

**PHARMACY TECHNICIAN ADVISORY COMMITTEE -MINUTES**

**Tuesday May 23, 2017**

**6:00—8:00 p.m.**

**Meeting Location: Clark College @ WSU-Vancouver, room 124**

**Members Present:** Derrick Ogawa (Committee Chair), Walgreens; Zach McCall (Vice-Chair), Legacy Good Samaritan Medical Center; Bob Gustainis, Walgreens; Huy Hoang, CVS; Matt McCarty, Fred Meyer

**Members Absent:** Rene Bloemke, Net-RX; Anthony Mauer, PeaceHealth St. John’s Hospital; Brenda Tallent, Legacy Health;

**Guests:** Merrie Kay Alzola, Novo Nordisk; Cornel Brisc, Walgreens

**Clark College:** Dawn Shults, Dept. Head, Pharmacy Tech Department; Heidi Fay, Pharmacy Instructor; Linda Valenzuela, Interim Assoc. Dean of Health Sciences; Scott Clemans, Career Services; Nichola Farron, Secretary Sr. - Advisory Committees,

Committee Chair Derrick Ogawa called the meeting to order at 6.06pm and introductions were made.

Minutes of the Previous Meeting

As a quorum was not present, the minutes of February 28 2017 were sent for electronic approval. *As of July 13 2017, the minutes are approved.*

Next Meeting Date

The Committee will next meet on Thursday, October 26 2017 at 6.00pm.

Office of Instruction Announcements

Nichola made the following announcements:

Join us here on campus Saturday June 3 10:00 a.m. registration opens for the FREE Healthy Penguin Walkabout. There are several stations set up across campus, with health activities and information about one quarter mile apart. A great way to get some exercise, some health information and have fun.

July 13, 2017 – Evening event to recognize our committees and the terrific volunteers that come to meetings two times a year to support students. Watch for additional details to arrive via email.

Clark College will hold graduation at the Sunlight Supply Amphitheater on Thursday June 22 at 7:00 p.m. It is a great way to celebrate the work of the committees. There is always a need for volunteers at the event, if you are interested please let us know.

Program Pathway/PIP (Program Improvement Process)

Dawn outlined the Guided Pathways initiative as a design to assist with completion and to reduce the time students need to take to earn their degrees. As the Pharmacy Tech program is designed around a cohort model, there is already an established pathway in place.

As part of PIP, all of the Clark programs are continuously evaluated according to curriculum, active learning strategies etc. Dawn reported that Pharmacy Tech already has a number of active learning strategies, but they are trying to incorporate more into the lecture portion of classes.

Heidi continued that, for the pharmacology class, they are including one activity a week to break up the 5 hours of lecture. For example, students worked in groups to make a drug advertisement, to help with learning names, spellings, side effects etc. This encourages them to consult reference books and work together before presenting as a group.

Cornel commented that this was a good idea, as it would help remember the drug. Derrick suggested that that the students also look at the risks of dangerous interactions that a Tech might encounter, for example if two scripts need to be filled.

Dawn also displayed the program map with the various pathways and exit points for students. The students can opt to take a certificate of proficiency, which qualifies them as a technician, and can exit and work at that point. Alternatively, they can opt to take additional leadership and human resources classes and graduate with an AAT in Pharmacy Technician leadership. The AAT also articulates into the Central Washington University online Bachelors program. In addition, the new BASAM (Bachelors of Applied Science and Applied Management) offered by Clark could be a destination for students who complete the 2 year pharmacy tech degree. Over half of the students choose to continue to the AAT as opposed to graduating with just the certificate, which exceeded the initial expectations of the Department.

The capstone class also offers students an opportunity to develop a mastery of a particular area.

ASHP (American Society of Health-System Pharmacists) Accreditation

Dawn outlined that the previous expectation that program would be ASHP accredited by 2020 has been put on hold, but the Department is opting to continue the work to stay on track for that deadline.

During previous meetings, the committee has discussed curricular changes to meet new standards: have to double amount of lab and reorder the sequence so that all lab hours are completed before students undertake the externship. In addition, the Department has changed co-requisite to pre-requisite to balance credit load.

Zach also suggested the integration of learning about insurance requirements. Matt asked if the software allowed for internal edits as his pharmacy, for example, could assign specific rejections. This would allow students to practice real life scenarios.

Bob continued that, often with Medicare, Doctors do not fill out information correctly which results in charge backs for the pharmacy. Medicare is the most complex system and he suggested that, whilst there might not be time to include a range of practice scenarios, students should be aware of some of the consequences. He also spoke about the need to understand barcodes, recalls, deletes etc.; Dawn suggested that a role-playing/trouble-shooting scenario could be developed.

Derrick noted that, from his perspective as a store manager, students need more familiarity with inventory processes and the awareness that they are dealing with hundreds of thousands of dollars’ worth of stock. Matt continued that part of the technician’s weekly tasks are to check shelves, check dates, alphabetize stock etc. He expanded that this could be integrated into teaching in a way that also looked at the calculation of daily supplies.

In a discussion about practice equipment, Bob outlined that he would connect with the Salmon Creek Walgreens to save practice bottles that could be donated to the department.

Dawn invited the committee to continue providing feedback for improvement and curriculum content that students should know.

Outcomes Assessment/ Competency Packet

Dawn discussed the competency packets provided to students when the take their placements: as part of the outcome assessment review work, it was determined that the format did not really allow preceptors to comment on competency level. There has been a reordering of the packet, with a grade scale so preceptors can provide more nuanced feedback:

* I - introductory level
* D - Developing: e.g. student has undertaken task a few times, but not independently
* M - Mastered particular competency

Grading is done at various points of the placement according to the site, with the hope that students will be able to practice a broad spectrum of skills and connect with preceptors to refine knowledge.

Cornel spoke about the importance of pushing students to try different areas e.g. refining customer services, or phone calls. He ensures students are demonstrating different areas of skill before he signs off: he noted that the competency form could be a good foundation for conversation with students.

Bob shared that the problem encountered internally was that stores were marking pharm tech students at 5/5 consistently based on strong personal relationships rather than skills: he is working with other regional managers to counter this through calibration meetings.

Dawn continued that the Department is working on a document for preceptors to bring area in line with accreditation and assessment guidelines. In addition, students also evaluate their training sites, and Dawn intimated that the Department would be happy to share this feedback on a general level to sites if it was deemed helpful.

Healthy Penguin Walkabout.

The pharmacy tech students will be at the Healthy Penguin Walkabout on June 3 as part of the inter-professional day for the community to learn about the physical and mental effects of sugar. They will be sharing information related to diabetes and diabetic care, discussing medications, stress reduction, sleep aids etc.

Derrick adjourned the meeting at 7.57pm.

Prepared by Nichola Farron