Tech – Check – Tech

SAMPLE POLICIES AND PROCEDURES

Tech-Check-Tech

Revision Date: 10/09/2014

I. PURPOSE

To outline the components and requirements for Tech-Check-Tech in the inpatient or institutional pharmacy setting.

II. POLICY

Inpatient or institutional pharmacy areas will utilize Tech-Check-Tech where qualified and specially trained pharmacy technicians, after training and validation, will check medications for automated unit dose machine, automated-dispensing cabinets (ADC) restocks, campus orders, crash cart trays, and emergency medication kits. There will be random quality assurance audits performed.

III. PROCEDURE

A. Pharmacy Technicians
   a. Eligibility
      i. Required
         1. At least 2 years experience as a pharmacy technician
         2. At least 6 months experience in an inpatient or institutional pharmacy setting
         3. Current pharmacy technician licensure in the State of Utah
            OR
         4. Current pharmacy intern after completion of the first year of professional pharmacy school with at least three months experience in an inpatient or institutional pharmacy setting and current pharmacy intern licensure in the State of Utah
            OR
         5. Current pharmacy intern who meets the requirements for a pharmacy technician (at least 2 years experience as a pharmacy technician and at least 6 months experience in an inpatient or institutional pharmacy setting) and current pharmacy intern licensure in the State of Utah
      ii. Preferred
         1. Supervising/leadership experience in an inpatient hospital pharmacy setting
         2. Currently operating in an advanced technician role, Pharmacy Technician II

   b. Training
      i. Training for Tech-Check-Tech will consist of the following components:

1. Completion of Tech-Check-Tech training manual in the form of an online training modules in LMS focusing on:
    a. Qualifications, validation, and quality assurance
    b. Medication selection, classification, identification, packaging, and labeling
    c. Medication errors and error reporting
    d. Pharmaceutical abbreviations and calculations
    e. Checking medication
2. Achievement of LMS modules with a score of at least 90% total
3. Completion of practical training with pharmacist oversight. Pharmacy technician will observe pharmacist checking medication and then will check medication with pharmacist observation. The observing pharmacist will provide feedback to improve pharmacy technician performance. Practical training will consist of two training periods with a pharmacist.
4. Validation
5. Successful completion of training checklist. (Appendix A)

c. Validation
    i. Validation must be completed before the pharmacy technician is allowed to check medication independently. Initial validation will be completed at the end of practical training. The process for initial validation and re-validation will be:
        1. Pharmacy technician will check 1,500 medications in up to 5 sessions with at least 6-10 artificially introduced errors. The pharmacist will keep record of the introduced errors to ensure removal prior to delivery to the floor. A 99.8% accuracy rate must be obtained.
        2. Pharmacist will check the medications checked by pharmacy technician. The pharmacists will determine if errors are due to improper checking by pharmacy technician. Errors will be documented on the Validation Log Form (Appendix B).
    ii. If the pharmacy technician fails a validation, it must be repeated within 2 weeks. If a second validation is failed, practical training needs to redone before validation may be repeated.

d. Quality Assurance
    i. There will be random quality assurance audits completed. The audits will consist of at least 300 medications. Pharmacist will check medications checked by pharmacy technician. All errors determined to be due to improper pharmacy technician checking will be documented on the Quality Assurance Audit Form (Appendix D). The pharmacy technician must achieve an accuracy rate of 99.8%. After 2 successful audits in the following 2 months, the audit period can be expanded to at least every 6 months.
    ii. If the pharmacy technician fails an audit, it must be repeated within 2 weeks. If a second audit is failed, other duties may be assigned and a re-validation must occur before pharmacy technician can participate again in Tech-Check-Tech.
    iii. In additional to the random quality assurance audits, pharmacy technicians will have to complete an annual LMS module

e. Previously Trained Pharmacy Intern
    i. Current pharmacy intern who was trained to check medication before the implementation of Tech-Check-Tech will be required to

pass LMS modules with a score of at least 90% total and to complete random quality assurance audits.

f. Documentation
    i. Signatures for pharmacists completing practical training or validation, technician supervisor, and PIC/Designee for each technician going through Tech-Check-Tech will be documented on the signature authorization log (Appendix C)
    ii. Hard copies of training checklists, validation forms, and audit forms will be kept in the pharmacy technician's employee file and the pharmacy technician's red folder as well as in an electronic format for the duration of the pharmacy technician's employment and three years after the employment ends.
    iii. A list of all pharmacy technicians trained and validated for Tech-Check-Tech will be kept on file.

B. Supervision
    a. Pharmacy technicians will complete practical training with direct pharmacist oversight. After successful completion of practical training, the central pharmacists will provide supervision for the pharmacy technicians and will answer questions or concerns. A pharmacist will also be providing direct supervision during any validation, re-validation, or audit.

C. Medications
    a. Medications that can be checked by a technician include:
        i. Medications for the automated unit dose machine
        ii. Medications for ADC restocks
        iii. Medications for campus orders routed through automated workflow system
        iv. Medications in crash cart trays
        v. Medications in emergency medication kit
    b. Medications that cannot be checked by a technician include:
        i. Medications from the IV Center
        ii. Medications from the Newborn ICU satellite
        iii. Medications from the pre-pack area
        iv. Medications that are first doses
        v. Medications that are nonscannable such as failed scans

D. Automation and Technology
    a. Pharmacy technicians will only check medications that do not require clinical, professional judgment of a pharmacist. The steps that pharmacy technicians check must be supported by technology or automation to guarantee accuracy. Examples of automation and technology include barcode scanning, checklists, and visual aids.
    b. Medications that are routed through the automated workflow system must be scanned. If the medication is unscannable in the automated workflow system, a pharmacist must provide the final check.
    c. All databases used to check medications under Tech-Check-Tech by barcode scanning will have pharmacist oversight and validation. Examples of databases that may be used in the process are:
        i. Automated workflow system
        ii. Pharmacy information system
    d. All checklists or any other automation or technology that are used to check medications under Tech-Check-Tech will be validation by a pharmacist before they are used in the process.

E. Permanent Log

a. A permanent log will be kept of initials or identification codes for pharmacy technicians under Tech-Check-Tech
b. The record of initials or identification codes will be maintained on the master list of pharmacy technicians authorized under Tech-Check-Tech
c. The initials or identification codes may be recorded in the automated workflow system, automated unit dose filling logs, crash cart tray filling logs, and emergency medicine kit filling logs.

F. Medication Errors
   a. During the validation, re-validation, and audit process, all errors attributed to pharmacy technician in the checking process will be recorded on the respective log. The pharmacist will discuss the error with the technician and discuss ways to improve.
   b. Medication errors are reported through the medication error reporting system on a voluntary basis. All medication errors reported are reviewed by pharmacy management to assess cause of the error and to recommend actions for improvement.
   c. Unintroduced errors caught by the pharmacy technician during validation and auditing will be documented. The pharmacy technician can also document errors they find while checking using Appendix E. Unintroduced errors will be reviewed to determine if how the system can be improved.

Appendix A: Training Checklist
Appendix B: Validation Log Form
Appendix C: Signature Authorization Log
Appendix D: Quality Assurance Audit Form
Appendix E: Unintroduced Errors Caught by Pharmacy Technician

APPROVAL BODY: Administrative Director of Pharmacy

HISTORICAL INFORMATION
ORIGIN DATE: 04/29/2014

Appendix A: Training Checklist
Must be maintained in pharmacy technician's employee file, pharmacy technician's red folder, and in an electronic format
Pharmacy Technician_____

Qualifications

_____ At least 2 years experience as a pharmacy technician
_____ At least 6 months experience in an inpatient or institutional pharmacy setting
_____ Current pharmacy technician licensure in the State of Utah
OR
_____ Current pharmacy intern after completion of the first year of professional pharmacy school with at least three months experience in a inpatient or institutional pharmacy setting and current pharmacy intern licensure in the State of Utah
OR
_____Current pharmacy intern who meets the requirements for a pharmacy technician (at least 2 years experience as a pharmacy technician and at least 6 months experience in an inpatient or institutional pharmacy setting) and current pharmacy intern licensure in the State of Utah

Tech-Check-Tech Training Requirements
LMS Modules (score at least 90% total) Date Completed:_____
Practical Training with completed checklist (see below) Date Completed:_____

Training	**Technician Initials**	**Supervisor Initials**	**Date**	**Comments**
Technician can explain how the automated unit dose operates.				
Technician knows how ADC restocks are generated and the timing of the restocks.				
Technician understands how campus orders are generated and timing of campus orders				
Technician knows the contents of crash cart tray and the layout of the tray.				
Technician is knowledgeable of the contents of emergency medication kits and the layout of the different kits.				
Technician can differentiate different dosage forms.				
Technician can explain parts of the medication label.				
Technician understands the handling process for refrigerated medication.				
Technician documents checked medications on the proper log				
Technician can check				

medications in a logical manner.				
Technician can check all medication in a timely manner.				
When an error is found, technician can correct the error prior to distribution.				
Technician can provide feedback to the filler in an appropriate manner.				
When needed, technician contacts pharmacist for additional support.				
Technician is able to explain common errors that occur when checking medication.				

Validation Date Completed:_____

Date TCT Training Completed:_____
(Note: An assessment will be given every year after training completion)

Appendix B: Validation Log Form

Must be maintained in pharmacy technician's employee file, pharmacy technician's red folder, and in an electronic format

Pharmacy Technician: _____

Validation will occur after completion of LMS modules and practical training. A pharmacist will complete this form. Validation must be completed before the technician is allowed to check medication independently. The technician will check 1,500 medications in up to 5 sessions. A 99.8% accuracy rate (accurately checked medications/total checked medications) must be obtained. This form will also be used for re-validation.

Date	# of Medication	# of Errors
	Accuracy Rate	

Error Log

Date	Medication	Introduced (Y/N)	Caught (Y/N)	Description of Error

Appendix C: Signature Authorization Log
Must be maintained in pharmacy technician's employee file, pharmacy technician's red folder, and in an electronic format

I, _____, feel competent and comfortable participating in Tech-Check-Tech. I feel the training covered the necessary components of checking medication. I understand that if I do not feel comfortable, I will let my supervisor know and will be allowed additional training.

Pharmacy Technician Signature:_____ Date:_____

Practical Training Day 1 Pharmacist:_____ Date:_____
Date of Practical Training Day 1:_____

Practical Training Day 2 Pharmacist:_____ Date:_____
Date of Practical Training Day 2:_____

Validation Session 1 Pharmacist:_____ Date:_____
Date of Validation Session 1:_____

Validation Session 2 Pharmacist:_____ Date:_____
Date of Validation Session 2:_____

Validation Session 3 Pharmacist:_____ Date:_____
Date of Validation Session 3:_____

Validation Session 4 Pharmacist:_____ Date:_____
Date of Validation Session 4:_____

Validation Session 5 Pharmacist:_____ Date:_____
Date of Validation Session 5:_____

Technician Supervisor Signature: _____ Date:_____

PIC/Designee Signature:_____ Date:_____

Appendix D: Quality Assurance Audit Form

Completed every month for at least two consecutive months, then every 6 months

Technician:_____

Date of audit:_____

Date	# of Doses	# of Errors	% Accuracy

Errors Caught by Pharmacy Technician

Date	Medication	Description of Error

Auditing Pharmacist:_____ Date:_____

PIC/Designee Signature: _____ Date:_____

Appendix E: Unintroduced Errors Caught by Pharmacy Technician

This form may be used by pharmacy technicians to document the errors that they find while participating in Tech-Check-Tech.

Pharmacy Technician:_____

Unintroduced Errors Caught by Pharmacy Technician

Date	Medication	QTY	Area	Description of Error