and quantity are correct per the label, and if the product integrity is acceptable. The exam will test candidate's expertise in:
  - Identifying the correct product name, strength, and dosage form;
  - Calculating the amount of product to dispense based on prescribed dosage and frequency; and
  - Evaluating the integrity of product characteristics (e.g., intact packaging and expiration dates).
  - The questions are a combination of items that contain errors in one of the three areas, and items that do not contain errors

- Highly recommend watching tutorial at the beginning of the exam (from experience)

(*Choose PTCB. Choose Excellence.*, 2023)

Value of Technicians as TCTs

- Improved efficiency and patient care

- Additional layer of medication safety having trained technicians product check

- Allow pharmacists to provide clinical duties and patient counseling

- Improve pharmacy workflow management

- Technicians can handle larger volumes

- Regulatory compliance in states that allow TCT

- Increased Pharmacist and Technician collaboration

(Burke, 2023)

Training Requirements

- Varies by state

- Minimum requirements:
  - Certified/licensed pharmacy technician
  - Years of experience (where required)
  - Supervised training by a pharmacist
  - 99% accuracy in checking audits
  - Completion of a training module (where required)
  - Quarterly, Biannual, Annual recertification
  - Advanced credential (where required)

TCT in Community Pharmacy

- In 2013, legislation was signed into law granting the Iowa Board of Pharmacy the legal authority to approve a renewable pilot project on TCT in community pharmacy settings.

- In 2014, the Iowa State Board of Pharmacy approved the first phase of such a pilot program, which included 7 different community pharmacies. The Iowa State Board of Pharmacy later granted approval for phase 2, which encompassed 10 additional community practice sites throughout the state.

- Participating pharmacies included both chain and independent stores.

- To participate in the study, a technician needed to hold national certification, have at least 2000 hours of experience, and be in good standing with the Board.

- Those technicians were able to perform final verification on a refill product that was prepared by another technician for which prospective drug utilization review had been previously performed by a pharmacist.

- In addition to the baseline training requirements, participating technicians were required to pass advanced continuing pharmacy education modules on the following topics: TCT workflow, business planning, medication errors, dosage forms, calculations, and a review of common drug classes. Pharmacists were required to double-check all prescriptions verified by the technician during the first week of implementation.

- As an ongoing quality assurance measure, participating technicians were also subjected to 50 unannounced refill checks by a pharmacist monthly.

(Frost & Adams, 2016)

States with Tech Check Tech*

- California
  - Hospital or Health-System only
- Colorado
  - Hospital and Community
- Idaho
  - Hospital and Community
- Illinois
  - Registered Certified Pharmacy Technician verifies a prescription dispensed by another Pharmacy Technician using technology-assisted medication verification such as dispensing from an ADC.

- Iowa
  - Hospital and Community
- Kentucky
  - Hospital only
- Michigan
  - Hospital and Community
- Minnesota
  - Hospital only
- Missouri
  - Hospital or Health-System only
- Montana
  - Hospital only

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* As of 2019

States with Tech Check Tech

- Nebraska
  - Hospital only
- North and South Dakota
  - North Dakota: Hospital and Community
  - South Dakota: Hospital only
- North and South Carolina
  - North Carolina: Hospital only
  - South Carolina: Hospital and Community
- Oregon
  - Hospital only

- Texas
  - Hospital only
- Utah
  - Hospital only
- Washington
  - Hospital and Community
- Wisconsin
  - Hospital and Community

Which of the following is a value of technicians as TCTs?

A. Increased Pharmacist and Technician collaboration

B. Improved pharmacy workflow management

C. Improved efficiency and patient care

D. All of the above

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Which of the following is a value of technicians as TCTs?

0

Increased Pharmacist and Technician collaboration

Improved pharmacy workflow management

SEE MORE

Which of the following is a value of technicians as TCTs?

A. Increased Pharmacist and Technician collaboration

B. Improved pharmacy workflow management

C. Improved efficiency and patient care

D. **All of the above**

What are the training requirements for technicians to be TCTs?

Moderate

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What are the training requirements for technicians to be TCTs?

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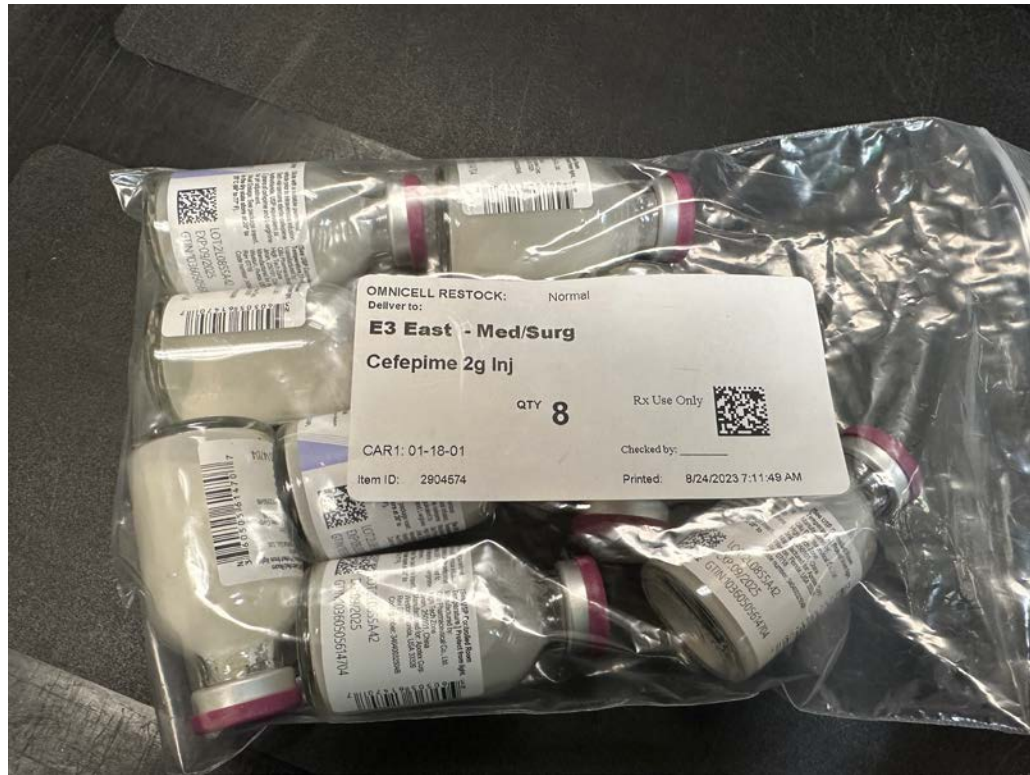
Checking Parameters

- Technicians should be trained to check for the following:
  - Right patient (when checking patient specific medications)
  - Right drug
  - Right quantity
  - Right strength
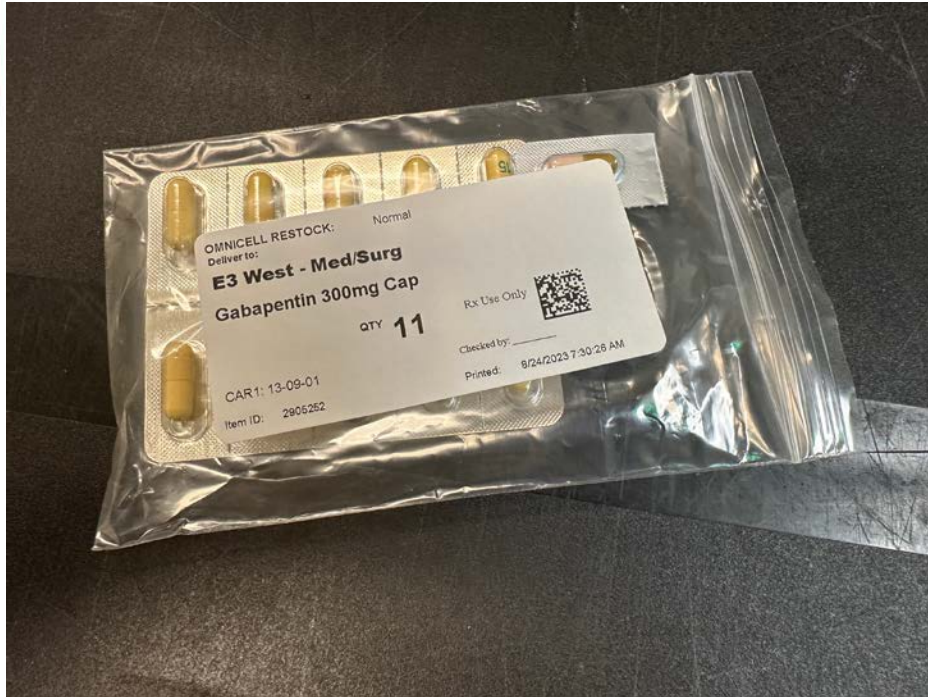 - Right form
  - Right handling (fridge or room temp)

Now for some fun!!!!!

- Let's practice checking fills

You are the checking tech. Is this fill correct? If not, what is wrong?

OMNICELL RESTOCK: Normal
Deliver to:

E3 East - Med/Surg

Cefepime 2g Inj

QTY **8**   Rx Use Only

CAR1: 01-18-01   Checked by: _____

Item ID: 2904674   Printed: 8/24/2023 7:11:49 AM

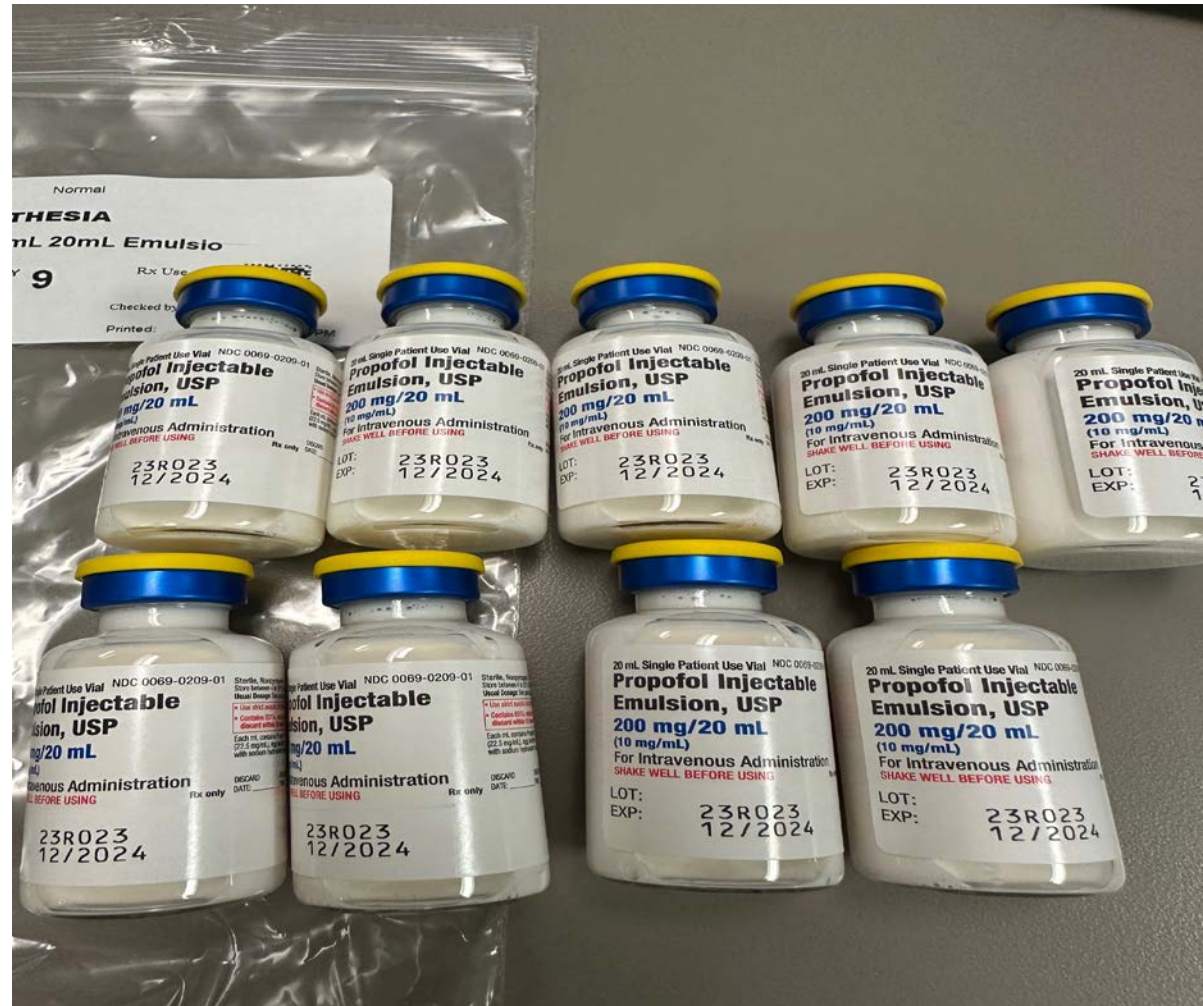# Would you as the TCT approve this fill? (Assume exp date is correct. Exp 8/24)

Is this medication filled correctly? If not, what is wrong?

What should you be checking for to ensure this medication is filled properly? (Exp is 8/24)

Is this medication filled correctly? If not, what is incorrect?

Is this medication filled correctly? If not, what is wrong?

When checking medications for ADC restock, what parameters should technicians be looking for?

Moderate

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When checking medications for ADC restock, what parameters should technicians be looking for?

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Criticism against TCT

- Will take away pharmacist jobs

- Decrease in patient safety

- Pharmacy technicians not educated enough to perform checking

- Pharmacy technicians don't care enough about errors

- Pharmacists are still liable for errors made

References

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- *Choose PTCB. Choose Excellence.* (2023). Ptcb.org; PTCB. https://www.ptcb.org/credentials/technician-product-verification-certificate

- Tarver, S. A., Palacios, J., Hall, R., & A. Crystal Franco-Martinez. (2017). Implementing a Tech-Check-Tech Program at a University Health System. *Hospital Pharmacy, 52*(4), 280–285. https://doi.org/10.1310/hpj5204-280

Questions?