Indiana Veterans Affairs Pharmacy, Marion, IN

CVS, Minot, ND

Costco, Rochester, MN

Fort Belvoir Community Hospital, Fort Belvoir, VA
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*Cover image: Hannah Peabody, CPhT, East Syracuse, NY, 2014 PTCB Certified Pharmacy Technician of the Year*
2014 was a busy and exciting year of collaborating with stakeholders, and a year of implementing revised certification requirements to advance patient care and safety throughout pharmacy practice.

PTCB offers the only nationally accepted certification program for pharmacy technicians and has granted more than 550,000 certifications in our history. Given the scope of our program, PTCB has an awesome responsibility to continually uphold and enhance our standards and requirements to ensure we are fulfilling our mission: to maintain and administer a nationally accredited certification and recertification program that advances patient care and safety; and to advocate a single national standard for certification.

During 2014, PTCB advanced our mission in multiple ways.

• The Texas State Board of Pharmacy designated PTCB the only recognized certifying body for pharmacy technicians. The board’s rigorous review process and psychometric analysis allowed TSBP to confidently recognize PTCB as the single provider of accredited certification in Texas.

• We continued to phase in a series of scheduled changes in certification and recertification requirements, all of which will be implemented by 2020. In April, we implemented a new recertification requirement that applicants complete 1 hour of patient safety continuing education (CE) as part of their 20 CE hours. In October, PTCB released details of two other changes in recertification requirements taking effect in 2015: all CE hours must be in pharmacy technician-specific subject matter; and fewer in-service CE hours are allowed.

• PTCB recognized CPhTs who exhibit achievement in patient care, leadership, service, and mentorship. Hundreds of nominations for CPhT of the Year told stories of those who make positive differences in their workplaces. We were pleased to honor Hannah Peabody, CPhT, for her achievements in securing financial assistance for her oncology/hematology patients who otherwise would have been refused treatment.

• Staff representing PTCB traveled more than ever before, participating in and presenting at more than 35 meetings and conferences around the US.

• 2014 was the first full year of administering our updated Pharmacy Technician Certification Exam (PTCE) released in November 2013. This updated exam meets high standards in the field, is psychometrically sound, and effectively measures knowledge demanded of technicians across all practice settings.

As pharmacists take on greater responsibilities in direct patient care, CPhTs are assuming new and expanding roles in the pharmacy. PTCB applauds the hundreds of thousands of dedicated and innovative CPhTs who grew in their careers and advanced patient care in their pharmacy practices every day in 2014.

Everett B. McAllister, MPA, RPh, Colonel (Ret.), USAF
PTCB’s Jill Spivey Recognized for Advancing Pharmacy Technician Education

PTCB Manager of Partnership Development Jill Spivey was the 2014 recipient of the Pharmacy Technician Educators’ Council (PTEC) Phil Naut Award for her contributions to advancing the education of pharmacy technicians. The program has expanded rapidly under her leadership, and more than 930 institutions have joined the ranks of PTCB Advocate Educator. She received her award on July 12 at the PTEC Annual Conference in Lexington, KY.

Educator Program

PTCB is committed to helping educators of pharmacy technicians provide the highest quality classroom instruction and position students for employment in the evolving health care system. PTCB’s Educator Program offers these educators the opportunity to work with our organization to encourage pharmacy technician students to participate in the PTCB Certification Program.

By joining our free Educator Program, educational institutions become part of a continually expanding community of PTCB Advocate Educators and receive regular reports on their program’s PTCE results, as well as bulk discounts on our Practice Exam.

In 2014, PTCB designed enhanced Advocate Educator reports for release in 2015 reflecting class performance on the PTCE with comparative knowledge domain information.

The Educator Program grew by 22% during the year, expanding to a total of 939 Advocate Educators at the end of 2014.

Employer Program

A competent workforce is critical to the care and safety of patients. PTCB’s Advocate Employer Program offers employers of pharmacy technicians the chance to act on their commitment to patient care and be part of a collaboration of national, community, independent, and health-system pharmacies that encourage PTCB Certification by employees.

Award recipient Jill Spivey (right) receives congratulations from PTEC Executive Director Janet M. Liles, CPhT, MSHS.
The pivotal information provided in the PTCB Educator Bulletin newsletter regarding CEs, seminars, and professional news is instrumental to our pharmacy technician students and graduates. PTCB’s Educator Program has provided the College with insight into central topics so we can best inform our students and alumni. Equally important, it allows us to track the progress of our graduates as they become certified so we can give better guidance as we support them throughout their careers as pharmacy technicians.

Heather A. Kienast, Career Services Advisor, Rasmussen College, Twin Cities Office, MN

“The success of the PTCB Educator Program can be summed up in one word: ‘CONNECTION’. Through this program, educators of pharmacy technicians connect to current credentialing requirements, the latest student-centered teaching strategies, others in this profession, and career pathway models that are pivotal to ensuring our programs fully meet students’ needs and prepare them for their future practices. Our ability to track our students’ exam outcomes allows us to meet state reporting and national accreditation requirements.”

LiAnne Brown, PhTR, Program Administrator and Faculty, Richland College, Dallas, TX

PTCB invites sponsors to take advantage of streamlined options for paying the fees for pharmacy technicians to enroll in the PTCB Program as well as recertify. PTCB enhanced the sponsorship initiative in 2013 to make it possible for sponsors to manage, add, and withdraw candidates, and create reports showing candidate-by-candidate results. PTCB invoices sponsors monthly for their candidates who took the PTCE, allowing organizations to avoid cumbersome reimbursement processes with their pharmacy technicians.

The Program grew by 25% to a total of 454 sponsors by the end of 2014. 13,407 candidates were sponsored during the year.

Advocate Employers are required to complete a bi-annual survey to provide general information to PTCB about technician employees in the workplace. This data provides PTCB with information to help guide program development.

The PTCB Employer Program expanded by 8% in 2014. A total of 643 Advocate Employers were participants at the end of the year.

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PTCB staff members Zack Green, CPhT, and Courtney Wiggins, CPhT, display how many years they have been certified.
PTCB selected the members of its Sterile Compounding Advanced Certification Task Force in late 2014. The new group was established to develop a certification program for those interested in acquiring specialty certification in sterile compounding. The task force planned their introductory meeting for May 2015 to begin the initial phase of their work and discuss the framework of the sterile compounding assessment.

PTCB’s Certification Council functions as the main subject-matter expert body for the review and approval of content for the Pharmacy Technician Certification Exam (PTCE). The Council has authority to administer all aspects of the PTCB Certification Program, including policy and procedure development and execution. During 2014, the Council met regularly to examine thousands of PTCE questions. Throughout the year, the Council also reviewed more than 4,000 comments submitted by candidates who took the exam. The Council is comprised of expert pharmacists and CPhTs drawn from various practice settings and geographic areas. Council members work under the guidance of testing experts to ensure the PTCE is an effective and valid measure of the knowledge needed by pharmacy technicians to support pharmacists. Each Council member is nominated, vetted, and appointed according to PTCB’s bylaws.

PTCB’s team of expert item writers worked throughout 2014 drafting proposed questions and reviewing newly written items for the PTCE. Newly written questions go through multiple levels of analysis, review, and vetting by fellow item writers and Certification Council members. Approved items are ultimately placed on the PTCE as unscored ‘field-test questions’ so they can undergo psychometric analysis to determine whether they will be included or rejected as scored questions. PTCB relies on experienced CPhTs and pharmacists who apply to serve as volunteer item writers. Volunteering as an item writer is a rewarding way to support PTCB’s mission, contribute to the field of pharmacy, and help advance patient care.

PTCB’s Certification Council is the subject-matter expert body responsible for PTCE content development, review, and approval. In 2014, the council met in February, May, and September in Las Vegas, Nashville, and Washington, DC, respectively.

**DID YOU KNOW?**

**CERTIFICATION PROGRAM**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total PTCB Certifications Granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>97,974</td>
</tr>
<tr>
<td>2002</td>
<td>124,891</td>
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<tr>
<td>2003</td>
<td>157,123</td>
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<td>2004</td>
<td>189,237</td>
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<td>2005</td>
<td>225,075</td>
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<td>2006</td>
<td>257,394</td>
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<td>2007</td>
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<td>2008</td>
<td>323,755</td>
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<td>357,008</td>
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<td>398,411</td>
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<td>2011</td>
<td>437,640</td>
</tr>
<tr>
<td>2012</td>
<td>477,369</td>
</tr>
<tr>
<td>2013</td>
<td>518,685</td>
</tr>
<tr>
<td>2014</td>
<td>549,053</td>
</tr>
</tbody>
</table>
PTCB’s Technical Advisory Committee (TAC) held its inaugural meeting in December 2014. TAC provides expertise and insight on test development and psychometric analyses of the PTCE. TAC also makes recommendations for research studies, validity studies, and design and construction of advanced certification programs, including job analysis and standard setting studies. At the December session, TAC discussed psychometric practices, as well as future plans for an advanced certification.

Exam Security is a critical priority for PTCB. PTCB is committed to providing an exam result that candidates, employers, and the public can trust as a valid measurement of a candidate’s knowledge. In 2014, PTCB conducted extensive web surveillance to protect copyrighted exam content.

### Exam Security

As of December 31, 2014, PTCB has granted 555,713 certifications since 1995.

**The Pharmacy Technician Certification Exam (PTCE)**

<table>
<thead>
<tr>
<th>Exam Date</th>
<th>Exams Administered</th>
<th>Exams Passed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1995-2000 Exams</td>
<td>91,741</td>
<td>73,705</td>
</tr>
<tr>
<td>2001 Exams</td>
<td>31,107</td>
<td>24,269</td>
</tr>
<tr>
<td>2002 Exams</td>
<td>33,794</td>
<td>26,917</td>
</tr>
<tr>
<td>2003 Exams</td>
<td>39,710</td>
<td>32,232</td>
</tr>
<tr>
<td>2004 Exams</td>
<td>41,245</td>
<td>32,114</td>
</tr>
<tr>
<td>2005 Exams</td>
<td>45,991</td>
<td>35,838</td>
</tr>
<tr>
<td>2006 Exams</td>
<td>49,689</td>
<td>32,319</td>
</tr>
<tr>
<td>2007 Exams</td>
<td>45,045</td>
<td>31,490</td>
</tr>
<tr>
<td>2008 Exams</td>
<td>50,015</td>
<td>34,871</td>
</tr>
<tr>
<td>2009 Exams</td>
<td>45,920</td>
<td>33,253</td>
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<tr>
<td>2010 Exams</td>
<td>55,443</td>
<td>41,403</td>
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<tr>
<td>2011 Exams</td>
<td>51,632</td>
<td>39,229</td>
</tr>
<tr>
<td>2012 Exams</td>
<td>51,762</td>
<td>39,729</td>
</tr>
<tr>
<td>2013 Exams</td>
<td>54,245</td>
<td>41,316</td>
</tr>
<tr>
<td>2014 Exams</td>
<td>53,508</td>
<td>30,358</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>740,847</strong></td>
<td><strong>549,043</strong></td>
</tr>
</tbody>
</table>

Total certified through transfer process*  6,670

Total PTCB Certifications Granted  555,713

*These individuals were granted certification via a transfer process that recognized their state organization credentials in 1995.
In 2014, PTCB continued to implement a series of changes in our Certification Program to advance CPhT qualifications and elevate standards for certification and recertification. The changes were announced in 2013 and are being phased in through 2020.

Effective in April 2014, CPhTs eligible to recertify are now required to complete 1 hour of continuing education (CE) in patient safety as part of 20 hours of CE needed for recertification. PTCB has adopted the Accreditation Council for Pharmacy Education (ACPE) definition of patient safety described in the ACPE Policy and Procedures Manual. PTCB-acceptable patient safety CE courses are based on ACPE’s patient safety (topic 05) definition, but PTCB does not require CE hours to be earned only from ACPE-accredited providers.

In October, we announced that beginning in 2015, PTCB would implement two changes in recertification requirements for CPhTs.

- First, any CE hours earned must be pharmacy technician-specific to be acceptable for recertification. To qualify as technician-specific, a CE course given by an ACPE-accredited provider must reflect the ‘T’ designation (for technicians) in its course number rather than a ‘P’ designation (for pharmacists). A course offered by a non-ACPE accredited provider must have objectives that assess or sustain competencies critical to pharmacy technician practice as stated in the PTCE blueprint, a detailed outline of the exam content.

- Second, the number of allowable ‘in-service’ CE hours is reduced from 10 to 5. In-service CE refers to certain projects or training earned at a CPhT’s workplace under a pharmacist’s supervision.
CHANGES TO COME

By 2020, PTCB will require new candidates seeking initial certification to successfully complete an American Society of Health-System Pharmacists (ASHP)/ACPE-accredited education program.

Future changes in recertification requirements will include: decreasing allowable CE hours earned from college courses from 15 to 10 by 2016; and completely phasing out allowable in-service CE hours by 2018.

PTCB’s Certification Program changes support and advance improved patient care and safety throughout pharmacy practice. The changes are the result of a PTCB initiative which began with a 2011 summit on future directions for pharmacy technicians. Summit findings, combined with results from two profession-wide surveys, called for decisive changes. PTCB’s new requirements are part of the Certification Program changes PTCB announced in early 2013 to advance pharmacy technician qualifications by elevating PTCB’s standards for certification and recertification.

Medication Safety: What Have We Learned?
PTCB staff member Courtney Wiggins, CPhT, moderated a CE session at the Joint Federal Pharmacy Seminar on October 21 titled ‘Medication Safety, What Have We Learned?’. The program explored how medication errors and adverse drug events can compromise patient confidence in the health care system, and increase health care costs. According to the Agency for Healthcare Research and Quality’s October 2012 Patient Safety Network’s Patient Safety Primer, adverse drug events (ADEs) affect nearly 5% of hospitalized patients.

On October 27, 2014, PTCB brought together key stakeholders to share information related to PTCB’s anticipated new requirement to take effect in 2020, under which candidates for initial certification will be required to complete an ASHP/ACPE-accredited pharmacy technician education program as part of initial certification. About 30 employers, educators, regulatory compliance managers, and representatives from state and national associations and State Boards of Pharmacy participated in the half-day open forum.
2014 CPhT of the Year

On December 9, 2014, we honored Hannah Peabody of East Syracuse, NY, at a special event to recognize her as the 2014 PTCB CPhT of the Year. The ceremony and reception took place during the American Society of Health-System Pharmacists (ASHP) Midyear Clinical Meeting in Anaheim, CA. Ms. Peabody was presented a trophy and a check for $500, and received expenses to attend the four-day conference and its educational sessions.

Ms. Peabody has helped secure more than $1,500,000 to assist patients needing expensive medications who are served by The Patient Rx Center of Hematology/Oncology Associates of Central New York (HOACNY), a private practice of more than 40 providers seeing 4,500 patients annually. Originally hired to create an oncology physician dispensing platform, Ms. Peabody worked with her pharmacy manager, Michael Reff, RPh, MBA, and an oncology nurse navigator, Deborah Walters, RN, OCN, to implement new systems focused on accuracy, increased oral compliance, medication affordability, and patient convenience. Ms. Peabody led the development of a Pharmacy Technician Excellence Program at HOACNY, and senior management has endorsed the program’s career steps for CPhTs at the practice.
Guests gather with honoree Hannah Peabody, CPhT (front row, center), at the second annual CPhT of the Year recognition event in December in Anaheim, CA. Attendees included PTCB Board of Governors Chair Scott Meyers, MS, RPh, PTCB Executive Director and CEO Everett B. McAllister, MPA, RPh, and 2013 CPhT of the Year finalist Rico Powell, CPhT.

“For me, being a CPhT means serving patients in the best way possible, and making sure there are no barriers to prevent them from receiving the critical treatments they need. Roles are expanding for CPhTs. As pharmacists become increasingly occupied with immunizations and medication therapy management, CPhTs must step up to do more.”

Hannah Peabody, CPhT
2014 PTCB Certified Pharmacy Technician of the Year

NEW TECHNICIAN ROLES: WHY PTCB CERTIFICATION MATTERS

By attaining and maintaining certification, a pharmacy technician can be prepared to take advantage of new opportunities as technician roles expand and evolve. Pharmacy technicians are assuming different and greater responsibilities to enable more direct patient care by pharmacists. According to the Pharmacy Workforce Center’s 2014 National Pharmacists Workforce Survey, there has been a dramatic increase in the past decade in the percentage of pharmacists performing health care-related services:

- 60% of pharmacists provided Medication Therapy Management (MTM) and 53% performed immunizations in 2014, compared to only 13% and 15%, respectively, in 2004.
- The percentage of time pharmacists spent on services associated with medication dispensing decreased from 55% in 2009 to 49% of their time in 2014, according to the survey.
**STRATEGIC ALLIANCES**  
Building Relationships To Advance Patient Care

**Texas Chooses PTCB as Single Pharmacy Technician Certification Provider**

In June 2014, the Texas State Board of Pharmacy (TSBP) awarded a contract to PTCB designating PTCB as the only TSBP-recognized certifying body for pharmacy technicians. The four-year agreement took effect on September 1, replacing a previous contract with PTCB. PTCB welcomed the new TSBP contract and the opportunity to support the more than 42,000 active PTCB CPhTs in Texas. PTCB was selected for the contract after a rigorous bidding and evaluation process that included formal reviews and psychometric analysis. The thorough process allows TSBP to confidently continue to recognize PTCB as the single provider of an accredited certification examination for pharmacy technicians in Texas.

“**The Texas State Board of Pharmacy is pleased that PTCB was awarded this contract. We look forward to working with PTCB to advance patient care and safety in our state.**”

_Gay Dodson, RPh, TSBP Executive Director/Secretary_

**DID YOU KNOW?**

On September 30, Michigan Governor Rick Snyder signed into law SB 92, adding mandatory licensure for pharmacy technicians to the Michigan Public Health Code. Now Public Act 285 of 2014, the new law specifically outlines requirements for certification and licensure of pharmacy technicians in Michigan. Additionally, it re-distributes the seats of public members serving on the Michigan Board of Pharmacy to four public members and one pharmacy technician. In late 2014, PTCB contacted pharmacies in Michigan to share information on the value of PTCB certification. The new law is in effect as of June 30, 2015.

**DID YOU KNOW?**

PTCB met with the National Association of Chain Drug Stores, the National Community Pharmacists Association, and others during 2014 to discuss pharmacy trends and review PTCB’s accredited education requirements scheduled to take effect in 2020.

In 1995, TSBP acted to make Texas the first state to require all pharmacy technicians to pass the PTCE before applying for registration. In 2001, the Texas legislature added this requirement to the Pharmacy Act and made passage of a TSBP-approved certification examination a prerequisite to technician registration.
WHERE WERE WE?

PTCB staff participated in more than 35 state and national pharmacy organization conferences and expositions, and State Board of Pharmacy meetings across the nation during 2014. PTCB gave presentations on our program, expanding roles for CPhTs, and the outlook for CPhT careers while continuing to increase awareness of the need to encourage State Boards to recognize PTCB certification and recertification in their state regulations. PTCB attended State Board meetings in the District of Columbia, Florida, Maryland, Delaware, and Kansas, as well as NABP District Meetings. (See next page.)

Adam Chesler Becomes PTCB Director of Strategic Alliances

Adam S. Chesler, PharmD, joined PTCB as the new Director of Strategic Alliances in June 2014. He manages public and private strategic alliances, builds organizational relationships, serves as a spokesperson for PTCB, and leads efforts to achieve recognition of PTCB as the national certification standard. Adam was Director of Pharmacy Operations for Longhorn Health Solutions, a major medical equipment supplier to Medicaid and Star-Plus patients, and pharmacy manager for Walgreens and Target. He served on the Texas State Board of Pharmacy Task Force on Pharmacy Technician Practice.
PTCB ON THE ROAD
We Were There in 2014!

HOST ORGANIZATIONS OF 2014 ANNUAL MEETINGS
AND EXPOSITIONS ATTENDED BY PTCB
DID YOU KNOW?

PTCB traveled more than 100,000 miles in 2014 to attend state pharmacy association and Board of Pharmacy meetings across the US.
PTCB engaged pharmacy technicians and stakeholders through social media continually during the year. By the end of 2014, Facebook ‘Likes’ reached 50,650, membership in PTCB’s LinkedIn group expanded to more than 17,510, and Twitter followers totaled 2,546.

In honor of National Pharmacy Technician Day on October 28, PTCB invited CPhTs to share their pharmacy team photos, and show signs indicating their years certified. PTCB used social media to call for nominations for the PTCB CPhT of the Year, and circulate the online ballot, as well as share news releases, newsletters, CE updates, recertification/reinstatement reminders, safety alerts, research studies, and more.

**NATIONAL PHARMACY TECHNICIAN DAY**

**Photo Gallery Features CPhTs from Across the US**

In honor of National Pharmacy Technician Day on October 28, PTCB collected a gallery of pharmacy team photos to share. View the gallery at www.ptcb.org.

**Message to CPhTs**

On National Pharmacy Technician Day, October 28, PTCB’s Executive Director and CEO Everett B. McAllister, MPA, RPh, congratulated CPhTs on their accomplishments in a special message. “As PTCB Certified Pharmacy Technicians, you perform duties essential to the practice of Pharmacy every day of the year in all pharmacy settings,” he said, “and National Pharmacy Technician Day highlights the important role CPhTs play in the delivery of safe and effective patient care.” Read the message at www.ptcb.org.
CPhT Spotlight

During 2014, PTCB continued to share stories online of outstanding pharmacy technicians through regular Spotlight features describing the career paths of CPhTs who assume new or expanded roles in the pharmacy, or demonstrate innovation and leadership on the job to improve patient care and safety in their workplaces.

“Most important to me as a CPhT is being able to follow through on investigating a missing medication request, or making sure nurses have what they need to complete their tasks. It is essential for pharmacy and nursing to work hand-in-hand to ensure patients are receiving medications they need in a timely fashion. Gaining and keeping nurses’ trust is very rewarding to me.”

Jennifer Comford, CPhT Spotlight, July 2014

“I have 10 years retail experience, 7 years in an IV outsourcing facility, 2 years in a small hospital, 2 years in long-term care, and 14 years in compounding, non-sterile and sterile. I have been a trainer, inventory specialist, and lab manager, and have knowledge to share with CPhT or pharmacist. My supervisors and co-workers trust the knowledge I have obtained during the decades I have been certified.”

Nicole Blades, CPhT

“I’ve been a pharmacy technician for 12 years, and certified for 10. I have experience in retail and hospital pharmacy. Six months ago I began working in an oncology unit with two pharmacists. I have greatly increased responsibilities as I am the only technician. I am ordering and making all the pre-meds and chemo meds.”

Brooke Baron, CPhT

Naval Health Clinic Charleston, Goose Creek, SC
DID YOU KNOW?

- CPhTs can find CE courses and program providers online. Visit www.ptcb.org and go to Continuing Education.

- Most answers to CPhTs’ exam and renewal questions can be found online. Visit www.ptcb.org/get-certified and www.ptcb.org/renew for details.

- Cancelling or rescheduling an exam appointment is handled directly with Pearson VUE. There’s no charge to cancel or reschedule an exam appointment, however, appointments must be cancelled or changed at least 24 hours (business day) in advance of the scheduled appointment. Contact Pearson VUE at 866-902-0593.
SERVING PHARMACY TECHNICIANS, EDUCATORS, EMPLOYERS, AND STAKEHOLDERS

In 2014, PTCB assisted, informed, and served more than 60,000 pharmacy technicians seeking their initial certifications and more than 90,000 CPhTs who renewed their credentials. PTCB answered more than 4,300 email requests for program information and received more than 175,000 inbound calls to our 800 number.

In addition, our staff responded to inquiries about the PTCB Program from educators, employers, state associates, State Boards of Pharmacy, and pharmacy organizations throughout 2014.

The top five questions from pharmacy technicians in 2014 were about:
• Exam registration
• Recertification process
• Password resets
• Patient safety courses
• Continuing education

“"I love being certified because I know I am part of the health care team and I am making a difference! Plus, recently I was promoted to a lead management position. Thank you PTCB.”

Leslie Joseph, CPhT, Houston, TX
PTCB BY THE NUMBERS

WEBSITE

Total website visits on www.ptcb.org
3,257,604

Users in 2014
1,558,972 Users are unique visitors who had at least one session during 2014 (includes new and returning users)

Average time spent per visit to www.ptcb.org
8:09 MINUTES

Pageviews
30,042,038 Total number of pages viewed (includes repeated views of a single page)

Returning Visitors
45%

New Visitors
55%
PTCB CERTIFIED PHARMACY TECHNICIANS

Active CPhTs in the US as of December 31, 2014 279,852

PTCE Pharmacy Technician Certification Exams (PTCE) Administered in 2014 53,508

MORE THAN 555,000 Pharmacy Technician Certifications granted by PTCB since 1995
Figures are current as of December 31, 2014.

Since 1995, the Pharmacy Technician Certification Board has granted 555,713 certifications. This map represents the 279,852* PTCB certified pharmacy technicians (CPhTs) who were active at the end of 2014. All 50 states and DC accept PTCB Certification. Of the 45 states that regulate pharmacy technicians, 23 include national certification in their regulations.

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

**New regulations in Michigan are in effect as of June 30, 2015.

***Key source: 2014 National Association of Boards of Pharmacy Survey of Pharmacy Law and independent research.
### States that accept PTCB Certification
- All 50 and the District of Columbia
- 45

### States that regulate pharmacy technicians
- 45

### Employer Program
**Total employers who joined the PTCB Employer Program by December 31**
- 643

### Educator Program
**Total number of institutions that joined the PTCB Educator Program by December 31**
- 939

### Sponsorship
**Sponsors**
- 454

**Candidates who were sponsored**
- 13,407

### Customer Inquiries in 2014
**Total number of inbound calls**
- 175,089

**Total number of answered email requests and questions**
- 4,326
Certified pharmacy technicians are integral to the pharmacy operation. They are team members who support pharmacists in many different roles and in all practice settings. They are instrumental to a successful pharmacy.

Everett B. McAllister, MPA, RPh
PTCB Executive Director and CEO
BOARD OF GOVERNORS

Paul Abramowitz, PharmD, Chair
Executive Vice President & CEO
American Society of Health-System Pharmacists

Carmen Catizone, BPharm, DPh
Certification Council Chair
Executive Director
National Association of Boards of Pharmacy

Everett McAllister, RPh, MPA, Secretary
Executive Director & CEO
Pharmacy Technician Certification Board

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

Scott Meyers, MS, RPh, At-Large
Executive Director
Illinois Council of Health-System Pharmacists

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