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Pharmacy Technician Workforce Development

In review:

- Requirements for pharmacy technicians in MO
- Additional certifications or training ***can*** include:
  - Immunization administration
  - Certified Pharmacy Technician (CPhT)
  - Community Health Workers (CHW)

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Community Health Worker Definition

In review:

- Requirements for pharmacy technicians in MO
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Pharmacy Tech's dually trained as Community Health Workers (CHWs)

A CHW is a **frontline public health worker** who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the **CHW to serve as a liaison/link/intermediary between health/social services and the community** to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

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PT-CHWs Impact

- Public health perspective
- Pharmacy perspective
- Community perspective

Goals for Workforce Development

1. Adoption of technician-supported care models occurs when pharmacies build the infrastructure and workflows to deploy trained technicians.
2. Business-level investment demonstrated through time, staffing, and role elevation for pharmacy technicians.
3. Overall, job stability, advancement, and satisfaction while ensuring pharmacies have the minimum capabilities needed to support and sustain these roles.

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