

Optimizing Patient Care with Technician Product Verification

Readiness Assessment for a Community Pharmacy

Defined Need

1. Have you clearly defined the need that is driving your pharmacy to consider implementing technician product verification (TPV)? Examples may include the desire to expand pharmacist-provided patient care services including point of care tests, screening, immunization, adherence initiatives, opioid risk reduction programs, etc.	Yes	No
2. Do you have support at all levels of your organization/pharmacy?	Yes	No

Practice Site Readiness

1. If applicable/required, do you have medication dispensing technology, such as barcode scanning or automated counting/filling systems, in place to provide safeguards while dispensing?	Yes	No
2. Do you have a private or semi-private space for patient consultation?	Yes	No
3. Have you identified where in the pharmacy TPV will be implemented (e.g., where will workstations be located)?	Yes	No
4. Have you determined how TPV as a new workflow model will operate with your pharmacy software?	Yes	No
5. Have you engaged pharmacy leadership and counsel to help evaluate the potential program in light of operational and legal considerations?	Yes	No

Personnel

1. Have all members of your pharmacy staff committed to making this shift in practice?	Yes	No
2. Do you have at least two (2) full time, TPV trained pharmacy technicians and one (1) full time pharmacist? Other considerations may include the need for additional technician FTE or otherwise decide how responsibilities will be shifted from the technician(s) who will take on TPV.	Yes	No
3. Do you have another TPV trained pharmacy technician fill-in when regular technician staff take vacation, sick leave or other leaves of absence?	Yes	No
4. Have technicians expressed enthusiasm for new opportunities in their role?	Yes	No

Patient Care Activities

1. Do you have formal policies and procedures in place to document patient care activities?	Yes	No
2. Are all pharmacists on staff actively providing immunizations?	Yes	No
3. Have all pharmacists expressed enthusiasm for expanding patient care services?	Yes	No
4. Does your pharmacy regularly offer at least multiple types of patient care services, such as immunizations and medication therapy management?	Yes	No
5. Are your pharmacists and pharmacy technicians trained on MTM documentation and billing platforms, such as OutcomesMTM® or Mirixa®?	Yes	No

Sustainment of the Change

1. Is your pharmacy willing to measure and assess progress and continuously improve processes?	Yes	No
2. Will your pharmacy reinforce and reward positive teamwork behaviors and improvements in processes?	Yes	No

Readiness Assessment Score

Number of “Yes” responses you have selected is 12-18 out of 18:

Your pharmacy is likely ready to consider utilizing technician product verification to optimize patient care delivered by your pharmacists. Consider the items to which you answered “no” – are you willing to make any changes to your practice to better set your pharmacy up for success with TPV? As you begin the implementation process, continue to monitor whether the answers to these questions change and keep a close eye on any items to which you answered “no.”

Number of “Yes” responses you have selected is 8-11 out of 18:

Your pharmacy may not be ready on many of the readiness factors, reducing the likelihood to effectively and efficiently implement this model into your pharmacy practice successfully. Consider the items to which you answered “no” – can any of these be addressed to better set your pharmacy up for success with TPV? Evaluate carefully if this is an appropriate time to implement technician product verification to optimize patient care.

Number of “Yes” responses you have selected is 1-7 out of 18:

Based on your responses, significant work is likely needed to raise the readiness level of your pharmacy. Utilization of technician product verification at this point could create significant risk that it will not succeed or produce the desired results. Consider the items to which you answered “no” – can any of these be addressed to better set your pharmacy up for success with TPV? Evaluate cautiously if this is an appropriate time to implement technician product verification to optimize patient care.



This document was created by the Iowa Pharmacy Association with support from NACDS.