

Pharmacy Examining Board

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Community Tech-Check-Tech Pilot Program Information

Authority:

Pursuant to Wisconsin Stat. § 450.02(3r)(a), this pilot program is related to the practice of pharmacy or prescription verification and the Board determines that the program will improve the safety, quality, or efficiency of the practice of pharmacy in this state. **The Board may modify the parameters of the Pilot Program at any time and participants shall remain in the Pilot Program at the discretion of the Board.**

Purpose: Wisconsin Administrative Rule 7.01 stipulates that a pharmacist or pharmacist-intern as directed and supervised by the pharmacist shall make a final check on the accuracy and correctness of the prescription. The purpose of community Tech-Check-Tech (cTCT) pilot program is to study the safety, quality, and efficiency of a pharmacy technician to make a final check of another pharmacy technician on the accuracy and correctness of the final dispensed medication. Implementation of a Tech-Check-Tech program is not intended to reduce pharmacist staffing levels but is intended to increase the availability of a pharmacist for involvement in other patient care activities.

Pilot Duration: November 1, 2016 – October 31, 2019 (or promulgation of rules, whichever is sooner).

Pharmacy Eligibility:

1. Licensed and located in the state of Wisconsin (independent, chain, or health-system)
2. Have a continuous quality improvement program, which means a system of standards and procedures to identify and evaluate quality related events, and to constantly enhance the efficiency and effectiveness of the structures and process of a pharmacy system that determine the outcomes of medication use.
3. Willingness to participate in the research studies of Community Tech-Check-Tech approved by the PEB
4. Patient consultation will include a procedure like “show and tell”, which affords the pharmacist and patient a visual check of the medication before it is dispensed or inclusion of a description (i.e. color, shape, imprints) on the prescription label for the patient to visually check the medication after it is dispensed.

Program Requirements:

1. Validated Pharmacy Technicians
 - a. **Initial Validation:** In order to become a validated pharmacy technician, the following requirements must be met and maintained:
 - i. Age of 18 years or older
 - ii. Employment status of greater than or equal to an average of 20 hours per week as a pharmacy technician at any pharmacy within the organization
 - iii. A minimum of 2000 hours of experience as a pharmacy technician or completion of an accredited technician training program and at least 6 months of employment as a pharmacy technician at any pharmacy within the organization
 - iv. Completion of a didactic and practical training curriculum that includes the following:
 1. Elements of a package label (i.e., drug name, dose, dosage form, control or lot number, and expiration date)
 2. Medication and pharmacy abbreviations needed to match ordered medication with dispensed medication (e.g., mg, mEq, ER, IR, tab, cap)
 3. Common dispensing medication errors and concepts (i.e., wrong medication, wrong dose, wrong dosage form, extra/insufficient quantity, omitted medications, expired medication, look-alike sound-alike errors, high-alert medications)
 4. Organizational policies and procedures on reporting of medication errors
 5. Overview of the organization’s medication use process (i.e., procurement, ordering, dispensing, administration, and monitoring)
 6. A practical training designed to assess the competency of the technician prior to starting the validation process

- v. Completion of the following validation process:
 1. The technician being validated shall make a final check on the work of another technician for accuracy and correctness of a minimum of 1000 final checks over a minimum of 5 separate days and achieve an accuracy rate of 99.8% or greater.
 2. A pharmacist shall audit 100% of the final checks made by the technician during the validation process.
 - b. Re-validation:
 - i. An assessment of a validated pharmacy technician accuracy shall be completed quarterly of the previous 12 months of cTCT final checks. A technician shall be revalidated if a validated pharmacy technician fails to maintain a final check accuracy rate of 99.8% or has not performed cTCT final checks within the last 6 months.
2. Eligible Medications
 - a. Non-compounded, non-reconstituted, non-mailed, non-delivered medications dispensed to a patient using a method to ensure the right patient is receiving the right drug, dose, and dosage form at the time of dispensing
 - b. Medications following the pharmacy workflow assisted by technology which has not been overridden
 - c. The supervising pharmacist shall ensure a process is in place for a pharmacist to prospectively review the clinical appropriateness of the prescription prior to leaving the pharmacy.
 3. Quality Assurance
 - a. A minimum of 5% of all cTCT final checks per VPT shall be audited by a licensed pharmacist each day that cTCT is performed.
 - b. The accuracy of each validated pharmacy technician shall be tracked individually.
 4. Policies and Procedures
 - a. Each pharmacy shall maintain policies, procedures, and training materials for the cTCT program that will be made available to the Board upon request.
 5. Records
 - a. Each pharmacy shall maintain records for 5 years, available to the Board upon request, of the following:
 - i. All initial validation and revalidation records of each validated pharmacy technician that include the dates that the validation occurred, the number of final checks performed, the number of final check errors, and overall accuracy rate.
 - ii. Names the supervising cTCT pharmacist including start date and end date of supervision responsibilities.
 - iii. Daily quality assurance logs of the 5% pharmacist cTCT audit including the name of technician, total number of final checks performed, number of final checks audited by the pharmacist, percentage of final checks audited by pharmacist, number of final check errors identified, and type of error (i.e., wrong drug, wrong dose, wrong dosage form, extra/insufficient quantity).
 6. Reporting Requirements
 - a. The supervising pharmacist shall annually submit, in aggregate, to the Board, on a form approved by the Board, all of the following:
 - i. Total number of cTCT final checks
 - ii. Total number cTCT final checks audited by a pharmacist
 - iii. Total number of errors identified in the cTCT final check pharmacist audit that were of the type of wrong drug, wrong dose, or wrong dosage form
 - iv. Total number of pharmacist hours reallocated to other patient care activities and description of those activities

Application: The managing pharmacist shall submit a Board approved application and receive approval of the Board to participate in the Pilot Program.