

# Perceptions on Technician Entry-Level Requirements and Workforce Implications For The Future

by Brianne K. Bakken, PharmD, MHA, Aaron N. Winn, PhD, Jacob Dyer, PharmD, Breanna Kneip, 2023 PharmD Candidate

**T**echnicians are critical members of the healthcare team who are essential for patient safety and effective medication therapy.<sup>1</sup> The roles and responsibilities of pharmacy technicians continue to evolve and expand to meet the ever-changing needs of the pharmacy profession and the US healthcare system.

The National Pharmacist Workforce Study reported that pharmacists spent approximately 55% of their time performing dispensing tasks and only 16% on patient care in 2009 compared to 49% dispensing and 22% on patient care in 2019.<sup>2,3</sup> As pharmacists transitioned from traditional dispensing roles into expanded clinical patient care roles, pharmacy technicians assumed many of the medication dispensing activities, such as coordinating prior authorizations and refills, communicating with insurance companies, billing insurance, and interacting with patients.<sup>4</sup> The implementation of “tech-check-tech” (TCT) programs allowed trained technicians to perform final verification of medications, further supporting pharmacist involvement in direct patient care activities.<sup>5</sup> In addition to TCT, pharmacy technicians have also become involved in direct patient care activities, including collecting medication histories, medication reconciliation, medication synchronization services, and, most recently, COVID-19 testing and vaccine administration.<sup>6-9</sup>

Although pharmacy technicians are crucial to the success of pharmacy, there are inconsistencies in the entry level requirements for education, training, registration, licensure, and ongoing education requirements for pharmacy technicians across the United States.<sup>10</sup> Registration is the process of supplying information and documentation to the

## Abstract

**Background:** Pharmacy technician roles and responsibilities continue to evolve and expand to meet the ever-changing needs of the pharmacy profession. Developing and maintaining a robust supply of educated technicians will continue to be paramount for the pharmacy profession. At the time of this study, the state of Wisconsin was one of very few states with no education, training, or registration requirements for pharmacy technicians.

**Objective:** Describe the demographics, education, and training of Wisconsin technicians and explore differences in perceptions between pharmacists and technicians related to hypothetical requirements for technician registration, certification, and continuing education.

**Methods:** This study analyzed data from the 2020 Wisconsin Pharmacy Workforce Study, which utilized an online survey distributed to both pharmacists and technicians using a 3-contact approach. Statistical analyses included proportions and means, as well as t-tests and chi-squared tests for bivariate relationships comparing the perceptions of pharmacists to those of pharmacy technicians.

**Results:** The majority of pharmacists and technicians perceived requiring technicians to register with the state as positive, requiring technician certification as positive, and requiring technician continuing education as positive. There were no statistically significant differences in perceptions of certified versus uncertified pharmacy technicians by pharmacists or pharmacy technicians.

**Conclusions:** The majority of Wisconsin pharmacists and technicians, regardless of their current certification status, perceived technician registration, certification, and continuing education as positive.

state Board of Pharmacy and may also include completion of a background check. Certification requires successful passing of a national certification exam, such as the Pharmacy Technician Certification Exam (PTCE). Licensure is the process of submitting information and documentation, such as your certification results, to the state Board of Pharmacy for them to verify that you meet the requirements to receive

a license to practice. Several national pharmacy organizations have released statements advocating for standardized entry-level training and education requirements, including completion of an accredited PTCE to prepare pharmacy technicians for this integral position.<sup>11</sup> Additionally, a Technician Stakeholder Meeting in February of 2017 revealed that there is strong support for national

training standards and nationally accredited education (95% and 85%, respectively). Nevertheless, there has been inaction on a national level and inconsistencies noted throughout the United States. At the time of this study, the state of Wisconsin was one of very few states with no requirements for pharmacy board oversight, registration, training, or examination for pharmacy technicians.<sup>10</sup> As a result, there is no database of pharmacy technicians and their demographics. The objectives for this study were to describe the demographics, education, training, and work characteristics of pharmacy technicians in Wisconsin, and explore differences in perceptions between pharmacists and technicians regarding technician registration, certification, and continuing education using data from the 2020 Wisconsin Pharmacy Workforce Study.

## Methods

### Survey Instrument

The purpose of the 2020 Wisconsin Pharmacy Workforce Study was to describe the demographics and work characteristics of pharmacists and technicians employed in Wisconsin in 2020. The survey was also designed to explore relevant issues and trends impacting the pharmacy profession. Questions used in the Wisconsin Pharmacy Workforce Study were developed based on prior workforce surveys, including the 2019 National Pharmacist Workforce Survey, other published work, and validated instruments. Three new survey questions were developed to assess pharmacist and technician perceptions of potential technician education and training requirements in Wisconsin, specifically (1) mandatory registration with the Pharmacy Examining Board, (2) mandatory completion of national technician certification exam, and (3) required ongoing continuing education (CE) for technicians. The three perception questions were developed through collaboration with the state's pharmacy association, the Pharmacy Society of Wisconsin, and were based on anticipated legislative initiatives surrounding technician advancement. Survey respondents were given three potential technician advancement scenarios and asked to rate their perception using a five-point Likert scale with responses "very negative," "negative," "neutral," "positive,"

and "very positive."

The survey instrument was pilot tested using a convenience sample of academic, community, and hospital pharmacists. Minor edits and wording changes were made based on the results of the pilot before official distribution. The 2020 Wisconsin Pharmacy Workforce Study was reviewed and approved by the Human Subjects Office/Institutional Review Board at the Medical College of Wisconsin.

### Survey Distribution

The Wisconsin Pharmacy Workforce Study utilized an online survey that was distributed by email to pharmacists and pharmacy technicians in Wisconsin using a 3-contact approach. Pharmacists and technicians received three emails containing a hyperlink to the online survey. Survey respondents were allowed to skip questions they did not feel comfortable answering. The three email prompts were distributed on: (1) August 25, 2020, (2) September 8, 2020, and (3) September 22, 2020. Data was collected using Qualtrics (Qualtrics, Provo, UT, USA). On October 17, 2020, the survey data files were downloaded from Qualtrics and uploaded to SPSS Statistics Software (IBM Corp., Armonk, NY, USA) and Stata MP 15.0 (Stata Corp., College Station, TX, USA) for further analysis.

Email addresses for licensed pharmacists living in Wisconsin were obtained from the Wisconsin Department of Health and Professional Services (WDHPS) database of in-state pharmacy licenses, current as of July 23, 2020. The list obtained included a total of 6,651 individuals; however, only 1,300 (19.5%) provided functioning email addresses. Given that there is no organization that maintains a centralized database of pharmacy technicians in Wisconsin, they were recruited using an alternative process. The email addresses of pharmacy license holders were obtained from the Wisconsin Department of Health and Professional Services (WDHPS) database. Pharmacy license holders received three emails informing them of the survey and asking their willingness to participate in the research study. Pharmacy license holders were asked to report the total number of technicians employed by their organization and were asked to send the hyperlink to those technicians.

### Statistical Analysis

Survey responses missing key demographic variables of age, race, gender, and technician advancement question responses were removed from the sample. Proportions and means were calculated for technician demographic variables. The primary study analysis compared the perceptions of practicing pharmacists to pharmacy technicians across all pharmacy settings. Pharmacists and technicians were compared using t-tests and chi-squared tests for bivariate relationships. Likert scale responses to the technician advancement scenario question, "Would you consider this to be positive or negative change in practice?" were trichotomized from a five-point scale. Responses of "positive" (very positive + positive), were compared with responses of "negative" (very negative + negative) and "neutral."

## Results

### Sample & Response

Of the 1,300 pharmacists and 360 technicians who received the survey link via email, a total of 439 pharmacists and 142 technicians responded to the survey, resulting in an overall response rate of 35% (33.8% pharmacists and 39.4% technicians, respectively). After removing incomplete responses, the resulting sample used for analysis included 258 pharmacists and 96 technicians.

### Wisconsin Technician Demographics

Overall, 62.5% of technicians were under age 40. By gender, 86.5% of technicians identified as female, 12.5% identified as male, and 1.0% identified as non-binary. There was very limited racial diversity among technicians (82.3% White). Technicians reported working in practice settings of hospital/health-systems (84.4%), community/retail (9.4%), and "other" settings (6.3%). In terms of education, most technicians had completed high school education including receipt of a high school diploma (63.5%) or a GED (3.1%). A smaller proportion of technicians had completed college education. Regarding technician-specific education and training, 25% had completed a formal technician training program, 60.4% had completed the certification exam required for the Certified Pharmacy Technician or "CPhT" credential, and 8.3% had completed advanced technician certification in specialized areas.

**TABLE 1. Technician Demographics**

<i>Age</i>	<i>Technicians N=%</i>
<30	33.3
31-40	29.2
41-50	20.8
51-60	12.5
61-70	4.2
>70	0.0
<i>Gender</i>	<i>Technicians N=%</i>
Male	12.5
Female	86.5
Non-Binary	1.0
<i>Race</i>	<i>Technicians N=%</i>
American Indian	1.0
Asian	3.1
Black	4.2
White	82.3
Other	9.4
Hispanic <sup>^</sup>	6.3
<i>Practice Setting</i>	<i>Technicians N=%</i>
Hospital/Health-System	84.4
Community	9.4
Other	6.3

<sup>^</sup> Respondents received one multiple choice question for race identity and a separate yes/no question for Hispanic identity.

\* Respondents were instructed to select all that apply. Only one technician respondent reported completing both the PTCB and NHA certifications.

<i>Education*</i>	<i>Technicians N=%</i>
High School Diploma	63.5
GED	3.1
Some College, No Degree	39.6
Associate Degree	21.9
Bachelor's Degree	14.6
Master's Degree	2.1
Technician Training Program	25.0
<i>Technician Certification (CPhT)*</i>	<i>Technicians N=%</i>
Pharmacy Technician Certification Board (PTCB)	58.3
National Healthcareer Association (NHA)	3.1
No Certification	39.6
<i>Advanced Technician Certification</i>	<i>Technicians N=%</i>
PTCB Certified Compounded Sterile Preparation Technician	1.0
PTCB Advanced Certified Pharmacy Technician	0.0
PTCB Medication History Certificate	1.0
PTCB Technician Product Verification Certificate	5.2
PTCB Hazardous Drug Management Certificate	0.0
PTCB Billing and Reimbursement Certificate	1.0
No Advanced Certification	91.7
<i>Average Hourly Wage</i>	<i>US Dollars (\$)</i>
No Certification	16.84
With CPhT Certification	18.96

The average hourly wage for certified technicians was only somewhat higher than that of noncertified technicians (\$18.96 and \$16.84, respectively) (see Table 1).

**Pharmacist and Technician Perceptions of Technician Entry-Level Requirements**

The majority of pharmacists and technicians rated their perception of technician registration, technician certification exams, and continuing education requirements as positive. Results from our study found that “requiring technicians to register with the state Board

of Pharmacy” was perceived positively or very positively by both pharmacists (65.1%) and technicians (50%). Overall, negative perceptions were minimal among pharmacists and technicians, ranging between 8.1% and 15.1%. There were no statistically significant differences between pharmacists and technicians, except regarding technicians being required to register with the Wisconsin Pharmacy Examining Board (p-value 0.034). Requiring technicians to register with the Board was perceived positively or very positively by 65.1% of pharmacists and

50% of the pharmacy technicians (see Table 2).

**Perceptions of Technician Entry-Level Requirements Based on Certification Status**

There were no statistically significant differences between certified and uncertified pharmacists or between certified and uncertified technicians with regard to technician entry-level requirement perception questions (see Table 3).

**Discussion**

During the period in 2020 when this survey was conducted, Wisconsin was one of very few states without standard entry-level requirements (e.g. minimum degree, technician training program, certification, or registration/licensure) for pharmacy technicians.<sup>10</sup> Other healthcare technicians in Wisconsin, such as radiology and laboratory technicians, have standardized and more significant entry-level requirements. For example, radiology technicians in Wisconsin are required to complete a two-year degree in radiologic technology, pass a national certification exam, apply for and maintain a license from the state, and complete ongoing continuing education requirements.<sup>12</sup> Utilizing similar requirements for pharmacy technicians would be reasonable and would also create uniformity for healthcare technicians in Wisconsin.

### Registration

A study by Mattingly and colleagues in 2018 reported that 43 states and the District of Columbia required pharmacy technician registration.<sup>10</sup> Registration

**TABLE 2. Pharmacist and Technician Perceptions of Technician Entry-Level Requirements**

	Overall N=354	Pharmacists N=258	Technicians N=96	p-value
<b>Technician Registration</b>	%	%	%	
Perception of Registration as Positive	61.0	65.1	50.0	0.034*
Perception of Registration as Neutral	28.0	25.2	35.4	
Perception of Registration as Negative	11.0	9.7	14.6	
<b>Technician Certification</b>	%	%	%	
Perception of Certification as Positive	63.8	64.0	63.5	0.730
Perception of Certification as Neutral	21.8	20.9	24.0	
Perception of Certification as Negative	14.4	15.1	12.5	
<b>Technician Continuing Education (CE)</b>	%	%	%	
Perception of CE as Positive	67.8	71.3	58.3	0.059
Perception of CE as Neutral	22.6	20.5	28.1	
Perception of CE as Negative	9.6	8.1	13.5	

*Five-point Likert scale responses were trichotomized into "positive" (very positive + positive), "negative" (very negative + negative), and "neutral".*  
*\* Statistically significant p-value less than 0.05*

**TABLE 3. Perception of Technician Entry-Level Requirements Based on Certification Status**

Certification Status	Pharmacists			Technicians		
	Certified* N=65	Not Certified N=184	p-value	Certified* N=58	Not Certified N=38	p-value
<b>Technician Registration</b>	%	%		%	%	
Perception of Registration as Positive	73.8	62.0	0.216	56.9	39.5	0.244
Perception of Registration as Neutral	18.5	28.3		31.0	42.1	
Perception of Registration as Negative	7.7	9.8		12.1	18.4	
<b>Technician Certification</b>	%	%		%	%	
Perception of Certification as Positive	69.2	62.2	0.539	72.4	51.3	0.139
Perception of Certification as Neutral	20.0	21.6		19.0	30.8	
Perception of Certification as Negative	10.8	16.2		8.6	17.9	
<b>Technician Continuing Education (CE)</b>	%	%		%	%	
Perception of CE as Positive	73.8	70.8	0.642	65.5	48.7	0.227
Perception of CE as Neutral	16.9	21.6		25.9	30.8	
Perception of CE as Negative	9.2	7.6		8.6	20.5	

*Certified pharmacists included any practicing pharmacist that self-identified as having obtained one or more BPS recognized pharmacist board certifications. Certified technicians included technicians that self-identified as having completed a national technician certification exam, including the Pharmacy Technician Certification Board (PTCB) certification exam and the National Healthcareer Association (NHA) certification exam.*  
*Five-point Likert scale responses were trichotomized into "positive" (very positive + positive), "negative" (very negative + negative), and "neutral".*  
*\* Statistically significant p-value less than 0.05*

requires pharmacy technicians to provide basic demographic information (e.g. name, address, date of birth, etc.), proof of education or other practice requirements, and employment information to the state, often accompanied by a registration fee. Requiring pharmacy technician registration is important for protecting the health and safety of the patients who utilize pharmacy services. Registration does this by ensuring that pharmacy services are provided by individuals who adhere to the legal, ethical, and safety standards required for pharmacy practice.<sup>13</sup> Requiring pharmacy technicians to register with the state allows the disciplinary process to take place, which helps safeguard employers from hiring technicians with a history of illegal, unethical, or unsafe behaviors, and ultimately promotes patient safety.

Since the time of the survey, the state of Wisconsin passed Senate Bill 300, now 2021 Wisconsin Act 100, which requires all pharmacy technicians to register with the State of Wisconsin. Act 100 stipulates that a pharmacy technician must have graduated from high school or an equivalency or be enrolled in a pharmacy technician youth apprenticeship program.<sup>14</sup> A fee is required at registration, along with the name of the technician's employer, if they have one at the time of registration.<sup>14</sup> Technicians are also required to notify the state of any changes in employment or home mailing address. At the time of this manuscript, the specific rules and details for technician registration in Wisconsin were not established.

### **Technician Certification**

Requiring technician registration is an important change for Wisconsin that will create a centralized database of individuals working as pharmacy technicians in the state. However, Wisconsin has yet to require pharmacy technicians to complete a national certification exam or technician training program. The 2018 study by Mattingly and colleagues reported that 19 states require pharmacy technicians to complete a national certification exam or training program, and Wisconsin was not among them.<sup>10</sup> Results from our study found that both pharmacists and technicians in Wisconsin perceived "requiring technicians to complete national certification" as positive or very positive and more than 50% of technician respondents had completed a national certification

exam despite the state not requiring it to practice. While not required by the state, many employers require or encourage technician certification. The Pharmacy Technician Certification Exam (PTCE) administered by the Pharmacy Technician Certification Board (PTCB), and the ExCPT exam administered by the National Healthcareer Association (NHA) are the two national exams available for obtaining the Certified Pharmacy Technician or "CPhT" credential.<sup>15,16</sup> Of the Wisconsin pharmacy technicians already certified, the largest majority had completed the PTCB exam as opposed to the NHA exam. This finding aligns with national trends, which show the PTCB exam currently being the most common approach to technician certification. Of the 415,000 pharmacy technicians working in the United States in 2020, approximately 67.4% were PTCB-certified.<sup>17,18</sup>

Nationally, the number of certified pharmacy technicians is increasing, and certification is becoming a standard entry-level requirement in many states. A survey of certified and non-certified pharmacy technicians by Wheeler and colleagues in 2019 compared perceptions of the value of certification, confidence in their skills and abilities, career engagement and satisfaction, and productivity. Certified pharmacy technicians reported significantly higher confidence ratings for taking on new responsibilities and a significantly lower perceived rate of medication errors compared to noncertified technicians.<sup>19</sup> Furthermore, certified pharmacy technicians had a significantly higher desire to remain in the pharmacy field and significantly lower intentions to leave their job in the next 12 months.<sup>19</sup> However, the majority of both certified and noncertified pharmacy technicians were dissatisfied with their hourly wage and did not feel their pay was sufficient.<sup>19</sup>

### **Technician Pay**

Results of our study showed only a moderate increase in the average hourly wage for certified technicians compared to noncertified technicians. As pharmacy technicians have taken on more responsibilities and obtained additional education and training, their pay has not necessarily kept pace. The U.S. Bureau of Labor and Statistics reported the median

pay for pharmacy technicians in the United States was \$14.62 per hour in 2015, which increased minimally to \$17.66 per hour in 2021.<sup>20</sup> For many hospitals, health systems, and pharmacies, increasing wages and salaries for technicians is often easier said than done. Adding educational requirements, such as degrees, trainings, and certifications like PTCE or ExCPT can be a catalyst for increasing the starting hourly wage for technician positions. However, it also runs the risk of restricting the candidate pool in an already difficult drought of pharmacy technicians and can also contribute to pay compression. When pay compression occurs, new technicians join the organization at compensation levels similar to more experienced or senior technicians, which can also contribute to further turnover when experienced employees feel undervalued.

Broadly speaking, regulation of professionals in terms of requiring official licenses and certifications will change the technician labor market. Economists believe that licenses and certifications can incentivize professionals to invest time, energy, and money because the professional will reap the benefit of their investment by no longer needing to worry about less skilled professionals competing for the same positions. One of the main mechanisms is that licenses or certifications can reduce uncertainty over the quality of the licensed professional both for employers when hiring and for consumers receiving services.<sup>21</sup> Overall, licenses and certifications strive to increase the quality of services by setting minimal standards, which ideally result in better care. This is particularly important in pharmacy where poor quality and mistakes could have serious implications to medication safety and patient health outcomes. However, the potential impact of licensing and certification is a reduction in the number of new professionals becoming pharmacy technicians. This may impact quality in many ways. First, we would expect the quality of technicians to increase as less competent individuals are not able to attain licensure or certification and are therefore prevented from becoming a technician. Requiring licenses or certifications could also reduce the overall supply of technicians. While the demand for their technician services remains constant (or increases as pharmacist

roles shift), this could create or amplify a technician shortage. Second, the addition of technician licenses and certification could create a career ladder where technicians can attain various positions or payment levels based on additional certifications or credentials. Higher hourly wages or salaries for technicians would also impact pharmacy budgets and margins. Naysayers argue that any positive effects of licensing and certifications are vastly reduced due to the reduction in supply of technicians and increased wages. Additionally, skeptics wonder if those who have already been licensed or certified will implement tougher statutes, while “grandfathering in” current technicians in order to further restrict the supply of new entrants, which would raise salaries for those currently working in the field.<sup>22</sup>

### **Technician Workforce Concerns and Future Research**

Pharmacy technicians have been integral to the pharmacy workforce for many years and their importance to pharmacy practice was further highlighted during the COVID-19 pandemic when pharmacy technician responsibilities and their scope of practice in many states were expanded to include COVID-19 testing and vaccine administration. The 2020 Wisconsin Pharmacy Workforce Study reported an overall demand rating for technician between “in balance” and “moderate demand” as provided by pharmacists and “moderate demand” by technicians.<sup>23</sup> As the pandemic continued, the demand for technicians continued to increase and the shortage of pharmacy technicians became a significant concern at both the state and national levels.

Given the increase in technician turnover and current difficulty in finding technicians, employers are focusing their attention and resources on technician recruitment and retention strategies. These strategies often include increasing pay (e.g. sign-on bonuses, higher wages, or benefits), offering education programs (e.g. technician training programs, on-the-job training, or covering certification expenses), and developing career ladders or opportunities for advancement.<sup>24-27</sup> More research is needed to understand what is driving technician turnover and what strategies are most useful in attracting and

retaining pharmacy technicians. Future research should also determine whether there are actual differences in the safety and quality of practice between certified and uncertified technicians, and evaluate the long-term impact of changing entry-level requirements, as well as the long-term impact of employer-based educational programs and technician career ladders.

### **Limitations**

This study has several limitations. The responses given by this study’s respondents may not be representative of all pharmacy technicians and pharmacists in Wisconsin for several reasons. First, this study has a limited sample size and at the time of this study, there were a total of 6,651 licensed pharmacists living in Wisconsin. The number of pharmacy technicians in Wisconsin is difficult to obtain due to the lack of registration requirements and lack of a centralized database. The U.S. Bureau of Labor Statistics estimated there were 8,840 pharmacy technicians in Wisconsin 2021.<sup>28</sup> Additionally, of those who were able to be contacted, response rates were low for both pharmacists and pharmacy technicians. Secondly, the pharmacy technician participants overwhelmingly represent those employed in a hospital setting and overwhelmingly represent White women. There was no delineation between those practicing in an urban setting compared with those in a rural setting. Finally, the evolving COVID-19 pandemic has had massive impact on healthcare workers and presented numerous changes and unique challenges. In the short time between participant responses and publication, these changes and challenges could have impacted participant responses.

### **Conclusions**

The majority of Wisconsin pharmacists and technicians, regardless of their current certification status, perceived technician registration, certification, and continuing education as positive. Pharmacy technicians are crucial to pharmacy services in all practice settings and are essential for patient and medication safety. As the roles and responsibilities of pharmacy technicians expand, the standardization of pharmacy technician entry-level requirements, such as registration and certification, may be helpful for maintaining patient safety. However,

increasing pharmacy technician entry-level requirements may have implications on the future supply of pharmacy technicians and their pay. More research is needed to better understand the short-term and long-term impact of changing entry-level requirements for technicians.

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Brianne Bakken is an Assistant Professor at the Medical College of Wisconsin School of Pharmacy in Milwaukee, WI. Aaron Winn is an Associate Professor at the Medical College of Wisconsin School of Pharmacy in Milwaukee, WI. Jacob Dyer is an Assistant Professor at the Medical College of Wisconsin School of Pharmacy in Madison, WI. Breanna Kneip is a 2023 PharmD Candidate at the Medical College of Wisconsin School of Pharmacy in Milwaukee, WI.

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*Requests for data and survey instruments from the 2020 Wisconsin Pharmacy Workforce Study should be directed to the Principal Investigator, Brianne Bakken, Assistant Professor, Medical College of Wisconsin School of Pharmacy, 8701 Watertown Plank Rd, Milwaukee, WI 53226.*

**Corresponding Author:** *Brianne Bakken, bbakken@mcw.edu*

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## APPENDIX: TECHNICIAN ADVANCEMENT SCENARIO SURVEY QUESTIONS

### Question 1

**Registration:** Complete an application form that provides your basic demographic information (e.g name, address, date of birth) and employment information (name of employer, address of employer) and pay a registration fee every two years.

If the state of Wisconsin required all pharmacy technicians to register with the Wisconsin Pharmacy Examining Board, would you consider this to be positive or negative change in practice?

- Very Negative
- Negative
- Neutral
- Positive
- Very Positive

### Question 2

If the state of Wisconsin required all pharmacy technicians to successfully pass a national technician certification exam in order to practice as a technician, would you consider this to be positive or negative change in practice?

- Very Negative
- Negative
- Neutral
- Positive
- Very Positive

### Question 3

If the state of Wisconsin required all pharmacy technicians to complete ongoing Continuing Education (CE) in order to practice as a technician, would you consider this to be positive or negative change in practice?

- Very Negative
- Negative
- Neutral
- Positive
- Very Positive

Click here for the latest updates on Wisconsin Technician Registration



# 2023 PSW LEGISLATIVE DAY

Thursday, March 30, 2023  
Monona Terrace Convention Center Madison



## REGISTRATION

PSW Legislative Day • March 30, 2023

Name (as you would like to see it on your name tag)

Worksite

Address

City State Zip

Is this a  home or  worksite address?

Work Phone Fax

E-mail Address

### REGISTRATION FEES

#### CONFERENCE FEES

	Price	Amount
<input type="checkbox"/> Pharmacist	\$85	\$_____
<input type="checkbox"/> Pharmacy Technician	\$50	\$_____
<input type="checkbox"/> Resident/Grad Student	\$60	\$_____
<input type="checkbox"/> Student	FREE	

### PAYMENT

Total Enclosed \$\_\_\_\_\_

Send this form with check (payable to: Pharmacy Society of Wisconsin) or credit card order to:  
**PSW, 701 Heartland Trail, Madison, WI 53717**

Charge:  VISA  Master Card  Discover  American Express

Card # \_\_\_\_\_ Exp Date \_\_\_\_\_ 3-4 digit security code \_\_\_\_\_

Name on Card \_\_\_\_\_

YES, preferred address above is the billing address

Billing Address \_\_\_\_\_

Signature \_\_\_\_\_

### OFFICE VISITS

I would like to meet with my legislators from 2 - 3 pm.

#### Home Address used for Voter Registration

\_\_\_\_\_  
\_\_\_\_\_

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 \$75 Contribution

#### Please choose one:

- One-time donation  Recurring Monthly

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Monona Terrace Convention Center,  
1 John Nolen Dr, Madison, WI 53703

**REGISTER ONLINE**

