



## **ASHP ACCREDITATION STANDARD FOR PHARMACY TECHNICIAN TRAINING PROGRAMS**

### **Part I----Administrative Responsibility for the Training Program**

- A. Pharmacy technician training programs may be conducted by health care organizations, proprietary organizations, or academic institutions. These training facilities must be accredited, when applicable, by the appropriate agency or agencies and shall be responsible for ensuring that the following requirements have been met:
  - 1. The trainee's experiential training is obtained in qualified training sites that meet the requirements set forth in Parts II and III.
  - 2. The program director shall meet the requirements set forth in Part IV.
- B. The health care or academic institution shall provide the trainee applicant with information regarding the purpose of the training program, prospects for employment, realistic salary expectations, and regulatory issues.
- C. A program director shall be named whose authority and responsibilities are commensurate with those of other allied health, technical, or vocational training programs offered by the institution. This individual shall have appropriate authority to direct all aspects of training. The director need not be a pharmacist; however, there must be a sufficient complement of pharmacists, certified pharmacy technicians, and pharmacy technicians who have completed an ASHP-accredited pharmacy technician training program on the faculty and/or advisory committee to assure pharmacy content matter and practice expertise by those delivering instruction.
- D. An advisory committee comprising a broad-based group of pharmacists, faculty, and pharmacy technicians must be established,

meet at least twice a year, and have specific authority for the following:

1. determining that the curriculum makes possible the attainment of all educational goals and objectives set forth in Part VII;
  2. approving experiential training sites;
  3. validating admission criteria;
  4. validating criteria for successful completion of the program; and,
  5. approval of the training program's strategic plan.
- E. Nothing in this standard shall prevent individual training programs from establishing more stringent requirements than those specified herein. Further, in instances where more stringent requirements have been established or adopted by state law, regulation, or governmental agency, those requirements will take precedence for the purposes of accreditation by ASHP of programs within the corresponding state or jurisdiction.

## **Part II----Qualifications of the Experiential Sites**

- A. A health-system facility that offers, or participates in offering, a technician training program shall be accredited by the Joint Commission on Accreditation of Healthcare Organizations, the American Osteopathic Association, or the National Committee for Quality Assurance.
- B. Other experiential sites (e.g., community pharmacies, pharmaceutical companies) that participate in technician training shall have demonstrated substantial conformance with applicable professionally developed and nationally applied practice standards.
- C. All experiential sites shall comply with all federal, state, and local laws, codes, statutes, regulations, and licensing requirements.
- D. Technician training sites shall conduct the experiential component of the program in such a way as to ensure that any services the technician trainee is required to provide complement, rather than compete with, the educational goals and objectives of the program.
- E. The program director or designee, in cooperation with the program's advisory committee, must assess and document each experiential site's compliance with the areas listed in Part II, Sections A, B, C, and D, as applicable.

### **Part III----Qualifications of the Pharmacy Service Utilized for Experiential Training**

- A. All pharmacies involved in technician training shall be organized in accordance with the principles of good management under the direction of a legally qualified pharmacist and with sufficient appropriate personnel to provide a broad scope of pharmaceutical services to all patients served by the facility.
- B. The training site(s) used for experiential training shall have adequate facilities to carry out services that meet, when applicable, the intent of the *ASHP Guidelines: Minimum Standard for Pharmacies in Hospitals*<sup>1</sup> or the *ASHP Guidelines: Minimum Standard for Pharmaceutical Services in Ambulatory Care*.<sup>2</sup> It is necessary that experiential training be part of regular, ongoing services; hence, it is not sufficient to create artificial situations in which trainees can obtain this experience.
- C. Pharmacies involved in technician training must be neat and orderly and must project a highly professional image.
- D. The program director or designee, in cooperation with the program's advisory committee, must assess and document the pharmacy services compliance with Part III, Sections A, B, and C.

### **Part IV----Qualifications of the Program Director and Preceptors**

- A. The technician training program shall be subject to similar general administrative control and guidance employed by the institution for other allied health care training programs. If the program is conducted by an academic institution the program director must ensure that pharmacists or designees oversee and guide all experiential training of the pharmacy technician trainees at the experiential sites.
- B. The program director must be a member of a national pharmacy organization and the corresponding state affiliate. All other program faculty who teach pharmacy related classes should also hold active membership in a national pharmacy organization and the corresponding state affiliate.
- C. The program director shall have considerable latitude in delegating preceptor responsibilities for the technician training program to others on staff. Each individual designated as an instructor must have demonstrated competence in one or more related areas of pharmacy

practice and must possess the ability to teach effectively. The program director, or designee, is ultimately accountable for the overall quality of the program and the trainee's experiential training.

- D. Persons who supervise experiential training must meet the following qualifications:
1. The program director, or designee, shall supervise experiential pharmacy training. This individual shall have had at least 3 years experience in a pharmacy that meets the requirements of the *ASHP Guidelines: Minimum Standard for Pharmacies in Hospitals*<sup>1</sup> or the *ASHP Guidelines: Minimum Standard for Pharmaceutical Services in Ambulatory Care*<sup>2</sup>.
  2. All experiential training must be coordinated by a pharmacist, or designee, with sufficient knowledge and skills in education to be able to establish the basis for a sound educational experience. Further, this individual must have demonstrated contribution and commitment to pharmacy practice and patient care.

#### **Part V----Qualifications and Selection of the Applicant**

- A. The applicant must be attending high school, possess a high school equivalency certificate, or be a high school graduate.
- B. Final approval of the qualifications of the applicant for acceptance as a trainee shall be the responsibility of the director of the technician training program, unless there is a conflict with local, state or federal regulations.

#### **Part VI----Conditions for Graduation**

- A. The program graduate must be at least 18 years of age and be a high school graduate or possess a high school equivalency certificate.
- B. The program graduate must 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.
- C. The program graduate must evidence commitment to a consistently high level of technician practice that will extend into the regular employment arena.

## **Part VII----Technician Training Program**

- A. The technician training program must include didactic, laboratory, and experiential components structured to allow trainees to facilitate the trainees achievement of the program's educational goals and objectives. Educational goals and objectives for the technician training program shall be in writing and shall be provided to each trainee at the beginning of the program. The training program shall be based on the following goals that reflect current and future pharmacy technician functions and responsibilities:
1. Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.
  2. Receive and screen prescription/medication orders for completeness and authenticity.
  3. Prepare medications for distribution.
  4. Verify the measurements, preparation, and/or packaging of medications produced by other technicians.
  5. Distribute medications.
  6. Assist the pharmacist in the administration of immunizations.
  7. Assist the pharmacist in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
  8. Initiate, verify, assist in the adjudication of, and collect payment and/or initiate billing for pharmacy services and goods.
  9. Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
  10. Control the inventory of medications, equipment, and devices according to an established plan.
  11. Assist the pharmacist in monitoring the practice site and/or service area for compliance with federal, state, and local laws; regulations; and professional standards.
  12. Maintain pharmacy equipment and facilities.
  13. Assist the pharmacist in preparing, storing, and distributing investigational medication products.

14. Assist the pharmacist in the monitoring of medication therapy.
15. Participate in the pharmacy department's process for preventing medication misadventures.
16. Take personal responsibilities for assisting the pharmacist in improving direct patient care.
17. Demonstrate ethical conduct in all job-related activities.
18. Maintain an image appropriate for the profession of pharmacy.
19. Resolve conflicts through negotiation.
20. Understand the principles for managing change.
21. Appreciate the need to adapt direct patient care to meet the needs of diversity.
22. Appreciate the benefits of active involvement in local, state, and national technician and other pharmacy organizations.
23. Appreciate the value of obtaining technician certification.
24. Understand the importance of and resources for staying current with changes in pharmacy practice.
25. Communicate clearly when speaking and or in writing.
26. Maximize work efficiency through the use of technology.
27. Efficiently solve problems commonly encountered in one's own work.
28. Display a caring attitude toward patients in all aspects of job responsibilities.
29. Maintain confidentiality of patient and proprietary business information.
30. Understand direct patient care delivery systems in multiple practice settings.
31. Efficiently manage one's work whether performed alone or as part of a team.
32. Function effectively as a member of the health care team.
33. Balance obligations to one's self, relationships, and work in a way that minimizes stress.
34. Understand the use and side effects of prescription and nonprescription medications used to treat common disease states.
35. Assist the pharmacist in assuring the quality of all pharmaceutical services.

- B. While not intended to be prescriptive, the *Model Curriculum for Pharmacy Technician Training*, provides sets of instructional objectives identified for achieving each of the goals listed above and required for goal mastery by this Standard. In addition, the model curriculum provides guidance for grouping and sequencing instruction. It is recommended as a guide for meeting the Standard and for training. This resource can be obtained from the ASHP website at [www.ashp.org/technicians/model\\_curriculum/index.html](http://www.ashp.org/technicians/model_curriculum/index.html).
- C. Appropriate laboratory exercises (e.g., extemporaneous compounding, sterile product preparation, unit dose drug distribution, filling of outpatient prescriptions), including computerized application of record keeping and drug distribution systems, shall be used to reinforce classroom instruction before onsite experiential training commences. Laboratory exercises should be adequate in scope to prepare the trainee for practice in a variety of pharmacy settings, e.g., acute care, ambulatory care, chronic care.
- D. All instructors and trainees must be thoroughly familiar with requirements of this Standard and the content of the most recent edition of the *Model Curriculum for Pharmacy Technician Training*.
- E. Each trainee's activities shall be scheduled in advance and shall be planned to enable the trainee to attain the predetermined educational goals and objectives. The training schedule shall consist of a minimum of 600 hours of training (contact) time, extending over a period of 15 weeks or longer. The period of training must include time allocated for didactic, laboratory, and experiential training. Some programs may need to lengthen training schedules to provide more in-depth coverage of educational goals and objectives to meet the market needs of the pharmacy community. The trainee's experiential activities should be performed in at least two different practice settings, e.g., acute care, ambulatory care, chronic care.
- F. A training plan for each student shall be developed and documented at the beginning of the program. This plan should include but not be limited to, the student's curriculum plan (e.g., courses and course sequence), expectations of the program, educational goals and objectives that should be achieved through training, and the student's employment goals. This plan should be reviewed with the student on a periodic basis throughout the program.
- G. Records of training activities that clearly delineate the scope and period of training shall be maintained. These records should include activities performed in the didactic, laboratory, and experiential

- segments of the program. The program director shall keep these records on file.
- H. Records related to the qualifications of the training site, pharmacy services, program director, and preceptors should be documented and updated annually. The program director shall keep these records on file.
  - I. The program director shall arrange for formalized and regularly scheduled evaluation of the trainee's achievement of the program's educational goals and objectives previously established. Evaluations shall be documented and kept on file.

### **Part VIII----Experimentation and Innovation**

- A. Experimental and innovative approaches to developing and implementing pharmacy technician training programs and alternative methods for meeting this Standard are encouraged by the Society.
- B. If conducted, these experimental and innovative activities must be planned adequately and coupled with an appropriate evaluation system.

## **Part IX----Certificate**

- A. The accredited program shall recognize those pharmacy technicians who have completed successfully the pharmacy technician training program by awarding an appropriate certificate or diploma.
- B. No certificate shall be issued to an individual who has failed to complete the prescribed program or to meet the intent of this Standard.
- C. The certificate must be worded in accordance with the *ASHP Regulations on Accreditation of Pharmacy Technician Training Programs*<sup>4</sup>.

## References

1. American Society of Health-System Pharmacists. ASHP guidelines: minimum standard for pharmacies in hospitals. American Society of Health-System Pharmacists Home Page [resource on World Wide Web]. URL: <http://www.ashp.org>. Available from Internet. Accessed 2002 July 26.
2. American Society of Health-System Pharmacists: ASHP guidelines: minimum standard for pharmaceutical services in ambulatory care. ~~ASHP website 1999~~. American Society of Health-System Pharmacists Home Page [resource on World Wide Web]. URL: <http://www.ashp.org>. Available from Internet. Accessed 2002 July 26.
3. American Society of Health-System Pharmacists. Regulations on accreditation of pharmacy technician training programs. . American Society of Health-System Pharmacists Home Page [resource on World Wide Web]. URL: <http://www.ashp.org>. Available from Internet. Accessed 2002 July 26.

---

Approved by the ASHP Board of Directors, September 27, 2002. Developed by the ASHP Commission on Credentialing. Supersedes the previous Accreditation Standard approved of September 26, 1997, and revised September 23, 1992, November 17-18, 1983, and November 20-21, 1985. For currently existing programs, this revision of the accreditation standard takes effect September 27, 2002. Until that time the current standard, which was approved September 26, 1997.

Copyright 2002, American Society of Health-System Pharmacists, Inc. All rights reserved.

---