

2019 Spring Pharmacy Technician Education Learning Objectives

ACPE #0129-0000-19-063-L04-T

Everything Nobody Taught You About Health Insurance

*Beth Collier, LSW, CPhT, Director of Resource Development, Charitable Healthcare Network
Senior Certified Pharmacy Technician, Walgreens*

At the completion of this activity, the participant will be able to:

1. define common health insurance terminology;
2. describe the difference between types of health insurance plans; and
3. recognize the key points of the Affordable Care Act and how they relate to patient care.

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See Something, Say Something: Medication Error Reporting

Kristine A. Mason, PharmD, MS, R.Ph.; PGY2 Community-Based Pharmacy Leadership & Administration Resident, The Ohio State University and The Kroger Co.

At the completion of this activity, the participant will be able to:

1. explain the importance of medication error reporting;
2. define behaviors that can contribute to medication errors;
3. describe the role of the pharmacy technician in medication error reporting; and
4. propose an appropriate plan for medication error reporting and follow-up given case scenarios.

ACPE #0129-0000-19-065-L01-T

Injectable Diabetes Medications

Brooke Taylor, PharmD, PGY1/MS Community-Based Pharmacy Administration and Leadership Resident

At the completion of this activity, the participant will be able to:

1. identify commonly used injectable diabetes medications and directions;
2. recognize and solve potential barriers to patients using injectable diabetes medications; and
3. demonstrate how to perform pharmacy calculations related to injectable diabetes medications.

ACPE #0129-0000-19-066-L03-T

Recent Law and Rule Changes Affecting Pharmacy Technicians

Ryan Bolus, R.Ph., Compliance Specialist, State of Ohio Board of Pharmacy

At the completion of this activity, the participant will be able to:

1. identify recent changes in state laws and regulations which impact pharmacy practice;
2. explain the requirement for pharmacy technicians to register with the State of Ohio Board of Pharmacy;
3. list the continuing education requirements for registered and certified pharmacy technicians in Ohio; and
3. discuss the effect of the most important changes in laws and regulations on his/her specific practice setting.

ACPE #0129-0000-19-067-L02-T

Navigating HIV, What You Should Know

Jacquelyn Kissel, PharmD, R.Ph., AAHIVP, Clinical Pharmacist; Justin Bramel, PharmD, R.Ph., AAHIVP, Clinical and Specialty Pharmacy Programs Manager, Equitas Health Pharmacy

At the completion of this activity, the participant will be able to:

1. describe the human immunodeficiency virus (HIV) life cycle;
2. explain medications' role and recognize typical HIV regimens;
3. explain financial assistance available to patients; and
4. discuss the importance of cultural competency surrounding care of HIV patients.

ACPE #0129-0000-19-068-L04-T

Conflict Resolution and Soft Skills for Technicians: The Points They Don't Always Teach You in Training

Mackenzie Harrell, R.Ph., PharmD, The Kroger Co.

At the completion of this activity, the participant will be able to:

1. illustrate ways to approach conflict and describe different styles of conflict management;
2. practice useful technician abilities such as clear communication and customer service skills; and
3. apply knowledge gained to work through difficult employee situations in various pharmacy settings.

ACPE #0129-0000-19-069-L01-T

Osteoporosis: Bad to the Bone

Morgan Borders, PharmD, R.Ph., and Ashley Zupancic, PharmD, R.Ph., Ambulatory Care Pharmacy Residents, ONU HealthWise

At the completion of this activity, the participant will be able to:

1. discuss the epidemiology and prevalence of osteoporosis in different populations;
2. distinguish specific patient risk factors that increase the chance for osteoporosis;
3. describe common diagnostic methods used to identify osteopenia and osteoporosis; and
4. identify common prevention strategies and appropriate drug therapy regimens for the treatment of osteopenia and osteoporosis.