

# LEADING *THE WAY*



## **Technician-led services can accelerate practice transformation**

The concept of elevating technicians to take on expanded roles in the community pharmacy practice setting is not a new one. Successful pharmacy owners across the country have proven that practice transformation requires optimizing your team members to their fullest potential.

But what does that really mean? And how can you do it effectively?

Let's turn to a CPESN® USA pharmacy that has had success in developing its technicians into advanced roles and see how they did it.

Tiffany Capps, CPhT and operations manager (pictured left) at Galloway-

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Sands Pharmacy, is an example of how technicians in leadership roles can support the entire pharmacy team to function more efficiently. Her role has been integral in helping the pharmacy implement enhanced services by streamlining the workflow and encouraging team members to take ownership of their roles in patient care.

Tiffany joined Galloway-Sands Pharmacy in 2014 as it opened its second location in southeastern North Carolina. She recalls billing her first claim and watching the reimbursement amount populate on the screen.

“At that moment I knew this job was going to be much more than counting pills,” she says. “I was shocked

to actually see the numbers and realized the immense responsibility that came with it. I was immediately invested.”

#### **A TEAM-WIDE EFFORT**

Tiffany was determined to understand the business of pharmacy, and her role quickly evolved. In her position she is responsible for the

implementation of services and ensuring the pharmacy runs at full potential. She believes this is possible by promoting a positive environment where the entire team is encouraged to take initiative.

“Empowering the non-pharmacist staff to participate benefits everyone – the technician, the pharmacy practice, and most importantly, the patients we serve,” Tiffany says. (For more about expanding the roles of technicians, see the March 2023 *America’s Pharmacist*® at [bit.ly/3mex779](https://bit.ly/3mex779).) Perhaps this is best showcased in their technician-led medication synchronization program. Knowing that med sync was key to gaining control of its workflow, Tiffany brought in the technicians. “Our first step was changing our mindset. Once everyone understood the importance of this service, the rest was all about collaboration.”

With a team of technicians ready to make things happen, Tiffany reviewed best practices from other pharmacies and refined the process into one that fit Galloway-Sand’s workflow. Its med sync program has grown to more than 70 percent of its active patient volume enrolled.

#### **INVESTING IN ENHANCED SERVICE AUTOMATION**

With the newfound efficiencies that med sync provided, the team quickly looked to integrate the next service. With a goal of improving patient adherence, Galloway-Sands Pharmacy invested in automated adherence packaging from RxSafe. The adherence packaging organizes a patient’s medications into individual pouches by day and time. Med sync, coupled with adherence packaging, improved patient adherence by 7 percentage point proportion of days covered in the first year.

Tiffany noticed patient encounters becoming more effective.

“As we began asking patients the questions necessary to reconcile their medications, we started to discover inconsistencies and gaps in therapy,” she says. These conversations most often occur between technicians and patients on the med sync check-in calls. Because of the enhanced level of conversation, Tiffany reinforces the importance of investing in your staff by providing proper training and education necessary to take on additional responsibilities.

Ashley Walawender, CPhT at Galloway-Sands says, “As a career pharmacy technician, it’s refreshing to have a



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system behind me that gives the support and resources to grow.” She says she was encouraged me to find her passion in pharmacy, specifically in MTM-related activities.

The benefits of empowering the staff at Galloway-Sands Pharmacy are undeniable. “It’s more than just programs and services,” Tiffany says. “We’ve seen real improvement in patient outcomes and increased referrals from other health care providers in our area.”

### **ENCOURAGING TECHNICIANS TO FLIP THE PHARMACY.**

Along with her work at Galloway-Sands, Tiffany is also a strong advocate for pharmacy technicians across the country. She encourages pharmacy owners to allow their technicians and other non-pharmacist support staffers to participate in the best practices sharing that occurs in the Flip the Pharmacy PS3 program.

The Flip the Pharmacy program aims to transform community pharmacies away from point-in-time prescription-level care to longitudinal patient-level care. Pharmacy Services Support Staff (or PS3) uses educational tools and social learning communities to help elevate the role of non-pharmacist support staff, allowing them to help expand pharmacy services and improve patient care.

Flip the Pharmacy resources include weekly webinars focused on best practice sharing. Tiffany encourages technicians to register for two Workflow Wednesday webinars specifically – PS3 and Max My Sync. “These webinars are created for technicians and support staff by technicians who are doing the work in their pharmacies each day,”



*At top left Tiffany Capps, Galloway-Sands Pharmacy operations manager, works with technician Kassidy Arnold.*

*Capps has reviewed best practices from other pharmacies and refined the process into one that fit Galloway-Sand’s workflow.*



Tiffany says. “If you are a pharmacist who is ready to elevate your technicians into expanded roles, this is an excellent place to start.” (See page 17 for more information on *Workflow Wednesdays*.)

RxSafe is a sponsor for multiple Flip the Pharmacy teams. Additional funding for Flip the Pharmacy is made possible by the Community Pharmacy Foundation, along with national and local team sponsors.

The Flip the Pharmacy program has more than 1,400 community pharmacies actively engaged in practice

transformation, which are supported by more than 541 pharmacy coaches from 74 local Flip the Pharmacy teams and 14 technology solutions partners. To learn more, please visit [www.flipthepharmacy.com](http://www.flipthepharmacy.com) and access the publicly available resources. ■

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