What are the strengths of your area?: During the academic year 2013/2014 the pharmacy tech program had 25 total students and 80% successfully completed the course which was increased from 75% during the 2012/2013 year.

Students are eligible to take an optional national certification exam and the one student that took it from the 2013/2014 class passed.

The number of adjunct faculty has decreased to two for the 2013/2014 academic year which is down from 4. This adjustment has helped with the continuity of instruction for the students.

The pharmacy tech course can enroll up to 25 students this number keeps the instructor student ratio in the efficient range and that allows enough space for learning in the allied health skills lab which is the limiting space factor for the course.

The pharmacy tech program continues with relationships with multiple clinical sites for externships. The pharmacy tech instructors coordinate placements with the clinical sites.

What improvements are needed?: The pharmacy tech program could use more clinical sites for the students when they start their externships. Due to limited hours of the retail pharmacies it can be difficult to place students. Also it is difficult to ensure students are able to get the number of hours required by the program and the California Board of Pharmacy in order for the student to become a registered technician in California.

Describe any external opportunities or challenges.: Each state is able to decide what will be required for a person to become a pharmacy technician. Many states are making it required for a student to have completed an accredited program and/or take the national certification exam in order to become licensed. Although the state of California has not required this yet it is talked about regularly at pharmacy meetings. Pharmacy associations like ASHP (American Society of Health System Pharmacists) are advocates for accreditation to ensure pharmacy techs are all receiving similar education before being intricately involved in patient care. There are some places that require technicians to be nationally certified with PTCB (Pharmacy Tech Certification Board) in order to be hired. Starting in 2020 students must have completed an accredited program in order to be eligible to take the national exam. At this time our program is not accredited and we do highly recommend our students to sit for the national exam. As of 2020 if our status does not change this will no longer be an opportunity for our students and may decrease their chances at employment.

Overall Outcome Achievement: The program level outcomes were all met for 2013 and 2014. The required course SLOs were all assessed. The overall outcomes have been as expected especially with a change main instructor from the 2012/2013 to the 2013/2014 academic year. One area that was assessed as an area for improvement was trying to increase the amount of retail clinical simulation available in lab.

Changes based on outcome achievement: Based on the outcome achievement the instructor for the pharmacy tech course has been working on new labs and revamping old labs to incorporate more retail simulation. Further work on labs and obtaining information from our clinical sites has been helpful in creating a more realistic retail setting in lab.

Outcome cycle evaluation: The current cycle for outcome assessment is every three years for the pharmacy technician program. The main adjunct faculty member addresses these and it seems appropriate at this time. This will be monitored and adjustments made if outcomes should be addressed more often.

Action: Accreditation Timeline
Research ASHP accreditation and develop a potential timeline for the pharmacy technician program to become accredited by ASHP by 2020 to allow our students eligibility for national certification if they choose.

Start Date: 08/01/2014
Completion Date: 05/30/2015
Status: New Action

Identify related course/program outcomes: All the course and program outcomes are related to this because if we are not able to have our students find employment because they are not able take the national exam then the program will not be effective for our students.

Rationale (With supporting data): 1. The Pharmacy Technician Certification Board (PTCB) will only allow those pharmacy technician students that completed an accredited program to be allowed to sit for the national exam.

2. This is important and highly encouraged throughout our course for students to take the exam after completion of the certificate program. Our course is set up using the blueprint for the PTCB exam to ensure students are learning concepts similar to those programs that are already accredited.

Person(s) Responsible (Name and Position): Amanda Bringe

Priority: Medium
Safety Issue: No
**External Mandate:** No  
**Mandate Explanation:** This is not mandated yet but is being evaluated to be required by 2020.

**Action:** Increase retail pharmacy clinical sites  
Increase retail pharmacy clinical sites by at least two.

**Implementation Timeline:** 2014 - 2015  
**Start Date:** 08/01/2014  
**Completion Date:** 05/30/2015  
**Status:** New Action

**Identify related course/program outcomes:** 1. Students will be able to complete the required hours in retail pharmacy setting to accurately and safely-purchase, receive, appropriately store, and manage inventory of pharmaceuticals; demonstrate appropriate collection of data needed to prepare products- prepare compounded or non-compounded products for patient use - follow policies and procedures to assure quality of preparations - record or document information as required by law or policy by being mentored/evaluated by the pharmacist at the externship site.

**Person(s) Responsible (Name and Position):** Amanda Bringe

**Rationale (With supporting data):** The California state board of pharmacy allows up to 120 hours in a retail setting. If we have a class of 20 students at 120 hours each our programs needs 2400 hours at clinical retail sites for our students. With the current sites we have (see documents) this is very challenging and having more sites would give students more flexibility. Clinical site placement is always challenging and to ensure students are able to complete hours in a timely manner more sites are needed. The faculty have a difficult time finding places to accept all our students and this increases the numbers of hours spent working on this process.

**Priority:** High  
**Safety Issue:** No  
**External Mandate:** No