Expanding Roles in Pharmacy:
Whiteriver Service Unit’s
Approach to Practicing at the Pinnacle

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Greg Sarchet: Declares no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

Weston Thompson: Declares no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.
Learning Objectives

- Discuss the new “Expanding Technician Roles” policy adopted by the 2019 APhA House of Delegates.
- Discuss pharmacy practice opportunities in the Indian Health Service.
- Discuss pharmacist credentialing and Professional Practice Evaluation.
- Discuss the components involved in training pharmacy technicians to administer immunizations.
- Discuss creating the peak collaboration environment.
- Describe leadership actions required to implement technician immunization delivery.
- Developing pharmacist buy-in with extreme ownership.
In the state of Idaho, pharmacy technicians are able to:

a. Prescribe immunizations
b. Counsel on immunizations
c. Answer clinical questions about immunizations
d. Administer immunizations
Which of the following is a component of the WSU Technician Immunization Training Program?

a. How to administer CPR to an unconscious patient
b. Corporate policies and procedures about vaccination
c. Proper administration techniques for subcutaneous and intramuscular injections
d. How to order vaccine from a warehouse or supplier
Self-Assessment

As a result of pharmacy technician administration Whiteriver Service Unit has seen:

a. An increase in vaccine associated adverse events
b. An expansion of advance pharmacy practice services
c. A decrease in immunization rates
d. A increase in pharmacy wait times
Which of the following are benefits of pharmacy technician vaccine administration?

a. Pharmacy technician job satisfaction
b. Increasing patient access to vaccines
c. Decreasing time burden on the pharmacists
d. All of the above
Self-Assessment

Which of the following is not a quality improvement tool leadership can take advantage of to implement change?

a. Scarcity Pie
b. Lean 8 wastes
c. Matrix Diagram
d. De Bono’s Thinking Hats
APhA encourages state boards of pharmacy to develop regulations allowing expanded pharmacy technician roles that allow both technicians and pharmacists to practice at the top of their training and license or certification.

APhA supports state board of pharmacy regulations that standardize and set minimum didactic and experiential standards for technicians to allow for functioning in expanded roles.
Peak of Licensure

Lean – 8 wastes
- Defects
- Over Production
- Waiting
- Non-Utilized talents
- Transportation
- Inventory
- Motion
- Extra Processing
Pharmacist Peak of Licensure

- Critical Care Pharmacy
- Prescribing through collaborative practice agreements
- Prescribing through credentialing and privileging
- Performing limited physical assessment
- Ordering and interpreting labs/cultures
- PCMH
  - Seeing Patients Comprehensively
Technician Peak of Licensure

- Administering immunizations
- Completing medication reconciliations
- Calling patients for transitions of care
- Pre-Visit Planning
- Performing QI/QA
- Performing POC tests
- Tech check Tech
Rule 330.03 Delegation of Administration

- An immunizing pharmacist may delegate the technical task of administering a immunization to a student pharmacist or a **certified technician** under their supervision who;
  - Holds a current certification in basic life support for healthcare providers
  - Has successfully completed an ACPE-accredited or comparable course on immunizations

2-hour self-study

- Brief immunization overview
- Vaccination preparation (supplies, technique, reconstitution)
- Vaccination administration (routes, sites, needle selection)
- Common vaccines specifics (live/inactivated, spacing, dose)
- Documentation, storage, and handling
- Emergency, ADR management

4-hour live training and assessment

- Needle safety
- Choosing correct needles and syringes
- Safety devices
- Drawing up vaccinations
- Finding the site of injection
- Discussion of proper technique
- Practice injection into training aid (hands on)
- Brief intradermal and intranasal demonstration
- Epinephrine demonstration and practice
- Discussion of ADR and emergency management
- Competency check off with pharmacist

Scarcity Pie

- From Stephen Covey’s Seven Habits of Highly Effective People
- Theory of one pie
- Abundance mentality
Gaining Momentum

- What is our vision?
- Communication of vision
- Leading through change
- Implementation
Pharmacy Expanding Vaccine Access (PEVA)

- National workgroup whose initiative is to decrease the prevalence of vaccine preventable diseases
- Primary focus of PEVA is to increase access to and demand for immunization services
- Subject matter experts to advise, educate and implement improved immunization practices to the public health service field
- Members include pharmacist from (26) IHS, (3) CDC, (1) BOP, (9) FDA, (2) ICE

Standards for Adult Immunization Practice

- ASSESS immunization status of all your patients at every clinical encounter
- Strongly RECOMMEND vaccines that patients need
- ADMINISTER needed vaccines or REFER your patients to a vaccination provider
- DOCUMENT vaccines received by your patients

# Barriers to Administering Vaccines

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<th>Barrier</th>
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<td>* Other</td>
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<td>0%</td>
</tr>
<tr>
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No Federal Law that addresses scope of practice of pharmacy technicians

- Typically, the states are the ones that define scope of practice of various healthcare professionals and pharmacy technicians
- Local policy/protocol that usually should be approved through medical staff and sometimes governing board depending on how local approval structure looks
Training Whiteriver Indian Hospital Technicians

- 3 Whiteriver Indian Hospital Technicians
- 1 Whiteriver Indian Hospital Pharmacist (Train the Trainer)

Pharmacy Vaccine Services Offered:

- Walk-in pharmacy immunization clinic
- Screen vaccine status for every patient at pharmacy visit
- Pharmacy led outreach vaccination program

Vaccination Rates Then:

- GPRA standards for children < 1yoa
  - 89%
- FY18 Flu
  - 60% (6083)
- 65+ PNA
  - 92%
- HPV (2 doses by age 13–15 years)
  - 93%
If it’s not broke why fix it?

2 FTE Pharmacy Positions allocated to Whiteriver Indian Hospital Pharmacy Chronic Disease Management Clinic (CDTM):

- Diabetes
- Lipid
- Hypertension
- Rheumatology
- Pain
- Mental Health
- Heart Failure

3 FTE Pharmacy Positions allocated to vaccination efforts on the reservation

Did you know. Clip Art image. 13 October 2019 http://clipartmag.com/you-did-it-clipart
Whiteriver Indian Hospital Process of Vaccine Administration

Credentialed pharmacist duties:
- Reviews screening questionnaire
- Reviews chart for vaccine(s) indicated,
- Reviews vaccines pulled from fridge/freezer
- Counter-signs note in medical record

Credentialed Technician duties:
- Offers VIS
- Prepares and administers vaccine(s)
- Documents vaccination and note in medical record
Vaccination Rates Now:
- GPRA standards for children < 1yoa
  - 90%
- FY19 Flu
  - 60% (7946)
- 65+ PNA
  - 94%
- HPV
  - 93%

Pre Tech Vaccine Administration:

- 6 CDTM Pharmacists
- 80 hours delegated to CDTM clinic per week

Post Tech Vaccine Administration:

- 13 CDTM Pharmacists
- 144 hours delegated to CDTM clinic per week
- Outreach CDTM services
- PCMH Implementation
Training IHS Pharmacy Technicians Nationwide

”I love having 2 technicians on staff who are immunization certified, it allows me to focus on tasks that require a pharmacist and has decreased our wait times”-Pharmacist Tuba City AZ

”My job satisfaction has definitely increased, I love having patient interaction and working at the top of my scope is amazing”-Pharmacy Technician Taos NM

”Patient’s often request having it done from a technician rather than the pharmacist”-Pharmacy Technician Albuquerque, NM

“Being certified has helped out the workflow positively and greatly. The pharmacists are able to use their time for other complicated patients and administrative matters. I love having the patient interaction and working at the top of my job scope it amazing”-Pharmacy Technician LaChee Pharmacy
Future

- The future is now
- Empowering health care professionals = improving patient care
- What else can we do?
  - Pharmacists
  - Technicians
    - How can we increase pay for increased responsibilities
- What needs certification/What needs training
  - IHS
  - PTCB
  - VA
  - DoD
Advanced Pharmacy Technician in Veterans Affairs

Shift in Roles and Responsibility:
• VA Pharmacy is clinically focused where more VA pharmacists are functioning as practitioners. As the role of pharmacists evolved along with the health care needs of our nation’s veterans, so have the roles and responsibilities. More VA Pharmacies are shifting the non-clinical pharmacist duties and day-to-day responsibilities to Pharmacy Technicians.

Role of Veterans Affairs Administration (VHA)
Advanced Pharmacy Technician (APT)
• The VHA/APT works with the pharmacist as a team to support optimum patient care outcomes. VHA trained and specialized technicians will be equipped to support and assists pharmacist to enable them to perform more patient care activities, such as medication management, counseling, and preventive care screenings to name a few.

What are we doing to produce quality Advanced Pharmacy Technician to efficiently work with Pharmacist as a team?
• Standardized Training
• Standardize Competencies
• Standardize Roles
Developed Training in the Following Areas:

- Diabetes Medication Management Training
- Anticoagulation Training
- Infectious Disease Training
- Behavioral Health Training
- Pain Management Training
- Tech-Check-Tech Training
- Immunizations

VHA Pharmacy Standardized Training
Welcome to Clinical Track: Anticoagulation

Browse the following tabs to get familiar with the course before you get started:

- Training Module
- Objectives

Anticoagulation

With expanded use of anticoagulant agents, the number of patients receiving these drugs has increased dramatically. Safe and effective anticoagulation must include a number of key components to avoid complications. These include a careful patient assessment, an understanding of the clotting cascade and mechanisms of action of anticoagulant therapies including a
Medical Reconciliations in the ER

- WRSU
- Using pharmacy technicians and telepharmacy to obtain medication histories in the emergency department. *JAPhA*. 2019. epub
Pharmacy Technicians Roles in Pharmacy Chronic Disease Therapy Management Clinics

- Pre-Visit Health Screening
- Pain Clinic Questionnaires
- Transition of Care
- Pharmacy Technician Run Warfarin Clinic?
Pharmacy Technician Roles in Anticoagulation


Family Pictures

Meme Generator. Available online: memegenerator.net (accessed 4 October 2019).
Sarchet Family Christmas Picture

I walk around like I'm doing OK...

But deep down inside I want to buy another bike.
The Thompson Team

Halloween 2019

- CAPT Hook – Weston
- Wendy Darling – Christina
- Tinkerbell – Adelaide
- Peter Pan – Benjamin
- Mr. Smee – Patrick
Credentialing and Privileging

- Application: Licensed non-Independent Practitioner (non-LIP)
- Verification → Review & Analysis → Approval
- Quality
  - OPPE, FPPE and Peer Reviews
- Recertification – 2 year cycles
Values and Metrics

- Speak the same language
- Define goals
- Align goals

Image courtesy of https://funnyjunk.com/Language-barrier/baublikon/
Relationships in Advance Practice

- With whom?
- Know your stakeholders
- Versatility
- Service mentality

Pharmacist Buy-in

- Extreme Ownership
- Practice progression
- Support
  - Locally
  - Resources
Opportunities in IHS

- WRSU
  - Advanced practice
    - FCU
    - ER
    - PCMH
    - Outreach
    - Injection clinic
In the state of Idaho, what are pharmacy technicians able to do?
- d. Administer immunizations

What are some of the components of the WSU Technician Immunization Training Program?
- c. Proper administration techniques for subcutaneous and intramuscular injections

What has resulted as part of the pharmacy technician administration program at Whiteriver Indian Hospital?
- b. Expanded advance pharmacy practice services

What are some benefits seen of pharmacy technicians delivering immunizations?
- d. All of the above

What are some quality improvement tools that can be used to lead change?
- a. Scarcity Pie
Conclusion