

Pharmacy Technician Certification Board

2013 | Setting the Standard. Advancing Patient Care PROGRESS REPORT





Pioneer RX, Shreveport, LA



CVS, Castle Hills, TX



Longs Drugs, Kaneohe, HI

DID YOU KNOW?

Eighty-three percent of pharmacists agree that working with certified pharmacy technicians (CPhTs) allows pharmacists to spend more time caring directly for patients.* As the nation's healthcare system evolves and medication regimens become more complex, patient-centered care will play an important role in facilitating safe medication practice.



Swift Drug Company, Selma, AL

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The Pharmacy Technician Certification Board (PTCB) in 2013

WHO WE ARE

We are the nation's leading certifying body for pharmacy technicians. The total number of PTCB certifications granted since our founding exceeded half a million in 2013.

We work with employers and educators to advance a national standard of certification to protect patient safety. We work with state pharmacy associations and State Boards of Pharmacy to advocate policies that support this goal.

During 2013 we focused on meeting the demands of a changing healthcare system and supporting pharmacists as their roles evolve and expand.

We updated our exam in 2013 to reflect the newest data on technician responsibilities in a range of pharmacy settings.

We announced changes in our certification and recertification requirements to be phased in during a seven-year period.

We made presentations and took part in conferences and meetings across the nation, explaining our program changes and seeking input and feedback.

We encourage achievement by certified pharmacy technicians (CPhTs) in patient care, leadership, service, and mentorship. We recognize CPhTs who make positive differences in their workplaces, and we celebrate their successes.

Through alliances and cooperative efforts among CPhTs, employers, educators, pharmacy organizations, state associates, state Boards of Pharmacy, and patients, we continued to advance patient care and safety in 2013.

DID YOU KNOW?

The National Association of Boards of Pharmacy (NABP) Model Practice Act recommends that State Boards of Pharmacy recognize certification by PTCB and that all pharmacy technicians be PTCB-certified by 2015.



New York Presbyterian

**HALF A MILLION
CERTIFICATIONS
GRANTED**

525,355



The total number of certifications granted by PTCB since our 1995 founding exceeded half a million during 2013, totaling 525,355 by December 31. During the year, 41,316 candidates passed the Pharmacy Technician Certification Exam (PTCE). At the end of 2013, there were more than 280,000 active PTCB-certified pharmacy technicians in the US.



MESSAGE FROM THE EXECUTIVE DIRECTOR AND CEO

Pharmacists' responsibilities are expanding to include more direct-patient care and medication therapy management. PTCB-certified pharmacy technicians (CPhTs) will increasingly be relied on to support new pharmacy information systems and efficiently run pharmacy operations. We are focused on ensuring that PTCB CPhTs are prepared for the integral roles they play in supporting pharmacists in all practice settings.

PTCB extends our appreciation to the CPhTs, educators, employers, state associates, and stakeholders who worked with us to advance patient care and safety in 2013. These cooperative relationships have guided and informed us as we continue to map the future for pharmacy technician certification.

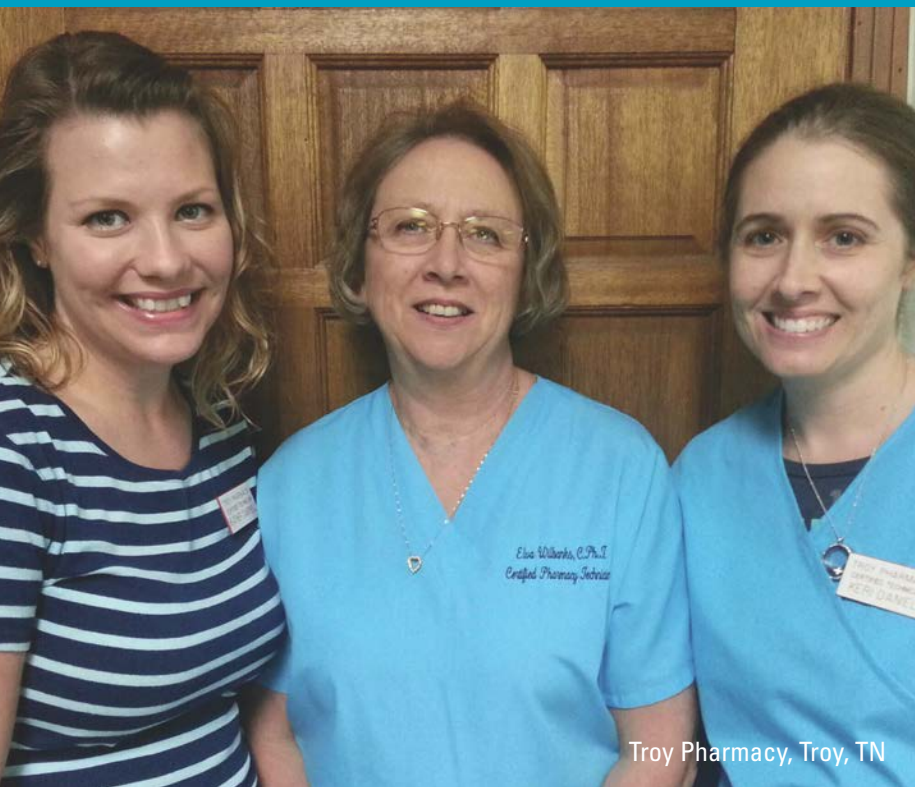
In 2013, PTCB focused on new program requirements to be phased in over seven years and took steps to serve more technicians and stakeholders with better technology and expanded resources. PTCB was honored to recognize the commitment and achievement of individual CPhTs through the inaugural CPhT of the Year program.

In a year when the total number of PTCB certifications granted since our founding exceeded half a million, PTCB was continually inspired by the many dedicated PTCB CPhTs who advanced patient care and safety every day in their hospital, community, and other pharmacy workplaces.

Everett B. McAllister, MPA, RPh



CORE Center Pharmacy, Chicago, IL



Troy Pharmacy, Troy, TN



John Muir Inpatient Medical Center, Walnut Creek, CA

DID YOU KNOW?

More than 80 percent of pharmacists agree that pharmacy technician certification supports proper drug preparation and distribution, reduces medication errors, and improves patient safety.*

Employers who support PTCB certification consistently report*:

- Reduced pharmacist turnover
- Reduced pharmacy technician turnover
- Improved employee performance and satisfaction
- Reduced pharmacy technician training times and costs
- Increased availability of pharmacist to focus on direct patient care activities
- Increased efficiency in pharmacy operations



EMPLOYER AND EDUCATOR PROGRAMS



Employer Program

Employers of pharmacy technicians play a critical role in advancing the practice of pharmacy. This responsibility brings both great opportunities and challenges, including hiring excellent candidates, training employees, and providing career advancement opportunities. PTCB works with national chain, community, and health-system pharmacies to encourage technicians to participate in PTCB's Certification Program. PTCB invites employers to join the PTCB Employer Program and receive resources and tools to prepare their workforces and facilitate professional development. Launched in 2012, the Employer Program's membership grew in size to **593** employers during 2013.



Educator Program

Instruction in the classroom helps shape the pharmacy workforce. Keeping up with profession trends and resources is essential to preparing pharmacy technician students for careers in a range of practice settings. PTCB's Educator Program, established in 2012, provides educators with resources and information to support pharmacy technician education and prepare students for the PTCE. By the end of 2013, **739** educational institutions had joined.

New Sponsorship Options

In 2013, PTCB introduced new options to allow sponsors to easily pay for technicians to take the Pharmacy Technician Certification Exam and avoid a cumbersome reimbursement process. Sponsors receive access to candidate-by-candidate pass/fail results. These results provide insight into the strengths and weaknesses of test takers. PTCB's sponsorship portal allows sponsors to manage candidates, add and withdraw candidates, and create reporting. PTCB provides monthly invoices for approved candidates who took the PTCE during the month. By the end of the year, there were **363** total sponsors and **8,906** candidates had been sponsored.



WakeMed Health and Hospitals, Raleigh, NC

Walmart, Parsons, KS



Walgreens, Crestview, FL



Walgreens, Port Arthur, TX



Kroger, Lambertville, MI

DID YOU KNOW?

More than 80 percent of pharmacists support the adoption of pharmacy technician training and certification standards by State Boards of Pharmacy.*

CERTIFICATION

New Website and Certification Database Launch

On February 11, PTCB launched a new certification management system and website to facilitate the certification application process and management of records, payments, applications, and stakeholder services. In addition to PTCB's online application, the new site features news and resources for technicians, including exam information, the PTCB Practice Test, career tools, continuing education (CE) updates, employer and educator resources, and social media access. Through a series of staggered messages in early 2013, PTCB invited CPhTs and non-certified technicians to log in and create and manage their new PTCB Accounts, and submit certification or recertification applications.

Between the launch date and the end of the year, PTCB experienced a total of 179,509 portal logins that resulted in established or updated accounts. The PTCB home page had 2,599,361 visits from 1,182,803 unique visitors. The average time spent per visit on www.ptcb.org was 6.44 minutes.

PTCB's new online services include:

- **Printable online certificates:** CPhTs can download copies of certificates any time from their new PTCB Accounts. These official certificates may be used to demonstrate certification status to employers, State Boards of Pharmacy, or others. CPhTs certifying for the first time also receive original certificates and wallet cards in the mail.
- **Free verifications:** Verifying the certification status of pharmacy technicians has become easier with free online verifications now available to anyone, including employers. (PTCB is a primary source verifier.)
- **New policies and guidebook:** PTCB released an updated Privacy Policy and Recertification Policy, along with an updated Candidate Guidebook, as part of the launch.

Recertification Tools

PTCB released new recertification user guides in video and online PDF formats in 2013. These resources guide applicants through each step of the application process, including login, account update, CE input, and payment.

CERTIFICATION PROGRAM CHANGES

PTCB announced changes in the PTCB Certification Program to be implemented through 2020. The new changes will elevate PTCB's standards for national certification and recertification to meet the demands of the evolving healthcare system. PTCB conducted an open comment period in May to allow members of the pharmacy community to share best practices for implementing the new requirements.

WHAT IS CHANGING?

CERTIFICATION

Criminal Background Checks

Criminal background checks will be required for new candidates applying for PTCB certification. The implementation date is to be determined.

In a March 2012 survey, 88% of 17,400 respondents recommended that PTCB require background checks for technicians applying for the PTCB Certification Program. Many employers and State Boards of Pharmacy already require background checks as a condition of employment.

Pharmacy Technician Education Program Accredited by the American Society of Health-System Pharmacists (ASHP)/Accreditation Council for Pharmacy Education (ACPE)

Successful completion of an ASHP/ACPE-accredited pharmacy technician education program will become a requirement for initial PTCB certification in 2020.

Leaders in the profession have demonstrated a desire for pharmacy technicians to follow a licensure model similar to pharmacists by becoming certified and registered with the state.

ASHP/ACPE-accredited programs include both practical experience and didactic course work. In the March 2012 survey, 78% of respondents agreed that 2020 is a reasonable year by which to implement accredited education.

RECERTIFICATION

Patient Safety CE

CPhTs need to complete one hour of patient safety CE, effective in April 2014, in addition to one hour of law CE, as part of the 20 hours of CE required for recertification. By learning to identify and report potential errors, CPhTs can affect the patient safety culture within pharmacies. PTCB encourages pharmacy associations and CE providers to create patient safety programs consistent with the ACPE Category 5 CE definition (patient safety).

Pharmacy Technician-Specific CE

PTCB will require all CE hours to be pharmacy technician-specific by 2015. Many CE providers currently offer pharmacy technician-specific CE, while others are looking to expand their offerings. In order to qualify for this designation, a CE program must have pharmacy technician-specific objectives written for the course. An acceptable CE program may have two sets of objectives written for it, one for pharmacists and one for pharmacy technicians. Pharmacy technician-specific objectives will be based on ACPE CE designations; however, PTCB will not require CEs to be earned only from ACPE-accredited providers.

Acceptable CE: College Courses

PTCB will reduce the number of CE hours that can be earned via college/university coursework from 15 to 10 by a target date of 2016. Due to the importance of pharmacy technicians completing technician-focused CE, leaders from the pharmacy profession encourage greater emphasis on attaining technician-specific knowledge, with less allowance for broad academic courses.

Acceptable CE: In-Service Courses

PTCB will reduce the allowable number of CE hours to be earned through in-services from 10 to 5 in 2015, and from 5 to 0 in 2018. It is important that pharmacy technicians be educated through quality, standardized CE programs. In-service CEs will be phased out to eliminate inconsistencies.

Past Summit Provided Impetus for Future Program Changes

AWARENESS, RESOURCES, EDUCATION, POLICY, AND TESTING

PTCB's program changes are the result of a PTCB initiative which began with a 2011 summit focused on five areas related to pharmacy technicians: Consumer Awareness, Resources, Education, State Policy, and Testing (CREST). The CREST Summit attendees included pharmacists, certified pharmacy technicians (CPhTs), educators, major employers, State Boards of Pharmacy, and others. CREST Summit findings, combined with results from two profession-wide surveys, called for PTCB and the pharmacy profession to make decisive changes in certification standards.

DID YOU KNOW?

PTCB evaluates and reviews pharmacy technician roles in the real world by conducting a Job Analysis Study on a regular basis. More than 25,000 pharmacy technicians were surveyed in the latest study conducted from August 2011 through January 2012.

THE PHARMACY TECHNICIAN CERTIFICATION EXAM (PTCE)

The Pharmacy Technician Certification Exam (PTCE) is designed to evaluate whether individuals have mastered the knowledge necessary to effectively perform their duties as CPhTs, support pharmacists, and advance patient care and safety. The PTCE is administered in all 50 states, the District of Columbia, Guam, and Puerto Rico, and is the only pharmacy technician certification exam vetted by the National Association of Boards of Pharmacy.

2013 Exam Update

On November 1, PTCB replaced the previous PTCE with an updated version, based on findings of PTCB's latest Job Analysis Study. The study surveyed more than 25,000 pharmacy technicians with representation from every state and a range of practice settings, including community, hospital, and federal. A panel of expert pharmacists and pharmacy technicians used the findings to develop the new PTCE.

PTCB put extensive effort into reorganizing the test and creating more specific knowledge groupings or 'domains', each with sub-domains. The updated exam has nine knowledge domains instead of three, with revised proportions of emphasis.

The time allowed for the exam (110 minutes), the quantity of questions (90 multiple-choice), and the \$129 test fee have not changed.

Consistent with industry best practice, the updated PTCE results are now reported on a new score scale, ranging from 1000 to 1600, with a passing score being 1400. Official score reports include score information for each of the nine knowledge domains. This information is provided to candidates so they can identify their strengths and weaknesses.



PTCB complies with professional standards for high-stakes testing and closely monitors the exams to ensure PTCE scores are highly reliable in terms of internal consistency, classification consistency, and classification accuracy. These are widely recognized psychometric properties for high-stakes certification exams like the PTCE.

Updated PTCE

Effective November 1, 2013

Knowledge Domain	Domain Description	% of PTCE Content
1	Pharmacology for Technicians	13.75%
2	Pharmacy Law and Regulations	12.50%
3	Sterile and Non-sterile Compounding	8.75%
4	Medication Safety	12.50%
5	Pharmacy Quality Assurance	7.50%
6	Medication Order Entry and Fill Process	17.50%
7	Pharmacy Inventory Management	8.75%
8	Pharmacy Billing and Reimbursement	8.75%
9	Pharmacy Information Systems Usage and Application	10.00%

The vast majority of knowledge statements in the previous PTCE blueprint are also covered by one or more of the knowledge areas, or sub-domains, in the updated PTCE blueprint. This means the updated PTCE content is very similar to what was covered in the previous exam.



PTCB is committed to maintaining an exam that is psychometrically sound, meets high standards in the field, and effectively measures knowledge across all pharmacy settings. PTCB's psychometrics team conducts statistical analyses of testing data, following the strict procedures and professional standards of the testing field, thereby enhancing the quality of the exam.



Houston Methodist West
Hospital, Houston, TX

DID YOU KNOW?

The PTCE is a criterion-referenced exam and its goal is to determine whether a candidate possesses a body of knowledge to practice as a pharmacy technician across all pharmacy settings. Following widely-recognized methodology in the industry, PTCEB staff work closely with subject-matter experts to design test questions to measure this knowledge. The staff and subject-matter experts also work closely to define a “minimum competency” for a typical pharmacy technician, which serves as a guide to determining the passing score.



EXAM DATA

In 2013, a total of 54,245 candidates received scores on the PTCE. Among them, 41,316 passed and 12,929 failed, resulting in an overall pass rate of 76%. Twelve test forms were administered, nine based on the previous test blueprint, and three on the updated blueprint. Candidates who registered on or after November 1 were given the updated PTCE forms.



CERTIFICATION COUNCIL

PTCB's Certification Council functions as the main subject-matter expert body regarding exam content development, review, and approval. The Certification Council has been delegated authority by the Board of Governors to administer all aspects of PTCB's Certification Program, including policy and procedure development and execution. Each council member is nominated, vetted, and appointed according to PTCB's Bylaws. The council is comprised of expert pharmacists and CPhTs drawn from various practice settings and geographic areas, and works under the guidance of testing experts to ensure the PTCE is an effective and valid measure of the knowledge pharmacy technicians need to support pharmacists.



PRACTICE TEST

PTCB launched a new Practice Test on December 5 with the same look, feel, and functionality as the actual PTCE and built to match the content specifications of the updated PTCE released November 1. This new format allows candidates to become familiar with the real exam experience. The new Practice Test also gives the candidate 24-hour access to a post-exam review following the final submission of answers, and before the score is revealed. During this period, a candidate may view both correct and incorrect answers, with explanations of each. Priced at \$29, the Practice Test contains 90 questions developed by subject-matter experts.



NEW SPACE

As PTCB's staff expanded, we opened new doors with a special event on August 15, officially relocating to a new office suite. Board members and staff welcomed more than 100 visitors to a ribbon-cutting ceremony and reception in the new space. PTCB's Executive Director and CEO Everett B. McAllister, MPA, RPh, explained the significance of PTCB's move: "Cutting this ribbon today marks an exciting milestone for PTCB as we improve and advance our workspace, and ready ourselves for growth and new challenges." The new space will ensure that staff are equipped to meet the future demands of administering the PTCB Program, offer more services, and host visitors in bright, welcoming surroundings. PTCB's mailing address became: 2200 C Street, NW, Suite 101, Washington, DC 20037. Our fax number changed to 202-888-1699.

Stakeholder Outreach

Throughout the year, PTCB staff participated in State Board of Pharmacy and state pharmacy organization meetings across the country, making presentations and connecting with leaders to garner support for PTCB's goal to encourage State Boards to recognize PTCB certification and recertification in state regulations.

PTCB staff appeared, presented and/or exhibited at more than a dozen conferences and meetings including those hosted by the:

- American Pharmacists Association in Los Angeles
- Pharmacy Technician Educators Council in San Diego
- American Association of Pharmacy Technicians in Minneapolis
- California Society of Health-System Pharmacists in Anaheim
- ACPE (CPE conference) in Minneapolis
- ASHP Midyear Clinical Meeting in Orlando
- Pharmacy Society of Wisconsin (Educational Conference) in Madison
- American School Counselor Association in Philadelphia
- North Dakota Pharmacists Association in Dickinson
- Texas Society of Health-System Pharmacists in Austin
- South Carolina Society of Health-System Pharmacists in Charleston
- California Pharmacists Association (West Coast Pharmacy Exchange) in Monterey
- National Association of Boards of Pharmacy (regional district meetings)

PTCB Exhibit Booth



PTCB used its exhibit booth multiple times to promote not only PTCB's Certification Program, Educator Program, and Employer Program, but also careers for pharmacy technicians. PTCB staff were on hand to talk with attendees at numerous national and regional meetings.

Social Media



PTCB continually engages pharmacy technicians and stakeholders through social media. In 2013, our followers continued to increase on our Facebook, Twitter, and LinkedIn pages. Facebook 'Likes' reached 34,767 and PTCB's LinkedIn group expanded in size to more than 9,700 members, with more than 100 new members joining weekly by the end of 2013. In honor of National Pharmacy Technician Day on October 22, PTCB invited photo submissions on Facebook to recognize pharmacy technician teams across the country, and received more than 100 team images. PTCB also used social media to announce the call for nominations for the PTCB CPhT of the Year. More than 450 nominations were received, and 4,949 individuals voted. PTCB also used social media to share news releases, recertification/reinstatement reminders, tools and resources, PTCB newsletters, CE updates, safety announcements, and more.

DID YOU KNOW?

The 2012 Bureau of Labor and Statistics (BLS) *Occupational Outlook Handbook* projects that pharmacy technician employment will increase 20 percent between 2012 and 2022.



Master Sergeant Jessica Hughes,
USAF, CPhT
PTCB-Certified Pharmacy Technician
of the Year

CELEBRATING EXCELLENCE

2013 PTCB-Certified Pharmacy Technician of the Year

PTCB conducted the first PTCB CPhT of the Year program to encourage and support excellence and innovation among all pharmacy technicians. Following online nominations and voting, PTCB announced the selection of **Master Sergeant Jessica Hughes, US Air Force**, as CPhT of the Year for her achievement in patient care, leadership, service, and mentorship.

On October 29, 2013, PTCB honored **MSgt. Hughes** in a special event to recognize her accomplishments. PTCB also celebrated the achievements of the year's finalists, Rico Powell and Linda Henson, during the luncheon ceremony at PTCB's offices in Washington, DC.

Master Sergeant Jessica Hughes, USAF, CPhT, is the Non-Commissioned Officer in Charge (NCOIC) of Pharmacy Support at Joint Base McGuire-Dix-Lakehurst, NJ. During her deployment to Afghanistan in 2008, MSgt. Hughes prepared 1,300 IV medications, 70 percent of the total workload, and provided drug therapy support to more than 900 Operation Enduring Freedom (OEF) patients. MSgt. Hughes was leaned on as a 'pharmacist' as well as a technician, she said, because she worked overnight shifts when there was no pharmacist available. "The experience opened my eyes to much more than what I normally see in a clinic setting; I was called to traumas, and had to make IVs and TPNs," said MSgt. Hughes, "and I was asked about things that were new to me, but I was depended upon to find answers."

Finalists



Rico Powell, CPhT, is Pharmacy Technician Manager at Methodist Healthcare and PRN Technician at St. Francis Hospital, both in Memphis, TN. Mr. Powell's efforts in pharmacy automations have enhanced the safety of medication being prepared in the hospital setting, and helped transform CPhTs to vital members of his hospital's healthcare team. "Pharmacy practice models are constantly changing, allowing pharmacy technicians to take on greater responsibility," said Mr. Powell. "Medication safety is a key part of the CPhT's scope of practice, and technicians are often the first eyes to identify potential errors."



Linda Henson, CPhT, is Pharmacy Technician Manager at Methodist LeBonheur Hospital in Germantown, TN. She manages 30 technicians and interns, and is responsible for staffing assignments, training, operations, equipment, safe medication storage, and regulatory compliance. "Service to others is the most rewarding aspect of working as a PTCB CPhT for me," said Ms. Henson. "My position as manager affords me many opportunities to contribute to safe medication practices." She is a recipient of the Methodist Hospital's Extra Mile Award, Power of One Award, and Associate of the Year Award.



CPhT SPOTLIGHT



Stephanie
Rice-Erlenbusch, CPhT

CPhT SPOTLIGHT



Eric Piasecki, CPhT

CPhT Spotlight

During 2013, PTCB continued to share stories of outstanding pharmacy technicians through regular CPhT Spotlight features distributed via e-communications and social media. CPhT Spotlight profiles the career paths of pharmacy technicians who assume new or unusual roles in the pharmacy, or demonstrate leadership and innovation on the job to improve patient care and safety in their workplaces.

Communications and Public Relations

PTCB continued to strive to ensure the public and stakeholders understand the important services of pharmacy technicians and the value of certification. PTCB developed a new advertising campaign, The PTCB Advantage, and created advertising aimed at career counselors. PTCB distributed flyers highlighting new Certification Program changes and informed the media of the updated PTCE, the CPhT of the Year program, and other news. Newsletters to CPhTs, state associates, employers, and educators apprised key audiences of PTCB activity and news, including the transition to a new website, new sponsorship opportunities, recertification updates, PTCB's new Practice Exam, presentations around the country, and free CE courses.



PTCB BY THE NUMBERS IN 2013

WEBSITE



Total website visits to www.ptcb.org

2,599,361

Unique website visitors in 2013

1,182,803

Average time spent per visit to www.ptcb.org

6.44 MINUTES

Total completed logins in 2013

179,509 LOGINS

PTCB CERTIFIED PHARMACY TECHNICIANS

Active CPhTs in the US as
of December 31, 2013

280,619



PTCE Pharmacy Technician Certification
Exams (PTCE) Administered

54,245





NuraCara Pharmacy, Waterloo, IA

As of December 31, 2013:

EMPLOYER PROGRAM

Total employers who joined the PTCB Employer Program

593

EDUCATOR PROGRAM

Total number of educational institutions who joined the PTCB Educator Program

739

SPONSORSHIP

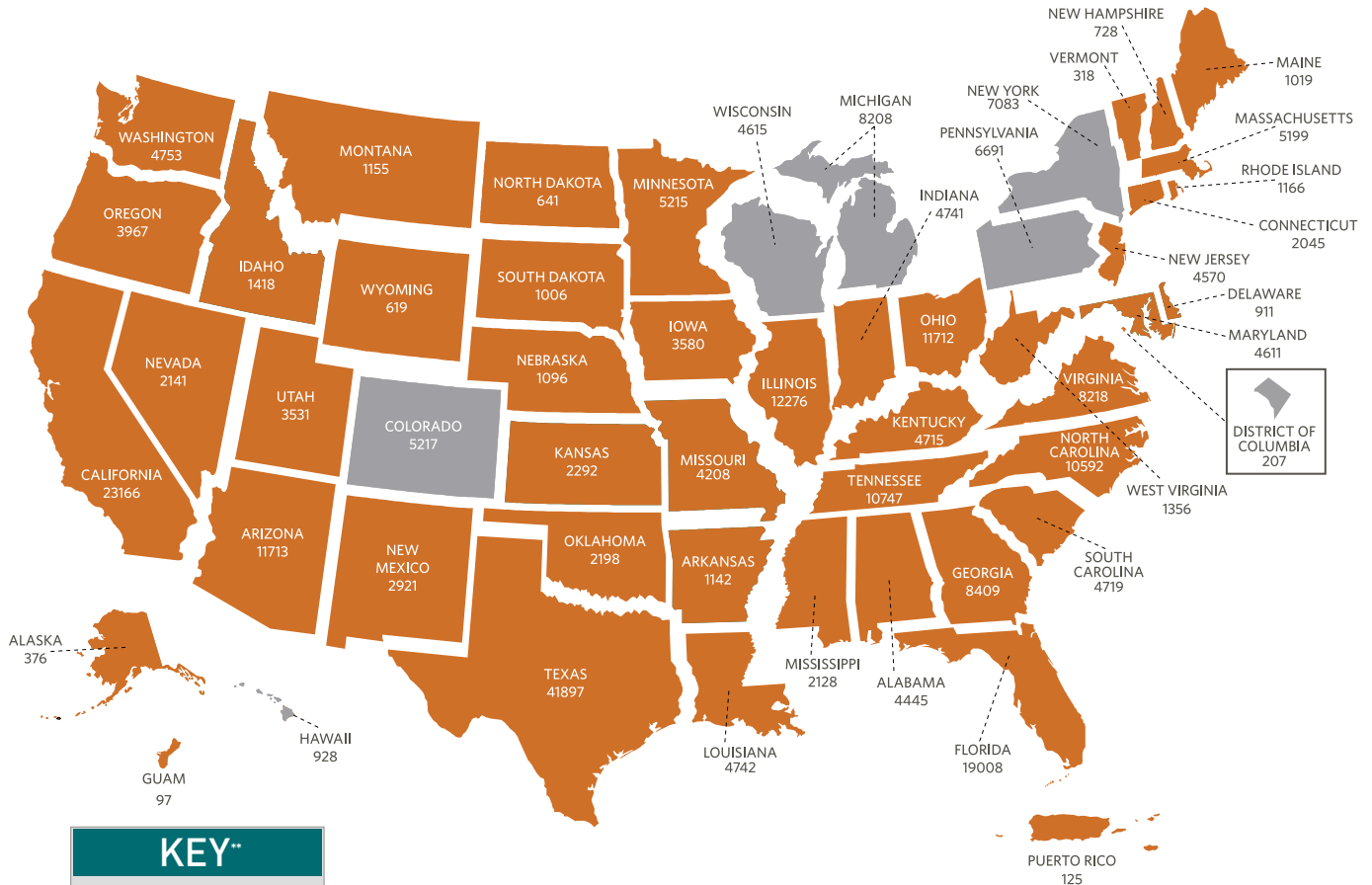
Sponsors

363

Candidates who were sponsored

8,906

ACTIVE PTCB-CERTIFIED PHARMACY TECHNICIANS (CPHTS) BY STATE and States That Regulate Pharmacy Technicians



KEY



States that regulate pharmacy technicians



States that do not regulate pharmacy technicians

Figures are current as of December 31, 2013.

Since 1995, the Pharmacy Technician Certification Board has granted 525,355 certifications through the exam and transfer process. This map represents the 280,619 PTCB certified pharmacy technicians active in the US at the end of 2013.

**Source: 2013 National Association of Boards of Pharmacy Survey of Pharmacy Law and independent research

2013 PHARMACY TECHNICIAN CERTIFICATION EXAM (PTCE) STATISTICS

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%
Total	687,339	518,685	75%
Total Exams Passed			518,685
Total Certified via Transfer Process***			6,670
Total PTCB Certifications Granted			525,355

***These individuals were granted PTCB certification via a transfer process that recognized their State organization credentials in 1995. Two PTCB founding organizations, the Michigan Pharmacists Association (MPA) and the Illinois Council of Health-System Pharmacists (ICHP), discontinued their State-based certification programs when PTCB was established. Those certified by PTCB through this process did not take the PTCE. PTCB determined that because these pharmacy technicians had passed examinations similar (in content and scope) to the PTCE, and because they had followed recertification requirements similar to those required by PTCB, that the knowledge and skill of those holding the State program credentials from MPA or ICHP were at an appropriate level for a nationally certified pharmacy technician. This one-time transfer process was terminated at the end of 1996.

OUR HISTORY

PTCB was established in 1995 by the American Pharmacists Association; American Society of Health-System Pharmacists; Illinois Council of Health-System Pharmacists; and Michigan Pharmacists Association; and joined by the National Association of Boards of Pharmacy in 2001. PTCB advocates a single national standard for pharmacy technician certification that is recognized and supported by the pharmacy profession. Establishing a national standard for pharmacy technician certification through PTCB is consistent with the approach used by other health professions, including the pharmacist licensure process.

1995

PTCB founded

1996

APhA and ASHP created the White Paper on Pharmacy Technicians, which urged planning for uniform national standards for pharmacy technicians

2001

NABP joins governing board

2002

Sesquicentennial Stepping Stone Summit on Technicians
Release of White paper on Pharmacy Technicians 2002: Needed Changes Can No Longer Wait

2003

Council on Credentialing in Pharmacy (CCP) asks ACEPE to consider national pharmacy technician training

2006

PTCB accredited by National Commission for Certifying Agencies (NCCA)
250,000 certifications granted by PTCB

2007

PTCB transitions to computer-based testing



2009
PTCB transitions to year-round testing

2010
PTCB moves to paperless application process

2011
CREST (Consumer Awareness, Resources, Education, State Policy, and Testing) Summit examines future directions and resource development. Pharmacists, CPhTs, educators, employers, State Boards of Pharmacy, and national and state pharmacy associations participate

2012
PTCB launches Employer and Educator Programs

2013
PTCB announces certification program changes

PTCB launches new website and certification database system

PTCB updates the PTCE

2014
PTCB moves to new offices



2013 PTCE
Certified Pharmacy Technician of the Year

Jessica Hughes, OTC
Master Sergeant, USAF

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Back cover image: Linda Henson, CPhT, Memphis, TN



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