

Pharmacy Technician Training

Designed for:

The Johns Hopkins Hospital (Project Reach)

Submitted by:

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October 20, 2005



Careers Built Here

Baltimore City Community College

Baltimore City Community College (BCCC) is a state-sponsored, multi-ethnic, comprehensive, two-year degree granting college. The mission of the College is to educate and train a world-class workforce for Baltimore. The primary function of the College is to be the community's number-one educational resource for tomorrow's workforce. Associate degree programs, certificate programs, specific skills training, and national and industry certification programs are developed to meet both the present and future needs of citizens, industries, and businesses.

The Business and Continuing Education Center has emerged as a key player in the area's efforts to develop an educated and skilled workforce. Through the Business and Continuing Education Center, BCCC has established strong partnerships with the Mayor's Office of Employment Development (MOED), Empower Baltimore Management Corporation (EBMC), Baltimore Development Corporation (BDC), Greater Baltimore Alliance (GBA), Greater Baltimore Committee (GBC), and the Maryland Department of Business and Economic Development (DBED). These partnerships have been central to creating and delivering numerous unique training programs that address the critical workforce needs of specific employers and thereby support the economic development of the Baltimore metropolitan area.

BCEC offers customized credit and non-credit training programs, short-term non-credit instruction, and off-campus certificate and degree programs. Its client base includes private industry, healthcare facilities, and city and state agencies. Participants in training programs have included employed individuals seeking to renew or upgrade their skills, dislocated workers, welfare recipients, people with disabilities, degree-seeking individuals at off-campus sites, and people returning to the workforce.

BCCC is accredited by the Middle States Association of Colleges and Schools, and meets all standards set by the Maryland Higher Education Commission. Where required, faculty are certified or otherwise credentialed to meet the standards set by industry.

TRAINING PLAN OVERVIEW

This 245-hour continuing education course is designed to familiarize participants with the practice of pharmacy and to enable them to seek employment as entry-level pharmacy technicians. Topics covered include: pharmaceutical calculations, aseptic technique, dosage unit conversions, institutional, basic parenterals, pharmacy law, distribution systems, inventory control, and customer service. In addition to the 153 hours of pharmacy technician training classroom instruction, participants will rotate through 80 hours of clinical experiences within the hospital setting. Another 12 hours of classroom time will be dedicated to "Customer Service in the Healthcare Environment" for a total of 245 program hours. Successful completers are eligible to sit for the American Society of Health-System Pharmacists' Pharmacy Technician Certification Exam.

COURSE CONTENT

Pharmacy Technician Training

Course length: 233 hours

Upon successful completion of the course, participants should be able to:

- Discuss the pharmacy's role in the health-care industry, including quality improvement processes that may be used to monitor pharmacy's ability to fulfill its responsibilities within a given health-care system.
- Describe the duties and responsibilities of pharmacy technicians, including standards of ethics governing pharmacy practice.
- Identify pharmaceutical and medical terms, abbreviations, and symbols commonly used in the prescribing, dispensing, administering, and charting of medications.
- Describe the general chemical and physical properties of drugs handled in the manufacturing and packaging operations used in the delivery of pharmaceutical services.
- Perform the essential functions relating to drug purchasing and inventory control.
- Perform the arithmetical calculations required for the usual dosage determination and solutions preparation.
- Demonstrate a working knowledge of drug dosages; routes of administration, and mechanical, automatic, or robotic drug deliver systems.
- Demonstrate a working knowledge of procedures and operations relating to the manufacturing, packaging, and labeling of drug products
- Perform procedures and operations relating to aseptic compounding and parenteral admixture operations.
- Perform the usual technical functions associated with contemporary drug distribution systems
- Perform the manipulative and record-keeping functions associated with the dispensing of prescriptions for ambulatory patients, including the completion of universal insurance claim forms when necessary.

Customer Service in the Healthcare Environment

Course length: 12 hours

This course provides instruction on the highest level of patient service in a healthcare facility. Topics will include treating people with respect, doing your best, quality control of your work, communication skills, quality service, handling complaints and attaining service excellence.

Upon completion of this course, the students will be able to:

1. Improve communication with patients and co-workers in an environment in which quality care is a priority
2. Increase the self-worth and self-image of every person in the healthcare facility through mastery and diligent practice of customer service principles
3. Describe the value of quality work and good service in the healthcare environment
4. Explain a minimum standard of excellence and strategies for maintaining that standard
5. List ways to deal with a difficult patient or co-worker to enable the problem to be solved.

Adjunct Faculty and Instructors

BCCC will hire qualified adjunct faculty and instructors with significant experience teaching adults. Good Samaritan Nursing Center will have the opportunity to provide input regarding the selection of all instructional staff. All BCCC adjunct faculty and instructors are expected to adhere to the educational principles listed below.

Educational Principles

The following principles will be present in each course design:

- The learning experience is designed to help the participant integrate what is learned into a richer workplace and/or personal life;
- Learning experiences are highly interactive and focus on workplace or "real life" skills;
- Sessions are experiential in nature, with a high level of involvement on the part of the learners;
- The learning program focuses on clear-cut and attainable goals mutually agreed upon by the instructor and participants;
- Each class will utilize the life and work experience of the participants as a resource for learning;
- Participants will be made to feel comfortable with using their newly acquired skills;
- Sessions will be conducted in an open and informal atmosphere that encourages questions and discussion, and maximizes the learning;
- Examples will be focused in "real-time" and
- The instructors will be selected both for professional competence and their ability to build self-esteem and foster excitement about learning in participants.

Program Evaluation

Baltimore City Community College utilizes a standard evaluation form to measure the effectiveness of each non-credit course offering. Once completed by course participants, the forms are summarized, and the numerical responses are averaged. Unedited copies of the evaluation summary are provided to the client and the instructor, to ensure that a quality program meeting the goals as set forth by the client was delivered. Additionally, the Program Manager is available to meet with the course sponsor in the initial planning stages of the training program to determine evaluative measures that go beyond the reaction level to measure learning, application, and business results. Following the conclusion of this program, representatives of BCCC will meet with the client to review the evaluation methods and assess the quality and effectiveness of the course.

Attendance

The course instructor, using BCCC's standard attendance roster, will monitor attendance.

Continuing Education Units

Continuing Education Units (CEU) will be awarded to participants who successfully complete a training module or course at the rate of .1 CEU for every 1 contact hour of instruction.

Certificate of Completion

A certificate of completion will be awarded to participants who successfully complete the training program. Successful completion requires participants to attend no less than 104 hours of classroom hours, and 100% of clinical. More stringent criteria may be applied to the definition of "successful completion" at the discretion of the client.

Proposed Schedule

A comprehensive schedule including starting and ending dates and specific meeting times will be outlined and agreed upon by the College and Johns Hopkins Hospital prior to the start of training.

Location

The classroom portion of the training will be held at the Business and Continuing Education Center at 710 E. Lombard Street. The clinical portion of the training will be held at The Johns Hopkins Hospital, 600 N. Wolfe Street, Baltimore, MD 21287.

Maximum/Minimum Enrollment

The maximum enrollment in each class is 10. There is no minimum enrollment.

Program Support

The BCEC Program Coordinator will provide the support necessary to ensure that the high standards of quality and effectiveness required by BCCC are met regarding course content, instructor selection and preparation. The coordinator of this program will be Ms. Bayo Adetunji, Manager of Customized Training, under the overall direction of Ms. Cynthia McClain, Interim Director, Business and Industry Services

Proposed Fee for Training

The fee for the training which includes all instruction, student materials, certification, and administration as required by the College for up to 10 participants, is

Inquires regarding this proposal can be directed to:

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