

2021 Alberta Pharmacy Technician Conference

September 11th & 12th
Via Zoom



ABOUT THE CONFERENCE

The Alberta Pharmacy Technician Conference began in 1990 as a small learning seminar planned by a hospital pharmacy technician team. Since that time, the event has grown into one of the premier continuing education and networking events for pharmacy technicians from all practice settings in Canada.

Once again, due to COVID-19 and restrictions placed on large gatherings, our conference will be held virtually, via Zoom webinar. Our theme this year is **"TECHNICIANS RISING"**.

The objectives of the virtual conference are:

- 1** - Support the professional and personal development of pharmacy technicians in rising to their full potential by providing educational opportunities in an on-line environment.
- 2** - Provide registrants with sessions that educate and inspire them to rise to new opportunities as pharmacy practice continues to evolve.

ABOUT ZOOM WEBINAR

Download Zoom to your desktop, laptop, tablet or mobile device in advance of the conference weekend. https://zoom.us/download#client_4meeting . On September 11th, log in via the unique Zoom Webinar link that will be provided to you in the confirmation email that you will receive after registering for the conference. You will receive a unique link for each conference day that you are registered for. It is recommended to log in early to ensure that you are able to connect and access the audio and video before the presentations begin.

AVAILABLE CEUs

This conference is being assessed by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for continuing education units (CEU) for both Pharmacy Technicians and Pharmacists.

Statement of Attendance will be available after the conference upon completion of the session and overall conference evaluations.

GET CONNECTED

Expand your network for the 2021 Alberta Pharmacy Technician Conference by connecting to PTSA on Facebook, Instagram, LinkedIn, and Twitter. #PTSAConference2021 #TechniciansRising

PROGRAM SCHEDULE

*Presenter biographies and session descriptions can be found on pages 5 - 9

Saturday, September 11th, 2021

9:00 am - Opening Remarks

9:15 - 10:15 am - Keynote Speaker - Andrea Davis • Fate, Fortitude & Forgiveness

10:15 - 10:30 am - BREAK

10:30 - 11:30 am - Danielle Bilodeau • Wound Care

11:30 am - 12:00 pm - AGM/Townhall

12:00 - 12:40 pm - LUNCH BREAK

12:45 - 1:45 pm - Wendy Lindeman • A Day in the Life of a Long-Term Care Technician

1:45 - 2:00 pm - BREAK

2:00 - 3:00 pm - Nicole Johnston • Investigational Medications - Drug or Placebo?

3:00 - 3:15 pm - BREAK

3:15 - 4:15 pm - Karyann Dorn • Working in Outreach Pharmacy

Sunday, September 12th, 2021

9:00 am - Opening Remarks

9:15 - 10:15 am - Dr. Dylan Moulton • 2SLGBTQ+ Pharmacy Care

10:15 - 10:30 am - BREAK

10:30 - 11:30 am - Carla L. Dumka • It's in Your 'Breast' Interest - Endocrine Therapy for Breast Cancer

11:30 - 11:45 am - Awards

11:45 am - 12:25 pm - LUNCH BREAK

12:30 - 1:30 pm - Melissa Olson • Biologics & Biosimilars: A Time for Transition in Pharmacy

1:30 - 1:45 pm - BREAK

1:45 - 2:45 pm - Melissa Sheldrick • There is a Person Behind Every Prescription

2:45 - 3:00 pm - Closing Remarks

AWARDS ANNOUNCEMENTS

Our awards will be announced on Sunday, September 12th from 11:30 - 11:45 am. We look forward to celebrating the accomplishments of pharmacy technicians! Awards will be sent out to the recipients after the conference.

REGISTRATION INQUIRIES

Please email any questions to conference.2021@ptsa.ca

PRESENTER BIOGRAPHIES AND SESSION DESCRIPTIONS



Andrea Davis, Keynote Speaker Fate, Fortitude & Forgiveness

Andrea is a member of the Canadian Association of Professional Speakers and has presented numerous talks and keynote presentations on this topic as well as powerful, motivational, inspirational lessons on survival, managing PTSD and resilience under extraordinary circumstances. Did we know this would become so relevant in the era of COVID-19?

BIOGRAPHY

Andrea Davis was born in South Africa and immigrated to Canada in 1997. Why Calgary? Choice, freedom, safety, and opportunity. With change comes adaptation.

From diamond sales to 'swag', Andrea has built a successful business selling promotional gifts and branding solutions. Who would have thought an author and professional speaker would emerge? She loves life, nature, and encourages travel to global destinations. Andrea is excited to share their cruising adventure on the Costa Concordia, followed by their incredible decision to return to the scene of the disaster. Sail away with us on this incredible journey.

PRESENTATION DESCRIPTION

If you asked me to talk to this audience 10 years ago, I would answer "I'd sooner jump off a sinking ship!". My husband Laurence and I called ourselves "cruise junkies" until... It was January 2012, in fact, Friday the 13th. CRUNCH, BANG... CRASH!!! Survival was only the beginning. Having had to make this decision to jump, yes, off a sinking cruise ship. My hardships were unique to me in years that followed. Until March 11, 2020... WHO declares coronavirus a global pandemic. We are all now at the same muster station, where we recognize the opportunity to turn tragedy into triumph.

LEARNING OBJECTIVES

- 1 - Today is the first day of the rest of your life
- 2 - We gain courage, strength, and confidence each time we stare fear in the face
- 3 - When all else says you cannot, determination says YOU CAN

*To visit Andrea's website where you can purchase a copy of her book, please visit:
<http://andreadaviscostaconcordia.com>*

Danielle Bilodeau, RPhT • Wound Care

BIOGRAPHY

Danielle is a Registered Pharmacy Technician currently working in a community setting. Since 2009, she has alternated working between community and specialty settings. Prior to becoming registered, she worked with basic wound care and Alberta Aids to Daily Living clients for 2 years, then switched her focus more to the pharmacy aspect of her career. Danielle's favorite part of her job is the technical part - she has always enjoyed being able to be hands on with blister packaging, or drawing up medication in a sterile setting.



PRESENTATION DESCRIPTION

This presentation will cover basic and complex wound care, including the types of cleansers, creams, ointments and dressings commonly used. It will also discuss the characteristics of potential wound care patients you may encounter in community pharmacy.

LEARNING OBJECTIVES

- 1 - Describe the difference between basic and complex wounds
- 2 - Understand wound treatment and the stages of wound healing
- 3 - Describe various types of topical treatments and dressings available

Wendy Lindeman, RPhT • A Day in the Life of a Long-Term Care Technician



BIOGRAPHY

Wendy graduated from Red Deer College in 2007, then worked in community pharmacy for a year, before joining Carewest in 2008. She has been a narcotic trainer and conducted narcotic in-services on the units, in addition to being a Goldcare superuser and med room trainer and auditor. Wendy is currently working towards becoming a tobacco educator, and performing more clinical work on the units.

Wendy strives to help Carewest patients by providing the best care she can.

PRESENTATION DESCRIPTION

This presentation will highlight differences in tasks between the more common acute care/community settings and practice in long term care. It will explore how pharmacy technicians are expanding their scope of practice and adapting to new situations brought on by COVID-19, as well as describe how pharmacy technicians work within the pharmacy team, while building interprofessional collaboration with the nursing staff.

LEARNING OBJECTIVES

- 1 - To describe some of the differences between long term care and acute/community settings
- 2 - To identify some of the various roles and tasks performed in long term care
- 3 - To show to understanding and communication we have between pharmacy and nursing units

Nicole Johnston, RPhT • Investigational Medications: Drug or Placebo?

BIOGRAPHY

Nicole graduated from NorQuest College in 2015 and went on to receive ACP's 2016 Award of Achievement for top marks on the PEBC Qualifying Exam. She worked in a busy community pharmacy then transitioned to hospital practice, working at the University of Alberta Hospital for 5 years. Nicole has experience with sterile and non-sterile compounding, parenteral nutrition, investigational, chemotherapy, repackaging, barcoding, and more. Nicole has been involved with various projects, working groups, Connect Care, and also held a role as a Technician Educator. Nicole is now working as a Technical Practice Leader with AHS Pharmacy Services.



PRESENTATION DESCRIPTION

This session will offer a glimpse into the specialized area of investigational medications and clinical trial dispensing. We will discuss the pharmacy technician's role in research and how the drug distribution process differs compared to a traditional dispensary. We will explore some of the complexities with study drug preparation, training and documentation requirements, and the unique activities pharmacy technicians might be involved in when working in a research pharmacy.

LEARNING OBJECTIVES

- 1 - Recognize the pharmacy technician's role in a clinical trial pharmacy setting
- 2 - Identify the complexities involved with handling and dispensing investigational medications
- 3 - Describe the different stages of drug distribution in a research context - from receiving shipments all the way to drug destruction

Karyann Dorn, RPhT, BA, MA Student • Working in Outreach Pharmacy



BIOGRAPHY

Karyann Dorn is a Registered Pharmacy Technician in the province of Alberta, and is currently studying as a graduate student at the University of British Columbia. Her most recent role in outreach pharmacy contributed to Mint Health and Drugs: Franklin Station, winners of the W.L. Body Pharmacy Team Award. She is passionate and vocal on the importance of outreach community pharmacy and the relationships of harm reduction. Her research focuses on global models that decode marginalizing and displacing people; she works with methodologies that decentre Eurocentric structures of power. Karyann is consistently working towards decolonizing her pharmacy practice.

PRESENTATION DESCRIPTION

An Autoethnography using a mixed creative method of poetic narratives from lived experiences that incorporates reciprocity and relationships within the practice of community pharmacy - speaking on the importance of our role as a Pharmacy Technician and the justice in defending our scope of practice, the narrative of experience working to the full scope of practice in outreach pharmacy.

LEARNING OBJECTIVES

- 1 - Understand relationships and bias
- 2 - Explore outreach pharmacy/harm reduction
- 3 - Discover strategies for working WITH pharmacists

Dr. Dylan Moulton, B. Sci., PharmD • 2SLGBTQ+ Pharmacy Care

BIOGRAPHY

Dr. Dylan Moulton is a clinical pharmacist and pharmacy manager at Medi Drugs Millcreek, a locally owned independent pharmacy in Edmonton. Dr. Moulton used his experience working alongside the 2SLGBTQ+ community to shape his practice and physical pharmacy setting into a safe(r) space for diverse populations to access health care. He aided in the establishment of The LGBTQ+ Wellness Centre in Edmonton and currently sits on the board for this non-profit wellness space. Dr. Moulton strives to provide inclusive pharmacy services to citizens of Alberta, while also taking opportunities to help educate health care providers throughout Canada about gender-affirming care.



PRESENTATION DESCRIPTION

This session will focus on tangible ways that pharmacy professionals can better care for 2SLGBTQ+ patients. The presentation will start with some terminology to ground the discussion and allow attendees to better explore a patient's diversity.

Dr. Moulton will guide us through numerous topics including communication strategies, gender affirming therapies, and things we can do to our physical settings to create safe(r) spaces for our patients.

LEARNING OBJECTIVES

- 1 - Participants will learn and apply identifying terminology commonly used when discussing gender and sexual orientation.
- 2 - Participants will identify and explore gender affirming therapies commonly used in Canada.
- 3 - Participants will identify and explore opportunities to make their pharmacy practice settings safer for 2SLGBTQ+ patients

Carla L. Dumka • It's in Your 'Breast' Interest - Endocrine Therapy for Breast Cancer



BIOGRAPHY

Carla received her pharmacy technician certification at Red Deer College and has 20 years of experience in a variety of practice settings, including community, long term care, corrections, hospital and oncology. She loves the busy environment in oncology, and the opportunity it provides to learn and challenge her knowledge. Carla is currently pursuing her Bachelor of Healthcare Administration. She is involved with Emerging Health Leaders as a mentee, and is thrilled to be mentored by the General Manager of Neogen.

PRESENTATION DESCRIPTION

In this session we will explore endocrine therapy as an option in the treatment and prevention of breast cancer. It will discuss the medications used, including potential adverse effects and how the role of the pharmacy technician in managing side effects can impact the patient's quality of life.

LEARNING OBJECTIVES

- 1 - Explain why endocrine therapy is a choice to combat breast cancer
- 2 - Describe how endocrine therapy works to prevent cancer
- 3 - Understand the side effects of endocrine therapy and the pharmacy technician's role in their management

Melissa Olson, RPhT • Biologics & Biosimilars: A time for Transition in Pharmacy

BIOGRAPHY

Melissa Olson is a regulated pharmacy technician who currently works in Edmonton, Alberta and is the sole proprietor for the pharmacy relief service “Eat. Sleep. Pharmacy. Repeat”. With a career spanning three provinces, over two decades and which began in BC, Melissa has demonstrated a passion for Pharmacy and patient care—a passion which started with education in Psychology and English Literature which led her to work with individuals of varying abilities and medical needs. Moreover, Melissa went on to develop her experience by working in hospital, retail and currently specialty pharmacy to experience and gain knowledge of the regulated pharmacy technician profession. Melissa’s current role specializes in biologics, biosimilars and specialty medications for oncology and neurology which includes a large focus on newly-licensed biosimilars.



PRESENTATION DESCRIPTION

As Canada is joining the world with the increased use of biosimilars over biologic medications, what changes will our healthcare system see? How are biosimilars licensed and brought to market? Are there advantages or disadvantages to patients and their care in some situations (ie. transitioning from one to the other, oncology, off label). We will review and discover how these changes will affect our practice and our patients and what we may expect to see in our practice.

LEARNING OBJECTIVES

- 1 - Understand the process for licensing and marketing biosimilars
- 2 - Describe the advantages or disadvantages patients may experience in their care in certain situations
- 3 - Explain how the transition to biosimilars has affected pharmacy practice

Melissa Sheldrick, M Sc. Ed • There is a Person Behind Every Prescription



BIOGRAPHY

Melissa Sheldrick is the Patient Safety Advisor at the Institute for Safe Medication Practices Canada. As an educator by background, medication safety and advocacy has become the main focus in her career after losing her 8-year-old son, Andrew, to medication errors made during the compounding process. Melissa has worked to bring mandatory continuous quality improvement programs, including anonymous error reporting, to provinces across Canada and internationally. Her work in quality improvement and patient safety has led to collaborate projects with other safety-minded organizations, and studies towards a Certificate Program in Safety, Quality, Informatics and Leadership at Harvard Medical School.

PRESENTATION DESCRIPTION

This session will discuss the importance of safety throughout the dispensing process, from the point of view of a patient. The story of the loss of Melissa Sheldrick's 8-year-old son, Andrew, from medication errors lays the foundation for improvement in safety. She will recount the details of the event and will explain how and why she is working alongside health care providers to implement system changes across Canada and internationally.

LEARNING OBJECTIVES

- 1 - Understand why the patient voice is critical in patient care and explain ways to involve patients in their care
- 2 - Identify methods of increasing safety during the compounding process through the use of methods such as using a unique identification number
- 3 - Determine the importance of continuous quality improvement processes including the reporting of errors and near misses as it pertains to a safety culture

FEES AND REGISTRATION INFORMATION

Registration will open on the PTSA website on July 1st, 2021 and remain open until 8:00 pm on September 10th, 2021.

PTSA MEMBERS

Two Day Rate: **\$50.00 plus GST**

One Day Rate: **\$30.00 plus GST**

NON-MEMBERS

Two Day Rate: **\$125.00 plus GST (Includes 1 year PTSA membership)**

One Day Rate: **\$75.00 plus GST (Includes 1 year PTSA membership)**

****Cancellations with a full refund will be accepted until September 7th, 2021****

DOOR PRIZES

All registrants will be entered into the draw for door prizes.

SPECIAL THANKS

This conference would not have been possible without the efforts of the 2021 Alberta Pharmacy Technician Conference planning committee.

Allie Weaver

Susan Iannuzzi

Ivan Yu

Lindsay Fraser

Katherine Haughton

Diane Reeder

Teresa Hennessey

SPONSORS

This conference is supported by the generosity of industry partners. Their continued commitment to ensuring pharmacy technicians have access to affordable, quality educational opportunities is greatly appreciated.

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