

Idaho Pharmacy Technician Program Standards Criticality Survey 2018

1. Personal Qualities and People Skills				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Demonstrate a positive work ethic by coming to work every day on time, a willingness to take direction, and motivation to accomplish the task at hand.	0	4	23	2.85
Demonstrate integrity by abiding by workplace policies and laws and demonstrating honesty and reliability.	0	1	26	2.96
Demonstrate teamwork skills by contributing to the success of the team, assisting others, and requesting help when needed.	0	8	19	2.70
Demonstrate positive self-representation skills by dressing appropriately and using language and manners suitable for the workplace.	0	12	15	2.56
Demonstrate diversity awareness by working well with all customers and co-workers.	0	9	18	2.67
Demonstrate conflict-resolution skills by negotiating diplomatic solutions to interpersonal and workplace issues.	0	11	16	2.59
Demonstrate creativity and resourcefulness by contributing new ideas and working with initiative.	9	12	6	1.89
Answered				27
Skipped				0

2. Professional Knowledge and Skills				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Demonstrate effective speaking and listening skills by communicating effectively with customers and employees and following directions.	0	4	23	2.85
Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.	0	6	21	2.78
Demonstrate critical-thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.	0	7	20	2.74
Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.	2	12	13	2.41
Demonstrate understanding of workplace organizations, systems, and climates by identifying "big picture" issues and fulfilling the mission of the workplace.	6	9	12	2.22
Demonstrate lifelong-learning skills by continually acquiring new industry-related information and improving professional skills.	4	13	10	2.22
Demonstrate job acquisition and advancement skills by preparing to apply for a job and seeking promotion.	11	11	5	1.78
Demonstrate time, task, and resource management skills by organizing and implementing a productive plan of work.	2	15	10	2.30
Demonstrate mathematical skills by using mathematical reasoning to accomplish tasks.	2	8	17	2.56
Demonstrate customer service skills by identifying and addressing the needs of all customers and providing helpful, courteous, and knowledgeable service.	1	8	17	2.62
Answered				27
Skipped				0

3. Technology Knowledge and Skills				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
Demonstrate proficiency with job-specific technologies by selecting and safely using technological resources to accomplish work responsibilities in a productive manner.	1	12	14	2.48
Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.	2	12	13	2.41
Demonstrate proper Internet use and security by using the Internet appropriately for work.	2	12	13	2.41
Demonstrate proficiency with telecommunications by selecting and using appropriate devices, services, and applications.	2	15	10	2.30
Answered				27
Skipped				0

CONTENT STANDARD 1.0: PHARMACY TECHNICIAN				
Performance Standard 1.1: Roles and Services				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
1.1.1 Explain the role of the pharmacist.	3	5	18	2.58
1.1.2 Explain the traditional and the advanced role of the pharmacy technician.	3	6	17	2.54
1.1.3 Identify the role of the prescriber.	5	10	11	2.23
1.1.4 Explain the prescription cycle.	2	12	12	2.38
1.1.5 Compare types of pharmacies and other pharmacy services.	11	11	4	1.73
1.1.6 Describe the organization/layout of various pharmacy types.	13	10	3	1.62
Answered				26
Skipped				1

CONTENT STANDARD 2.0 LEGAL AND ETHICAL RESPONSIBILITIES				
Performance Standard 2.1: Duties According to Regulations, Policies and Laws				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
2.1.1 Understand Idaho State Board of Pharmacy Code and Administrative Rules.	0	6	20	2.77
2.1.2 Understand pharmacy record keeping.	3	8	15	2.46
2.1.3 Summarize timelines regarding federal laws.	7	8	11	2.15
2.1.4 Compare licensure, certification, registration and legislated scope of practice of pharmacy professionals.	5	10	11	2.23
2.1.5 Understand United States Pharmacopia (USP) Guidelines 795, 797, 800.	6	9	11	2.19
2.1.6 Understand Health Information Portability Accountability Act (HIPAA).	0	5	21	2.81
2.1.7 Recognize Drug Enforcement Administration (DEA) Code of Federal Regulations (number validation).	4	10	12	2.31
2.1.8 Understand the role of the Food and Drug Administration (FDA).	8	12	6	1.92
2.1.9 Understand the related guidelines of the Occupational Safety and Health Administration (OSHA) and safety data sheets (SDS).	4	14	8	2.15
2.1.10 Distinguish between accrediting bodies.	11	13	2	1.65
2.1.11 Demonstrate knowledge of continuing education and training for relicensure.	2	15	9	2.27
Answered				26
Skipped				1

Performance Standard 2.2: Professional Standards and Interpersonal Skills				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
2.2.1 Understand the importance of pharmacy culture.	11	10	5	4.77
2.2.2 Recognize various communication types (verbal, non-verbal, written, and electronic).	5	11	10	5.19
2.2.3 Practice conflict resolution.	2	12	12	5.38
2.2.4 Identify personal traits (desirable and undesirable) and attitudes of pharmacy team members.	9	12	5	4.85
2.2.5 Demonstrate professional standards of pharmacy workers as they apply to hygiene, dress, language, confidentiality ethical and civil behavior, substance and alcohol use and abuse.	3	11	12	5.35
2.2.6 Apply employability skills and requirement in the pharmacy setting. (Refer to CTE Readiness Standards, https://cte.idaho.gov/educators/program-standards/).	5	17	4	4.96
2.2.7 Understand various cultural differences and beliefs.	9	12	5	4.85
2.2.8 Practice confidentiality when communicating.	0	1	25	5.96
2.2.9 Understand the implications of social media.	4	14	7	5.12
2.2.10 Practice and demonstrate Health Information Portability Accountability Act (HIPAA).	0	5	21	5.81
Answered				26
Skipped				1

Performance Standard 2.3: Apply Critical Thinking Skills				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
2.3.1 Evaluate case studies related to pharmacy.	14	10	2	4.00
2.3.2 Set up various role play scenarios that a pharmacy encounters.	15	7	4	4.00
2.3.3 Practice basic concepts of logic and problem solving.	2	11	13	5.35
Answered				26
Skipped				1

CONTENT STANDARD 3.0: PROCESSING AND HANDLING OF MEDICATION AND MEDICATION ORDERS/PRESCRIPTIONS				
Performance Standard 3.1: Analyzing Prescriptions				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
3.1.1 Differentiate between a prescription and a medication order.	3	11	11	2.32
3.1.2 Interpret the prescription/medication order.	2	6	17	2.60
Answered				25
Skipped				2

Performance Standard 3.2: Assisting the Pharmacist				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
3.2.1 Utilize technology to input pharmacy data.	2	5	18	2.64
3.2.2 Practice various forms of communication etiquette, including prioritization.	1	11	13	2.48
3.2.3 Collect relevant patient information.	0	8	17	2.68
3.2.4 Critique the prescription refill process.	3	14	8	2.20
3.2.5 Assist with identifying the patient's need for counseling.	2	9	14	2.48
3.2.6 Demonstrate reconstitution of antibiotic prescriptions.	2	12	11	2.36
3.2.7 Understand medication monitoring programs.	6	14	5	1.96
3.2.8 Discuss a pharmacy audit.	11	12	2	1.64
Answered				25
Skipped				2

Performance Standard 3.3: Assist Pharmacist in Special Handling and Documentation				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
3.3.1 Explain immunization and wellness programs.	10	11	4	1.76
3.3.2 Understand chemotherapy compounding (USP 800 Guidelines).	13	5	7	1.76
3.3.3 Understand Total Parenteral Nutrition (TPN).	12	7	6	1.76
3.3.4 Identify controlled substances and their processes.	0	6	19	2.76
3.3.5 Document investigational drugs (clinical trials).	18	5	2	1.36
3.3.6 Identify drugs categorized as Risk Evaluation Mitigation Strategies (REMS).	13	7	5	1.68
Answered				25
Skipped				2

CONTENT STANDARD 4.0: STERILE AND NON-STERILE COMPOUNDING				
Performance Standard 4.1: Compounding Sterile Products				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
4.1.1 Understand universal precautions for sterile compounding.	8	5	12	2.16
4.1.2 Introduce the scope of USP Guidelines as appropriate.	8	12	5	1.88
4.1.3 Understand how to read a label.	0	4	21	2.84
4.1.4 Identify the equipment and technology used in sterile compounding.	8	9	8	2.00
4.1.5 Determine the correct amounts of ingredients.	6	3	15	2.38
4.1.6 Explain reconstitution of sterile products.	8	6	11	2.12
Answered				25
Skipped				2

Performance Standard 4.2: Compounding Non-Sterile Products				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
4.2.1 Understand universal precautions for non-sterile compounding.	5	9	11	2.24
4.2.2 Introduce the scope of USP Guidelines as appropriate.	8	7	10	2.08
4.2.3 Understand how to read a prescription for compounding.	6	3	16	2.40
4.2.4 Identify the equipment, apparatus, and technology used in non-sterile compounding.	6	10	9	2.12
4.2.5 Determine the correct amounts of ingredients.	5	2	18	2.52
4.2.6 Understand compounding of non-sterile products.	6	6	13	2.28
4.2.7 Understand reconstitution of non-sterile products.	6	6	13	2.28
Answered				25
Skipped				2

CONTENT STANDARD 5.0: PROCUREMENT, BILLING, REIMBURSEMENT AND INVENTORY MANAGEMENT				
Performance Standard 5.1: Assist in the Adjudication of Billing				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.1.1 Define the term third party.	5	11	9	2.16
5.1.2 Understand the terminology of insurance billing.	5	9	11	2.24
5.1.3 Demonstrate how to find information on an insurance card.	4	4	17	2.52
5.1.4 Explain pharmacy reimbursement plans.	9	10	6	1.88
5.1.5 Explain a third party rejection.	5	8	12	2.28
Answered				25
Skipped				2

Performance Standard 5.2: Accepted Procedures in Purchasing Pharmaceuticals				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.2.1 Describe various procedures in purchasing pharmaceuticals.	8	16	1	1.72
5.2.2 Explain controlled substance ordering systems (DEA Form 222).	10	11	4	1.76
5.2.3 Explain ordering system and the technology applied.	11	11	3	1.68
Answered				25
Skipped				2

Performance Standard 5.3: Accepted Procedures in Inventory Control				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.3.1 Differentiate inventory control systems for various drug classifications.	5	11	9	2.16
5.3.2 Explain legal aspects of drug returns from patients.	4	11	10	2.24
5.3.3 Describe reasons for recalled drugs, the two types and the three levels of drug recalls.	7	16	2	1.80
5.3.4 Explain standard procedures for reviewing and removing outdated drug products.	5	12	8	2.12
5.3.5 Explain methods of obtaining drug products from alternate sources.	11	12	2	1.64
5.3.6 Understand formularies in the pharmacy.	6	13	6	2.00
Answered				25
Skipped				2

Performance Standard 5.4: Processing Payment Options for Medical Products and Services				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
5.4.1 Role play Point of Sale (POS) transactions.	7	12	6	1.96
5.4.2 Verify address and patient information to assure proper dispensing.	2	7	16	2.56
5.4.3 Understand required forms of identification for drug transactions and signature requirements.	3	8	14	2.44
5.4.4 Understand age limits and purchase limits in dispensing certain pharmaceuticals.	3	11	11	2.32
Answered				25
Skipped				2

CONTENT STANDARD 6.0: SAFETY				
Performance Standard 6.1: Patient Safety				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.1.1 Practice effective infection control procedures.	2	10	13	2.44
6.1.2 Define and recognize a possible Drug Utilization Review (DUR).	9	12	4	1.80
6.1.3 Describe the role of Institute for Safe Medical Practices (ISMP), Medical Error Reporting Program (MERP), Joint Commission Accreditation of Hospital Organizations (JCAHO).	10	12	3	1.72
Answered				25
Skipped				2

Performance Standard 6.2: Practice Medication Safety				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
6.2.1 Identify sound-alike/look-alike drugs.	1	10	14	2.52
6.2.2 Identify high alert/high risk medications.	0	8	17	2.68
6.2.3 Identify common safety strategies.	1	11	13	2.48
6.2.4 Identify quality assurance.	1	12	12	2.44
6.2.5 Practice Tech-Check-Tech.	7	8	10	2.12
6.2.6 Practice receiving verbal orders.	3	14	8	2.20
Answered				25
Skipped				2

CONTENT STANDARD 7.0: UNDERSTAND TECHNOLOGY AND INFORMATICS				
Performance Standard 7.1: Proper Pharmaceutical Dispensing				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
7.1.1 Identify National Association Boards of Pharmacy (NABP) and Idaho BOP Requirements in labeling prescriptions.	2	12	11	2.36
7.1.2 Discuss emerging technologies which includes electronic medical records (EMR).	8	14	3	1.80
7.1.3 Describe prescription process (receiving to dispensing).	1	8	16	2.60
7.1.4 Recognize fraudulent prescriptions.	3	8	14	2.44
7.1.5 Understand reliable drug information resources.	5	14	6	2.04
Answered				25
Skipped				2

CONTENT STANDARD 8.0: PHARMACOLOGY				
Performance Standard 8.1: Understanding Pharmacokinetics				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
8.1.1 Understand absorption, distribution, metabolism, excretion (ADME) and the related organs.	17	6	1	1.33
Answered				24
Skipped				3

Performance Standard 8.2: Understanding Pharmacodynamics				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
8.2.1 Understand drug classifications.	5	11	8	2.13
8.2.2 Recognize generic and brand names of common drugs.	1	12	11	2.42
8.2.3 Identify drug interactions/side effects of commonly prescribed drugs.	13	8	3	1.58
8.2.4 Explain strengths/dosage, and dosage forms.	3	10	11	2.33
8.2.5 Differentiate routes of administration.	1	9	14	2.54
Answered				24
Skipped				3

Performance Standard 8.3: Recognizing Over-The-Counter and Alternative Therapies				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
8.3.1 Recognize over-the-counter (OTC) products.	3	14	7	2.17
8.3.2 Explain vitamins, minerals, and herbal supplements.	10	11	3	1.71
8.3.3 Identify devices and durable medical equipment (DME), i.e. testing devices, first aid and wound care.	10	11	3	1.71
Answered				24
Skipped				3

CONTENT STANDARD 9.0: APPLICATION OF PHARMACEUTICAL MATHEMATICS				
Performance Standard 9.1: Apply Mathematics in Pharmaceutical Practice				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
9.1.1 Demonstrate knowledge of Measurement Systems (temperature conversions, conversions from household to metric).	5	8	10	2.22
9.1.2 Demonstrate ratios and proportions (dimensional analysis).	4	8	11	2.30
9.1.3 Understanding drug strengths in percentages.	3	6	14	2.48
9.1.4 Demonstrate dosage calculations (based on age, weight, body surface area and drip rates).	5	6	12	2.30
9.1.5 Compute "Days Supply".	1	6	16	2.65
9.1.6 Calculate "Quantity to Dispense".	1	6	15	2.64
9.1.7 Understand "Alligations".	7	7	9	2.09
Answered				23
Skipped				4

CONTENT STANDARD 10.0: RECOGNIZE AND IMPLEMENT QUALITY ASSURANCE				
Performance Standard 10.1: Application of Assurance Practices				
Answer Choices	Nice to Know	Need to Know	Critical to Know	Rating Average
10.1.1 Understand Risk Management Guidelines and Regulations.	9	12	2	1.70
10.1.2 Determine proper communication channels.	4	13	6	2.09
10.1.3 Understand National Drug Code (NDC).	3	11	9	2.26
10.1.4 Differentiate reporting agencies (MedWatch, Poison Control, pharmaceutical manufacturer, FDA hotline).	9	9	5	1.83
10.1.5 Understand universal precautions.	4	11	8	2.17
10.1.6 Understand the importance of customer satisfaction.	1	5	17	2.70
10.1.7 Understand pharmacy diversion.	1	7	15	2.61
Answered				23
Skipped				4