

*Make
your mark...*

THE INAUGURAL

NEW ZEALAND PRIMARY HEALTHCARE
AWARDS | He Tohu Mauri Ora



Pharmacy Technician of the Year

ENTRY FORM

ENTRIES OPEN: 30 AUGUST TO 10 NOVEMBER 2019

We know you are already a great performer because you have chosen to reflect on your practice! Now is the time to pitch yourself against other great performing pharmacy technicians in New Zealand. Any qualified (level 5) technician can enter; all you need is a pharmacist to give you a hand and a couple of dedicated hours.

Fill out Section A yourself, and ask a pharmacist mentor to complete Section B on your behalf. Each section has three parts.

To enter the Awards, register on www.nzphawards.co.nz/enter and ensure you agree to the Ts & Cs. Then complete this workbook, scan and upload into your online entry. Alternatively, you can download an editable version from the website, then upload your completed digital entry form.

Finalists will receive two tickets per awards entry to the inaugural New Zealand Primary Healthcare Awards | He Tohu Mauri Ora. Travel and accommodation costs will be subsidised to facilitate your attendance to the inaugural gala on 29 February.*

Big thanks to Annette Lucena and Sally Schnauer, pharmacy technician tutors at NZMA (formerly Academy New Zealand), for developing and judging this award category, and to ProPharma for supporting pharmacy technician development.

Pharmacy Technician of the Year

SECTION A – Self evaluation

Name of technician/awards candidate:
Pharmacy name:
Contact email address of technician:
Phone number of technician:
Name of pharmacist mentor:

PART ONE – CAPABILITIES

Pharmacy technicians have busy, varied and valuable jobs. The table below describes the capabilities you may demonstrate under just one of the areas that comprise the technician role – "Assess prescriptions prior to dispensing".

First up, evaluate how you think you perform. Give yourself a score of 1 if you seldom demonstrate the capability; 2 if you mostly display the capability; and 3, if you are consistently capable. Enter these into the table provided and total up the scores. Some capabilities are classed as "power capabilities"; this means they are skills that will likely distinguish a technician working at an advanced level. These will score double and are indicated as in the sample below.

After evaluating yourself, ask a pharmacist you work with often to also evaluate you in Section B. Consider your different responses. Are there any surprises?

SAMPLE TABLE DISPENSING – Assess prescriptions prior to dispensing	Seldom (1)	Mostly (2)	Consistently (3)	
Identify legal requirements of prescriptions			3	
Identify subsidy requirements of prescriptions			3	
Perform checks on prescriptions and identify deficiencies in patient profile information provided, for example age, weight, height, etc.			3	
Check for appropriateness of dose formulation/dose/frequency/route/duration of therapy		2		
Appropriately refer to pharmacist, doctor or other health professional	1			
Perform checks on prescriptions and identify drug allergies, interactions and contraindications		4		x2 Power capability
Display critical thinking when communicating/discussing medicines history of patients with patients and pharmacists/peers		4		x2 Power capability
TOTALS	1	10	9	20

Continued next page

DISPENSING – Assess prescriptions prior to dispensing	Seldom (1)	Mostly (2)	Consistently (3)	
Identify legal requirements of prescriptions				
Identify subsidy requirements of prescriptions				
Perform checks on prescriptions and identify deficiencies in patient profile information provided, for example age, weight, height, etc.				
Check for appropriateness of dose formulation/dose/frequency/route/duration of therapy				
Appropriately refer to pharmacist, doctor or other health professional				
Perform checks on prescriptions and identify drug allergies, interactions and contraindications				x2 Power capability
Display critical thinking when communicating/discussing medicines history of patients with patients and pharmacists/peers				x2 Power capability
TOTALS				

DISPENSING – Process prescriptions	Seldom (1)	Mostly (2)	Consistently (3)	
Efficiently use dispensing software to record the necessary information and produce a label				
Produce grammatically correct and easily understood labels				
Accurately perform pharmaceutical calculations				
Annotate prescriptions				
Prioritise prescriptions, for example, urgency of clinical need/preparation time required				x2 Power capability
TOTALS				

DISPENSING – Dispense medications	Seldom (1)	Mostly (2)	Consistently (3)	
Consistently select/count correct medication				
Check expiry dates				
Select appropriate containers, for example, amber/glass container type				
Use the prescription as the primary source for checking that both label and dispensed medicine correlate to the prescribed medicine				
Ensure all prepared prescriptions are checked by the pharmacist or qualified Pharmacy Accuracy Checking technician (PACT).				
Appropriately and accurately updates patient records related to the dispensing process				
Identify and minimise potential risks of medication errors				x2 Power capability
TOTALS				

Continued next page

DISPENSING – Administration tasks	Seldom (1)	Mostly (2)	Consistently (3)	
Accurately and timely file prescriptions/reconciliation of fax prescriptions with originals				
Liaise with medical professionals about prescription amendments as necessary				
Competently process prescription claims				
Check and record fridge and dispensary temperatures				
TOTALS				

DISPENSING – Stock control (inventory and storage)	Seldom (1)	Mostly (2)	Consistently (3)	
Order pharmacy stock ensuring that stock levels are appropriate for dispensary efficiency				
Check stock delivered matches invoice				
Check expiry dates and rotate stock as necessary				
Identify and manage items requiring special handling and storage, for example, CDs, cold chain products, cytotoxics				
Dispose of products in accordance with legal and safety requirements, including any reporting required				
Understand requirements and implement product recalls. Plan for and manage stock with Pharmac funding changes				x2 Power capability
TOTALS				

DISPENSING – Support optimal use of medicines using basic pharmacotherapy knowledge	Seldom (1)	Mostly (2)	Consistently (3)	
Demonstrate techniques for commonly used devices such as spacers, eye drops and blood pressure monitors				
Explain appropriate, relevant details of medicines to patients				
Communicate any special storage and handling conditions				
Counsel patients on the purpose of their medicines, signs and symptoms of side effects and when to seek medical attention				x2 Power capability
Know where to find the necessary information and give additional information resources if appropriate				x2 Power capability
Use effective communication techniques to check with the patient for understanding				x2 Power capability
TOTALS				

Continued next page

Professionalism, law and ethics	Seldom (1)	Mostly (2)	Consistently (3)	
Describe and identify the legal requirements applicable for supply of medicines, for example, pharmacist-only medicines				
Handle complaints professionally				
Protect patient privacy and confidentiality of patient information				
Act in accordance with the Pharmacy Council of NZ Code of Ethics				
Display professional behaviour towards patients, colleagues and other healthcare professionals				
Keep up-to-date with your own pharmaceutical and health knowledge to maintain highest levels of professional competence				x2 Power capability
Work within the limitations of your knowledge and appropriately refer to resources and/or others when necessary				x2 Power capability
Exercise judgement when supplying medicines with the potential for abuse				x2 Power capability
Work to improve the quality of services offered by identifying and/or addressing areas for team quality or knowledge improvement				x2 Power capability
TOTALS				

Communication	Seldom (1)	Mostly (2)	Consistently (3)	
Understand, speak and write clearly in English				
Demonstrate effective non-verbal skills in face-to-face communication				
Communicate effectively over the telephone				
Recognise and address barriers to communication, for example, cultural, health literacy, deafness				x2 Power capability
Use active listening and reflection				x2 Power capability
TOTALS				

Promote teamwork	Seldom (1)	Mostly (2)	Consistently (3)	
Maintain respectful and cooperative relationships with co-workers and health professionals				
Promote and demonstrate teamwork with others in the workplace				
Prepare for, participate and contribute in meetings				x2 Power capability
TOTALS				

Continued next page

Workplace health and safety	Seldom (1)	Mostly (2)	Consistently (3)	
Comply with workplace health and safety policies and procedures				
Be familiar with emergency protocols				
Understand safe handling of medicines and correct disposal of hazardous waste				
Identify issues, such as signs of infectious disease and unsafe working conditions				
Be proactive about potential hazards within the pharmacy				x2 Power capability
TOTALS				

Public health	Seldom (1)	Mostly (2)	Consistently (3)	
Provide evidence-based lifestyle advice to individuals to promote health and wellness and disease prevention and control				x2 Power capability
TOTALS				

SELF EVALUATION – CAPABILITIES – Total bold boxes from pages 3, 4, 5, 6	
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PART TWO – POWER CAPABILITIES

Choose three of your strongest power capabilities. For each capability, in less than 250 words, describe a situation in the previous 12 months that illustrates why you gave yourself the rating you did.

Be SMART in your response. Write about Specific examples, try and provide a Measure, and show how it was Achievable and Realistic within a Time frame.

Your evaluation will be marked by a panel of judges and awarded a mark out of 15. They are looking for a clear description of the situation in which the capability is demonstrated and the impact that this has on the service delivered.

Example response for power capability:

Identify discrepancies based on patient medication history.

Over the past 12 months, I have been working to improve how we handle discharge scripts from our local hospital outpatient department. I noted that outpatient discharge letters did not have the full information regarding the patient's medicine history. I implemented a new procedure within the dispensary to ensure that we asked to see discharge letters when patients bring in prescriptions after being in hospital. I developed an SOP to ensure the medicines reconciliation was robust. This resulted in at least 10 near-miss scripts being identified.

Response: power capability 1:

Judges
evaluation

Continued next page

Response: power capability 2:

Judges
evaluation

Response: power capability 3:

Judges
evaluation

Continued next page

PART THREE – PLANNING FOR IMPROVEMENT

After reviewing your capabilities, working with the pharmacist, outline two development goals for yourself for the next 12 month, in 250 words or less, and the reasons you have chosen these goals. Your evaluation will be marked by a panel of judges and awarded a mark out of 6. They are looking for evidence that you have accurately identified areas of professional development after reviewing practice.

Response: planning for improvement

Judges
evaluation

SELF EVALUATION – JUDGES MARKS – Total bold boxes from pages 7, 8, 9

Continued next page

Pharmacy Technician of the Year

SECTION B – Pharmacist's evaluation

Name of technician/awards candidate:
Name of pharmacist:
Contact email address of pharmacist:
Phone number of pharmacist:

This form has been designed to assist pharmacists to undertake a quantitative and qualitative assessment of a technician's practice and could be used as the basis of an annual performance appraisal for the technician. Remember to use the SMART (specific, measurable, achievable, realistic and time bound) acronym when discussing your technician's entry and setting performance goals. Undertaking this activity, in combination with other self-directed learning, may assist you to demonstrate your professional capabilities in O4.3 Manage and Develop Personnel.

PART ONE – CAPABILITIES

First up, evaluate how you think the technician you work with performs, demonstrating the various capabilities indicated on the tables below. Give them a score of 1 if they seldom demonstrate the capability; 2 if they mostly display the capability; and 3, if they are consistently capable. Enter these into the table provided and total up the scores. Some capabilities are classed as "power capabilities"; this means they are skills that will likely distinguish a technician working at an advanced level. These will score double and are indicated as in the sample below.

SAMPLE TABLE DISPENSING – Assess prescriptions prior to dispensing	Seldom (1)	Mostly (2)	Consistently (3)	
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Appropriately refer to pharmacist, doctor or other health professional	1			
Perform checks on prescriptions and identify drug allergies, interactions and contraindications		4		x2 Power capability
Display critical thinking when communicating/discussing medicines history of patients with patients and pharmacists/peers		4		x2 Power capability
TOTALS	1	10	9	20

Continued next page

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Check for appropriateness of dose formulation/dose/frequency/route/duration of therapy				
Appropriately refer to pharmacist, doctor or other health professional				
Perform checks on prescriptions and identify drug allergies, interactions and contraindications				x2 Power capability
Display critical thinking when communicating/discussing medicines history of patients with patients and pharmacists/peers				x2 Power capability
TOTALS				

DISPENSING – Process prescriptions	Seldom (1)	Mostly (2)	Consistently (3)	
Efficiently use dispensing software to record the necessary information and produce a label				
Produce grammatically correct and easily understood labels				
Accurately perform pharmaceutical calculations				
Annotate prescriptions				
Prioritise prescriptions, for example, urgency of clinical need/preparation time required				x2 Power capability
TOTALS				

DISPENSING – Dispense medications	Seldom (1)	Mostly (2)	Consistently (3)	
Consistently select/count correct medication				
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Select appropriate containers, for example, amber/glass container type				
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Ensure all prepared prescriptions are checked by the pharmacist or qualified Pharmacy Accuracy Checking technician (PACT).				
Appropriately and accurately updates patient records related to the dispensing process				
Identify and minimise potential risks of medication errors				x2 Power capability
TOTALS				

Continued next page

DISPENSING – Administration tasks	Seldom (1)	Mostly (2)	Consistently (3)	
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TOTALS				

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Dispose of products in accordance with legal and safety requirements, including any reporting required				
Understand requirements and implement product recalls. Plan for and manage stock with Pharmac funding changes				x2 Power capability
TOTALS				

DISPENSING – Support optimal use of medicines using basic pharmacotherapy knowledge	Seldom (1)	Mostly (2)	Consistently (3)	
Demonstrate techniques for commonly used devices such as spacers, eye drops and blood pressure monitors				
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Communicate any special storage and handling conditions				
Counsel patients on the purpose of their medicines, signs and symptoms of side effects and when to seek medical attention				x2 Power capability
Know where to find the necessary information and give additional information resources if appropriate				x2 Power capability
Use effective communication techniques to check with the patient for understanding				x2 Power capability
TOTALS				

Continued next page

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Handle complaints professionally				
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Act in accordance with the Pharmacy Council of NZ Code of Ethics				
Display professional behaviour towards patients, colleagues and other healthcare professionals				
Keep up-to-date with their own pharmaceutical and health knowledge to maintain highest levels of professional competence				x2 Power capability
Work within the limitations of their knowledge and appropriately refer to resources and/or others when necessary				x2 Power capability
Exercise judgement when supplying medicines with the potential for abuse				x2 Power capability
Work to improve the quality of services offered by identifying and/or addressing areas for team quality or knowledge improvement				x2 Power capability
TOTALS				

Communication	Seldom (1)	Mostly (2)	Consistently (3)	
Understand, speak and write clearly in English				
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Communicate effectively over the telephone				
Recognise and address barriers to communication, for example, cultural, health literacy, deafness				x2 Power capability
Use active listening and reflection				x2 Power capability
TOTALS				

Promote teamwork	Seldom (1)	Mostly (2)	Consistently (3)	
Maintain respectful and cooperative relationships with co-workers and health professionals				
Promote and demonstrate teamwork with others in the workplace				
Prepare for, participate and contribute in meetings				x2 Power capability
TOTALS				

Continued next page

Workplace health and safety	Seldom (1)	Mostly (2)	Consistently (3)	
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Identify issues, such as signs of infectious disease and unsafe working conditions				
Be proactive about potential hazards within the pharmacy				x2 Power capability
TOTALS				

Public health	Seldom (1)	Mostly (2)	Consistently (3)	
Provide evidence-based lifestyle advice to individuals to promote health and wellness and disease prevention and control				x2 Power capability
TOTALS				

PHARMACIST'S EVALUATION – CAPABILITIES – Total bold boxes from pages 11, 12, 13, 14	
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PART TWO – POWER CAPABILITIES

Choose three power capabilities where you have evaluated your technician as scoring 2 or above and indicate, using examples of your observations, how you know that your technician practises consistently in this manner. Word limit 250.

Your evaluation will be marked by a panel of judges and awarded a mark out of 15. They are looking for a clear description of the situation in which the capability is demonstrated and the impact that this has on the service delivered. Don't forget your SMART approach!

Example response for power capability: Keep up to date with pharmaceutical knowledge to maintain highest levels of professional competence.

Katherine is very diligent with professional development. Over the last 12 months, she has completed seven online training modules with ELearning and organised two in-pharmacy training sessions for all staff; these improved team knowledge on ECP and wound treatment. She self-identified that she needed more knowledge of nicotine replacement therapy in view of the widened access through pharmacy, and organised training for herself. These initiatives have resulted in two young women, who would otherwise have missed out on the chance to take the ECP, being referred to me for an ECP consultation. Regarding the NRT learning, we have begun a pharmacy-wide initiative to open conversations with patients about their smoking. This has led to an upsurge in patients coming to our pharmacy to talk about the possibility of stopping smoking. As we are one of only a few pharmacies in a small town, word has got around and the number of opportunities to talk about smoking cessation has been exponential.

Response: power capability 1:

Judges
evaluation

Continued next page

Response: power capability 2:

Judges
evaluation

Response: power capability 3:

Judges
evaluation

Continued next page

PART THREE – FINAL COMMENT

Tell us why, in 200 words or less, your technician is the best in New Zealand.

Your evaluation will be marked by a panel of judges and awarded a mark out of 4. They are looking for distinguishing factors that identify your technician as operating at the highest level of practice.

RESPONSE: final comment

Judges
 evaluation

PHARMACIST'S EVALUATION – JUDGES MARKS – Total bold boxes from pages 15, 16, 17

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SELF EVALUATION – TOTAL CAPABILITIES – from page 6	
SELF EVALUATION – TOTAL JUDGES MARKS – from page 9	
PHARMACIST'S EVALUATION – TOTAL CAPABILITIES – from page 14	
PHARMACIST'S EVALUATION – TOTAL JUDGES MARKS – from page 17 (above)	
GRAND TOTAL	