

PHARMACY TECHNICIAN CERTIFICATION BOARD

20

YEAR-END PROGRESS REPORT

16



SETTING THE STANDARD. ADVANCING PATIENT CARE.



TABLE OF CONTENTS

- 5 Message from the Executive Director and CEO
- 6 Research 2016: Public Perceptions
- 8 Advocacy Through Strategic Alliances
- 9 Sponsorship Options
- 10 Collaboration
- 11 PTCB on the Road
- 13 State Regulatory Activity
- 14 Certification Program Update
- 17 Recertification Deadline Changes
- 18 PTCB CPhT of the Year: Advocacy Advances Safety
- 21 Community Engagement and Outreach
- 22 New Help Center
- 24 PTCB Communicates
- 25 PTCB In the News
- 26 Social Media Followers
- 28 PTCB By the Numbers
- 30 CPhTs Everywhere
- 31 PTCB Board of Governors



Our Mission:

The Pharmacy Technician Certification Board (PTCB) advances medication safety by certifying technicians who are qualified to support pharmacists and patient care teams in all practice settings.



MESSAGE FROM THE EXECUTIVE DIRECTOR AND CEO

Research Reveals an Action Call from the Public To Advance Medication Safety

As PTCB began our third decade, we conducted research to understand public perceptions about pharmacy technicians. We wanted to learn, through quantified data, what the public thinks and knows about pharmacy technicians and the people who prepare prescriptions in retail, health-system, and ambulatory health care settings. We found that consumers expect to be kept safe and place a high value on certification and qualifications when it comes to those responsible for the healthcare of their families. If consumers discover that technicians employed in their regular pharmacy are not certified, they say they will seek out another pharmacy where technicians are certified.

Knowing that the public expects technicians to be certified, PTCB shaped our activities to address this call during 2016.

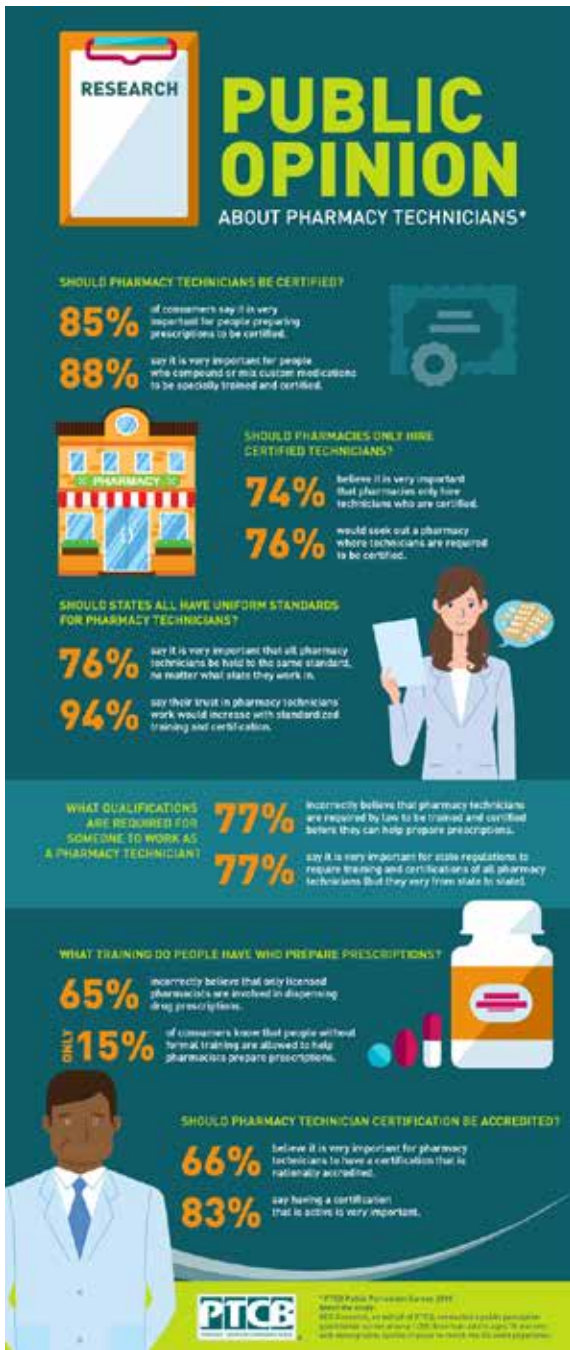
- PTCB focused on our core values, with an emphasis on collaboration as an essential factor for successfully advancing medication safety and optimizing patient care in this time of transition in the roles of both pharmacists and pharmacy technicians.
- We saw momentum from our efforts to collaborate with the pharmacy profession and technician community to seek common ground regarding the best ways to define foundational standards for entry-level pharmacy technicians.
- We attended state Board of Pharmacy meetings across the nation, as well as pharmacy association and organization conferences. PTCB is proud to work with state pharmacy associations, educators, and employers to collaborate on the most effective route to advance medication safety by certifying qualified technicians.

- We prepared for the 2017 Pharmacy Technician Stakeholder Consensus Conference, an event to build consensus, particularly around education and training for entry-level pharmacy technicians. Late in the year, we decided that in January 2017 we would announce the suspension of our planned 2020 implementation of required accredited education for initial PTCB Certification to allow time for more study and consensus building.
- We launched all-new Official PTCE Practice Tools this year, including a new Practice Test based on the most current test questions, and for the first time, a Calculations Practice App that has been requested by many technicians preparing for the PTCE who wish to focus on their math skills.
- We continued work to develop a new specialty advanced certification program in sterile compounding.
- We recognized and shared stories of technicians making significant contributions to patient care and safety, and honored excellence through our PTCB CPhT of the Year national program.

This year we heard a call to action for the pharmacy community. The public expects to be safe, and demands that technicians who help prepare their medications have the right credentials.

Why should pharmacy employers, technician educators, or technicians seeking career advancement choose PTCB? Because PTCB is nationally trusted across all practice settings, and we choose excellence.

Everett B. McAllister, MPA, RPh, Colonel, USAF (Ret.)



RESEARCH: PUBLIC PERCEPTIONS OF PHARMACY TECHNICIANS AND CERTIFICATION

Three-Quarters of Americans Would Seek a Pharmacy That Requires Pharmacy Technicians To Be Certified

In October, PTCB released the results of a public perception survey conducted by KRC Research on behalf of PTCB. The findings reveal that 85% of the public believes it is very important for pharmacy technicians to be certified. Consumers feel so strongly about certification that 76% say they would seek out a different pharmacy if they learned technicians working in their current pharmacy were not certified.

The survey results show that among consumers, frequent pharmacy visitors are even more likely (79%) to seek a pharmacy where technicians are certified, and adults with children at home are most likely (82%) to look elsewhere. Consumers say they

see many benefits to requiring pharmacy technicians to be certified, with the major benefit being certification's impact on accuracy and professional knowledge.

The survey shows that misperceptions about laws governing technicians are widespread: 77% believe that all pharmacy technicians are required by law to be trained and certified before they can prepare prescriptions, when, in fact, regulations vary from state to state. Fewer than half the states include certification in their regulations, and if they include it, do not necessarily require it. Five states have no regulations at all for pharmacy technicians.

PUBLIC PERCEPTION SURVEY

KEY FINDINGS

"The public says active certification is the most important qualification for pharmacy technicians. Certification gives people peace of mind about the medications they receive from the pharmacy. Consumers clearly recognize the importance of having a uniform standard in place to help keep them safe."

Miriam A. Mobley Smith,
PharmD, FASHP, PTCB Director of
Strategic Alliances

Research Methodology

KRC Research conducted this quantitative survey among 1,000 American adults ages 18 and above with demographic quotas in place to match the US adult population. KRC took standard measures to reflect the US population by implementing quotas for variables. Surveying took place in April 2016. Survey length was 10 minutes.

85%

According to the survey, consumers have high expectations for the qualifications of pharmacy technicians and certification is extremely important in the eyes of the consumer:

- 85% say it is very important for people preparing prescriptions to be certified.
- Almost all consumers, 88%, say it is very important for people who compound or mix custom medications to be specially trained and certified.

76%

Consumers say pharmacies should only hire certified technicians:

- 74% believe it is very important that pharmacies only hire technicians who are certified.
- 76% would seek out a pharmacy where technicians are required to be certified.

94%

Consumers see many benefits to requiring pharmacy technicians to be certified, but certification's impact on accuracy and professional knowledge is the biggest benefit:

- 94% say their trust in pharmacy technicians' work would increase with standardized training and certification.
- 66% believe it is very important for pharmacy technicians to have a certification that is nationally accredited.
- 83% say having a certification that is active is very important.

Consumers value certification and support uniform standards for technician certification, but their expectations are in stark misalignment with reality:

- 76% say it is very important that all pharmacy technicians be held to the same standard no matter what state they work in.
- 77% say it is very important for state regulations to require training and certification of all pharmacy technicians.
- 77% incorrectly believe that pharmacy technicians are required by law to be trained and certified before they can help prepare prescriptions.
- 65% incorrectly believe that only licensed pharmacists are involved in dispensing drug prescriptions.
- Only 15% of consumers know that people without formal training are allowed to help pharmacists prepare prescriptions.

77%

A majority of consumers are frequent pharmacy patrons:

- 62% of consumers visit the pharmacy once a month or more (frequent visitors) to pick up prescriptions or seek medication advice.
- 66% of frequent pharmacy visitors are very confident in the accuracy of the information they receive there.

66%

PTCB Welcomes One-Year Executive Resident Deeb Eid, PharmD, RPh

PTCB welcomed Deeb Eid, PharmD, RPh, to our staff on June 29 as Executive Resident. Dr. Eid helped advance PTCB's State Associate Program, and Advocate Educator and Employer Programs, assisted with PTCB relations with State Boards of Pharmacy, gave presentations on behalf of PTCB, and met with stakeholders while supporting the work of each PTCB department. "Being part of PTCB has given me a chance to see pharmacy from a new perspective, and realize how important it is to continue to push the profession forward," he said. "I hope this well-rounded opportunity will help me to be a leader in future initiatives for the profession."



Pharmacy Technician Roles Advance

Pharmacy technicians are employed in community pharmacies, hospitals, long-term care facilities, clinics, the military, physicians' offices, home health care, and other practice settings. Their responsibilities include entering prescription orders, operating dispensing systems, preparing IV admixtures, and maintaining inventories. They help manage medication therapy, immunization and clinical testing, financial assistance, transitions of care, and medication reconciliation. Pharmacy technicians are increasingly involved in advocacy, and 10 State Boards of Pharmacy currently include a technician member.

Emerging Roles

- Sterile compounding
- Medication reconciliation
- Medication therapy management
- Immunization
- Indigent care prescription program administration
- Clinical support roles (chronic care, appointment scheduling, medication adherence, smoking cessation, vital signs measurements, data management)
- Tech-check-tech or final product verification
- Point of care testing
- Education
- Prescription clarification
- Quality assurance and improvement initiatives
- Community outreach
- Informatics
- Telepharmacy
- Non-sterile compounding
- Refill counseling screening
- Board of Pharmacy membership
- Investigational drugs

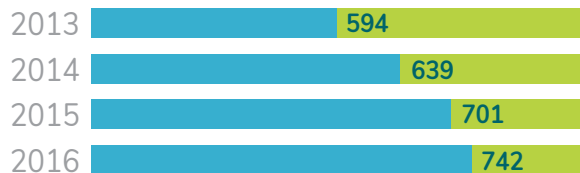
ADVOCACY THROUGH STRATEGIC ALLIANCES

Employer and Educator Programs: Collaborating To Advance Patient Safety

Employer Program

Pharmacy technician employers who are committed to cultivating a qualified technician workforce and those looking for resources to share with their employees continued to join the ranks of the PTCB Employer Program in 2016. Employers who participate become part of a collaborative community. During the year, the program focused on methods for collecting employer input and direction for future program enhancements. In 2016, Employer Program participants were able to order the newly-released Official PTCB Practice Tools at bulk discount prices. Employers also received the Employer Outlook newsletter, program welcome kit, 'We Proudly Employ PTCB Certified' Employer Poster, and the opportunity to save time and expense by becoming a sponsor of their employees' certifications or recertifications. Many employers joined to gain access to complementary bulk verification of pharmacy technician employees' certifications. New program participants receive recognition on PTCB's website, including company logo, and in PTCB's newsletter and on social media.

ADVOCATE EMPLOYERS



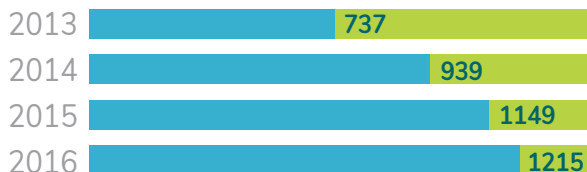
"PTCB's Employer Sponsorship helps us save time and stay organized, while helping our team achieve an important certification to grow their careers."

Emily Haugh, PharmD, Pharmacist and Teacher, PillPack

Educator Program

During 2016, the PTCB Educator Program continued to grow. The program serves educators of pharmacy technicians who seek to offer the highest quality instruction to technician students to prepare them for employment in today's transitioning health care system. Educators participating in the program during the year were able to access on-demand reports on their programs' PTCE outcomes, and enjoyed bulk discounts on the newly-released PTCB Practice Tools. They received the Educator Outlook newsletter, welcome kit, PTCB Educator poster, and the opportunity to save time and expense by becoming a sponsor of their students' certifications. Newly enrolled institutions received recognition on PTCB's website and in PTCB's communications.

ADVOCATE EDUCATORS



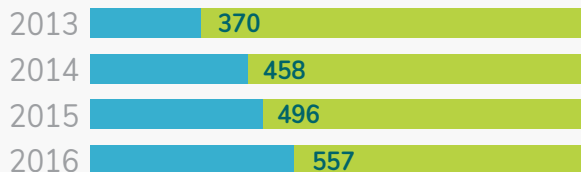
Sponsorship Options for Employers and Educators

Sponsorship is a simple way for employers and educators to pay for pharmacy technicians to earn or renew PTCB Certification. To become a sponsor, employers and educators must first enroll in PTCB's complementary Employer Program or Educator Program. Becoming a sponsor is cost-free. Sponsors enjoy a streamlined process for identifying eligible candidates, and save time and money. The total number of sponsors has steadily increased since 2013, and continued to do so in 2016.

Sponsored PTCEs in 2016:

16,261

SPONSORS (Total Educators and Employers Who Sponsor)



"The ease and efficiency of the PTCB sponsorship portal, allowing the college to pay for the PTCB Certification exams for our students, is a wonderful feature of the educator program. Sponsorship allows us to reinforce the importance of national PTCB Certification to our newly-graduating students by making it convenient for them to register for the exam."

Sally Pestana, University of Hawaii, Kapi'olani Community College

"The PTCB Sponsorship program has been invaluable to our organization. It has simplified the process for managing and tracking our technicians' certification testing and status. Being able to pay PTCB directly instead of having to reimburse each individual employee has made the entire process much easier."

Ashley Coleman, PharmD, Pharmacy Director, Medication Management Program, The Ohio State University College of Pharmacy

SPONSORSHIP SAVINGS

		Non-Sponsor Cost	Sponsor Cost
Withdrawal fees (\$25 per application withdrawal*)	10 candidates	\$250	\$0
	100 candidates	\$2,500	\$0
	250 candidates	\$6,250	\$0
Expiration fees (\$129 per candidate**)	10 candidates	\$1,290	\$0
	100 candidates	\$12,900	\$0
	250 candidates	\$32,250	\$0

* Sponsors may withdraw candidates up to 24 hours prior to testing appointments at no cost.

** A candidate's application expires when the candidate does not test within their 90-day 'Authorization to Test' period.

PTCB COLLABORATES

Collaborating with State Boards

PTCB attended more than **22** State Board of Pharmacy meetings during the year to provide an overview of pharmacy technician advancements in roles and responsibilities, PTCB updates, and information about the Pharmacy Technician Stakeholder Consensus Conference planned for February 2017. In addition, PTCB participated as an invited guest in State Board work groups, task forces, and strategic planning meetings focused on pharmacy technician registration, licensure, and roles/responsibilities.

Collaborating with State Pharmacy Associations

PTCB continually collaborates with state health-system and community pharmacy associations to share information about our Certification Program with pharmacists, pharmacy technicians, educators, legislators, and the public, and inform them of the value of the program in advancing patient safety. PTCB encourages CPhTs to become active in state associations to help strengthen the voice for technicians. Through our State Associate Program, PTCB partners with **72** state-level associations in **46** states.

2016 PTCB Meetings with State Boards of Pharmacy

February:	California
March:	California
April:	Idaho, Hawaii, District of Columbia, Oregon, California, Texas
June:	Texas, Virginia, Missouri
August:	Missouri, Iowa, Wyoming
September:	Missouri
November:	Indiana, Utah, Oregon, District of Columbia
December:	Montana, West Virginia, Maryland

In 2016, PTCB distributed a survey to our State Associates to collect input on program structure and ask for recommendations on enhancements. Representatives from 18 pharmacy associations joined by thought leaders from health-systems met in Alexandria, VA on September 27 to review the overall survey results and develop recommendations to improve the program. Representatives participated in small breakout discussions. Future program enhancements are under development.



COLLABORATING ON THE ROAD

During the year, PTCB participated in **57 pharmacy organization meetings or conferences** in more than **30 states** as a presenter, exhibitor, and facilitator.

In July, PTCB hosted a social event for attendees and presented at the Pharmacy Technician Educators Council (PTEC) Annual Conference in **Charlotte, NC**.

At the National Community Pharmacists Association (NCPA) Annual Convention in **New Orleans, LA** in October, PTCB exhibited, and discussed how sponsorship provides cost savings to employers. On National Pharmacy Technician Day, we gave away stickers, raffled three baskets of gifts to independent pharmacy winners, and launched the PTCB photo booth.

In March, PTCB exhibited at the American Pharmacists Association (APhA) Annual Meeting & Exposition in **Baltimore**.

PTCB presented on the changing national landscape for pharmacy technician credentialing, education, and training at the Pharmacy Society of Wisconsin Technician Educational Forum in **Wisconsin Dells, WI** in October.

PTCB hosted a CE program on technicians in specialty pharmacy at the American Society of Health-System Pharmacists (ASHP) Midyear Clinical Meeting in Las Vegas in December.

PTCB met with leaders of the Oregon State Pharmacy Association in October during their Annual Convention in **Clackamas, OR**.

In September, PTCB exhibited at the New England Pharmacy Convention in **Ledyard, CT**, and met with Connecticut Board of Pharmacy and technician attendees.

PTCB participated in the National Association of Chain Drug Stores (NACDS) Total Expo in **Boston, MA**, in August where we met with employers and discussed employer-based technician education options for accredited online programs, collaborative residency/fellowship projects, and advancing technician roles.

In July, at the American Association of Colleges of Pharmacy Annual Meeting in **Anaheim, CA**, PTCB spoke with deans and faculty about engaging Board of Pharmacy members and legislators in discussions about uniform standards for technician education, training, and certification to advance patient safety.

In November, Director of Strategic Alliances Miriam Mobley Smith, PharmD, FASHP, presented the keynote address at the Northland Association of Pharmacy Technicians Annual Meeting in **Fargo, ND**.

At the National Alliance of State Pharmacy Associations (NASPA) Summer Meeting in **Boston, MA**, in August, PTCB discussed advanced roles, focusing on tech-check-tech, technician immunization administration, and point-of-care testing support. Attendees were supportive of these roles as long as appropriate training and certification is required.

In April in **Honolulu, HI**, we met with Brande Rabilla, CPhT, technician member on the board of the Hawaii Pharmacists Association. She has helped establish an association residency showcase program, and implement non-traditional technician roles through the Pharmacy Advancement Initiative (PAI) whereby technicians assist in controlled substance reviews to prevent diversion. She regularly attends Hawaii Board of Pharmacy meetings, providing a technician voice.

In August, PTCB participated in the International Pharmaceutical Federation (FIP) World Congress in **Buenos Aires, Argentina**.

COLLABORATING FOR CONSENSUS

During 2016, PTCB collaborated with organizations to help plan an invitational February 2017 conference for pharmacy leaders and stakeholders to examine entry-level standards and future roles for pharmacy technicians.

The Pharmacy Technician Stakeholder Consensus Conference (PTSCC) was designed to bring together stakeholders from across the practice spectrum to recommend how to best ensure technicians are prepared to perform work in a safe and effective manner. A PTSCC Advisory Committee met during the year, comprised of representatives from technician training, including community and health-system-based training programs, national pharmacy organizations, and State Boards of Pharmacy. The committee prepared the conference agenda to focus on:

- the necessity of public confidence in the process for ensuring technician competency;
- entry-level knowledge and abilities needed by all technicians;
- a legally recognized scope of practice;
- education, training, and certification requirements; and
- methods to recognize competencies beyond entry-level.

At press time, proceedings and recommendations were expected to be submitted for publication in mid-2017.



Miriam Mobley Smith, PharmD, FASHP, Joins PTCB To Head Strategic Alliances

On February 1, PTCB welcomed Miriam Mobley Smith, PharmD, FASHP, as Director of Strategic Alliances. She is responsible for managing public and private strategic alliances, building organizational relationships, and leading the organization in advancing the PTCB Program as the single national standard for pharmacy technician certification.

“Throughout 2016, the Strategic Alliances team enjoyed interacting with many PTCB stakeholders from across the country that represented various pharmacy practice sectors. Through meeting attendance, workgroup and task force participation, presentations and activities, PTCB continued to seek effective ways to support the profession in successfully elevating pharmacy practice models and advancing patient safety initiatives.”

—Miriam Mobley Smith, PharmD, FASHP

STATE REGULATORY ACTIVITY

Idaho



In 2016, Idaho adopted new rules that expand the roles of CPhTs and allow them to perform new duties, including administer vaccinations when a CPhT meets specific education and training standards and is CPR-trained. The rules, in effect in March 2017, also allow technicians to: conduct accuracy checking, or product verification, in all practice settings; communicate prescription

drug order transfers; remotely perform data entry of prescriptions; clarify information with prescribers; and receive access to the online Prescription Monitoring Program (PMP) used by professionals to track controlled substance fill history. The rules also include a form of 'tech-check-tech' whereby CPhTs may perform final verification of product fills by other technicians, student pharmacists, or automation (robots or automated filling machines). CPhTs are allowed to receive new prescription orders verbally and transcribe them onto paper under certain circumstances.

Photo above: PTCB Executive Resident Deeb Eid, PharmD, and Idaho State Board Executive Director Alex Adams, PharmD

"Other states have allowed certified technicians to receive verbal prescriptions, transfer prescriptions, perform tech-check-tech on uncomplicated refills after a pharmacist drug utilization review, and perform remote data entry. We reviewed the outcomes in these states and the evidence is pretty clear that these tasks can be delegated to free up pharmacists for more patient care roles."

Alex J. Adams, PharmD, MPH, Executive Director,
Idaho Board of Pharmacy

Iowa

Iowa's New Practice Model Community Pharmacy Technician Verification Research Program, authorized by the Iowa Board of Pharmacy, involves a pilot program and ongoing research to study and evaluate advanced roles for pharmacy technicians in the community setting. Under the New Practice Model, the pharmacist oversees all activities while technicians check products knowing support is nearby if there is a question. Eleven studies have been done since 1978 in which technicians verify the pharmacists' accuracy of other technicians. The model further frees pharmacists time for advanced clinical services. Participating technicians must have completed formal advanced training education, passed an audit, and be nationally certified. The Practice Model's purpose is to help prioritize time so that patients who need help do not leave the pharmacy without it.

North Dakota

In 2016, a new rule was proposed and progressed toward approval in North Dakota to allow pharmacy technicians to assess a patient receiving a refilled prescription on the need of the patient or their agent to consult with the pharmacist or pharmacy intern about the prescription.

Nebraska

In anticipation of a new law taking effect January 1, 2016, PTCB worked with Pearson VUE to authorize 11 new test locations in Nebraska for the PTCE. PTCB had disseminated a brochure in December 2015 to all Nebraska pharmacists and not-yet-certified pharmacy technicians providing information about PTCB Certification as the new law went into effect. The new law requires pharmacy technicians employed by a Nebraska health care facility to register with the state's Pharmacy Technician Registry. Technicians already registered on January 1, 2016 were required to become certified by January 1, 2017. Any pharmacy technician registered after January 1, 2016 is allowed 1 year from registration to become certified. Their certification must be state or national and approved by the State Board. Once certified, technicians maintain their certification while registered.



CERTIFICATION PROGRAM

The PTCB Certification Program is the most widely accepted national certification program for pharmacy technicians. As of December 31, 2016, PTCB has granted **618,408** certifications since 1995 through the examination and transfer process.

Exam Date	Exams Administered	Exams Passed	Pass Rate
1995-2000 Exams	91,741	73,705	80%
2001 Exams	31,107	24,269	78%
2002 Exams	33,794	26,917	80%
2003 Exams	39,710	32,232	81%
2004 Exams	41,245	32,114	78%
2005 Exams	45,991	35,838	78%
2006 Exams	49,689	32,319	65%
2007 Exams	45,045	31,490	70%
2008 Exams	50,015	34,871	70%
2009 Exams	45,920	33,253	72%
2010 Exams	55,443	41,403	75%
2011 Exams	51,632	39,229	76%
2012 Exams	51,762	39,729	77%
2013 Exams	54,245	41,316	76%
2014 Exams	53,508	30,358	57%
2015 Exams	56,253	31,823	57%
2016 Exams	53,353	30,872	58%
Total	850,453	611,744	72%

Total Who Passed PTCE	611,738
Total Certified via Transfer Process*	6,670
Total PTCB Certifications Granted	618,408

*Pharmacy technicians who were granted certification in 1995 through a one-time transfer process that recognized their state organization credentials.

Pharmacy Technician Certification Exam (PTCE): New PTCE Job Analysis Study

During 2016, PTCB conducted a Job Analysis Study to collect updated information on work being performed by pharmacy technicians. PTCB conducts such a study approximately every 5 years to guide updates in PTCE content and PTCB's requirements for the CPhT credential. Two surveys, one on tasks performed by pharmacy technicians and a second survey of knowledge, skills, abilities, and other characteristics (KSAOs) required to perform the pharmacy technician job effectively, were distributed based on a respondent's years of work experience. In total, 20,786 individuals completed the task survey and 23,626 completed the KSAO survey.

PTCB designed the 2016 Job Analysis to identify exam content that would be applicable to all practice settings. As a result, knowledge areas related to sterile compounding and billing/reimbursement were removed as the final recommendation.

Based on the results of the Analysis, test questions in future editions of the PTCE will be distributed across four domains, rather than the nine in the current PTCE. They will be: medications (40%), patient safety and quality assurance (26%), order entry and processing (21%), and federal requirements (13%). The new exam will focus on core KSAOs relevant to entry-level practice in both of the largest sectors of pharmacy: community/retail and hospital/health-system practice. The new PTCE exam blueprint is expected to be implemented during 2018. Job Analysis results will guide PTCB in assessing what pre-certification educational requirements may be appropriate.

PEARSON VUE TEST CENTERS THAT ADMINISTER THE PTCE:

403 across the nation | including **116** military on-base sites

New Official PTCE Practice Tools

In September, PTCB released two new PTCE practice tools: the updated Official PTCB® Practice Exam; and the Official PTCB® Calculations Practice Questions app, a math practice tool PTCB offered for the first time. Both are available at ptcb.org/practice.

Updated Official PTCB Practice Exam: The updated Official PTCB® Practice Exam has the look and feel of the PTCE and provides an experience much like taking the actual exam. Subject matter experts wrote and reviewed it, and real test takers piloted it. After completion, practice exam takers have the option to log in to view their results, including correct and incorrect answers, with explanations for each. They are allowed 24 hours of post-exam review time within their 90-day exam delivery window. The Practice Exam price is \$29, with bulk discounts offered to PTCB Advocate Educators and Employers.

Official PTCB® Calculations Practice Questions App: The first Official PTCB® Calculations Practice Questions App was released September 27. The app features 90 questions that have appeared on the actual PTCE and represent calculations commonly performed by pharmacy technicians. Questions were selected from previous

live PTCE exam questions that reflect a variety of calculation types, strong item performance, and a style similar to the current PTCE. App users can take advantage of step-by-step explanations at the end of the practice questions. The price is \$14.99.



BY THE NUMBERS

New PTCE Practice Tools 2016

2,891 | 1,514

new Practice Exams
administered

downloads of the new
Calculations Practice App

“The PTCB App for Android is VERY good for practicing for the exam. I really have made great progress in my studies and feel more ready to take it again.”

Michele Harrison, LinkedIn

Free PTCB Practice Exam Offer

PTCB's **Black Friday Special** offered a free Practice Exam to each candidate who applied for initial certification between November 18 and December 2 and scheduled their PTCE testing date before January 31, 2017.

WHY CHOOSE PTCB?

“PTCB Certification displays my knowledge, commitment, and ability to perform as a top-quality pharmacy technician. It's a symbol of professionalism that many employers desire, and aids me in staying up to date on the profession overall.”

Barrett Mand, CPhT, Inpatient Pharmacy Technician III, Froedtert & the Medical College of Wisconsin



Advanced Certification Program Development: Specialty Certification in Sterile Compounding

During 2016, the PTCB Sterile Compounding Task Force met to develop tasks and job-related KSAOs that an individual must have to perform successfully as a pharmacy technician in sterile compounding. Toward this goal, PTCB invited approximately 9,000 sterile compounding technicians across the country to complete a Job Analysis Survey. In addition, PTCB conducted focus group research during the year. The task force will meet in 2017 to finalize exam content blueprints for the new program. In the future, PTCB will develop an additional certification program in advanced community pharmacy practice.



Certification Council

The PTCB Certification Council administers all aspects of PTCB's Certification Program, including policy and procedure development and execution. During 2016, the Council met twice in person and held two meetings by conference call. Council members voted for policy changes in several areas, including updates to the PTCE retake policy, adding an allowance for CE credit earned through certain PTCB volunteer activities, and approving the opening of additional test centers in Nebraska to support the new certification requirement.



RECERTIFICATION UPDATE

New Recertification Deadlines Implemented in January

Following a year-long communications campaign, PTCB implemented a new recertification schedule in January 2016 for all active PTCB CPhTs. Throughout the year, PTCB sent messages, letters, and reminders to individual CPhTs grouped by monthly expiration date.

New Window: The 'Recertification Window' opens 60 days (formerly 100 days) before a CPhT's certification expiration date.

New Deadline: Applications must be submitted by the first day of the certification expiration month or a \$25 late fee is charged. This day is the 'Application Deadline'.

New Late Fee: Applications submitted after the Application Deadline incur a \$25 late fee.

PTCB added nine recertification deadlines for a total of 12 per year. The increased number of deadlines helps facilitate application submission and processing for CPhTs.

CPhT Discipline Alerts from NABP Clearinghouse

In August, PTCB began receiving alerts from the National Association of Boards of Pharmacy (NABP) Clearinghouse once they have been processed by participating State Boards of Pharmacy. The Clearinghouse is a centralized multi-state database of disciplinary records. These alerts allow PTCB to investigate the circumstances to identify PTCB Code of Conduct violations.





RECOGNIZING EXCELLENCE

In October, PTCB named Diane Halvorson, RPhTech, CPhT, of Fargo, North Dakota, the 2016 PTCB Certified Pharmacy Technician (CPhT) of the Year®. PTCB honored her at a special event on March 26, 2017 in San Francisco during the 2017 APhA Annual Meeting and Exposition.

Ms. Halvorson has served as a Member of the North Dakota Board of Pharmacy for the past 6 and a half years, including two terms as Board President.

Ms. Halvorson is the Lead Pharmacy Technician and recent Interim Pharmacy Manager at Vibra Hospital in Fargo, a 31-bed, long-term acute care facility that serves patients coming from intensive care. The facility specializes in mechanical ventilation weaning and transition to rehabilitation, and its pharmacy administers more than 18,000 medication doses per month. She is also former President of, and current state board liaison to, the Northland Association of Pharmacy Technicians, the organization that led the effort in 1995 to require technician registration and education in the state.

“Diane has an impressive record of leadership on behalf of pharmacy technicians. She is committed to promoting technicians as an integral part of the health care team within their scope of practice,” said Everett B. McAllister, MPA, RPh, Executive Director and CEO of PTCB. “PTCB is thrilled to recognize her as the CPhT of the Year. Diane is a model advocate for patient safety, a remarkable leader, and a clear and inspiring voice for technicians. The effort to procure a board seat in North Dakota took years of passionate work by technicians in the state, and Diane was a critical driver of this success.”

“Pharmacists need to know and trust that their technicians can step in to handle technical roles because we are good at them.”

**Diane Halvorson, RPhTech, CPhT
2016 PTCB CPhT of the Year**



“Diane is truly deserving of this recognition as she has been an outstanding leader in advancing public safety in North Dakota through education and certification of pharmacy technicians. Diane’s dedication to representing technicians to our profession has been of paramount importance to advancing models of care.”

Mark J. Hardy, PharmD, Executive Director, North Dakota Board of Pharmacy

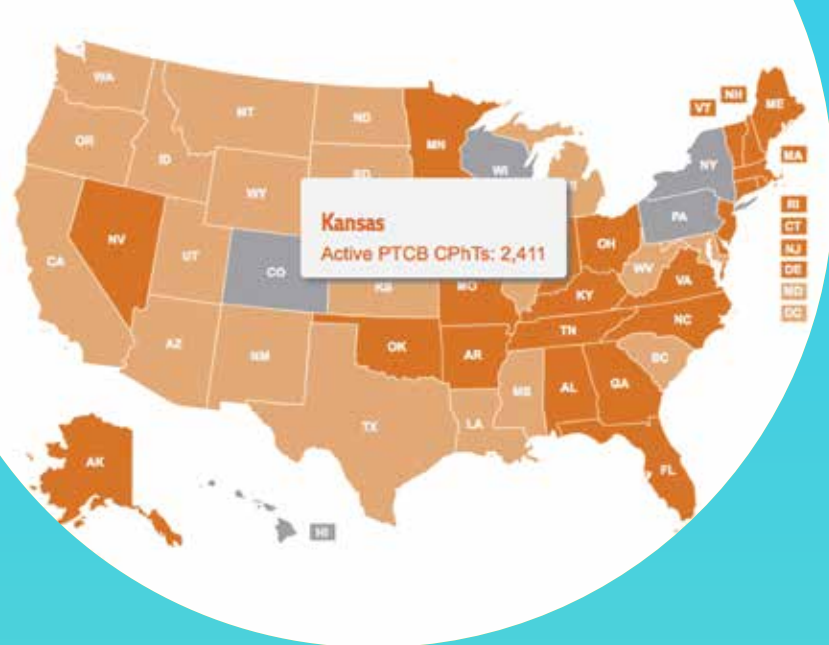


“Our 2016 honoree, Ms. Halvorson, has for some time, put her whole heart and soul into advancing and promoting pharmacy technicians. She is a model advocate for patient safety, a dedicated leader, and an inspiring voice for technicians.”

Everett B. McAllister, MPA, RPh, PTCB Executive Director & CEO



The **PTCB CPhT of the Year Program** honors and recognizes individual achievement in patient care, leadership, service, and mentorship as a way to encourage and support excellence and innovation among all pharmacy technicians. **More than 375** CPhTs were nominated for the 2016 PTCB CPhT of the Year from across all pharmacy settings. PTCB selected eight finalists, including Ashley Bollinger, Barrett Mand, Brande Ribillia, HS2 Johnathan Gunn, Nicole Bernabe, Nikki (Andrea) Ratliff, and Master Sergeant Robert George.



PTCB INTERACTIVE MAP GOES LIVE

How many CPhTs are located in a particular state? What are the requirements for technicians in each state? PTCB created an interactive map in 2016 that displays the answers. The map on ptcb.org presents snapshots of regulations by state, with links to each State Board of Pharmacy website, and reflects total numbers of PTCB CPhTs by state. Visitors can access state specific information, including training, certification, and registration requirements, technician-to-pharmacist ratios, required CE, minimum age parameters, technician State Board membership, and more.



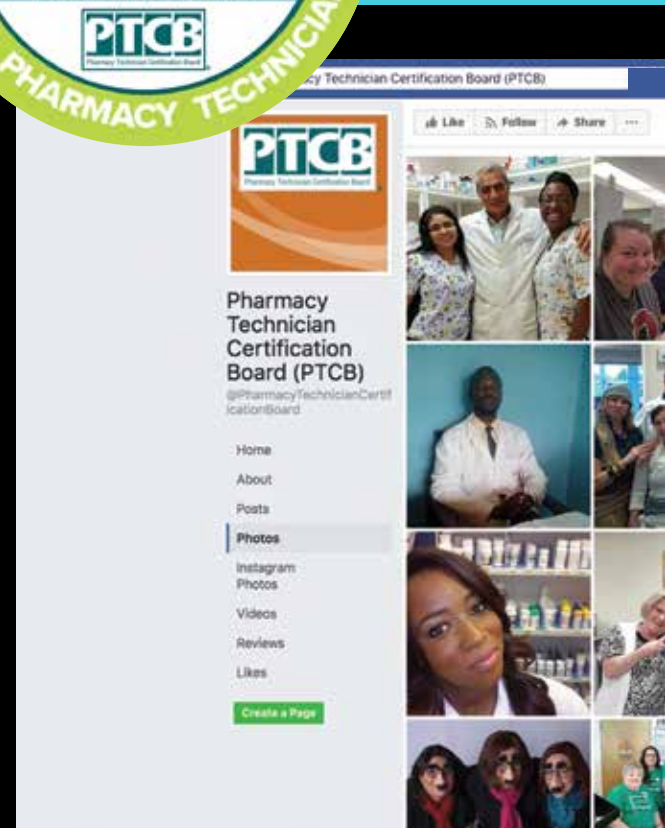
COMMUNITY ENGAGEMENT AND OUTREACH

National Pharmacy Technician Day
October 18, 2016
#RxTechDay

In honor of National Pharmacy Technician Day on October 18, PTCB Executive Director and CEO Everett B. McAllister, MPA, RPh, shared an executive message with more than 280,000 CPhTs, commending them for their commitment to the occupation and to certification, noting that PTCB's recent public perception survey shows consumers focus on safety for their families and expect technicians who help prepare their medications to have the right credentials.

To recognize the day, PTCB invited pharmacy teams to join the PTCB photo gallery by submitting their photos throughout October. This yielded **more than 175 submissions** on PTCB's social media pages, and an additional **250** team images were separately tagged #RxTechDay on Instagram. While exhibiting at the National Community Pharmacists Association annual meeting on October 18, PTCB launched a new Technician Day photo booth, adding **39** new themed images to PTCB's National Pharmacy Technician Day gallery.

PTCB created badges, signs, and graphics available for download, and pharmacy teams across the US proudly wore or displayed them in pharmacies and online. In addition, pharmacy organizations collaborated to compile a set of technician discount offers during October.



Have a question? PTCBB has the answer.

PTCBB LAUNCHES NEW HELP CENTER

In June, PTCBB launched our new Help Center designed to help customers quickly find answers to all their questions. The Help Center features a searchable home page where visitors browse topics and commonly-asked questions/answers to find the information they need. They may instantly submit a question online if they choose. As a result, people are obtaining answers much faster than if they placed a phone call. Our new Help Center is part of PTCBB's continued effort to ensure customers have all the information they need whenever they need it, at any time of day or night. Explore the Help Center at ptcbb.org/help.



HOT TOPICS

2016's most popular topics for queries from technicians were:

- 1 Password Help
- 2 Updating Account Information/
Name Change Requests
- 3 Recertification Application
Status
- 4 Recertification Process
- 6 Technical Issues
- 7 Entering CE Hours

Total inbound calls

102,739

(27,824 fewer than recorded in 2015 thanks to ease of access to answers in PTCB's Help Center at ptcb.org/help)

Total number of answered email and/or ticket requests

49,671 requests

- Total email and/or ticket requests from technicians about initial certification

10,562

- Total email and/or ticket requests from CPhTs about recertification

22,002



ADVERTISING CAMPAIGN

Your Patients Care About Technician Certification

Who cares if your pharmacy technicians are certified?
Your patients.

Listen to your patients. Choose PTCB Certification.

A 2016 survey* of the public found:

- 94%** say trust in their pharmacy would increase with standardized certification for technicians.
- 85%** believe it's very important for pharmacy technicians to be certified.
- 76%** say they would change pharmacies if technicians were not certified.

What makes PTCB Certification stand out? Excellence.

- Portable and accepted in all 50 states, DC, Guam and Puerto Rico
- Pharmacy profession-endorsed
- Only non-profit certification program
- More than 555,000 certifications granted

Learn more at www.ptcb.org

PTCB SETTING THE STANDARD. ADVANCING PATIENT CARE.
PHARMACY TECHNICIAN CERTIFICATION BOARD

*PTCB Research, 2016
ptcb.org/research/research

PTCB's newest advertising campaign is based around the results of our 2016 public perception survey. The findings revealed that consumers value certification and would seek out a pharmacy where it is required. The survey reports that 85% of the public believes it is very important for pharmacy technicians to be certified.

PTCB Materials and Graphics

Free materials available for download

In 2016, we made available for download our new PTCB promotional materials, including online and print advertisements and web banners, plus brochures, flyers, and more. Organizations interested in advancing medication safety can view, download, save, and then publish and share these advertisements. Visit: ptcb.org/resources/ptcb-materials-and-graphics

PTCB COMMUNICATES: During the year, PTCB ...

CPhT Connection
PTCB www.ptcb.org The official newsletter of the Pharmacy Technician Certification Board.

CPhT SPOTLIGHT
Barrett Hest, CPhT

CPhT SPOTLIGHT
Heidi Perrin, CPhT

CPhT SPOTLIGHT
Karen Hoffman, CPhT

CPhT SPOTLIGHT
Amanda Simon, CPhT

- reached our audiences and stakeholders, including CPhTs, employers, educators and the public through media outreach, news articles, and communications to expand knowledge of the PTCB Program and the essential roles CPhTs play in advancing patient safety.
- disseminated more than 60 updates on program activity and other news through the CPhT Connection, newsletters, and e-communications.
- launched new PTCB material online that highlights the benefits of PTCB sponsorship and the value of PTCB Certification.

PTCBB in the NEWS

PTCBB spokespersons were interviewed throughout 2016 on key technician topics, including the value of a uniform national standard for certification.

Survey: 76% of patients would seek out pharmacy with certified technicians

WASHINGTON — The Pharmacy Technician Certification Board (PTCBB) issued the results of a survey of 1,000 patients that revealed 76% of patients would seek out a pharmacy with certified technicians. The survey also found that 81% of patients would seek out a pharmacy with certified technicians if they were to move to a new city.

The survey, announced as a pilot study by PTCBB's Research, reported that 76% of respondents would seek out a pharmacy with certified technicians if they were to move to a new city. The survey also found that 81% of patients would seek out a pharmacy with certified technicians if they were to move to a new city.



PTCBB announces 2016 Pharmacy Technician of the Year

The Pharmacy Technician Certification Board (PTCBB) announced that its 2016 PTCBB Certified Technician of the Year award will go to Diane Halverson, CPhT, of Fargo, ND.

"Diane has an impressive record of leadership on behalf of pharmacy technicians. She is committed to promoting technicians as an integral part of the health care team within their scope of practice," said Everett B. McAllister, R.Ph., M.P.A., executive director and CEO of PTCBB. "Diane is a model advocate for patient safety and a clear and inspiring voice for technicians."

Halverson currently works as the lead pharmacy technician at Vibra Hospital in Fargo, a long-term acute care facility that cares for patients trans-

... well, including serving as a volunteer for the past 6 years and is a past member of the North Dakota Association of Pharmacy Technicians. Halverson is obtaining national status and credentialing.

Survey Shows Americans Want Pharmacies with Certified Technicians

WASHINGTON — A new survey by the Pharmacy Technician Certification Board (PTCBB) shows that 76% of patients would seek out a pharmacy with certified technicians if they were to move to a new city. The survey also found that 81% of patients would seek out a pharmacy with certified technicians if they were to move to a new city.



PTCBB Launches New PTCBE Study Tools

WASHINGTON — The Pharmacy Technician Certification Board (PTCBB) has launched a new set of study tools for its PTCBE exam. The new tools include a new set of study guides, a new set of practice exams, and a new set of study guides.

SOCIAL MEDIA

PTCB continued to grow our community on social media. At the end of 2016, PTCB had more than **119,000** connections across our various social media platforms. Facebook remained the most popular social media platform reaching an average of **346,000** users each month. In the first full year of our Instagram account, PTCB featured behind-the-scenes snapshots from headquarters as well as photos from pharmacy technicians across the nation. On National Pharmacy Technician Day (#RxTechDay), PTCB received photo submissions from technicians located in **35** states and **nine** countries.

FOLLOW PTCB:



@PharmacyTechnicianCertificationBoard



@PTCB



@PTCBgram



Pharmacy Technician Certification Board (PTCB)



Pharmacy Technician Certification Board (PTCB)

FROM FOLLOWERS



Matt Scharkopt Every state should mandate certification not only in retail and hospital pharmacy but for the drug manufacturers too! After becoming PTCB Certified in 2013, I became employed as a Quality Assurance Specialist for a manufacturer of subcutaneous, and percutaneous drugs. The things I've seen are just unbelievable. Certify all who handle drugs!

Like • Reply



Sara Martin I love reading about technicians in PTCB postings who are looking out for the best interest of their patients, especially regarding patient financial assistance programs!

Like • Reply



Adam Cunningham Although we do not dispense actual medications or perform 'normal' pharmacy technician duties, CorVel saw the importance of having certified pharmacy technicians on our staff to better educate our employees in understanding various medications, therapies, and calculations, and better verify correct dosing. All CPhTs in our office are extremely appreciative of CorVel for getting us ready to take the national PTCE to become PTCB-Certified.

Like • Reply

Social Media Followers

BY THE NUMBERS

Year End 2015

 70,113

 3,021

 201

 22,150
GROUP

 1,295
PAGE

Year End 2016

 88,195

 3,480

 1,612

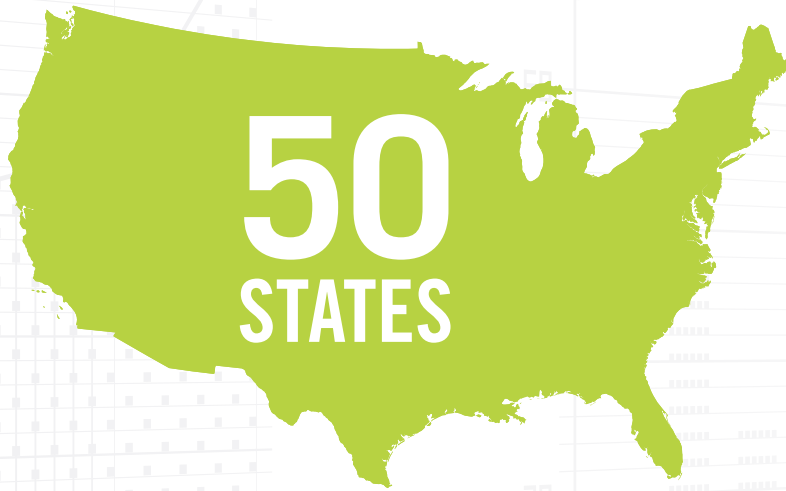
 24,609
GROUP

 1,771
PAGE

PTCB BY THE NUMBERS

AS OF DECEMBER 31, 2016

States (plus DC, Guam, and Puerto Rico) that accept PTCB Certification:



Actively certified PTCB
CPhTs in the US:

283,267



Certifications granted
by PTCB since 1995:

618,408



Pharmacy Technician Certification
Examinations (PTCEs) delivered by
PTCB in 2016:

53,353



High security Pearson VUE
testing centers in 50 states
and DC where PTCE is given:

403

States (and DC) that
regulate pharmacy
technicians:

45

States (and DC) that
include national
certification in their
regulations:

24

Educational institutions participating
in PTCB's Educator Program:

1,215

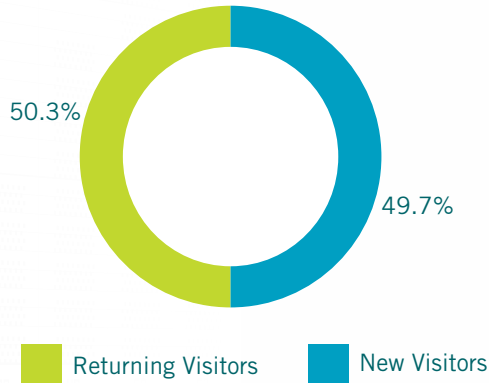
Pharmacy technician
employers that take part in
PTCB's Employer Program:

742

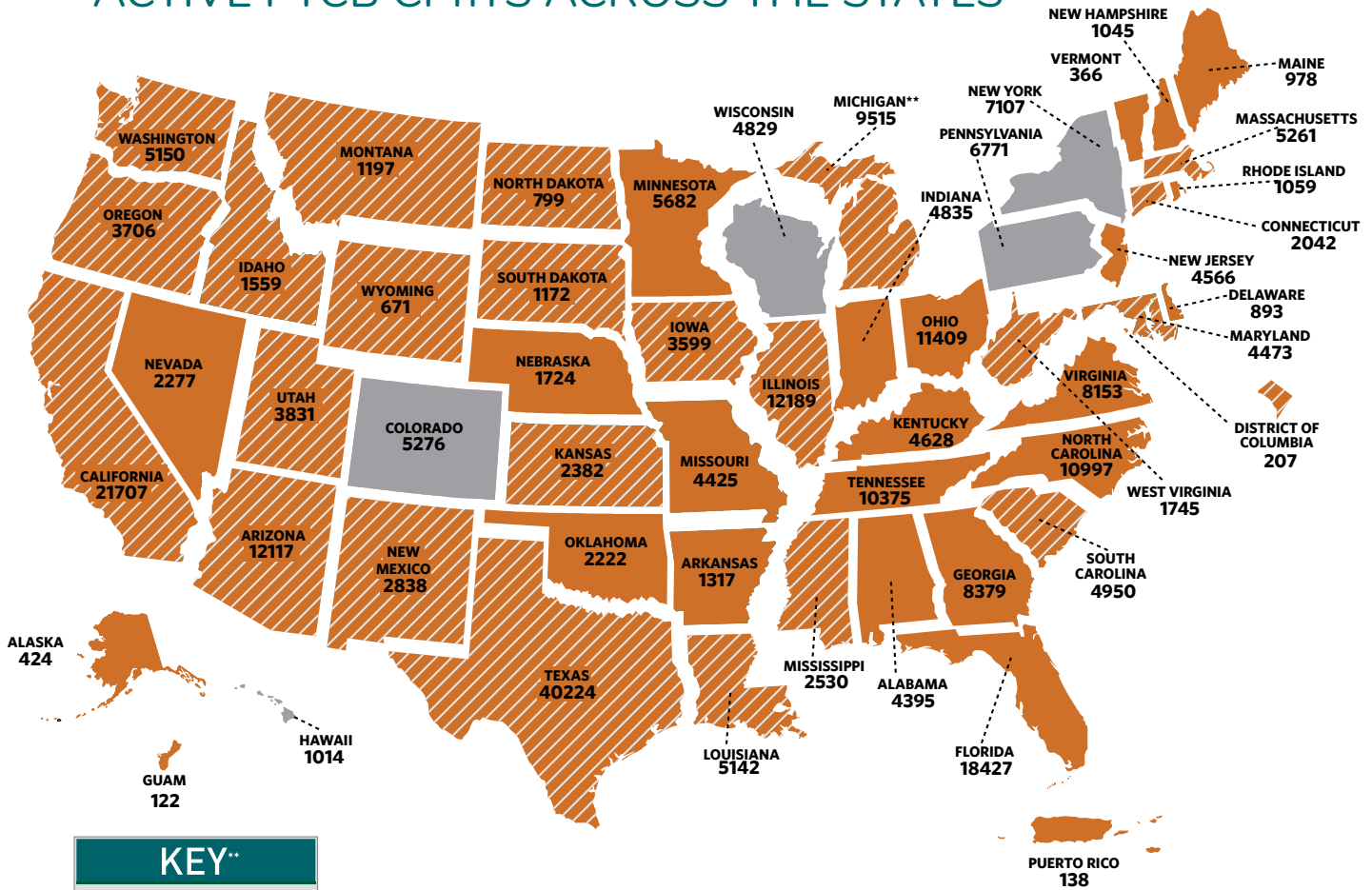
WEBSITE

Total Website Visits **3,064,091**

Users **1,587,926**



ACTIVE PTCB CPhTs ACROSS THE STATES



KEY**

- States that regulate pharmacy technicians and include national certification in their regulations
- States that do not regulate pharmacy technicians
- States that regulate pharmacy technicians

Figures are current as of December 31, 2016.

Since 1995, the Pharmacy Technician Certification Board has granted 618,408 certifications. This map represents the 283,267* PTCB certified pharmacy technicians (CPhTs) who were active at the end of 2015. All 50 states and DC accept PTCB Certification. Forty-five states and DC regulate pharmacy technicians, 24 states and DC include national certification in their regulations.

*Total also includes active CPhTs in Canada and the Virgin Islands.

2017–2018 BOARD OF GOVERNORS

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Thomas Menighan, BSPHarm, MBA, ScD, Vice Chair

Executive Vice President & CEO, American Pharmacists Association

Carmen Catizone, RPh, MS, DPh, Certification Council Chair

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Zack Green, Ellie Dorsey, Jeff Harris, Kelsey Ohleger,
Deeb Eid, Xiaohui Zhao, Rachel Seiderman, Tina Chang

Design: Octavo Designs

Why Choose PTCB?

We lead. PTCB is the nation's leading certifying body for pharmacy technicians, and offers the only nationally accepted pharmacy technician certification program.

We specialize in pharmacy technicians, focusing solely on certifying pharmacy technicians (no other professionals) and supporting them as they maintain their credentials.

We are guided by the pharmacy profession and we respond by setting the standard for technician certification that improves medication safety and patient care.

We collaborate along side State Boards of Pharmacy to address certification qualifications and related education and training requirements.

We are informed by research, conducting regular studies to evaluate the PTCB Program and strengthen its value.

We listen to patients: A public perception survey in 2016 showed that 94% of consumers say their trust in pharmacy would increase with standardized certification; and 85% of consumers say certification is very important.

We are portable. PTCB Certification goes with technicians everywhere they go, is accepted in all 50 states, DC, Guam, and Puerto Rico, and prepares technicians for work in any pharmacy setting.

We are nonprofit, and the only nonprofit pharmacy technician certification body.

We are the most trusted, with more than 21 years of experience, we have granted more than 615,000 certifications. Eight out of 10 CPhTs come back to PTCB to renew their credential.

We were the first national pharmacy technician certification program in the US, founded in 1995. We became nationally accredited by the National Commission for Certifying Agencies (NCCA) in 2006, the first to achieve this milestone.

We have nothing to hide. The PTCE is a challenging exam, and we are open about that. We publish extensive detail about our Certification Program, far more than any other program.

PTCB chooses excellence.



www.ptcb.org

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Contact us:
PTCB.org/help