

# USC School of Pharmacy: *Clinical Pharmacy Technician Training*

*15 hours of CE (7 hours of self-study and 8 hours of synchronous live training)*

We're excited to share this work with you, based on decades of experience providing Comprehensive Medication Management (CMM) to patients with uncontrolled chronic illnesses. Upon completion of the program, participants will be able to work directly with patients to improve their health and become a critical member of the clinical / Advanced Practice Pharmacy team. We look forward to serving as your partner and coach as you make this transition towards a career that's both important for patients and rewarding to you.

**Dates:** March 1<sup>st</sup> and April 12, 2023 **Time:** 1:00-5:00pm

**Target Audience:** Pharmacy technicians interested in developing skills to support advanced practice pharmacy services

**Goal:** To provide pharmacy technicians with the knowledge and skills needed to support advanced practice pharmacy services

**Objectives:** After completion of the program, the participant will be able to:

1. Describe comprehensive medication management (CMM) components and technician's roles in providing CMM
2. Demonstrate ability to communicate to patients effectively during recruitment and providing education reinforcement throughout CMM service
3. Perform vital signs, point of care testing measurement according to nationally recognized guidelines and standards.
4. Obtain information relevant to medication history for medication reconciliation
5. Identify medication names and classes for hypertension, diabetes, and asthma/COPD
6. Demonstrate ability to make CMM maintenance calls to stable patients
7. Gather necessary information for quality reports as well as for clinical information prior and after CMM services
8. Describe the purpose of quality improvement
9. Coordinate appropriate care for patients
10. Describe the components of motivational interviewing
11. Utilize motivational interviewing skills when interacting with patients

## **Seminar Agenda:**

### Self Study Part 1:

- Introduction to Clinical Pharmacy Technician Training
- Vital Signs
- HTN related care
- DM related care
- Motivational Interviewing

### Live In-Person Training Part 1 (3/1/23)

- Motivational Interviewing
- Patient Communication Activities
- Reiterating Counseling Points
- CMM Workflow

### Self Study Part 2:

- CMM Check-In service
- Asthma/COPD related care
- Medication Reconciliation
- Quality Improvement

### Live In-Person Training Part 2 (4/12/23)

- Vital Signs Measurement
- Obtaining Medication History
- CMM Check-Ins

## **Presented by:**

*Michelle Lee Chu, Pharm.D., CDE, BCACP*  
Assistant Professor of Clinical Pharmacy  
USC School of Pharmacy

*Mareena Biju*  
Intern Pharmacist, Vons Pharmacy  
USC School of Pharmacy (PharmD Candidate, '24)

*Lisa Goldstone, MS, Pharm.D., BCPS, BCPP*  
Associate Professor of Clinical Pharmacy  
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# USC School of Pharmacy: *Clinical Pharmacy Technician Training*

*12 hours of CE (4 hours of Self-Study and 8 hours of Live training)*

USC School  
of Pharmacy



Disclosure Statement: The speakers have indicated no financial conflicts of interest.

The University of Southern California School of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This application-based activity was assigned Universal Activity Number home study: 0007-0000-21-001-H01-T for 7.00 contact hours (0.700 CEUs) with an initial release date of January 25, 2021 and expiration date of January 25, 2024. Live seminar: 0007-0000-21-001-L01-T for 8.00 contact hours (0.800 CEUs). There is a fee of \$450 to attend this program. Following verification of attendance and submission of pre- and post-tests and a program evaluation form and demonstrating competency in 2 OSCE stations, and ACPE statement of credit will be uploaded to CPE Monitor 4-6 weeks following the completion of the program.