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Radiate Your Potential: Expanding Technician Careers Through Skills and Credentials

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Disclosure

We do not have a vested interest in or affiliation with any corporate organization offering financial support or grant monies for this continuing education activity, or any affiliation with an organization whose philosophy could potentially bias our presentation (within the last 12 months).

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Presentation Objectives

- Describe emerging non-traditional and advanced pharmacy technician career paths and the skills needed to succeed in them.
- Identify key technician certifications and credentials that support career advancement and expand practice opportunities.
- Apply concepts of career growth and role expansion through a case study illustrating a technician's progression from a traditional role to an advanced or non-traditional position using certifications and skill development.

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Key Abbreviations & Definitions

Organizations FSHP - Florida Society of Health-System Pharmacists ASHP - American Society of Health-System Pharmacists PTCB - Pharmacy Technician Certification Board NHA - National Healthcareer Association NPTA - National Pharmacy Technician Association TPTS - The Pharmacy Technician Society	Programs, Metrics & Systems HEDIS - Healthcare Effectiveness Data and Information Set STARs - Medicare Star Ratings Program EHR - Electronic Health Record ADC / ADS - Automated Dispensing Cabinet / System TPV - Technician Product Verification
Credentials & Certifications CPRT - Certified Pharmacy Technician CSPT® - Certified Compounded Sterile Preparation Technician CPhT-Adv - Advanced Certified Pharmacy Technician CPHQ - Certified Professional in Healthcare Quality CPPS - Certified Professional in Patient Safety	Practice Areas & Settings LTC - Long-Term Care PBM - Pharmacy Benefit Manager MTM - Medication Therapy Management PA - Prior Authorization

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History & Evolution of the Pharmacy Technician Role

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Where It Began: Origins of the Technician Role



Figure 1. Mortar and pestle. Traditional pharmacy preparation. Source: American Society of Health-System Pharmacists (ASHP). History and Evolution of Pharmacy Technician Role. ASHP.org. American Society of Health-System Pharmacists (ASHP). ASHP Statement on the History of Pharmacy Technicians. American Society of Health-System Pharmacists (ASHP). History of Pharmacy Technician Certification and Workforce Development. PTCB.org

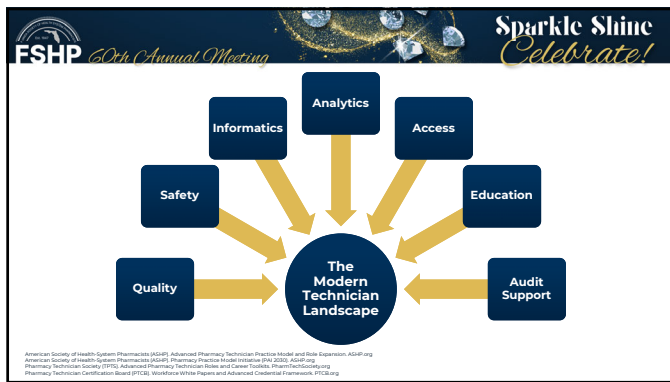
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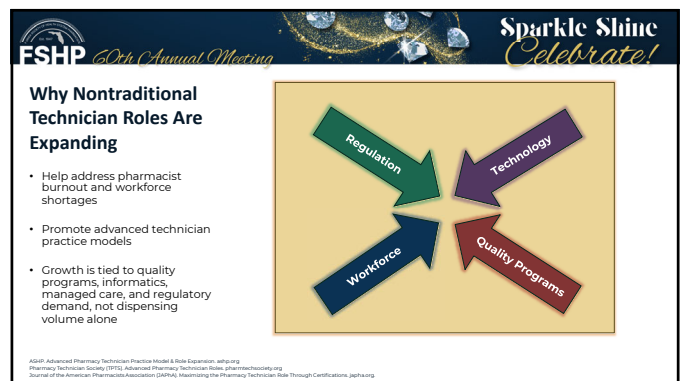
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Quality, Safety & Performance Improvement Roles

Why These Roles Matter	Why Pharmacy Technicians	Impact	Key Message:
- Value-based care (e.g., Star Ratings, HEDIS). Accurate data, documentation, and reliable workflows. - Quality success is driven by execution and follow-through as well as by clinical decision-making.	- Technicians excel at accuracy, process discipline, documentation, and audit readiness. - These skills translate directly to quality, safety, and performance improvement at scale.	- Technicians support freeing pharmacists to focus on clinical care. - National practice models recognize quality and performance as a core advanced technician pathway.	<i>"Pharmacy technicians already think in terms of accuracy and outcomes, quality roles simply scale that impact across populations."</i>

FSHP: Making the Case for Advanced Pharmacy Technician Roles pharmatechpractice.com

ASHP: Advanced Pharmacy Technician Practice Model [ashp.org](https://www.ashp.org)

American Journal of Health System Pharmacy (AJHP): Development of Advanced Pharmacy Technician Roles (2014) [academic.oup.com](https://www.ajhp.org)



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Medication Safety, Compliance & Regulatory Support Roles

Why These Roles Matter:

- Prevention of Medication errors
- Mitigate medication risks working closest to where issues originate

What Technicians Do in These Roles:

- Identify and report safety risks and near misses
- Support controlled substance monitoring and reconciliation
- Track documentation, policies, and audit readiness
- Assist with corrective action and patient safety initiatives

Evidence:

- Stronger medication safety, improved compliance, reduced regulatory risk



Figure 3. Close-up of spilled pills spilling from an orange prescription bottle on a white surface. © iStock.com/FreePress.com



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Data, Analytics & Informatics Roles

Why These Roles Matter	Why Pharmacy Technicians	Impact	Key Message
- Pharmacy operations depend on data, automation, and optimized systems, from EMRs and ADCs to claims and performance dashboards. - National practice models formally recognize informatics and data support as advanced pharmacy technician pathways.	- Technicians understand where pharmacy data originates and how it's used in real workflows. - Their strengths in accuracy, system navigation, validation, and follow-through are essential to reliable pharmacy data and technology performance.	- Technicians support system maintenance, automation workflows, report generation, and data integrity, improving operational reliability. - These roles create technology-adjacent career pathways without leaving pharmacy practice.	<i>"Not all data roles require coding; many require people who understand the data in context. That is a pharmacy technician strength."</i>

[American Society of Health-System Pharmacists \(ASHP\)](#) | [Pharmacy Technician Informatics Specialists \(ASHP/Informatics\)](#) | [Pharmacy Technician Society \(PTS\)](#) | [Informatics Systems Specialists](#) | [Society of Pharmacy Technicians](#) | [United States Pharmacopeia \(USP\)](#) | [Pharmacy Technician Society of America \(PTSA\)](#) | [Pharmacy Technician Society of Canada \(PTSC\)](#)





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Provider, Pharmacy & Member Engagement Roles

Why These Roles Matter

- Pharmacy programs succeed or fail based on **understanding and adoption**, not policy alone.
- Quality, adherence, and benefit initiatives require **clear education, coordinated outreach, and reliable follow-up** across providers, pharmacies, and members.

Why Pharmacy Technicians

- Technicians bring **real-world operational credibility** and understand pharmacy workflows firsthand.
- They are well-positioned to translate complex programs into **clear, actionable guidance** that works in practice.

Impact

- Technicians support **provider education, pharmacy outreach, and member navigation**, improving program adoption and measure performance.
- Engagement roles scale effectiveness by ensuring the **right actions happen consistently**—without requiring clinical or management authority.

Key Message

"Who better to explain pharmacy programs than someone who's lived them?"

Collaborative Non-Traditional Sales for Pharmacy Technicians: Collaborative Pharmacy, Time, Individualized Pharmacy, Careers Continue to Grow Practice, Pharmacy Technician Relief, Pharmacy Technician Relief, Pharmacy Technician Relief, Pharmacy Technician Relief

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Pharmacy Technician Educator Career Progression

From Peer Trainer to Program Director

Informal Educator / Peer Trainer	Adjunct Pharmacy Technician Instructor	Lead Instructor / Senior Technician Educator	Pharmacy Technician Career Coordinator	Education Manager	Pharmacy Technician Program Director
• Train new hires • Create job aids & checklists • Lead skills validation • Mentor peers • No formal title required	• Teach skills labs & workflows • Law & compliance education • Exam preparation • Bringers peer credibility & practice realism • First formal educator role	• Standardize skills assessments • Mentor other instructors • Align curriculum with accreditation • Transition from teaching tasks to teaching systems	• Manage labs, simulations & externships • Coordinate experiential sites & preceptors • Validate skills & competencies • Maintain accreditation documentation • Ensures practice-ready graduates	• Scale onboarding & training programs • Ensure instructor consistency • Improve quality outcomes • Support regulatory readiness • Reduces variation & time-to-competency	• Oversee accreditation & compliance • Lead program strategy & outcomes • Manage faculty & partnerships • Own technician-specific education expertise • Academic & operational leadership

FSHP L&LCE, Accreditation Specialist, Program Technician Education and Training Programs, Learning and Professional Development, Accreditation and Compliance, Quality Improvement, and Program Management
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Regulatory, Accreditation & Compliance Support Roles

- Why These Roles Matter**
 - Healthcare organizations operate under strict regulatory and accreditation requirements (e.g., Joint Commission, URAC, NCQA).
 - Success depends on consistent documentation, audit readiness, and proactive risk identification.
- Why Pharmacy Technicians**
 - Technicians naturally operate with a policy-driven, detail-oriented mindset.
 - Strength in documentation, workflow awareness, and compliance execution
- Impact**
 - Technicians support accreditation readiness, audit evidence, medication safety, and controlled substance monitoring, reducing organizational risk.
 - Roles formalize technicians' ability to identify and prevent safety or compliance gaps before they become findings.
- Key Message**

"Technicians are often the first to spot risk; these roles turn that vigilance into enterprise protection."

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Additional Non-Traditional & Enterprise-Based Pathways

Why These Roles Matter

- Pharmacy technicians increasingly contribute beyond dispensing through **research, virtual care, and enterprise operations**.
- Healthcare organizations rely on technicians for **precision, documentation, coordination, and execution** in innovative and non-traditional settings.

Where Technicians Are Impacting

- Research & industry roles** (e.g., investigational drug services, clinical research) supporting innovation and evidence generation
- Corporate and project-based roles** (e.g., operations support, vendor coordination, process improvement), translating pharmacy skills across the enterprise
- Emerging areas** such as tele-pharmacy, 340B, revenue cycle, and supply-chain analytics

Why Pharmacy Technicians

- Strengths in **protocol adherence, workflow optimization, documentation, and follow-through** transfer seamlessly across settings.
- These roles scale technician impact without leaving the foundation of pharmacy expertise.

Key Message

"You don't leave pharmacy to grow; you leverage pharmacy to expand."

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Skills That Power These Roles

- Transferable Skills Across All Advanced Technician Roles**
 - Accuracy & attention to detail
 - Data literacy (understanding, validating, and interpreting data)
 - Documentation discipline
 - Systems & process thinking
 - Communication & education
 - Regulatory & compliance awareness
 - Continuous improvement mindset
- Why This Matters**
 - Skills appear in **quality, informatics, engagement, safety, managed care, education, and enterprise roles**.
 - Technicians don't need to start over to pivot; many already have the skill foundation for advanced pathways.
 - Career growth often depends on making existing skills visible and intentional, not replacing them.
- Key Message**

"Role titles change; skills travel."

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Credentials That Unlock Opportunities

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Why Credentials Matter

Credentials:

- Increase credibility, mobility, and career clarity
- Structure career ladders
- Amplify experience, they do not replace it

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Certification vs. Certificate: Know the Difference

Certification

- Validates broad competency
- Nationally recognized
- Requires renewal
- Examples: CPhT, CSPT®, CPhT Adv

Assessment-Based Certificate

- Role-specific skill validation, rob-ready skills
- Shorter, focused, and application-driven training
- Examples: Billing, Med History, TPV, Diversion

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Core Pharmacy Technician Certifications

Figure 1 Pharmacy Technician Certification Board (PTCB), Certified Pharmacy Technician and Advanced Certified Pharmacy Technician (2020). <https://ptcb.org/certification/>

Baseline & Advanced National Certifications

- Foundational Certification (Entry to Expansion)**
 - CPHT**
 - Earned through **PTCB (PTCE)** or **NHA (ExCPT)**
 - Establishes nationally recognized baseline competency
 - Often required for expanded or non-traditional roles
- Specialized Certification**
 - CSPT® (Sterile Compounding)** — **PTCB**
 - Validates advanced sterile compounding expertise
 - Supports roles in IV rooms, specialty, and hospital practice
- Advanced Practice Certification**
 - CPhT Adv** — **PTCB**
 - CPhT-Adv** — **NHA**
 - Signals readiness for advanced, leadership-adjacent, or non-traditional roles
 - Demonstrates breadth of skills beyond dispensing

Source: PTCB (2020), 2020; NHA (2020) Models: NHA CPhT Specialty, BP NHA CPhT Adv.

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Specialty & Assessment-Based Certificates: How to Use Them Strategically

What These Certificates Are	Key Characteristics	Examples of Role-Aligned Certificate Areas	How Employers Use These Certificates
Role-aligned and assessment-based - Designed to answer an employer's core question: "Is this technician ready to perform this role safely and independently?" - Offered by: PTCB & NHA (national assessment-based certificates) NPTA (education-based, role-aligned certificate programs) - Used to expand technician responsibility without increasing licensure	- National and portable (depending on employer acceptance) Role-specific, not general knowledge - Employer-driven and practice-model aligned - Support safe, intentional scope expansion	- Medication History - Billing & Reimbursement - Controlled Substances - Diversion Prevention - Technician Product Verification (TPV) - Immunization & Advanced Practice Support (NPTA)	- Validate readiness for expanded or non-traditional roles - Standardize training and expectations - Strengthen quality, safety, access, and operational performance

Pharmacy Technician Certification Board (PTCB), Advanced Certified Framework and Assessment-Based Certificate Programs, PTCB.org
National Healthcare Association (NHA), Pharmacy Technician Certification and Certificate Program Frameworks, nha-nrc.com
National Pharmacy Technician Association (NPTA), Advanced Pharmacy Technician (2020) Course Billing and Reimbursement, nptanet.org

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Operations, Revenue & Access Certificates

- Certificate Examples**
 - Billing & Reimbursement (PTCB, NHA, NPTA)
 - Medication Therapy Management (MTM) Support (PTCB, NHA)
 - Supply Chain & Inventory Management (PTCB)
 - Revenue Cycle & Access Support (NHA, NPTA)
- Roles Supported**
 - Billing & reimbursement specialist
 - Revenue integrity/access technician
 - Formulary or operations support roles

Image generated by NPTA representing Supply Chain and Reimbursement, 2020.
PTCB Image: Medication Therapy Management Certificate, 2020.

National Healthcare Association (NHA), Pharmacy Technician Certification and Certificate Program Frameworks, nha-nrc.com
Pharmacy Technician Certification Board (PTCB), Medication Therapy Management Certificate, PTCB.org
National Pharmacy Technician Association (NPTA), Advanced Pharmacy Technician (2020) Course Billing and Reimbursement, nptanet.org

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Safety, Compliance & Risk Certificates

Certificate Examples

- Controlled Substances Diversion Prevention (PTCB, NHA)
- Hazardous Drug Handling (PTCB)
- Medication Safety & Error Prevention (NHA)
- Regulatory & Compliance Support (PTCB, NHA, NPTA)

Roles Supported

- Medication safety technician
- Diversion prevention analyst
- Compliance & audit support roles

BPTS Controlled Substances Diversion Prevention Certificate Design, 2020.

National Healthcare Association (NHA), Pharmacy Technician Certification and Certificate Program Frameworks, nha-nrc.com
Pharmacy Technician Certification Board (PTCB), Medication Therapy Management Certificate, PTCB.org
National Pharmacy Technician Association (NPTA), Advanced Pharmacy Technician (2020) Course Billing and Reimbursement, nptanet.org

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Direct Care & Practice Expansion Certificates

Certificate Examples

- Medication History (PTCB, NHA, NPTA)
- Immunization Administration / Support (PTCB, NHA, NPTA)
- Point-of-Care Testing (PTCB, NHA)
- TPV - Technician Product Verification (PTCB, NHA)

Roles Supported

- Transitions-of-care technician
- Advanced workflow / TPV technician
- Population-based care support roles

PTCB Medication History Certificate Design, 2020.
BPTS Immunization Administration Certificate Design, 2020.

National Healthcare Association (NHA), Pharmacy Technician Certification and Certificate Program Frameworks, nha-nrc.com
Pharmacy Technician Certification Board (PTCB), Medication Therapy Management Certificate, PTCB.org
National Pharmacy Technician Association (NPTA), Advanced Pharmacy Technician (2020) Course Billing and Reimbursement, nptanet.org

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Mapping Credentials to Role Categories

Role	Credential Stack
TPV	CPhT + TPV Certificate
Medication History	CPhT + Med History Certificate
Diversion	CPhT + Diversion Certificate
Quality Analyst	CPhT + Quality/ Analytics Credential

Stack credentials to match the role, not the other way around

National Healthcare Association (NHA), Pharmacy Technician Certification and Certificate Program Frameworks, nha-nrc.com
Pharmacy Technician Certification Board (PTCB), Medication Therapy Management Certificate, PTCB.org
National Pharmacy Technician Association (NPTA), Advanced Pharmacy Technician (2020) Course Billing and Reimbursement, nptanet.org

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Education as a Career Accelerator

Higher Education Opportunities

- Associate Degree (AA/AS/AAS)**
 Builds readiness for lead roles and provides transferable credits toward a bachelor's degree.
- Bachelor's degree (BS/BA)**
 Expands access to roles in quality, analytics/informatics, operations, education, managed care, and research.
- High-Value Degree Fields**
 Healthcare Administration, Health Information, Public Health, Data Analytics, Business/Operations, Education, Psychology, Communications

Figure 6: Close-up of a graduate holding a mortarboard cap. Adapted from: American Society of Health-System Pharmacists (ASHP) 2020. Reproduced with permission.

Key Message: "Higher education isn't required—but when pursued intentionally, it can significantly expand career opportunities."

Conceptual framework informed by ASHP Advanced Pharmacy Technician Practice Model and PTCE Workforce and Credential Frameworks, and pharmacy workforce literature.

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Education Quality, Accreditation & Making Education Count

American Society of Health-System Pharmacists (ASHP) Organization logo

American Council on Education (ACE) Organization logo

Practical Strategy

- Choose a degree that aligns with your **target role category**
- Pair coursework with **technician experience and assessment-based certificates** to create a visible portfolio of projects and measurable outcomes
- Leverage **employer tuition benefits** and consider part-time or online programs designed for working adults

Education Quality & Accreditation

- ASHP/ACPE-accredited technician training programs**
Ensure standardized quality and support safe role expansion (directory available through ASHP)
- ASHP/TPTS competency frameworks and professional certificates**
Support structured, progressive skill development over time

Conceptual framework informed by ASHP Advanced Pharmacy Technician Practice Model and PTCE Workforce and Credential Frameworks.

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From Credentials to Real-World Impact

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Quality, Safety & Analytics: A Natural Extension of Technician Practice

Key Message: "Quality and safety credentials are not clinical credentials; they are process, performance, and data credentials."

What These Roles Focus On:

- Accuracy & documentation
- Process reliability & consistency
- Data validation & performance tracking
- Audit readiness & risk reduction
- Continuous improvement

Figure 7: Hand holding Quality Star Board (Image courtesy ASHP)

Bottom Line: "Quality roles don't replace technician skills; they formalize and scale them."

American Society of Health-System Pharmacists (ASHP) Advanced Pharmacy Technician Practice Model and Role Expansion. ASHP.org
American Society of Health-System Pharmacists (ASHP) Pharmacy Technician Board Initiative (PTBI) 2020. ASHP.org
Pharmacy Technician Certification Board (PTCB) Workforce White Paper and Advanced Credential Frameworks (PTCEdging)
Lean Six Sigma International Yellow Belt Certification (foundational quality improvement methodology)

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Foundational Quality Credential: Lean Six Sigma Yellow Belt

Six Sigma International Yellow Belt Certification Badge (representative image)

- Why Yellow Belt**
 - Introduces **structured problem-solving**
 - Turns observations into **evidence-based improvement**
 - Focuses on:
 - Reducing errors
 - Improving efficiency
 - Stabilizing workflows
- What It Enables**
 - Participation in:
 - Quality initiatives
 - Process redesigns
 - Department or enterprise projects
 - Common entry point for:
 - Quality technician roles
 - Analyst-adjacent positions
 - Performance teams

American Society of Health-System Pharmacists (ASHP) Advanced Pharmacy Technician Practice Model and Role Expansion. ASHP.org
American Society of Health-System Pharmacists (ASHP) Pharmacy Technician Board Initiative (PTBI) 2020. ASHP.org
Pharmacy Technician Certification Board (PTCB) Workforce White Paper and Advanced Credential Frameworks (PTCEdging)
Lean Six Sigma International Yellow Belt Certification (foundational quality improvement methodology)

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Intermediate Quality & Safety Credentials

- Lean Six Sigma Green Belt**
 - Focus: **cross-functional improvement**
 - Expands impact beyond one workflow
 - Prepares technicians to:
 - Lead small projects
 - Analyze performance trends
 - Partner across departments
- CPPS (Certified Professional in Patient Safety)**
 - Focus: **safety science and systems thinking**
 - Strengthens credibility in:
 - Medication safety
 - Root cause analysis
 - Risk reduction
- How These Credentials Are Used**
 - Quality specialist roles
 - Safety analyst functions
 - Program support positions

Lean Six Sigma International Green Belt Certification Badge (representative image)

Institute for Healthcare Improvement (IHI) Certified Professional in Patient Safety (CPPS) credential logo

American Society of Health-System Pharmacists (ASHP) Advanced Pharmacy Technician Practice Model and Role Expansion. ASHP.org
American Society of Health-System Pharmacists (ASHP) Pharmacy Technician Board Initiative (PTBI) 2020. ASHP.org
Pharmacy Technician Certification Board (PTCB) Workforce White Paper and Advanced Credential Frameworks (PTCEdging)
Lean Six Sigma International Yellow Belt Certification (foundational quality improvement methodology)
Institute for Healthcare Improvement (IHI) Certified Professional in Patient Safety (CPPS) credential logo

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Advanced Credential: CPHQ



- **What CPHQ Represents**
 - Widely recognized healthcare quality credential
 - Focuses on:
 - Performance improvement
 - Data analysis
 - Regulatory alignment
 - Program evaluation
- **Key Clarification**
 - **Does NOT require a clinical license**
 - Values:
 - Process ownership
 - Measurement competency
 - Systems thinking
- **Roles Where CPHQ Adds Value**
 - Quality specialist
 - Performance improvement analyst
 - Program or accreditation support roles

National Association for Healthcare Quality (NAHQ). Certified Professional in Healthcare Quality (CPHQ) credential logo.

American Society of Health-System Pharmacists (ASHP). Advanced Pharmacy Technician Practice Model and Role Expansion. ASHP.org

American Society of Health-System Pharmacists (ASHP). ASHP Pharmacy Technician Certification Board (PTCB) Annual Meeting Program in Partnership with the ASHP Pharmacy Technician Certification Board (PTCB) Credentialing Program and Advanced Credential Framework. PTCB.org

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Suggested Quality Credential Progression Path

Progression Example

- Experience + CPhT
- Lean Six Sigma Yellow Belt
- Green Belt or CPPS
- CPHQ

Important Framing
Progression is **not mandatory**

Pair each step with:

- Real experience
- Project involvement
- Visibility of outcomes

Key Message:
"Credentials support experience; they don't replace it."

Conceptual progression informed by ASHP Advanced Pharmacy Technician Practice Model and Role Expansion, ASHP Pharmacy Practice Model Initiative (P4I 2022), and PFSB Workforce White Papers and Advanced Credential Frameworks.



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Professional Involvement & Visibility

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- **What Professional Involvement Really Provides**
 - Access to:
 - Continuing education beyond mandatory CE
 - Role toolkits and practice models
 - Mentors and subject-matter experts
 - Job boards and informal career pathways
 - Exposure to:
 - Advanced technician roles and functions outside your own organization
 - New titles, career ladders, and practice models
 - Visibility:
 - Beyond your department, site, or employer
 - With leaders, educators, and innovators shaping technician practice

Key Message:

"Professional involvement accelerates growth by expanding what you see, and who sees you."



Figure 7. Audience attending meeting a presentation in a conference setting, with stage right and center aisle. ©2016 American Society of Health-System Pharmacists

American Society of Health-System Pharmacists (ASHP). Advanced Pharmacy Technician Practice Model and Role. Available at: http://www.ashp.org/Pharmacy_Technician_Certification_Board/PTCB_Certification_White_Papers_and_Advanced_Diploma_Certification_Extension/PTCB_2016

ASHP. (2016). Advanced Pharmacy Technician Roles, Career Ladders, and Professional Development. http://www.ashp.org/Pharmacy_Technician_Certification_Board/PTCB_Certification_White_Papers_and_Advanced_Diploma_Certification_Extension/PTCB_2016



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Professional Organizations That Support Technician Growth

- **ASHP** (American Society of Health-System Pharmacists)
Technician resources, practice models, education, state affiliates
- **TPTS** (The Pharmacy Technician Society)
ASHP-created organization supporting technician advancement, education, advocacy

Education & Workforce Development

- **PTEC** (Pharmacy Technician Educators Council)
Ideal for teaching, training programs, precepting, workforce development

Technician-Focused Professional Community

- **NPTA** (National Pharmacy Technician Association)
Technician-focused CE, career development, professional network

State & Local Visibility

- **FPA** (Florida Pharmacy Association)
Statewide networking, CE, advocacy, leadership
- **FSHP** (Florida Society of Health System Pharmacists)
Local meetings, CE, committees, leadership opportunities, visibility



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Easy Ways to Get Involved



Attend **one** meeting or webinar



Join a **committee** or **special interest group**



Volunteer at a conference or local meeting



Submit a poster or **find a mentor**

Key Message: *"Professional involvement turns learning into relationships, and relationships into opportunities."*



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