

PRE-SURVEY QUESTIONNAIRE AND SELF-ASSESSMENT CHECKLIST FOR THE ACCREDITATION OF A PHARMACY TECHNICIAN TRAINING PROGRAM

PURPOSE

The pre-survey questionnaire serves to maximize the effectiveness and efficiency of the ASHP accreditation survey team when conducting the on-site survey. It provides a mechanism for the survey team and the practice site to collaborate more productively in assessing the pharmacy technician training program. By completing the questionnaire before the survey visit, the team receives important information in advance that might otherwise take hours to extract on-site. Additionally, the questionnaire should serve as a valuable pre-survey instrument that alerts the program to any areas of possible non-compliance with the pharmacy technician standard. The survey process is intended to be thorough in its evaluation, consultative in nature, and educational for all involved.

PROCESS

The pre-survey questionnaire is designed to coincide with the *ASHP Accreditation Standard for Pharmacy Technician Training Programs*. Therefore, it is imperative that you complete the questionnaire with the Standard in hand. The questionnaire, like the Standard, comprises eight core segments identified as Parts I through IX. Within each segment the specific requirements are listed in the same sequence as they appear in the Standard. To the right of each requirement are four blank spaces where you **must** indicate your program's level of compliance with that requirement (i.e., Full Compliance - FC; Partial Compliance - PC; Non-Compliance - NC; or Not Applicable - NA). Any requirement checked Partial Compliance must be explained in the "Comments" section.

An important element for completing the pre-survey questionnaire is the "Attachments". Attachments are requested at the end of each part of the questionnaire. Attachments are essential for the survey team to gain a thorough understanding of the program and to provide the best possible evaluative feedback.

REQUIREMENTS

Three complete sets of the questionnaire, along with the required attachments, must be completed and returned to the Director of Accreditation Services at ASHP headquarters no less than 45 days prior to the scheduled on-site survey. This will allow adequate time for ASHP to process the documents and mail them to the survey team for review.

The questionnaire **does not** require that all information important to the team's evaluation of the pharmacy technician training program be provided in advance of the survey for one or more of the following reasons:

- Providing certain information in advance may not be practical because of the need for excessive photocopying (e.g., pharmacy technician training manual, pharmacy technician program records).
- Other information may be too complex to review without the assistance of someone from the practice site (e.g., laboratory data work sheets).
- Compliance with some standards, particularly in cases where varied interpretations might arise, would be difficult to evaluate without an on-site review (e.g., physical design and layout of laboratory, compliance with laws).

A separate list of documents that must be available for review during the survey is enclosed.

Thank you in advance for completing the pre-survey questionnaire. We feel its use will lead to a more productive and efficient accreditation survey.

**PRE-SURVEY QUESTIONNAIRE AND SELF-ASSESSMENT CHECKLIST
FOR ACCREDITATION OF A
PHARMACY TECHNICIAN TRAINING PROGRAM**

Name of Training Site: _____

City, State, Zip Code: _____

School Administrator: _____

Program Director: _____

Telephone: _____

Name, Degree, and Title of Person to whom the Program Director Reports: _____

Telephone: _____

FC PC* NC NA

I. ADMINISTRATIVE RESPONSIBILITY FOR THE TRAINING PROGRAM

I-A Program is conducted by health-care or academic institution: Please specify:

The institution is accredited by the appropriate national agency. Please specify name of accrediting agency:

The institution is responsible for ensuring the following:

I-A-1 The trainee's experiential training is obtained in qualified training site(s) that meet the requirements set forth in Parts II and III of the Standard; and

I-A-2 The Program Director meets the requirements set forth in Part IV of the Standard.

I-B The institution provides the trainee applicants with information concerning the purpose of the training program, prospects for employment, realistic salary expectations, and regulatory issues.

I-C The Program Director's authority and responsibility are commensurate with those of other allied health, technical, or vocational training programs offered by the institution.

I-C-1 The Program Director has authority to direct all aspects of training.

I-C-2 There is a sufficient complement of pharmacists, certified pharmacy technicians, and pharmacy technicians who have completed an ASHP-accredited pharmacy technician training programs.

		<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
I-D	An advisory committee comprising a broad-based group of pharmacists, faculty, and pharmacy technicians is established and meets at least twice a year.	___	___	___	___
	The Advisory Committee has responsibility for the following:				
I-D-1	determining that the curriculum makes possible the attainment of all educational goals and objectives listed in the Standard;	___	___	___	___
I-D-2	approving experiential training sites;	___	___	___	___
I-D-3	validating admission criteria;	___	___	___	___
I-D-4	validating criteria for successful completion of the program; and	___	___	___	___
I-D-5	approval of the training program's strategic plan.	___	___	___	___
I-E	The program has established more stringent requirements than those specified in the Standard.	___	___	___	___

ATTACHMENTS:

- Provide a list of practical experiential sites. Label as **Appendix A**.
- Include Academic and Professional Record form for Program Director (please **do not** submit curriculum vitae in lieu of record form). Label as **Appendix B**.
- Provide informational piece outlining purpose of training, prospects for employment, and salary expectations. Label as **Appendix C**.
- Provide Academic and Professional Record forms for each faculty member. (Please **do not** submit curriculum vitae in lieu of record forms). Label as **Appendix D**.
- Include list of Advisory Committee members, schedule of meetings for the most recent year, and minutes of the meetings from the most current year. Label as **Appendix E**.

COMMENTS:

II. QUALIFICATIONS OF THE EXPERIENTIAL SITES	<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
II-A Health-System facilities affiliated with pharmacy technician training programs are accredited by JCAHO, AOA, or NCQA.	___	___	___	___

		<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
II-B	Other experiential sites (e.g., community pharmacies) that are affiliated with pharmacy technician training programs have demonstrated conformance with applicable professionally developed and nationally applied practice standards.	___	___	___	___
II-C	All experiential sites comply with applicable federal, state and local laws, codes, statutes, regulations, and licensing requirements.	___	___	___	___
II-D	Training sites conduct the experiential component of the program in a way to ensure that any services the technician trainee is required to perform are provided in the educational goals and objectives of the program.	___	___	___	___
II-E	The program director or designee, in cooperation with the program's advisory committee, assesses and documents each experiential site's compliance with the areas listed in Part II, Sections A, B, C, and D, as applicable.	___	___	___	___

ATTACHMENTS:

- Submit sample affiliation agreement form for sites offering practical experience. Label as Appendix F.
- Submit completed sample experiential site inspection criteria checklists utilized by program director or designee to assure that site meets qualifications. Label as Appendix G.

COMMENTS:

III.	QUALIFICATIONS OF THE PHARMACY SERVICE UTILIZED FOR EXPERIENTIAL TRAINING	<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
III-A	All pharmacies involved in technician training are organized in accordance with the principles of good management, under the direction of a legally qualified pharmacist and have sufficient appropriate personnel to provide a broad scope of pharmaceutical services to all patients served.	___	___	___	___
III-B	The training sites used for experiential training have adequate facilities to carry out services that meet the intent of the appropriate ASHP guidelines.	___	___	___	___
	The trainee's experiential training is part of the site's regular, ongoing services.	___	___	___	___
III-C	Pharmacies used for practical experiential training are neat, orderly, and project a professional image.	___	___	___	___

		<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
III-D	The program director, or designee, in cooperation with the program's advisory committee, assesses and documents the pharmacy services utilized for experiential training are in compliance with Part III, Sections A, B, and C.	_____	_____	_____	_____

ATTACHMENTS:

- Submit completed sample criteria checklist utilized by the program director or designee to assure that pharmacy service meets qualifications. Label as **Appendix H**.

COMMENTS:

IV. QUALIFICATIONS OF THE PROGRAM DIRECTOR AND PRECEPTORS		<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
IV-A	The pharmacy technician training program is subject to similar general administrative control and guidance employed by the institution for other allied health-care programs.	_____	_____	_____	_____
	The Program Director requires that pharmacists, or designees, oversee and guide all experiential training of the pharmacy technician trainees at the experiential sites.	_____	_____	_____	_____
IV-B	The Program Director is a member of a national pharmacy organization and the corresponding state organization.	_____	_____	_____	_____
	Other program faculty who teach pharmacy related classes also hold active membership in these organizations.	_____	_____	_____	_____
IV-C	The Program Director has considerable latitude in delegating preceptor responsibilities for the technician training program to others on staff.	_____	_____	_____	_____
	Individuals designated as instructor have demonstrated competence in one or more related areas of pharmacy practice and possess an ability to teach.	_____	_____	_____	_____
	The Program Director, or designee, is accountable for the overall quality of the program and the trainee's experiential training.	_____	_____	_____	_____
IV-D	Persons who supervise experiential training meet the following qualifications:				
IV-D-1	The program director, or designee, supervises the experiential pharmacy training.	_____	_____	_____	_____
	This person has had at least three years of experience in a pharmacy that meets the requirement of the <i>ASHP Guidelines: Minimum Standard for Pharmacies in Hospitals</i> or the <i>ASHP Guidelines: Minimum Standard for Pharmaceutical Services in Ambulatory Care</i> .	_____	_____	_____	_____

FC PC* NC NA

IV-D-2 Experiential training is coordinated by a pharmacist, or designee, who has sufficient knowledge and skills in education to establish the basis for a sound educational experience.

— — — —

 This individual has demonstrated contribution and commitment to pharmacy practice and patient care.

— — — —

ATTACHMENTS:

- List each faculty member with corresponding program responsibility (e.g., pharmacy calculations instructor, intravenous admixture laboratory instructor). Label as **Appendix I**.
- Submit completed sample inspection checklist utilized by program director or designee to assure that program director and preceptors meet qualifications. Label as **Appendix J**.

COMMENTS:

V. QUALIFICATIONS AND SELECTION OF THE APPLICANT

FC PC* NC NA

V-A Every applicant accepted into the pharmacy technician training program is a high school student, possesses a high school equivalency certificate, or is a high school graduate.

— — — —

V-B The Program Director has final approval of the qualifications of the applicants for acceptance into the training program.

— — — —

ATTACHMENTS:

- List criteria and procedures used to evaluate pharmacy technician training program applicants. Label as **Appendix K**.

COMMENTS:

VI. CONDITIONS FOR GRADUATION	<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
VI-A Every program graduate is at least 18 years of age, and is a high school graduate, or possesses a high school equivalency certificate.	_____	_____	_____	_____
VI-B Program graduates have achieved all educational goals and objectives and any other criteria designated by the program director and advisory committee for successful completion of the program.	_____	_____	_____	_____
VI-C Program graduates evidence commitment to a consistently high level of technician practice that extends into the regular employment arena.	_____	_____	_____	_____

Comments:

VII. TECHNICIAN TRAINING PROGRAM	<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
VII-A The technician training program includes didactic, laboratory, and experiential components. Please specify number of hours of training for each component of the program.	_____	_____	_____	_____
_____ hours of didactic _____ hours of laboratory _____ hours of experiential training	_____	_____	_____	_____
Educational goals and objectives for the technician training program:				
Are written;	_____	_____	_____	_____
Are provided to each trainee at the beginning of the program;	_____	_____	_____	_____
The pharmacy technician training program is based on the following goals:				
VII-A-1 The technician displays the ability to assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.	_____	_____	_____	_____
VII-A-2 The technician uses knowledge in receiving and screening prescription/medication orders for completeness, authenticity, and accuracy.	_____	_____	_____	_____
VII-A-3 The technician uses procedures and appropriate operations to prepare medications for distribution in a variety of health-system settings.	_____	_____	_____	_____
VII-A-3a The technician performs arithmetical calculations required for usual dosage determinations and solutions preparation.	_____	_____	_____	_____
VII-A-3b The technician uses knowledge of general chemical and physical properties of drugs in manufacturing and packaging operations.	_____	_____	_____	_____

	<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
VII-A-3c The technician uses knowledge of proper aseptic technique and packaging in the preparation of medications.	_____	_____	_____	_____
VII-A-4 The technician performs arithmetical calculations required to verify the measurements, preparation, and/or packaging of medications produced by other technicians.	_____	_____	_____	_____
VII-A-5 The technician demonstrates the ability to distribute medications.	_____	_____	_____	_____
VII-A-6 The technician uses knowledge of proper aseptic technique to assist the pharmacist in the administration of immunizations.	_____	_____	_____	_____
VII-A-7 The technician demonstrates knowledge and understanding to assist the pharmacist in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.	_____	_____	_____	_____
VII-A-8 The technician performs the function of collecting payment and/or initiating billing for pharmacy services and goods.	_____	_____	_____	_____
VII-A-9 The technician uses knowledge to purchase pharmaceuticals, devices, and supplies according to an established purchasing program.	_____	_____	_____	_____
VII-A-10 The technician demonstrates the ability to control the inventory of medications, equipment, and devices according to an established plan.	_____	_____	_____	_____
VII-A-11 The technician demonstrates the ability to assist the pharmacist in monitoring the practice site and/or service area for compliance with federal, state, and local laws, regulations, and professional standards.	_____	_____	_____	_____
VII-A-12 The technician uses procedures to maintain pharmacy equipment and facilities in a variety of health-system settings	_____	_____	_____	_____
VII-A-13 The technician uses procedures and appropriate operations to assist the pharmacist in preparing, storing, and distributing investigational drug products.	_____	_____	_____	_____
VII-A-14 The technician uses appropriate judgment in assisting the pharmacist in the monitoring of medication therapy.	_____	_____	_____	_____
VII-A-15 The technician demonstrates the ability to participate in the pharmacy department's process for preventing medication misadventures.	_____	_____	_____	_____
VII-A-16 The technician takes personal responsibility for assisting the pharmacist in improving direct patient care.	_____	_____	_____	_____
VII-A-17 The technician demonstrates ethical conduct in all activities related to the delivery of pharmacy services and all job-related activities.	_____	_____	_____	_____
VII-A-18 The technician maintains an image appropriate for the profession of pharmacy.	_____	_____	_____	_____
VII-A-19 The technician understands the need to be able to resolve conflicts through negotiation.	_____	_____	_____	_____
VII-A-20 The technician understands the principals for managing change.	_____	_____	_____	_____
VII-A-21 The technician appreciates the need to adapt the delivery of pharmacy services for the culturally diverse.	_____	_____	_____	_____
VII-A-22 The technician demonstrates the ability to appreciate the benefits of active involvement in local, state, and national technician and other pharmacy organizations.	_____	_____	_____	_____
VII-A-23 The technician appreciates the value of obtaining technician certification.	_____	_____	_____	_____

	<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
VII-A-23 The technician appreciates the value of obtaining technician certification.	___	___	___	___
VII-A-24 The technician understands the importance of and resources for staying current with changes in pharmacy practice.	___	___	___	___
VII-A-25 The technician demonstrates the ability to communicate clearly orally and in writing.	___	___	___	___
VII-A-26 The technician demonstrates the ability to maximize work efficiency through the use of technology.	___	___	___	___
VII-A-27 The technician demonstrates the ability to efficiently solve problems commonly encountered in one's own work.	___	___	___	___
VII-A-28 The technician demonstrates the ability to display a caring attitude toward patients in all aspects of job responsibilities	___	___	___	___
VII-A-29 The technician maintains confidentiality of patient and proprietary business information.	___	___	___	___
VII-A-30 The technician understands direct patient care delivery systems in multiple practice settings.	___	___	___	___
VII-A-31 The technician demonstrates the ability to efficiently manage one's work whether performed alone or as part of a team.	___	___	___	___
VII-A-32 The technician demonstrates the ability to functions effectively as a member of the health care team.	___	___	___	___
VII-A-33 The technician demonstrates the ability to balance obligations to one's self, relationships, and work in a way that minimizes stress.	___	___	___	___
VII-A-34 The technician demonstrates the ability to understand the use and side effects of prescription and nonprescription medications used to treat common disease states.	___	___	___	___
VII-A-35 The technician demonstrates the ability to assist the pharmacist in assuring the quality of all pharmaceutical services.	___	___	___	___
VII-B The Program Director and instructors have reviewed and are familiar with the most recent edition of the <i>Model Curriculum for Pharmacy Technician Training</i> .	___	___	___	___
VII-C Laboratory exercises, including computerized application of record-keeping and drug distribution systems, are used to reinforce classroom instruction before onsite experiential training commences.	___	___	___	___
VII-C-1 Laboratory exercises are adequate in scope to prepare the trainee for practice in a variety of pharmacy settings.	___	___	___	___
VII-D All instructors and trainees are thoroughly familiar with the requirements of the Standard.	___	___	___	___
VII-E Each trainee's activities are scheduled in advance to enable the trainee to attain all predetermined educational goals and objectives.	___	___	___	___
VII-E-1 The training program consists of a minimum of 600 hours of training (contact) time, extending over a period of 15 weeks or longer.	___	___	___	___
VII-E-2 Training includes time allocated for didactic, laboratory, and experiential training.	___	___	___	___
VII-E-3 Trainee's experiential activities are performed in at least two different practice settings.	___	___	___	___

		<u>FC</u>	<u>PC*</u>	<u>NC</u>	<u>NA</u>
VII-F	A training plan for each student is developed and documented at the beginning of the program.	—	—	—	—
VII-F-1	The training plan includes the student’s curriculum plan, expectations of the program, educational goals and objectives, and the student’s employment goals.	—	—	—	—
VII-F-2	The training plan is reviewed with the student periodically throughout the program.	—	—	—	—
VII-G	The Program Director maintains records of training activities that delineate clearly the scope and period of training.	—	—	—	—
VII-H	The Program Director maintains and updates annually records related to the qualifications of the training sites.	—	—	—	—
VII-I	The Program Director arranges for formalized and regularly scheduled evaluation of the trainee’s achievement in terms of the objectives previously established.	—	—	—	—

ATTACHMENTS:

- Enclose a schedule for each component of training (i.e., didactic, laboratory and experiential). Label as **Appendix L**.
- Submit the instrument used for development and documentation of each trainee's plan. Label as **Appendix M**.
- Enclose copy of a trainee's permanent record form that delineates the scope and period of training. Label as **Appendix N**.
- Enclose forms used for faculty, laboratory instructors' and preceptors' evaluation of trainees' objectives. Label as **Appendix O**.
- Enclose forms used for trainee’s evaluation of faculty, laboratory instructors and preceptors. Label as **Appendix P**.
- Enclose forms used for trainee’s self-evaluation. Label as **Appendix Q**.

COMMENTS:

VIII. EXPERIMENTATION AND INNOVATION

FC PC* NC NA

VIII-A Experimental and innovative approaches to developing and implementing components of the technician training program and alternative methods to meeting the Standard are being developed and include an appropriate evaluation system.

ATTACHMENTS:

- Identify all experimental and innovative activities and plans related to the technician program. Label as **Appendix R**.
- Describe evaluation systems for these experimental and innovative activities. Label as **Appendix S**.

COMMENTS:

IX. CERTIFICATE

FC PC* NC NA

IX-A The institution awards an appropriate certificate or diploma of completion to pharmacy technicians who complete successfully the pharmacy technician training program.

IX-B A certificate is issued only to technicians who have completed the institution's prescribed program and otherwise meet the intent of the Standard.

IX-C The certificate is worded in accordance with the *ASHP Regulations on Accreditation of Pharmacy Technician Training Programs*

ATTACHMENTS:

- Submit copy of certificate awarded to technicians upon completion of the pharmacy technician training program. Label as **Appendix T**.
- Provide policy on dismissal of students from the technician training program. Label as **Appendix U**.

COMMENTS:

OTHER COMMENTS: (Please provide any other comments you care to offer.)