

Continuous Improvement: Implementation of Pharmacy Technicians Entry-to-Practice Competency Assessment Framework

Mr Jonathan Lau¹, Ms Carolyn Ho¹, Ms Hooi Pik Yee², Ms Janice Lim³, Mrs Ng-Hong Mok Shiang⁴, A/Prof Lita Chew¹, A/Prof Camilla Wong¹

¹Ministry of Health, Singapore; ²Alexandra Hospital; ³KK Women and Children's Hospital; ⁴National Healthcare Group Pharmacy

Illustrated by Mr Eward Lim¹

1. Introduction

Continuous improvement of the Pharmacy Technician Entry-to-Practice (ETP) Assessment Framework to:



- ✓ Achieve benchmark competency requirements at entry-to-practice
- ✓ Broaden pharmacy technician manpower pipeline

2. Methods

Assessment results consolidated by schools were reviewed by members of Pharm Tech TDC

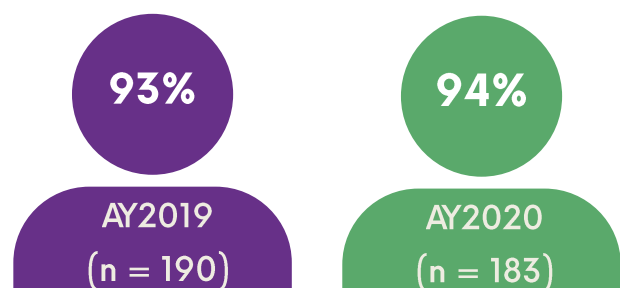
Feedback from key stakeholders were gathered for further refinement of the assessment tools

Curriculum of a non-feeder diploma programme[^] was assessed based on the Pharm Tech ETP competency standards

[^]Part-Time Diploma in Applied Science (Pharmaceutical Science) by Republic Polytechnic

3. Results

Average competency attainment rates of student cohorts:

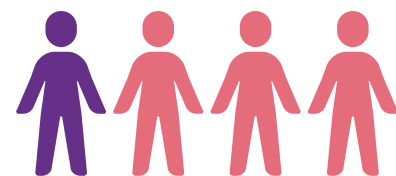


1% improvement for Key Tasks 1 to 4*

4% improvement for Key Task 5*



13% improvement for Key Task 6*



28.4% of graduates from the first cohort (AY2019) joined the Public Sector as Pharmacy Technicians

Continuous improvement efforts:

- ✓ 54 trainers attended Trainers' Workshop in July 2023
- ✓ 43 participants provided feedback for improvement at Focus Group Discussions
- ✓ Revised Core Drug List to ensure relevancy to current practice
- ✓ Improved format of assessment checklists to ease administrative burden
- ✓ Expanded the use of the Framework to Part-Time Diploma[^] graduates

*1: Process prescriptions/ medication orders; 2: Supply medication under pharmacist's supervision; 3: Provide patient counselling and education under pharmacist's supervision; 4: Comply to medication safety; 5: Perform physical or electronic medication reconciliation; 6: Assist pharmacist in the sale of General Sale List/ Pharmacy Only Medicines

Scan to find out more!



Acknowledgements:

- Members of the Pharm Tech Training and Development Committee (TDC) for their guidance, valuable inputs and support
- All Pharmacy Managers, trainers and pharmacy staff for their support to the implementation of the ETP competency assessment framework

4. Discussion

More training workshops will be required to onboard trainers and align expectations of an entry-level pharmacy technician

There is a need to increase attractiveness of the pharmacy technician career pathway for more graduates to join the workforce

Continuous improvement and close collaborations among key stakeholders are necessary to sustain progress

