

# 2015 YEAR-END PROGRESS REPORT

Celebrating 20 Years

Setting the Standard. Advancing Patient Care.

Pharmacy Technician Certification Board







Brookwood Medical Plus Pharmacy, Birmingham, AL



Clarkston Pharmacy, Clarkston, MI



Express Med Pharmacy, Dededo, Guam



Standard Drug, Troy, NC

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## MESSAGE FROM THE EXECUTIVE DIRECTOR AND CEO

### 20 YEARS OF ADVANCING PATIENT CARE AND SAFETY

2015 was a milestone year for PTCB. January 31, 2015 marked the 20th anniversary of our founding. As the only national certification program for pharmacy technicians that is accepted in all 50 states and Washington, DC, PTCB has granted more than 585,000 certifications since 1995.

While we celebrated 20 years of advancing patient care, PTCB remained steadfastly focused on the future. We continued to advocate one national standard for certification of pharmacy technicians to protect patient safety and enhance quality of care. Establishing a single national standard is consistent with the approach used by other health professions, including the pharmacist licensure process.

During 2015, we worked tirelessly on multiple fronts to ensure the PTCB Certification Program aligns with the realities of pharmacy practice today and is ready for tomorrow.

- By 2020, PTCB will implement a significant change that elevates our standards by requiring each first-time candidate for certification to complete an education program accredited by the American Society of Health-System Pharmacists and the Accreditation Council for Pharmacy Education (ASHP/ACPE). PTCB is leading a collaborative effort of all stakeholders in pharmacy to prepare for implementation of this change.
- We continued our work to develop a specialty certification program in sterile compounding.

- We began requiring continuing education (CE) hours to be 'pharmacy technician-specific' to count toward recertification, and we lowered the allowable number of CE hours earned through in-service projects (that can be inconsistent from one employer to another). These changes serve to standardize acceptable CE and help ensure technicians are educated through courses that specifically address the knowledge they need in the workplace.
- PTCB began a major shift in 2015 to a streamlined recertification schedule and introduced renewal deadlines throughout 12 months of the year.
- We established the plan for our Job Analysis Study in 2016 to guide the next regular update of the PTCE.

During this year of celebration, we recognized how roles and opportunities have expanded and evolved for pharmacy technicians during the past 2 decades. PTCB's 20th anniversary was a perfect time to celebrate the invaluable contributions of PTCB Certified Pharmacy Technicians (CPhTs) to the pharmacy team.

As PTCB begins our third decade, we continue to applaud the more than 275,000 active PTCB CPhTs. They are innovators in the pharmacy who carry many critical responsibilities, efficiently handle operations, advance medication safety, and support quality care every day.

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

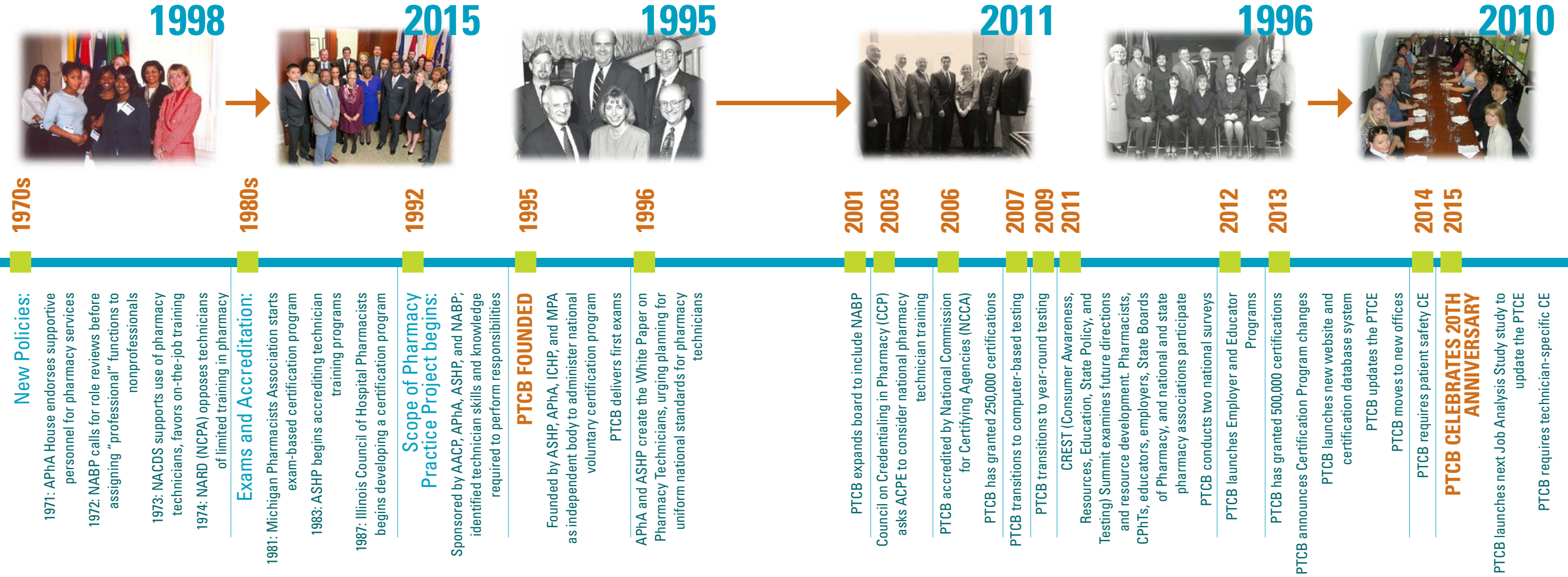
## OUR FOUNDING

**PTCB acknowledges and commends our founding organizations for their vision and ongoing commitment to a single national standard.**

**Twenty years ago, pharmacy organizations came together and founded a voluntary national program for pharmacy technician certification to advance patient care and safety. PTCB was established in 1995 by the American Pharmacists Association (APhA), American Society of Health-System Pharmacists (ASHP), Illinois Council of Health-System Pharmacists, and Michigan Pharmacists Association. In 2001, PTCB expanded its Board of Governors to include the National Association of Boards of Pharmacy (NABP).**

# 20-YEAR HISTORY

Significant events in PTCB's history include expansion of the PTCB Board of Governors to include NABP in 2001; accreditation by the National Commission for Certifying Agencies in 2006; transitions to computer-based testing in 2007 and year-round testing in 2009; establishment of the Pharmacy Technician Advocate Employer and Educator Programs in 2012; and the 2013 launch of an online application process and updated PTCE. In 2013, PTCB announced a series of Certification Program changes to elevate requirements and advance CPhT qualifications. PTCB began implementation of these changes in 2014, and will continue the 7-year phase-in through 2020. In 2015, PTCB prepared a new Job Analysis Study to begin developing the next update of the PTCE.





# PTCB

# CELEBRATES

## All Year Long

**“We are here to celebrate the contribution of PTCB’s Certification Program to advancing patient safety during the past 20 years. PTCB is a nationally accepted program that helps position pharmacy technicians for the changing roles experienced in today’s pharmacy settings, and for career advancement. Given the program’s rigor, strength, and national acceptance, we anticipate increasing demand.”**

— Everett B. McAllister, PTCB Executive Director and CEO

January 31, 2015 marked the 20th anniversary of PTCB’s founding, and PTCB celebrated all year long!

**20-Year Anniversary Film.** This PTCB mini-documentary released in October features highlights of PTCB history and candid talk about CPhT roles. (See page 10.)

**CPhTs Enter to Win!** PTCB gave away free items from the PTCB Store all year long via social media! PTCB invited followers to post responses to our questions using #CelebrateCPhT to enter monthly drawings. Questions included, “What do you love about being a CPhT?” and “What are you shooting for in your career?” More than 1,000 comments were posted for a chance to win.

**20-Year Pin.** PTCB distributed a commemorative pin as a gift to 20-year CPhTs to honor their years of commitment.

**20-Year CPhTs.** The 4,000 CPhTs who have maintained their PTCB certification for 20 years or longer are recognized on PTCB’s website as ‘CPhTs Certified for 20 Years’.

**2015 National Pharmacy Technician Day.** In honor of 20 years, PTCB offered 20% off PTCB Store merchandise to recognize National Pharmacy Technician Day from October 20–31. (See page 26.)



## PTCB Hosts 20th Anniversary Celebration

PTCB hosted a 20th anniversary reception on October 27 to celebrate 2 decades of advancing patient care and safety, and to recognize the 2015 CPhT of the Year, Hortense Jones. More than 80 guests attended the festive event, including pharmacy leaders, employers, educators, PTCB staff, and 20-year CPhTs.

PTCB Board of Governors members Larry Wagenknecht, BPharm, and Scott Meyers, MS, RPh, and PTCB staff presented a timeline of PTCB’s history and the expanding role of CPhTs in advancing patient safety over the years. Presenters highlighted events that occurred before and after PTCB was founded in 1995. These included: the 1992 Scope of Pharmacy Practice Project, that defined the knowledge needed for

pharmacy technicians to perform their jobs; PTCB’s 2011 summit on consumer awareness, resources, education, state policy, and testing; and PTCB’s decision to implement Certification Program changes beginning in 2014.

“Our 20-year anniversary celebration is a great occasion to showcase PTCB’s progress in advancing patient care and safety, honor certified pharmacy technicians, and strengthen support for PTCB’s mission. This milestone is really about the nation’s more than 275,000 dedicated CPhTs. We applaud them!” said Paul W. Abramowitz, PharmD, ScD (Hon), FASHP, Chair of the PTCB Board of Governors.

**“What has helped PTCB has been stable leadership. We have had two CEOs in our history, and that has definitely helped us succeed.”**

— William Schimmel, PTCB Associate Executive Director

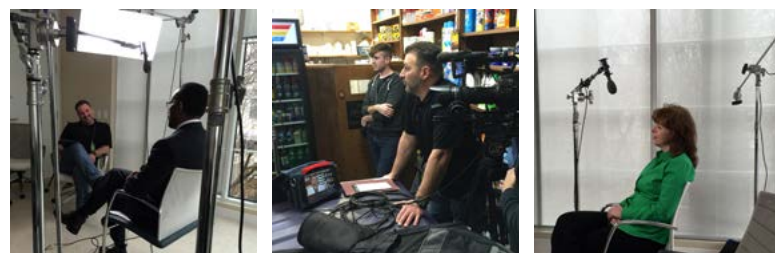
# PTCB GOES HOLLYWOOD

## 2015 PTCB CPhT OF THE YEAR



In 2015, PTCB created a short 20-year anniversary film. The 6-minute mini-documentary features candid interviews with CPhTs, pharmacy leaders, and stakeholders who describe expanding technician roles and the growth of the PTCB Certification Program. The video was created through the joint efforts of PTCB leadership, staff, and volunteers. The film premiered at PTCB's 20th anniversary celebration in October.

**Watch the film at: [www.ptcb.org/film](http://www.ptcb.org/film)**



**"Certainly everyone who gets into the pharmacy technician profession needs to be certified in order to advance. The trend is toward PTCB Certification. I think it is better for the pharmacy, it is better for the technician, and it is better for the profession to have all technicians certified by PTCB."**

**— Maggie Morrison, CPhT, Lead Pharmacy Technician, Morgan Care Pharmacy, Washington, DC**



Hortense Jones, CPhT, was named the PTCB CPhT of the Year in 2015. Ms. Jones is the Pharmacy Technician Supervisor at the Lincoln Community Health Center (LCHC) in Durham, NC, which provides accessible outpatient services to the medically underserved. LCHC processes

more than 1,000 prescriptions daily for nearly 30,000 patients. Ms. Jones empowered her team to integrate new pharmacy practices into care for Lincoln's high-risk patient population; 55% of patients are uninsured, 28% are in Medicaid, and 59% are at or below the federal poverty level. Ms. Jones coordinates medication access for patients through Project Access of Durham County, a nonprofit organization linking low-income residents to medications and free specialty care. She created a 'Walk in My Shoes' study of the LCHC patient experience, which led to new cultural competence staff training and improved communications.

"Hortense is amazing. She grows and changes with the complexity of health care," said LCHC Pharmacy Director Carolyn Robbins, PharmD, RPh. "She has a remarkable ability to build and engage her team. She embraces new practices, new processing systems, and critical roles for technicians in health care."



Hortense Jones was honored as a high point of PTCB's 20th anniversary celebration in October. PTCB Executive Director and CEO Everett B. McAllister (third from left) presented Ms. Jones with a trophy and honorarium recognizing her as CPhT of the year. Board of Governors members (left to right) Larry Wagenknecht, BPharm, Scott Meyers, MS, RPh, Paul Abramowitz, PharmD (Chair) (third from right), Carmen Catizone, BPharm, DPh, and Thomas Menighan, BPharm, MBA, ScD, offered congratulations.

Ms. Jones participated in the US Health Resources and Services Administration (HRSA)-sponsored Patient Safety and Clinical Pharmacy Services Collaborative to improve patient safety in high risk populations. Changes made by her LCHC team—including adding new medication reconciliation guidelines, a designated single point of accountability, and new rotations—led to her pharmacy earning national recognition from HRSA for best practice in patient safety.

**"This is the Academy Award for pharmacy technicians. I am truly humbled by this honor and so fortunate to be recognized for what I love to do -- lead the devoted pharmacy technician team at Lincoln Pharmacy. We have a stellar team of engaged technicians who are passionate about patient safety."**

**—Hortense Jones, CPhT**  
2015 PTCB Certified Pharmacy Technician of the Year

### DID YOU KNOW?

Enthusiastic participation in the 2015 PTCB CPhT of the Year selection process yielded more than 580 nominees, including the outstanding finalists: CPhTs Ashley Ackerman, HM3 Gregory Gonzales, Rachel Quinlan, Laura Skudera, Petrina Swope, and Andrew Vachon who demonstrated talent, service, and dedication to their patients.



# THE EXPANDING ROLE OF PHARMACY TECHNICIANS

Before pharmacy technicians existed as we know them today, pharmacies were staffed with clerks, cashiers, or pharmacy assistants who accepted payments, filled bottles, and had administrative responsibilities. Today CPhTs play integral roles supporting pharmacists across all practice settings and carry out a variety of tasks that include entering prescription orders, operating automated dispensing systems, preparing IV admixtures, maintaining inventories, and processing insurance

claims. As pharmacists become responsible for more direct patient care in such venues as pharmacy-based immunization programs and retail pharmacy clinics, CPhTs are assuming new and expanded roles in medication safety, immunization assistance, supply chain management, financial assistance, medication therapy management, transitioning patient care, inventory control, leadership, and supervision.

“A lot of the cancer treatments are very expensive, so that’s a huge part of my job — finding the grant or foundation, or somebody to pay for the patient’s treatment.”

— Hannah Peabody, 2014 PTCB CPhT of the Year



“UW Health pharmacy technician jobs are complex, challenging and rewarding, requiring a high level of competency and commitment. Therefore, beginning in Fall 2016, all newly hired pharmacy technicians will be paid a competitive starting technician salary while they complete our internal ASHP-accredited technician training program. Upon completion of this program, we will require and financially support their attainment of PTCB Certification within 6 months of their employment.”

— Steven Rough, MS, RPh, FASHP, Director of Pharmacy, University of Wisconsin Health

# CERTIFICATION PROGRAM

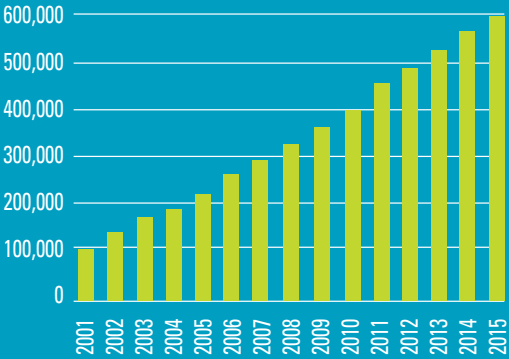
PTCB’s nationally accredited Pharmacy Technician Certification and Recertification Program enables technicians to work effectively with pharmacists across all pharmacy practice settings to advance patient care and safety. As the most widely accepted national certification program, PTCB has granted more than 585,000 certifications since it was established in 1995. In 2015 alone, PTCB granted 31,823 new certifications.

Exam Year	Exams Administered	Exams Passed	Pass Rate
1995-2000 Exams	91,741	73,705	80%
2001 Exams	31,107	24,269	78%
2002 Exams	33,794	26,917	80%
2003 Exams	39,710	32,232	81%
2004 Exams	41,245	32,114	78%
2005 Exams	45,991	35,838	78%
2006 Exams	49,689	32,319	65%
2007 Exams	45,045	31,490	70%
2008 Exams	50,015	34,871	70%
2009 Exams	45,920	33,253	72%
2010 Exams	55,443	41,403	75%
2011 Exams	51,632	39,229	76%
2012 Exams	51,762	39,729	77%
2013 Exams	54,245	41,316	76%
2014 Exams	53,508	30,358	57%
2015 Exams	56,253	31,823	57%
Total	797,100	580,866	73%

Total Certified via Transfer Process\* 6,670  
Total PTCB Certifications Granted 587,536

\*These pharmacy technicians were granted certification in 1995 through a transfer process that recognized their state organization credentials.

## Total PTCB Certifications Granted



“What I would say to all pharmacy technicians is that in order to advance in your career, you want to be qualified. You want to be PTCB Certified. You want the person who hires you to know they are hiring the best.”

—Hortense Jones, 2015 PTCB CPhT of the Year  
Pharmacy Technician Supervisor, Lincoln Community Health Center, Durham, NC, and employee of Duke Regional Hospital, a part of the Duke University Health System

# CERTIFICATION PROGRAM CHANGES

## ELEVATING STANDARDS TO ADVANCE QUALITY OF CARE

During 2015, PTCB continued to revise the PTCB Certification Program according to plans announced in 2013. The changes advance pharmacy technician qualifications by elevating PTCB's standards for national certification and recertification. We are phasing in the changes through 2020. The changes include accredited education requirements and changes in acceptable CE programs for recertification.

### Requirement Updates

#### 2015

PTCB modified the following CE requirements to ensure that CPhTs are continually educated through programs specific to the knowledge required of pharmacy technicians in today's pharmacy settings:

- Candidates eligible for recertification or reinstatement in 2015 and beyond are required to submit **pharmacy technician-specific CE** hours. PTCB determined that CE programs offered by ACPE-accredited providers with the target audience designator 'T' satisfy the requirement of pertaining to pharmacy technician-specific subject matter. CE programs offered by non-ACPE-accredited CE providers are accepted if PTCB determines their program objectives assess or sustain the competencies critical to pharmacy technician practice as stated in PTCB's Pharmacy Technician Certification Examination Blueprint.
- Beginning in 2015, the maximum number of CE hours a CPhT may earn through specially assigned **in-service projects and training** (earned at a certificant's workplace under the direct supervision of a pharmacist) was reduced from 10 to 5 hours. Credit is granted for the completion of specially assigned in-service projects or training outside a certificant's regular duties.

#### 2016

PTCB is implementing a change in recertification requirements that reduces the allowable number of CE hours earned via **college/university courses** from 15 to 10. Beginning in 2016, a maximum of 10 hours may be earned by completing a relevant college course with a grade of 'C' or better. PTCB is placing greater emphasis on attaining a diverse portfolio of technician-specific education to recertify.

#### 2018

PTCB will completely phase out **in-service** CE hours.

#### 2020

Initial certification candidates will be required to complete an **education program accredited by ASHP/ACPE**.

#### CERTIFICATION PROGRAM CHANGES

By 2020, PTCB will require each new candidate for certification to complete an ASHP/ACPE-accredited pharmacy technician education program.

#### RECERTIFICATION PROGRAM CHANGES

To qualify for PTCB recertification, each CPhT must complete:

- One hour of patient safety CE (since 2014)
  - Twenty hours of pharmacy technician-specific CE (since 2015)
- The number of CE hours accepted will be reduced for those earned:
- Via college/university coursework—from 15 to 10 hours beginning in 2016
  - Through in-services—from 10 to 5 hours (since 2015), and from 5 to 0 in 2018

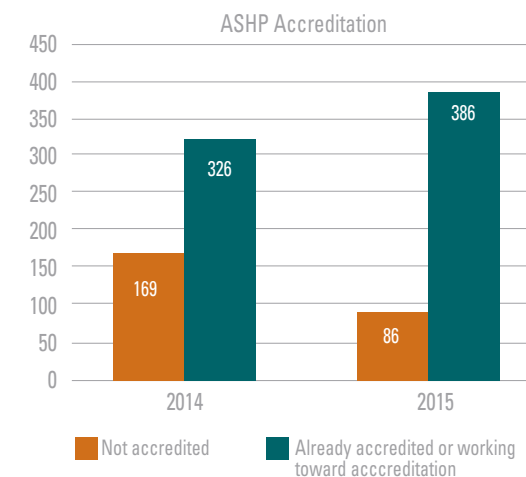
## 2020 INITIATIVE

### REQUIRING ACCREDITED EDUCATION

During 2015, PTCB regularly interacted with employers, educators, state boards of pharmacy, and state associates and engaged in ongoing dialogue about the change scheduled in 2020. PTCB met with schools of pharmacy to stay abreast of pharmacy education trends that could be relevant to implementation of the new requirement. PTCB has hosted forums in the past, including a 2014 stakeholder meeting and a 2011 summit. In June 2015, we began planning a future event to convene stakeholders in 2017 to continue to build consensus.

The number of pharmacy technician training programs that are accredited or working toward accreditation continued to increase in 2015.

Growth in ASHP/ACPE-Accredited Training Programs Among PTCB Advocate Educators\*



\*2014 and 2015 responses to PTCB surveys of PTCB Advocate Educators

### REQUIRED ACCREDITED EDUCATION FOR INITIAL CERTIFICATION

PTCB is committed to strengthening its certification requirements to support quality health care and respond to recommendations from the pharmacy community and stakeholders. In 2020 PTCB will require pharmacy technicians applying for certification for the first time to complete an education program accredited by the American Society of Health-System Pharmacists and the Accreditation Council for Pharmacy Education (ASHP/ACPE), two independent organizations who formed the Pharmacy Technician Accreditation Commission (PTAC) to ensure and advance the quality of pharmacy technician education and training programs.

As pharmacists provide more direct patient care, technicians are being given more responsibility as they assume new and expanding roles. PTCB's new requirement reflects this evolution and is the result of years of collaboration and collective thinking by the pharmacy community. This requirement will not apply to already certified pharmacy technicians, only to initial certification applicants.

"In the North Dakota State College of Science Pharmacy Technician Program, students receive hands-on lab education and experiential education through three delivery methods in order to meet the needs of students who cannot be on campus. We currently enjoy a 95.5% pass rate on the PTCE. We have been able to meet the needs of the profession, offering an accredited program since 1996. Faculty and students alike should think outside the box to be successful in any distance learning program."

— Barbara Lacher, Assistant Program Director and Associate Professor, Pharmacy Technician Program, NDSCS

#### DID YOU KNOW?

##### Accreditation Standards Updated

The importance of participating in discussions with PTCB and other stakeholders was illustrated by the December 2015 decision by ASHP/ACPE (collaborating as the Pharmacy Technician Accreditation Commission [PTAC]) to update the standards for accreditation of technician programs, effective January 1, 2016. This update expands the flexibility of training programs to meet requirements regarding the number and types of student experiential activities that must be performed, requiring at least one and encouraging two different contemporary pharmacy practice experiences. The update, in large part, resulted from stakeholders voicing their views.



# NEW RECERTIFICATION DEADLINES

“What’s My Certification Expiration Date?”

Previous Certification Expiration Date	New Certification Expiration Date	Application Window Opens	Application Deadline*
March 31	March 31	January 31	March 1
	April 30	March 1	April 1
	May 31	April 1	May 1
	June 30	May 1	June 1
July 31	July 31	June 1	July 1
	August 31	July 2	August 1
	September 30	August 1	September 1
	October 31	September 1	October 1
November 30	November 30	October 1	November 1
	December 31	November 1	December 1
	January 31	December 2	January 1
	February 28	December 30	February 1

\*Any recertification application received after the ‘Application Deadline’ is assessed a \$25 late application fee. An application submitted after the Application Deadline is processed as soon as possible, however PTCB cannot guarantee it will be processed by the certification expiration date.

## PTCB Sets New Recertification Deadlines for All CPhTs

During 2015, PTCB implemented the biggest overhaul ever of our recertification schedule. The result? Most active CPhTs have a new certification expiration date, while a small percentage are keeping the same expiration date; and all CPhTs have a new Application Deadline on the first day of their expiration month.

PTCB went to great lengths to ensure that all active CPhTs were fully educated on the new application deadlines before the 2016 effective date. In early 2015, we sent multiple email messages to all deadline groups of active CPhTs, as well as personalized emails to each CPhT, and included a series of articles in newsletters starting in the Spring. In December, PTCB mailed a postal letter to targeted groups outlining the changes and providing specific candidate information. PTCB repeatedly shared details of the deadline changes on social media, and provided new online resources. As always, CPhTs must renew their certification every 2 years to retain active status.

## What Changed?

- **New Window:** The new ‘Recertification Window’ opens 60 days (formerly 100 days) before a CPhT’s certification expiration date; applications are due by the first day of the certification expiration month or a \$25 late fee is charged.
- **New Deadline:** Applications must be submitted by the first day of the certification expiration month; this day is the ‘Application Deadline’ (previously the ‘Renew by Date’).
- **New \$25 Late Fee:** Applications submitted after the Application Deadline (the first day of the certification expiration month) incur the \$25 late fee.

CPhTs may check their certification expiration dates by logging into their PTCB Account where it is visible on their individual account homepage and can be seen by printing an official certificate; or they can search ‘What’s My Certification Expiration Date?’ on PTCB’s website to quickly check their date using PTCB’s new look-up tool.

## Why?

PTCB increased the number of recertification deadlines to be more consistent with PTCB’s continuous nationwide testing and help facilitate recertification application submission and processing. The change is designed to help reduce potential disruptions that could affect an individual’s employment or state registration.



Kingman Regional Medical Center, Kingman, AZ



Medic Pharmacy, Shreveport, LA



Tufts Medical Center, Boston, MA

# PHARMACY TECHNICIAN CERTIFICATION EXAM

## Volunteer Experts

PTCB involved dozens of volunteer experts in multiple ways in the development of the PTCB Certification Program during 2015.

## Sterile Compounding Advanced Certification Program

PTCB's Sterile Compounding Advanced Certification Task Force began work in 2015 on a Sterile Compounding Advanced Certification Program. The task force convened for its introductory meeting on May 14 in Alexandria, VA, and began the initial phase of developing the program. The group discussed proposed eligibility requirements, assessment methods, maintenance requirements, and related topics. Later in 2015, PTCB selected a certification test consulting firm to conduct a Job Analysis Study that will identify tasks, knowledge, and skills needed by individuals engaged in sterile compounding. This will include a nationwide survey of sterile compounding professionals. The task force will work with staff and experts to incorporate results from the Job Analysis Study to develop content for the new certification program.

## Certification Council

PTCB's Certification Council oversees all aspects of PTCB's Certification Program, reviews and approves exam content, and sets policies and procedures. During 2015, the Council held virtual and in-person meetings including a February session in Scottsdale, AZ, and one in August in Washington, DC. The Council approved policy updates and specific processes for implementing Certification Program changes, including requiring pharmacy technician-specific CE, reducing the

number of acceptable in-service CE hours, and changing allowed college credit CE hours. Council members also finalized and approved details of a roadmap for implementing the 2020 accredited education requirement. Throughout the year, council members, serving on their respective subcommittees, reviewed more than 4,700 comments submitted by candidates who took the PTCE. In 2015, three council members were reappointed to a second term and one new member was appointed.

## Item Writers

Volunteering as an item writer is a rewarding way to participate in PTCB's Program and help advance patient care. Throughout 2015, PTCB's team of expert item writers drafted and reviewed proposed questions for the PTCE. PTCB conducted five drives to recruit item writers during the year beginning in January, February, April, June, and October.

## PTCB's Technical Advisory Committee

In its second year, the Technical Advisory Committee (TAC) provided expertise and insight on PTCE development and psychometric analyses. The TAC's role is to make recommendations for research studies, validity studies, and design and construction of advanced certification programs. During 2015, PTCB continued to engage the TAC in areas of PTCE development, and its members reviewed initial plans for a Job Analysis Study for PTCB's sterile compounding Certification Program.

## Review and Audit

In 2015, PTCB conducted a detailed review of 2014 activity related to the PTCE as an additional measure to strengthen quality assurance of the PTCE. PTCB also conducted a psychometric audit via an external consultant. The auditor investigated the accuracy of operational analysis using real data and then compared the audit results with the PTCB report. The results showed that PTCB's psychometric analyses were appropriate and accurate, and represented the highest standard in the industry.

## Exam Security

PTCB continually reviewed all incident reports from testing centers to ensure that PTCB's standardized exam administration procedures are being followed. We also reviewed candidate reports to identify any potential testing irregularities that may have occurred, and then addressed them in an appropriate manner.



# EDUCATORS AND EMPLOYERS

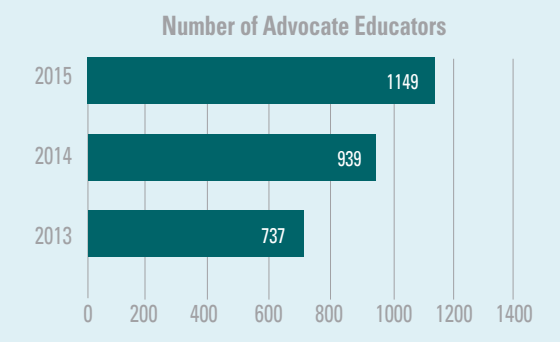
## KEY STAKEHOLDERS ADVANCING PATIENT CARE

## Educator Program

PTCB continued our commitment to educators of pharmacy technicians who aim to provide the highest quality classroom instruction and position students for employment in the evolving health care system. PTCB's Educator Program provides the opportunity to encourage pharmacy technician students to participate in the PTCB Certification Program. By joining the complementary Educator Program, institutions become part of a continually expanding community of PTCB Advocate Educators and receive on-demand reports on their program's PTCE results, as well as bulk discounts on the PTCB Practice Test.

In 2015, PTCB was pleased to release new report formats for Advocate Educators that reflect performance on the overall PTCE as well as results for each knowledge domain compared to the national average.

Participating institutions grew from 939 a year ago to a total of **1,149** at the end of 2015.





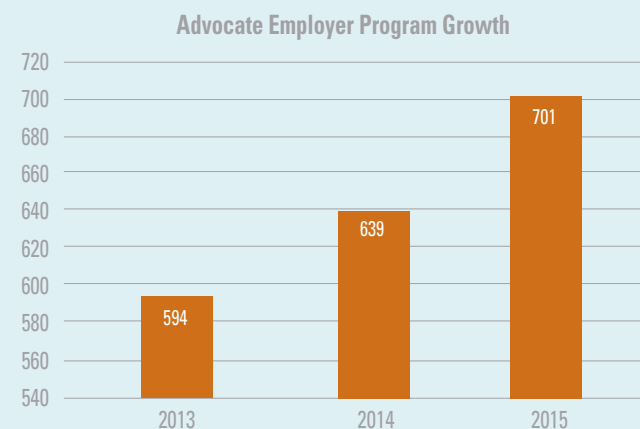
# EDUCATORS AND EMPLOYERS

## KEY STAKEHOLDERS ADVANCING PATIENT CARE

### Employer Program

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 for their employees. Advocate Employers are required to complete a survey twice a year to provide general information to PTCB about their technician employees in the workplace.

Participation grew from 639 Employers in 2014 to **701** at the end of 2015.



### Educators and Employers Become Sponsors

Sponsorship is a simple way for employers and educators to pay for pharmacy technicians to earn or renew PTCB Certification. In 2015, PTCB expanded sponsorship to include Advocate Employers. The sponsor program saves sponsor educators and employers time and money, and offers a valuable benefit to pharmacy technician employees and students. Tracking candidates through the sponsorship process provides feedback to educators and helps employers better manage compliance. Sponsors receive access to PTCB's web portal to manage technician candidates, add and withdraw sponsorship, and create confidential reporting on test results of their candidates.

By the end of 2015, **445** organizations participated in sponsorship, and **13,420** candidates had been sponsored.



**“When patients come into the pharmacy and see the PTCB certificate, they know the people behind the counter have met requirements and passed an exam approving them to perform the functions of pharmacy. This certification instills trust — trust that the pharmacy technician is dedicated to taking care of you and your family.”**

— Sheila Hoffman, CPhT, Orange Pharmacy, Orange, VA

# STRATEGIC ALLIANCES

## BUILDING RELATIONSHIPS TO ADVANCE PATIENT CARE

### NABP Passes Resolution on Pharmacy Technician Education

The National Association of Boards of Pharmacy passed a resolution at their 111th annual meeting in 2015 to collaborate and explore various forms of pharmacy technician education in support of the evolution of the profession of pharmacy and the evolving roles of the pharmacist and pharmacy technician. The resolution states that the expanding role of the pharmacist necessitates pharmacy technicians to perform expanded tasks to allow pharmacists more time to provide pharmacist care services. NABP resolved to collaborate with stakeholders to examine the various forms of pharmacy technician education in order to identify potential changes that would support the expanded pharmacy technician role.

### PTEC Recognizes PTCB as National Standard

At the 2015 annual conference of the Pharmacy Technician Educators Council, the membership moved to adopt position statements on pharmacy technician certification and membership in professional associations. The first statement recognizes a single national standard in pharmacy technician certification: the Pharmacy Technician Certification Exam (PTCE) offered by PTCB. “The PTCE is nationally recognized across the US as the premier professional entry and certification exam for pharmacy technicians,” the statement says. The second statement encourages all pharmacy professionals and students to actively engage in pharmacy-specific professional associations that support professionalism and growth within the pharmacy profession.

## STATE ACTIVITY

**Washington, DC:** In 2015, the District of Columbia approved new regulations that require pharmacy technicians to complete national certification to be eligible to register and work as a pharmacy technician.

**Michigan:** In June 2015, a new law took effect in Michigan requiring mandatory pharmacy technician licensure. The measure outlines specific requirements for certification and licensure, and redistributes seats on the Michigan Board of Pharmacy to include one pharmacy technician.

**Illinois:** A law on the books in Illinois will take effect in 2017 requiring registered pharmacy technicians to complete 20 hours of ACPE-approved CE during a 24-month period.

**Iowa:** Data collection continued by an Iowa pilot project involving community pharmacies. Data will be used to determine the safety of ‘tech-check-tech’ practices whereby specially trained CPhTs perform checks on prescription refills done by other technicians.

**Ohio Society of Health-System Pharmacists:** OSHP voted in 2015 to create a technician division within the association. In addition, OSHP has given the elected chair of that division a voting seat on the association’s board of directors.

# PTCB ON THE ROAD

## Expanding Reach Through Collaboration

“A day of travel on behalf of PTCB is different in every neck of the woods. We celebrated our 20th anniversary all year long so I heard a lot about how excited CPhTs and stakeholders are about how far PTCB has come, including our progress toward becoming the national standard. I present CE at conferences and represent PTCB in our exhibit booth where we hand out PTCB giveaways. I also answer a lot of questions regarding PTCB Certification. Many visitors to our booth during the year asked about PTCB’s 2020 Initiative to require candidates for initial certification to complete an ASHP/ACPE-accredited education program before taking the PTCE starting in 2020. At one of the larger events, I spoke with quite a few employers excited to give feedback regarding the 2020 requirement. Following those discussions, PTCB leadership worked with ASHP and ACPE to facilitate an update in the accreditation standards to respond to some of the feedback.”

— Zachary Green, CPhT, PTCB Manager of Partnership Development



**DID YOU KNOW?**  
During 2015, PTCB attended meetings hosted by State Boards of Pharmacy in Washington, DC, Texas, New Hampshire, Iowa, Virginia, Oregon, and California.

### HOST ORGANIZATIONS OF 2015 MEETINGS AND EXPOSITIONS ATTENDED BY PTCB

#### FEBRUARY

Midwest Pharmacy Expo, Des Moines, IA  
Maryland Pharmacists Association, Linthicum, MD  
Michigan Pharmacists Association, Detroit, MI

#### MARCH

American Pharmacists Association, San Diego, CA

#### APRIL

Texas Pharmacy Association, Austin, TX  
West Virginia Society of Health System Pharmacists, Charleston, WV  
Ohio Society of Health System Pharmacists, Columbus, OH  
Nebraska Pharmacists Association, Lincoln, NE  
Texas Society of Health System Pharmacists, San Antonio, TX  
New York State Council of Health System Pharmacists, Bolton Landing, NY

#### MAY

National Association of Boards of Pharmacy, New Orleans, LA  
Northwest Pharmacy Convention, Coeur d’Alene, ID

#### JUNE

American Society of Health System Pharmacists, Denver, CO  
Wyoming Pharmacy Association, Cody, WY  
American Association of Pharmacy Technicians, Virtual Conference  
Florida Pharmacy Association, Saint Augustine, FL  
Arizona Pharmacy Association, Tucson, AZ  
American School Counselors Association, Phoenix, AZ

#### JULY

Pharmacy Technician Educators Council, New Orleans, LA  
Tennessee Pharmacists Association, Murfreesboro, TN  
Louisiana Pharmacists Association, Lafayette, LA  
Cardinal RBC, Las Vegas, NV  
Florida Association of Postsecondary Schools and Colleges, Boca Raton, FL  
Virginia Pharmacists Association, Williamsburg, VA

#### AUGUST

NABP District 3, St. Augustine, FL  
NABP District 5, Fargo, ND  
National Association of Chain Drug Stores, Denver, CO

#### SEPTEMBER

Mid-America Pharmacy Conference, Overland Park, KS  
NABP Districts 1 and 2, Portsmouth, NH  
NABP Districts 6, 7, and 8, Incline Village, NV  
New Jersey Pharmacists Association, Asbury Park, NJ  
Minnesota Society of Health System Pharmacists, Brooklyn Center, MN  
Idaho Society of Health System Pharmacists, Sun Valley, ID  
International Pharmaceutical Federation, Düsseldorf, Germany

#### OCTOBER

Wyoming Pharmacy Technician Association, Casper, WY  
National Community Pharmacists Association, Washington, DC  
Joint Federal Pharmacists Seminar, Washington, DC  
Northland Association of Pharmacy Technicians, Grand Forks, ND

#### NOVEMBER

NABP District 4, Milwaukee, WI  
Association for Career and Technical Educators, New Orleans, LA

#### DECEMBER

American Society of Health System Pharmacists, New Orleans, LA



# INTERNATIONAL COLLABORATION



In October, PTCB Executive Director and CEO Everett McAllister (center) accepts PTCB’s official FIP observer organization certificate from FIP General Secretary and CEO Luc Besançon and FIP President Carmen Peña.

## PTCB Becomes Observer Organization at International Pharmaceutical Federation

On October 4, PTCB became an official observer organization at the International Pharmaceutical Federation (FIP). The FIP Council approved PTCB’s new status on September 28 at the 75th FIP World Congress of Pharmacy and Pharmaceutical Sciences in Düsseldorf, Germany. “PTCB’s top priority is to ensure that pharmacy technicians are prepared to serve the pharmacy profession in providing safe and effective patient care. The overarching goal of both PTCB and FIP is the same: to advance patient safety, care, and health,” said PTCB Executive Director and CEO Everett McAllister. “PTCB CPhTs and stakeholders will benefit from our collaboration and expanded relationships with FIP members.”

“FIP is pleased to welcome PTCB. The input of PTCB will be precious to our work, given the wealth of expertise the Board has to connect pharmacy technicians’ roles within the pharmacy team and to ensure their competencies. The PTCB model could be inspirational for other countries.”

—FIP General Secretary and CEO Luc Besançon

# COMMUNITY ENGAGEMENT AND OUTREACH

PTCB continued to reach stakeholders and the public through various media channels to increase knowledge and understanding of the essential roles of CPhTs in advancing patient safety and quality care. PTCB issued press releases and provided expert spokespersons on key topics, including the value of a uniform national standard for certification. PTCB shared updates on program activity and other news through the *CPhT Connection*, stakeholder newsletters, and e-communications. New PTCB brochures, posters, and other printed pieces released in 2015 highlighted the benefits of sponsorship, updates in certification requirements, and the value of PTCB Certification, as well as college and high school students.

## Growth in Social Media Engagement

With increasing momentum in 2015, PTCB engaged stakeholders, pharmacy technicians, pharmacists, and other audiences in ongoing conversations on social media, and we established a new Instagram account.

## SOCIAL MEDIA BY THE NUMBERS

	Year End 2015	Year End 2014
Facebook Likes	70,115	50,650
Twitter Followers	3,021	2,546
PTCB’s LinkedIn Group Members	22,150	15,510
LinkedIn Company Page Followers	1,295	110

# CPhT SPOTLIGHT

In 2015, PTCB shared stories of devoted PTCB CPhTs working to advance patient care and safety across a range of practice settings. CPhT Spotlight profiles the career paths and accomplishments of PTCB CPhTs who carry new or expanded responsibilities in the pharmacy, or demonstrate leadership or innovation on the job and in research, public service, or volunteer activities. CPhT Spotlight is distributed through e-communications and on social media.



**Did you know?**  
PTCB spokesperson interviews and PTCB news stories generated widespread coverage and appeared in national news outlets as well as industry publications including *Pharmacy Times*, *Pharmacy Today*, and *Drug Topics*.

# 2015 NATIONAL PHARMACY TECHNICIAN DAY



In honor of National Pharmacy Technician Day on October 20, PTCB collected a **gallery of pharmacy team photos** to share. This year, participation grew to a total of **182** photo submissions from pharmacies across the US, an increase above the 124 received in 2014, and 100 in 2013 when PTCB launched the first Technician Day photo collection. See sample photos throughout this report. To view the gallery at PTCB's website, search 'gallery'.

- As a thank-you to CPhTs, PTCB offered 20% off PTCB Store merchandise from October 20 through 31.
- PTCB invited CPhTs to take advantage of special discounts offered by other organizations, including the American Association of Pharmacy Technicians, American Pharmacists Association, Institute for Safe Medication Practices, National Pharmacy Technician Association, and Pharmacy Technician Educators Council.
- We hosted 'Get Social on October 20' and invited CPhTs to "talk about your role as a CPhT on your pharmacy team" and use #RxTechDay on Facebook and Twitter. #RxTechDay was mentioned **331** times on Twitter.

## Executive Message to CPhTs

PTCB's Executive Director and CEO Everett B. McAllister, MPA, RPh, shared a call to action with CPhTs in his special message for the day: "Consider expanding your horizons and career potential by joining your state or national pharmacy association, and help strengthen the technician voice. Your pharmacy may wish to purchase memberships for pharmacy technicians. Special discounts in membership fees this month are offered to technicians, so take advantage. PTCB applauds and thanks you for your dedication and commitment to patient care and safety."



Gaston Family Health Services, Gastonia, NC

# 2015 TOP FIVE

inquiries from pharmacy technicians were about:

1. Recertification process
2. Password assistance
3. Exam registration
4. Continuing education requirements and processes
5. Exam eligibility

## YOU ASK. WE ANSWER.

PTCB's streamlined processes for assisting the PTCB community have continually supported increased use of web resources by pharmacy technicians and PTCB audiences. In 2015, we continued to fine tune our online application process, distribute information on requirement changes and application steps, and increase resources on our website, in communications, and in social media. During the year, PTCB provided enhanced training for our community engagement specialists as part of a concerted effort to empower and inform our audiences and thereby reduce inbound calls from assistance-seekers.

## CUSTOMER INQUIRIES IN 2014

Total number of inbound calls

**130,563**

(44,000 fewer than recorded in 2014)

Total number of answered email requests and questions

**8,022**

(3,600 more than recorded in 2014)





# PTCB BY THE NUMBERS

AS OF DECEMBER 31, 2015

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



Actively certified PTCB  
CPhTs in the US:

275,864



Certifications granted  
by PTCB since 1995:

587,536



Pharmacy Technician Certification  
Examinations (PTCEs) delivered by  
PTCB in 2015:

56,253



High security Pearson VUE testing centers  
where PTCE is given:

MORE THAN 260

and more than 115 military on-base test sites

Educational institutions in  
PTCB's Educator Program:

1,149

States (and DC) that  
regulate pharmacy  
technicians:

45

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

23

Pharmacy technician  
employers that have joined  
PTCB's Employer Program:

701

## WEBSITE [www.ptcb.org](http://www.ptcb.org)

Total website visits

3,049,642

Users

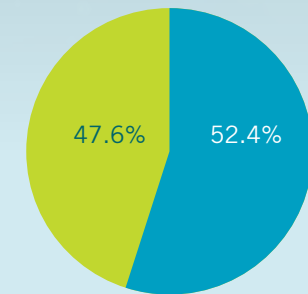
1,548,222 *Users are unique visitors who had at least one session during 2015 (includes new and returning users)*

Average time spent per visit

4:45 MINUTES

Pageviews

12,269,227 *Total number of pages viewed (includes repeated views of a single page)*



New Visitors

Returning Visitors

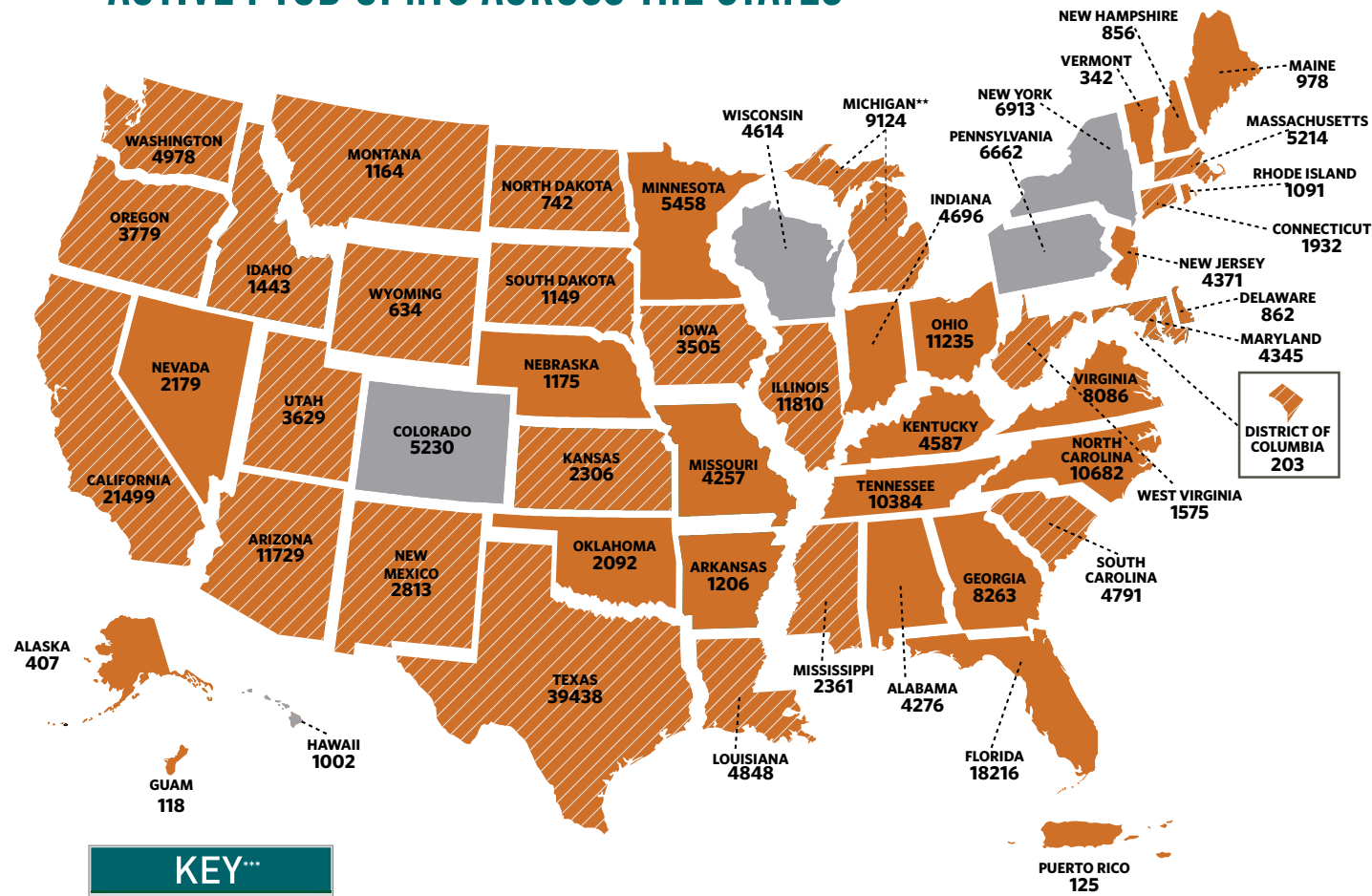


Kroger Pharmacy, Franklin, TN



Renown Regional Medical Center, Reno, NV

# ACTIVE PTCB CPhTs ACROSS THE STATES



KEY

States that regulate pharmacy technicians and include national certification in their regulations

States that do not regulate pharmacy technicians

States that regulate pharmacy technicians

Figures are current as of December 31, 2015.

Since 1995, the Pharmacy Technician Certification Board has granted 587,536 certifications. This map represents the 275,864\* PTCB certified pharmacy technicians (CPhTs) who were active at the end of 2015. All 50 states and DC accept PTCB Certification. Forty-five states and DC regulate pharmacy technicians, 23 states and DC include national certification in their regulations.

\*Total also includes active CPhTs in Canada and the Virgin Islands.  
\*\*Key source: 2015 National Association of Boards of Pharmacy Survey of Pharmacy Law and independent research.

# BOARD OF GOVERNORS

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*Executive Vice President & CEO*  
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### **Contact us**

contact@ptcb.org or 800-363-8012

[www.ptcb.org](http://www.ptcb.org)



**"I would tell a technician who wants to advance, 'embrace your career, prepare yourself, and continue to obtain as much knowledge as possible. The need for specialty technicians is growing exponentially; advocate the need! And always tell others that as a CPhT, you are committed to knowledge, preparation, and learning for one reason — for your patients.'"**

**—Hortense Jones, CPhT**

**2015 PTCB Certified Pharmacy Technician of the Year**