C.R.E.S.T. Summit support was provided by Pearson VUE.
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C.R.E.S.T. Summit Agenda

Pharmacy Technician Certification Board
2011 C.R.E.S.T. Summit

Thursday, February 17, 2011
The Colony Hotel, Palm Beach, FL

4:00–4:30 pm  Registration
4:30–6:30 pm  Opening General Session

Summit Goals & Objectives  Melissa Murer Corrigan, BPharm
Executive Director & CEO
Pharmacy Technician Certification Board

Welcome & Introductions  Scott Meyers, BPharm, MS
Executive Vice President
Illinois Council of Health-System Pharmacists

Keynote Address:  Miriam Mobley Smith, PharmD
CPhTs: A Journey of Success
Dean
Chicago State University College of Pharmacy

PTCB Initiatives & Updates  William Schimmel
Associate Executive Director
Pharmacy Technician Certification Board

6:30–8:00 pm  Dinner
8:00–8:30 pm  Dessert Reception
**Friday, February 18, 2011**  
The Colony Hotel, Palm Beach, FL

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00–8:30 am</td>
<td>Breakfast</td>
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</table>
| 8:30–10:15 am| Second General Session             | Sylvia Banzon, CPhT, CQiA, PMP  
Featured Presentation:  
A CPhT Story: Past, Present, and Future Visions from a PTCB  
Certified Pharmacy Technician  
Presentation of Survey Results  
PHSSR Data Quality Coordinator  
Sutter Health  
Megan Sheahan, PharmD  
Director, Professional Affairs  
Pharmacy Technician Certification Board  
Angela Cassano, PharmD, BCPS  
Summit Facilitator |
| 10:35–12:00 pm | Roundtable Discussions  
Consumer Awareness and State Policy  
Education and Testing Requirements  
Stakeholder Resource Diversification |                                                                              |
| 12:00–1:30 pm | Lunch                              |                                                                              |
| 1:30–3:00 pm | Closing Session                    | Roundtable Leaders  
Melissa Murer Corrigan, BPharm  
Executive Director & CEO  
Pharmacy Technician Certification Board  
Scott Meyers, BPharm, MS  
Executive Vice President  
Illinois Council of Health-System Pharmacists |
| 3:00 pm      | Adjournment                         |                                                                              |
C.R.E.S.T. SUMMIT PROCEEDINGS

Consumer Awareness • Resources • Education • State Policy • Testing

“With pharmacists becoming the health care professionals responsible for providing patient care that ensures optimal medication therapy outcomes, the roles that pharmacy technicians play in making this vision a reality are essential. Education, training, and certification for pharmacy technicians have become cornerstones in initiatives focused on increased patient safety.”

Miriam Mobley Smith, PharmD
Dean
Chicago State University College of Pharmacy

“Pharmacy technicians play an integral role in supporting pharmacists in virtually all practice settings. Feedback from the summit, survey, and social media show that significant steps are being taken to support innovation in the roles and responsibilities of pharmacy technicians through education, training, and PTCB certification.”

Melissa Murer Corrigan, BPharm
Executive Director & CEO
Pharmacy Technician Certification Board

The Pharmacy Technician Certification Board (PTCB) convened pharmacy thought leaders for the C.R.E.S.T. Summit, held February 17–18, 2011, in Palm Beach, FL. C.R.E.S.T. represents Consumer Awareness, Resources, Education, State Policy, and Testing. The invitational summit served as a forum to address current issues and provide critical feedback to PTCB and the pharmacy profession about future directions and resource development. Summit attendees included pharmacists, Certified Pharmacy Technicians (CPhTs), educators, major employers, State Boards of Pharmacy, as well as state and national pharmacy associations.

The comments in these proceedings reflect respondents’ thoughts and discussions and do not necessarily reflect the views of PTCB. Statements do not constitute official PTCB policy or policy of its governing organizations. PTCB makes no representations or warranties with respect to this information, does not endorse this information, and disclaims all liabilities with respect to this information.
THE TIME IS NOW ...

The Joint Commission of Pharmacy Practitioners (JCPP) Future Vision of Pharmacy Practice in 2015 calls for qualified support personnel that will enable pharmacists to provide patient-centered care where they have the authority and autonomy to manage medication therapy while working cooperatively with practitioners of other health disciplines to care for patients. It is imperative that pharmacy technicians be well qualified to meet these challenges and fulfill their supporting role in drug preparation and distribution.¹

CPH Ts play an integral role in supporting pharmacy practitioners in all settings, including community pharmacy, hospitals and health-systems, and long-term care pharmacy.² Pharmacists and the public require assurance that pharmacy technicians are qualified to handle the responsibilities delegated to them.

It will be difficult for pharmacy to achieve its vision for pharmacy practice unless the profession adopts uniform national standards for pharmacy technician education, training, certification, and regulatory oversight. The pharmacy technician is accountable to the supervising pharmacist, who is legally responsible through state licensure for the care and safety of patients served by the pharmacy.²

Summit participants expressed the need for the profession to move beyond philosophical discussion and make necessary decisions on the future of pharmacy practice and the roles of pharmacy technicians. Through the C.R.E.S.T. Summit, the hope is that these discussions and feedback will result in action plans that lead to systemic improvements in patient care and safety throughout pharmacy practice.

“Today’s medication-use systems rely heavily on pharmacy technicians. The ability of pharmacists to focus their attention on the safe and effective use of drugs, biologicals, vaccines, and contrast media depends on the availability of technicians who have been appropriately trained and credentialed and possess necessary skill sets regarding drug preparation and distribution. As pharmacists’ roles expand throughout the health care system and new practice sites, they seek a standard mechanism for recognizing the abilities possessed by the technicians they work with. This can be best accomplished with a single national standard for education, training, and certification and with public accountability through regulatory oversight.”³

Henri R. Manasse Jr., PhD, ScD
Executive Vice President & CEO
American Society of Health-System Pharmacists

Thomas E. Menighan, BPharm, MBA, ScD
Executive Vice President & CEO
American Pharmacists Association

JCPP Future Vision of Pharmacy Practice in 2015
Pharmacists will be the health care professionals responsible for providing patient care that ensures optimal medication therapy outcomes.
ABOUT PTCB

PTCB develops, maintains, promotes, and administers a nationally accredited certification and recertification program for pharmacy technicians to enable the most effective support of pharmacists to advance patient safety. PTCB was established in January 1995 and is governed by five organizations: the American Pharmacists Association; the American Society of Health-System Pharmacists; the Illinois Council of Health-System Pharmacists; the Michigan Pharmacists Association; and the National Association of Boards of Pharmacy.

PTCB is the national leader in pharmacy technician certification, with more than 400,000 pharmacy technicians nationwide having earned the PTCB CPhT credential since 1995.

PTCB has consistently advocated for a single national standard for pharmacy technician certification that is recognized and supported by the profession. Establishing a single standard for pharmacy technician certification through PTCB is consistent with the approach used by other health professions, as well as the approach used in the pharmacist licensure process.
C.R.E.S.T. SUMMIT SURVEY

Before the summit, PTCB conducted a weeklong online survey addressing summit topics. Summit participants took part in this survey, in addition to more than 12,000 pharmacists and pharmacy technicians working in a variety of geographic locations and practice settings, including community, health-system, and federal pharmacy.

SURVEY DEMOGRAPHICS

Survey respondent demographics, represented in Figure 1, include:

- 32% of respondents work in a community – chain environment
- 30% of respondents work in a health-system environment
- 11% of respondents work in a community – independent environment

Other areas represented include: home health care, long-term care, mail service facility, managed health care, educational/vocational training, and the military.

FIGURE 1: Survey Respondent Primary Work Environment

[n=12,091]
SURVEY FINDINGS

Key survey findings are provided in Tables 1–4.

**TABLE 1: Subset of Survey Responses**

- **84%** of respondents agree that PTCB should work with state and national pharmacy associations and interested employers to create regulatory or statutory requirements for the establishment of an advanced CPhT designation.

- **83%** of respondents agree that pharmacy technicians have involvement in the implementation of the JCPP 2015 Vision. The vision states, “Pharmacists will be the health care professionals responsible for providing patient care that ensures optimal medication therapy outcomes.”

- **81%** of respondents identified pharmacy technicians in their primary work environment accomplishing tasks to free up additional time for pharmacists to dedicate to patient care and safety initiatives.

Survey respondents were asked to identify roles and responsibilities that pharmacy technicians have within their organizations. Summit survey responses illustrate roles that exist for pharmacy technicians (Table 2):

**TABLE 2: Current pharmacy technician roles and responsibilities reported within work environments**

- Inventory maintenance
- Computer data input
- Purchasing/inventory control
- Billing/insurance
- Assisting in outpatient prescription dispensing
- Prepackaging/repackaging
- Compounding nonsterile products
- Assisting in inpatient prescription dispensing
- Holding leadership and/or supervisory roles
- Compounding sterile products/I.V. admixtures
In addition to current pharmacy technician roles, survey respondents identified innovative roles for pharmacy technicians within their specific work environments that they foresee increasing or expanding with implementation of the JCPP 2015 Vision.

### TABLE 3: Community Pharmacy Setting Responses

<table>
<thead>
<tr>
<th>Current pharmacy technician roles</th>
<th>Increased roles with implementation of JCPP 2015 Vision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer data input</td>
<td>Medication safety positions and/or quality management</td>
</tr>
<tr>
<td>Inventory maintenance</td>
<td>Holding leadership and/or supervisory roles</td>
</tr>
<tr>
<td>Billing/insurance</td>
<td>Pharmacy administrative support</td>
</tr>
<tr>
<td>Purchasing/inventory control</td>
<td>Maintaining and/or optimizing technology</td>
</tr>
<tr>
<td>Assisting in outpatient prescription dispensing</td>
<td>Tech-check-tech</td>
</tr>
</tbody>
</table>

### TABLE 4: Health-System Pharmacy Setting Responses

<table>
<thead>
<tr>
<th>Current pharmacy technician roles</th>
<th>Increased roles with implementation of JCPP 2015 Vision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepackaging/repackaging</td>
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<td>Tech-check-tech</td>
</tr>
<tr>
<td>Assisting in inpatient prescription dispensing</td>
<td>Purchasing/inventory control</td>
</tr>
<tr>
<td>Inventory maintenance</td>
<td>Holding leadership and/or supervisory roles</td>
</tr>
<tr>
<td>Compounding nonsterile products</td>
<td>Participating in medication reconciliation</td>
</tr>
</tbody>
</table>
C.R.E.S.T. SUMMIT OVERVIEW

During the two-day summit, six presentations set the stage for the participant stakeholder issue discussion and roundtables:

• Welcome, opening remarks, PTCB history, and the use of social media during the summit were presented by Melissa Murer Corrigan, BPharm, PTCB Executive Director and CEO.

• Introductions were facilitated by Scott Meyers, BPharm, MS, ICHP Executive Vice President and PTCB Board of Governors C.R.E.S.T. Summit Liaison.

• The Keynote Address, CPhTs: A Journey of Success, outlining the evolution of pharmacy technician roles and responsibilities and the current landscape of pharmacy practice, was presented by Miriam Mobley Smith, PharmD, Dean of Chicago State University School of Pharmacy and PTCB Certification Council Past President.

• An overview of the current and proposed future initiatives of PTCB was provided by William Schimmel, PTCB Associate Executive Director.

• The presentation, A CPhT Story: Past, Present, and Future Visions from a PTCB Certified Pharmacy Technician, showcasing her own career path and innovative practice as a pharmacy technician, was presented by Sylvia Banzon, CPhT, CQiA, PMP, Data Quality Coordinator for Sutter Health.

• Summit survey data were shared with participants by Megan Sheahan, PharmD, PTCB Director, Professional Affairs.

Following these presentations, participants took part in the stakeholder issue discussion. This discussion allowed participants to offer feedback on the eight primary summit topics listed on page 13. As topics were introduced to the group by Angela Cassano, PharmD, BCPS, Summit Facilitator, participants were encouraged to share and acknowledge differing perspectives.
ROUNDTABLE DISCUSSION SUMMARY

Immediately following the stakeholder issue discussion, participants separated into three roundtable groups, using the survey data and discussion feedback to generate ideas and offer insight on the topics assigned to their groups.

Consumer Awareness and State Policy

**Discussion Topic 1:** The profession’s readiness to implement the JCPP 2015 Vision pertaining to the education, certification, and regulatory oversight of pharmacy technicians.

**Discussion Topic 2:** Innovative roles and responsibilities of pharmacy technicians.

**Discussion Topic 3:** Education of the public/consumers about the roles, responsibilities, and regulations applicable to pharmacy technicians.

Education and Testing Requirements

**Discussion Topic 4:** Establishment of additional requirements for the Pharmacy Technician Certification Exam (PTCE). Specifically, does the group agree or disagree with the need for additional requirements?

**Discussion Topic 5:** If participants feel that accredited education should be a prerequisite of the PTCE, how may the profession achieve this?

**Discussion Topic 6:** Should PTCB modify the requirement for recertification to include only “T”-designated Continuing Pharmacy Education (CPE) credits provided through Accreditation Council for Pharmacy Education (ACPE) accredited programs?

Stakeholder Resource Diversification

**Discussion Topic 7:** Future products, services, and exams to be developed by PTCB.

**Discussion Topic 8:** Establishment of an advanced certified pharmacy technician designation.
CONSUMER AWARENESS AND STATE POLICY

Discussion Topic 1: The profession’s readiness to implement the JCPP 2015 Vision pertaining to the education, certification, and regulatory oversight of pharmacy technicians.

Recommendations made during the summit include:

- It is necessary to create a single national standard that encompasses the education, training, certification, and regulatory oversight of pharmacy technicians.
- The profession is at a critical point in needing to make decisions regarding the future of pharmacy practice and the roles of pharmacy technicians. The time is now to move beyond philosophical discussion, propose timelines, and work toward necessary decisions on the future of pharmacy practice and the roles of pharmacy technicians.
- There is varied consistency in regulatory oversight of pharmacy technicians across the United States; seven states currently do not regulate pharmacy technicians. Regulations in the other 43 states vary widely and range from registration and ratios to education and certification.
- Congruent with how every pharmacist must take the North American Pharmacist Licensure Examination (NAPLEX) in order to practice, there is a similar need for a minimum national standard of certification for pharmacy technicians.
- Pharmacy technicians play an important role in the implementation of the JCPP 2015 Vision; therefore, pharmacists and pharmacy technicians must work together at every level of practice to accomplish the goals set forward by 2015.

Discussion Topic 2: Innovative roles and responsibilities of pharmacy technicians.

Recommendations made during the summit include:

- Pharmacists across the nation, as demonstrated by recent graduates from schools of pharmacy, are aspiring to create new and innovative models of practice, including Medication Therapy Management (MTM) and other direct patient care clinical services.
  - It is imperative that pharmacy technicians be involved in handling important logistical and administrative work to allow pharmacists to be successful in evolving practice models.
- The Department of Defense (DOD) was cited as a program that has excelled in creating innovative roles for pharmacists and pharmacy technicians; within the DOD, both are enabled to practice at their highest level of training and certification.
  - Every pharmacy technician in the DOD is required to have a base level of training and has the opportunity for advanced certification.
  - Recommendations were made to emulate this model of training and practice across pharmacy settings in the United States.
- Continued movement in states toward the research and passage of tech-check-tech regulations and the establishment of an advanced certified pharmacy technician designation is encouraged.
Sylvia Banzon, CPhT, CQiA, PMP, became PTCB certified in 1995 and has worked in a variety of capacities within the pharmacy system, including 10 years as pharmacy technician supervisor where she was responsible for recruiting, training, writing competencies, quality assurance measures, and managing process improvement projects within her department.

She has since built on her PTCB certification to earn advanced credentials, including Project Management Professional (PMP), and completed Green Belt Six Sigma Training. Professional development has enabled Sylvia to perform functions outside of traditional pharmacy technician roles to raise the level of patient care.

“I maintained PTCB certification initially because I envisioned this becoming the standard of the profession,” said Banzon. “Now, I maintain it as a personal commitment to raise the profession to a higher standard through example.”

In 2007, Sylvia became the Regional Quality Data Coordinator for Sutter Health Sacramento Sierra Region (SHSSR), which supports services across a nine-county region. Her current responsibilities include reviewing patient charts to ensure compliance with the Joint Commission, Center of Medicare Service, and California Hospital Assessment Reporting Taskforce core measures. Sylvia is regularly called upon to communicate changes in definitions, methodology, and mandatory requirements of regulatory agencies to her colleagues.

Sylvia has maintained an active role in the California Society of Health-System Pharmacists (CSHP) since 2001 and has held a number of elected and appointed positions. She currently serves on the CSHP Board of Directors and the California Hospital Association Medication Safety Committee.

Discussion Topic 3: Education of the public/consumers about the roles, responsibilities, and regulations applicable to pharmacy technicians.

Recommendations made during the summit include:

- It is valuable to educate the members of the pharmacy profession, including pharmacy technician students, student pharmacists, and pharmacists, about the importance of standardized education, training, certification, and regulatory oversight of pharmacy technicians.
  - Educate pharmacy technicians about career paths available to them within various community and health-system settings. This will provide pharmacy technicians with a better understanding of resources available to them and what they may aspire to in their careers.
  - Ensure that state and national pharmacy associations recognize pharmacy technicians appropriately within their organizations and in advocacy efforts.
- Communicate to state legislators and policy makers the considerable risk facing the public due to the disconnect that currently exists between public perceptions and the reality of pharmacy technician regulatory oversight.
- Work with the profession to enact standards for programs involved in the education and training of pharmacy technicians.
  - With such standards, State Boards of Pharmacy will be able to formally assess the quality and efficacy of pharmacy technician education programs and will have grounds to close programs that do not meet profession standards.
EDUCATION AND TESTING REQUIREMENTS

Discussion Topic 4: Establishment of additional requirements for the PTCE. Specifically, does the group agree or disagree with the need for additional requirements?

Summit participants made recommendations during the summit pertaining to additional requirements for a candidate to sit for the PTCE:

- By 2015, PTCB should require a minimum period of practical experience to be eligible for the PTCE.
- By 2015, mandatory criminal background checks should be required for all PTCE candidates.
- By 2020, all PTCE candidates should be required to complete a training program accredited by the American Society of Health-System Pharmacists (ASHP).

Discussion Topic 5: If participants feel that accredited education should be a prerequisite of the PTCE, how may the profession achieve this?

Recommendations made during the summit include:

- There must be one standard regarding the accreditation of pharmacy technician education and training programs and it should be incorporated in the requirements to sit for the PTCE. Consensus was reached that ASHP should continue to serve as the accreditation body for pharmacy technician education and training programs.
- A considerable amount of work is needed to educate the profession on the need and procedures of this education requirement, similar to the PharmD mandate that took place in 2000 for student pharmacists. Therefore, it was recommended that PTCB establish 2020 as a realistic goal year for the implementation of accredited education as a PTCE prerequisite.
- The profession should work with State Boards of Pharmacy to advocate for changes in standards of education and testing of pharmacy technicians. There is strong support for these changes to be made in state pharmacy practice acts. The Model State Pharmacy Act and Model Rules of the National Association of Boards of Pharmacy (Model Act) provide State Boards of Pharmacy with model language that may be used when developing state laws or state board rules.
Discussion Topic 6: Should PTCB modify the requirement for recertification to include only “T”-designated CPE credits provided through ACPE accredited programs?

Recommendations made during the summit include:

- By 2015, it is recommended that PTCB change the current requirements for CPhT recertification to:
  - Accept only pharmacy technician targeted and/or ACPE “T”- and/or “P/T”-designated CPE credits for a total of 20 hours every two years.
  - Require at least 15 of the 20 hours of CPE to be provided through State Boards of Pharmacy, NABP, employer-accredited programs, or programs accredited by ACPE.
  - Five hours of practical/employer-based CPE may be allowed as part of the 20-hour CPE requirement every two years.
  - Maintain the requirement that one of the 20 required CPE credits be in pharmacy law.
  - Require one of the 20 required CPE credits to be in medication/patient safety.

Discussion Topic 7: Future products, services, and exams to be developed by PTCB.

Recommendations made during the summit include:

- Build a business case that supports the use of pharmacy technicians in the transition of patient care between practice sites, i.e., patients moving from outpatient to inpatient settings and inpatient to outpatient settings (medication reconciliation).
- Assess current practice and examine new developments in the work of pharmacy technicians through the update of the PTCB Practice Analysis; medication safety must be a fundamental component of the analysis.
- Conduct research for the profession to use in the design and implementation of new standards and models.
- Gather and distribute profiles and stories of pharmacy technicians who have excelled in pharmacy practice for use in outreach within the profession, and to legislators and consumers.
- Create new specialty exams; ideas from summit participants and survey respondents include compounding, technology, medication safety, regulatory compliance, MTM, inventory management, and medication reconciliation.
Christina Andrade, CPhT, took her first part-time job in high school as a pharmacy clerk and has worked in the field ever since. Graduating with a Bachelor of Science degree in Health Care Administration from the University of Phoenix, she went on to become PTCB certified in 2005. In the six years since becoming a pharmacy technician, Christina has taken on various roles, working in the community pharmacy setting and as a Pharmacy Technology Instructor at Casper College.

For the last two years, Christina has worked as a pharmacy technician for Meds by Mail, which is part of the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMP VA) and provides prescriptions to beneficiaries of 100 percent service-connected veterans. In her position as Supervisory Pharmacy Technician, Christina supervises pharmacy technicians working in the processing center.

Christina explains there are always opportunities to gain satisfaction from a career, including active involvement in professional organizations. For the past four years, Christina has been actively involved with the Wyoming Pharmacy Association (WPhA), serving as a WPhA Technician Board member from 2007 to 2010, and currently serving as the first pharmacy technician to be elected to the office of President-Elect for the association. It is her hope that this accomplishment will inspire other pharmacy technicians to become more involved in state and national pharmacy associations, as well as in their own careers. In the short time since Christina became a pharmacy technician, she has seen a rapid evolution of pharmacy practice and is excited about the integration of pharmacy technicians in current practice models.

“I never want to be seen as just a pharmacy technician,” said Andrade. “It is important that we understand how critical we are to the profession of pharmacy in our roles as a support to pharmacists.”

Discussion Topic 8: Establishment of an advanced certified pharmacy technician designation.

Recommendations made during the summit include:

- Pharmacy technicians need to be provided with a clear career path; this may be accomplished at the employer or association level and may assist with employee retention in the work environment. Successful career ladders and advancement models are already being utilized.
- Work with state and national pharmacy associations and interested employers to create regulatory and statutory requirements for the establishment of an advanced certified pharmacy technician designation.
  - Create a framework for an advanced certified pharmacy technician designation.
  - Baseline criterion for the advanced designation may be graduation from an accredited education and training program; in addition, the pharmacy technician should clearly demonstrate knowledge and ability through an advanced exam process.
- An advanced pharmacy technician designation exists in the DOD:
  - In the DOD, every pharmacy technician is required to have a base level of training that includes completion of a competency test and participation in an internship.
  - Advanced pharmacy technicians in the DOD have been licensed to engage in different tiers of responsibility.
VISION FOR THE FUTURE

Closing remarks and future directions were provided by Melissa Murer Corrigan, BPharm, PTCB Executive Director and CEO. Participants provided examples of how they plan to maintain the momentum built during the summit. Specific examples centered on the sharing of summit proceedings with colleagues in the workplace, student pharmacists, colleagues at State Boards of Pharmacy, and colleagues at state and national pharmacy associations. Many participants intended to develop publications on the evolving roles and responsibilities of pharmacy technicians and share the success stories of pharmacy technicians working in these roles, including the paths they took to expand their own horizons within the profession.

“With the growing complexity of medications and focus on medication safety, technicians play an essential role in the medication use process. Opportunities are increasing for pharmacy technicians to progress through career ladders where they can develop knowledge and skills and specialize in areas such as compliance, medication use technology, and informatics.”

Rita Shane, PharmD
Director of Pharmacy Services
Cedars-Sinai Medical Center

NEXT STEPS

Summit proceedings and survey results will be used by the PTCB Board of Governors, Certification Council, and pharmacy profession to guide the development of future pharmacy technician resources and guidelines.

PTCB affiliates and stakeholders will continue to play an important role in carrying on the momentum of the C.R.E.S.T. Summit through their advocacy and leadership. Survey respondents, summit participants, and all others interested in the discussions that took place during the C.R.E.S.T. Summit now have the ability to make these changes a reality and forever influence the delivery of patient care through the pharmacy profession.

Please visit www.ptcb.org to view a complete archive of summit materials.
ENDNOTES AND SELECTED RESOURCES


In advance of the onsite meeting, summit participants were provided with the following background materials.

**C.R.E.S.T. Summit Background Materials**

- Report of the task force on pharmacy technician education and training programs. NABP. 2010.
### C.R.E.S.T. SUMMIT PARTICIPANTS

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Organization/Institution</th>
<th>Location</th>
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<tbody>
<tr>
<td>Christina Andrade, CPhT</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Cheyenne VA Medical Center</td>
<td>Cheyenne, WY</td>
</tr>
<tr>
<td>Sylvia Banzon, CPhT, CQiA, PMP</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Sutter Health</td>
<td>Sacramento, CA</td>
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<td>Mary Batzel</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Pearson VUE</td>
<td>Bloomington, MN</td>
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<td>Baeteena Black, BPharm</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Tennessee Pharmacists Association</td>
<td>Nashville, TN</td>
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<td>Lynette Bradley-Baker, BPharm, PhD</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>American Association of Colleges of Pharmacy</td>
<td>Alexandria, VA</td>
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<td>Malcolm Broussard, BPharm**</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Louisiana Board of Pharmacy</td>
<td>Baton Rouge, LA</td>
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<td>Melissa Murer Corrigan, BPharm*</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Pharmacy Technician Certification Board</td>
<td>Washington, DC</td>
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<td>Paul Davis, BPharm</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Texas Society of Health-System Pharmacists</td>
<td>Round Rock, TX</td>
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<td>Bridget Herd</td>
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<td>Bloomington, MN</td>
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<td>Eugene “Paul” Holder, PharmD</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Texas State Board of Pharmacy</td>
<td>Austin, TX</td>
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<td>Connie Infantino, BPharm</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Rite Aid Corporation</td>
<td>Harrisburg, PA</td>
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<td>Katherine Knapp, PhD</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Touro University California College of Pharmacy</td>
<td>Vallejo, CA</td>
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<tr>
<td>Dan Luce, BPharm, MBA</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>Walgreens</td>
<td>Deerfield, IL</td>
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<td>American Society of Health-System Pharmacists</td>
<td>Bethesda, MD</td>
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<tr>
<td>Kevin Masci, PharmD</td>
<td>C.R.E.S.T. Summit Participant</td>
<td>CVS Caremark</td>
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