

2022 ALBERTA PHARMACY TECHNICIAN CONFERENCE

SEPTEMBER 3RD - 11TH, 2022



LIVE SESSIONS SEPTEMBER
10TH & 11TH, 2022

ON-DEMAND SESSIONS SEPTEMBER 3RD - 11TH, 2022

ABOUT THE CONFERENCE

Featuring exciting education sessions and networking opportunities, the Alberta Pharmacy Technician Conference is one of the premier events for pharmacy technicians from all practice settings in Canada. The 2022 conference will be held online with a new and exciting format. For the first time, you'll be able to take advantage of both on demand and live sessions. Check out the conference program for schedule details. The theme this year is:

RAISING THE BAR!

ABOUT PHEEDLOOP

Pheedloop is the platform PTSA is using to provide you with an all-in-one virtual conference experience. Access to all conference sessions and activities will be through the conference platform. You do not need to download an app on your phone or browser; Pheedloop is a browser-based platform. Closer to the conference date, registered attendees will receive details to log into the conference platform. More information about what to expect is available at <https://ptsa.ca/ptsa-conference/>

FEES & REGISTRATION INFORMATION

After July 15: \$100 - PTSA Members
\$175 - Non-PTSA Member (includes one year PTSA membership)

Register early and receive 25% off the registration fee
and a gamification code

Early Bird Registration ends July 15th @ 11:59 pm MT
Registration is available at <https://ptsa.ca/ptsa-conference/>
Please email questions to conference.2022@ptsa.ca

GET CONNECTED!

Expand your network for the 2022 Alberta Pharmacy Technician Conference using

#PTSAConference2022 #RaisingTheBar

Find us on these social media platforms @thePTSA



CONFERENCE OBJECTIVE

The objective of this year's conference is:

TO INSPIRE AND MOTIVATE PHARMACY TECHNICIANS TO RAISE THE BAR FOR THEMSELVES AND EACH OTHER THROUGH NETWORKING AND LEARNING

AVAILABLE CEUs

This conference is being assessed by the Canadian Council on Continuing Education in Pharmacy (CCCEP) for continuing education units (CEUs) for Pharmacy Technicians. A Statement of Attendance will be available upon completion of the sessions and overall conference evaluations. Only the live sessions on September 10th & 11th will be evaluated for accredited learning. On-demand and vendor demo sessions can be claimed as non-accredited learning.

AGM, TOWNHALL & AWARDS ANNOUNCEMENTS

The PTSA Annual General Meeting and presentation of awards will be held Sunday, September 11th from 12:15 - 1:15 pm. We look forward to discussing the work completed over the past year and celebrating the accomplishments of pharmacy technicians!

PRIZES & VIRTUAL SWAG BAGS

Accrue game codes throughout the conference and increase your chances of winning prizes!

Find game codes within Pheedloop by:

- Attending education and activity sessions
- Interacting with sponsors in the Exhibit Hall
- Connecting with PTSA on social media
- Browsing the chat boxes available throughout the conference platform
- Submitting questions for the interactive leadership panel
- Participating in conference networking activities

Prior to the conference, all attendees will receive a virtual swag bag.

Presenter Biographies & Session Descriptions

LIVE SESSIONS - SEPTEMBER 10TH & 11TH

Terri Drover

Management of Consumer Returned Pharmaceuticals and Medical Sharps



Biography

Terri Drover is the Director-General at Health Products Stewardship Association (HPSA), a Canadian non-profit that runs take-back programs for unwanted medications and used sharps. Before joining HPSA, Terri accumulated over 30 years of executive experience in the pharmaceutical industry, holding various decision-making roles for pharmaceutical companies in North America, including Proctor and Gamble, Apotex, Sandoz and Wyeth Pharmaceuticals. Her breadth of experience spans health care, sales and marketing, regulatory affairs, government relations and distribution.

As Director-General at HPSA, Terri leads the strategic direction of the team to fulfill their mission of protecting the health and safety of Canadians and the environment from the improper disposal of unwanted medications and used sharps. She's passionate about bridging the gap between health care and the environment. She has been a board member of the Canadian Association of Healthcare Reimbursement, Canadian Foundation for Pharmacy and GS1 (Pharmacy Sector), a not-for-profit organization that develops and maintains global standards for business. She is also a volunteer Board member for CHATS (Community and Home Assistance to Seniors).

Presentation Description

Terri will be speaking about the management of household pharmaceutical waste. Controlling and eliminating pollution of pharmaceuticals in the environment has been a discussion topic among environmental policy-makers in recent years. Pharmaceuticals contribute to environmental pollution when disposed of via improper routes. When flushed in household drains, these medicines can enter freshwater systems.

Learning Objectives

- 1 - Participants will learn about the impact of improperly disposed of pharmaceuticals on the environment and health
- 2 - Participants will learn how pharmacies can help to reduce the impact of pharmaceuticals on the environment and health

Catharine Gimbel

Our Pets and Their Compounding Needs



Biography

Catharine Gimbel has been a regulated pharmacy technician since 2015. She has been part of a compounding pharmacy since she started in the industry. She decided to become a regulated pharmacy technician after she was home for over 10 years with her kids and 6 years in the oil and gas industry. Having a bachelor in chemistry and a chemical technologies diploma, she figured going into compounding would make more sense. She eventually went into sterile compounding within pharmacy and help set up and regulated the labs to be compliant. She is currently at Create Compounding Centre in Calgary, and has been since 2018. She helped set up the lab and get things going to be a large compounding facility. Currently, she works in the call centre helping patients and pharmacies with their compounding needs. When she is not working at the compounding centre, she is a mom to three fantastic children; Jacob 17, Andrew 14 (almost 15) and Sophie 13. She has a very supportive and loving husband, Brad, that has always had her back in anything she does. In her spare time, she enjoys going on walks, relaxing, baking and cooking.



Presentation Description

Catharine's presentation is about compounding and specifically compounding for our pets. She will show us the different forms that can be made, the flavours that can be used, why one way is better for a specific animal compared to other animals. She will also share and compare the animals that most households have and also looking at exotic animals - all are different and have different needs.



Learning Objectives

- 1 - Know and understand the types of dosage forms available for different medications for animals and why one would be considered better than the other
- 2 - Have an idea of what kinds of flavourings are available to make medications for pets more palatable
- 3 - Understand the differences between the conventional pet and the exotic pet, and medications for both



Kimberly McKay

The Pharmacy Technician's Role in Point of Care Testing (POCT)



Biography



Kim has been in community pharmacy since finishing her practicum from Lakeland College in 2009. She went on to complete the bridging program, passing the PEBCs and became a regulated pharmacy technician in 2014. Kim is currently a pharmacy manager at a chain pharmacy. She enjoys sharing her knowledge with those entering the pharmacy profession. She's an active advocate for advancing pharmacy technicians in Alberta.

Presentation Description

Learn about point of care testing in relation to pharmacy technicians. Including how to perform POCT, legal requirements and responsibilities.

Learning Objectives



- 1 - Understand the legal requirements in regards to the 'Standards of Practice - Laboratory and Point of Care Testing' and how it relates to practice
- 2 - Understand the 'Guidance of Pharmacists and Pharmacy Technicians - Laboratory and Point of Care Testing' and how it relates to practice
- 3 - Know and understand how to perform a Strep A test and Rapid Antigen Covid Test

Jennifer Tuck



Quality Improvement in the Pharmacy



Biography

Jennifer has been a pharmacy technician for 16 years with a focus on compounding in the community setting. As the compounding lab supervisor at Integrum Compounding Centre, she takes pride in helping others achieve their healthcare goals through innovative compounding solutions. Jennifer is the recipient of the 2021 PTSA Professionalism Award and takes pride in her profession, sharing her knowledge and expertise. Over the years, she has mentored several technicians and assistants and truly enjoys giving back and growing the profession. She has recently joined ACP as a Sterile Compounding Assessor where she aims to share her knowledge and passion to help pharmacies strive to be their best. In her spare time, Jennifer enjoys spending time with her family outdoors, camping, hiking, and playing sports with her two young boys.



Presentation Description

Jen will discuss what quality assurance (QA) is, how it applies to pharmacy practice and why it is important. Some QA program examples are Sterile surface sampling, Hazardous drug surface sampling, compounded products customer complaints, med error/near misses, Quarterly QA checks. She focuses on Quality Assurance in sterile and non-sterile compounding, but it can be applied to regular practice as well. You can perform a Gap analysis and see where QA is needed, where to start, and what resources you can use to create a program.

Learning Objectives



- 1 - Understand the meaning of quality assurance and how it applies to pharmacy
- 2 - Why is quality assurance important in pharmacy?
- 3 - Creating effective quality assurance programs within your pharmacy

Amber Ruben

Cultural Safety & Trauma Informed Care: An Indigenous Perspective



Biography ✨

Amber Ruben is a pharmacist at the Misericordia Community hospital and has practiced in family medicine, internal medicine, geriatrics, and ICU over her 15 years at Covenant Health. Amber is Inuvialuk (Inuit from the northwestern Canadian Arctic region) and was born and raised in Ft. Smith, NT. To pursue undergraduate studies, she moved to Lethbridge and obtained a BSc in Neuroscience, however decided not to continue a career in research at the time and completed a BSc Pharmacy at the University of Alberta. Over the past few years, Amber has become involved in educating pharmacy students and health care professionals on the history of Indigenous people within Canada and the link to current health issues facing Indigenous peoples. Amber is also a member of the Indigenous Advisory Body at Covenant Health. Beginning last fall, Amber has resumed her studies and has started a Master of Science degree in Pharmacy with a focus on Indigenous health.

Presentation Description

Colonial history has created health disparities for Indigenous Peoples in Canada and disparities in social determinants of health. Broken treaty promises have also created mistrust for our government systems. Providing Indigenous Peoples culturally safe and trauma informed care is work towards reconciliation and can be provided within community and hospital pharmacies by all pharmacy professionals. Amber's discussion will focus on what culturally safe care and trauma informed care means and looks like within pharmacy technician practice. She will discuss the concepts of cultural safety, awareness, humility and competency and give basic examples from an Indigenous lens.

✨ Learning Objectives

- 1 - Summarize different colonial practices that have led to Indigenous health disparities and disparities in social determinants of health
- 2 - Describe differences in cultural safety, awareness, humility, and competency and give examples of ways to provide culturally safe care to Indigenous Peoples
- 3 - Explain how and why Indigenous Peoples should be involved in their own health and wellness

Cheryl Callicutt ✨

Understanding the Benefits of Insulin Pumps & Continuous Glucose Monitors for Type I Diabetes

✨ Biography

Since 2008, Cheryl has held the Educational Assistant position with Bow Valley College Pharmacy Technician program in Calgary. Before that she worked in a number of community pharmacies as well as a hospital in the United States. She has been a Regulated Pharmacy Technician since July 2011.

She has a passion for educating people regarding diabetes because her daughter was diagnosed with Type 1 diabetes at the age of 9. She has first hand experience with funding, dealing with all the different technology and even having pharmacy staff that are able to order the right products and have any knowledge to be able to help. Diabetes has almost become an epidemic in our society and Cheryl feels that pharmacy technicians can be a benefit to patients who are struggling with the disease.



Presentation Description

Cheryl will discuss the benefits of the use of continuous glucose monitors (CGMs) and insulin pumps for Type 1 diabetics. She will share information on the various types of each of these devices, the options that are offered and the advantages for the insulin dependent diabetic, how Type 1 diabetics need to be able to have access to these devices and the optimum advantages for patient health. Cheryl will also provide us with a demonstration of a CGM device and an insulin pump to show how they are used and how they work together. For diabetics to reduce the number of finger pokes and not having to give numerous injections daily is a huge relief. Cheryl will also explain the importance for pharmacy technicians to be able to order the supplies needed for their patients and help us understand the different supplies and how to properly order patient specific supplies.

Learning Objectives ✨

- 1 - Obtain an understanding on the use of Continuous Glucose Monitors (CGMs) and the benefits of insulin pumps for Type 1 Diabetics
- 2 - Understand the devices and pumps to ease confusion when ordering the supplies that patients require to operate these devices
- 3 - Understand the advantages of using an insulin pump over daily injections and how a CGM and insulin pump work together to achieve balance of

Pharmacy Technicians in Leadership Roles



**Heather Snook, ✨
Pharmacy Owner ✨**



**Dana Lyons,
former ACP President**

Presentation Description

This interactive panel session will bring together four pharmacy technicians to share their experiences - successes and challenges - about being a leader. We'll hear about how each of the panelists were introduced to their leadership roles and how these roles have contributed to their personal and professional growth and satisfaction.

Do you have a question you'd like to ask the panelists? We invite you to submit it to **info@ptsa** by August 31, 2022.

When you submit an advance question you will receive a gamification code that can be used to earn points and increase your chances of winning prizes during the conference.

Learning Objectives

- 1 · Understand the requirements, pathways and benefits of pursuing a leadership role.
- 2 · Identify how to build leadership skills and leverage them for success.
- 3 · Be inspired to become future leaders.



**Nina Dueck,
Technical Practice Leader**



**Kim Rode, ✨
Operations Manager ✨**



Pharmacy Owner

Heather Snook is a registered Pharmacy Technician who practises community pharmacy at The Medicine Shoppe Pharmacy in Spruce Grove, AB. Here, she is a pharmacy owner and manager of the compounding lab. She is an extremely dedicated, hardworking individual who always puts her patients first. Heather strives to create a patient experience that is 5-star and one that will leave her patients with that wow factor.

Heather is originally from NL where she graduated with a BBA from Memorial University of Newfoundland in 2008. She completed a biological sciences after degree program from the University of Alberta in 2012 and Pharmacy Technician diploma from NorQuest College in 2014. She has been registered as a Pharmacy Technician with ACP since 2014.

Heather resides in Parkland County, AB with her husband of 13 years and two children who are her world. Heather enjoys crafting, cooking, reading and family time



Former ACP President

Dana Lyons is a regulated pharmacy technician, certified lean six sigma black belt and prosci change management professional. Dana's primary focus is facilitating and leading successful change in pharmacy practice through multi-disciplinary pharmacy teams, using lean and change management methods. Dana's expertise is in compounding and application of compounding standards. Dana has dedicated much of her career to improving compounding processes, practices and mentoring others to successfully achieve quality processes in their pharmacy environment.

Dana is past-President of the Alberta College of Pharmacy. Her passion for pharmacy and contributing back to the profession is something she enjoys.



Technical Practice Leader

Nina's career started in 2008 at a specialty compounding pharmacy where she gained her knowledge in BHRT, HPTP, Veterinary and other specialty compounds. Nina moved to Calgary in 2013 where she settled as the first regulated technician at South Health Campus. She has always been quick to hop into any learning opportunity that arises including injection training, PCCA workshops, sterile and non-sterile, high risk, and chemo/hazardous compounding. Nina expanded her leadership skills as a preceptor, CIVA and chemo certifier, helped implement the role of clinical support technicians, volunteered as a TKC presenter and served as the inpatient pharmacy technician representative for ED nurse orientations. Nina's passion is to inspire and watch her colleagues grow beyond their full scope.



Operations Manager

Kim Rode is the Operations Manager for Pharmacy Services for Central Zone North with Alberta Health Services. She is the manager for the technician and assistants in her zone. She originally started her career by working in her hometown retail pharmacy on weekends as an assistant, and after tech school got hired on casually with AHS through her practicum. She worked across the Central Zone as a multi-site casual technician before a brief position as an implementation lead for Connect Care when she got hired as Ops Manager in October of 2019. When she is not working, she likes to spend her time with her husband and their 3 kids running their small town mechanic shop, camping and playing soccer.

Zubin Austin

Who Do You Think You Are? Professional Identity & Pharmacy Technicians



Biography

Zubin Austin BScPhm MBA MSc PhD FCAHS is Professor and Koffler Research Chair at the Leslie Dan Faculty of Pharmacy and the Institute for Health Policy, Management, and Evaluation – Temerty Faculty of Medicine at the University of Toronto. His research focuses on the professional and personal development of the health workforce. He has published over 225 peer reviewed papers and authored 4 reference textbooks. In 2017, in recognition of the global impact of his research, he was installed as a Fellow of the Canadian Academy of Health Sciences, one of the highest honours for health researchers in Canada. He is also the only University of Toronto professor ever to have received both the President's Teaching Award for sustained excellence as an educator and the President's Research Impact award for the global significance of his work. He has been named Professor of the Year by students on 20 separate occasions.

Presentation Description

Identity has emerged as an important way of understanding ourselves and our world. Who we understand ourselves to be, and how we feel about that identity, fundamentally shapes our behaviour, thoughts, and emotions. The role of professional identity formation and its impact on practice, health care, and outcomes is growing in importance. As a newly emerging health care profession, the identity of pharmacy technicians has only recently been studied, but implications for practice and personal development are significant. This presentation will review current literature regarding professional identity and pharmacy technicians and provide opportunities for participants to reflect on what being a "professional" means.

Learning Objectives

- 1 - What is professional identity?
- 2 - How do we develop professional identity?
- 3 - Why is professional identity important?

Additional Sessions

Available On Demand from September 3rd - 11th, 2022

Loren Voice Preceptorship: Standards & Training

Biography

Loren Voice has 25+ years' experience in various pharmacy settings in Alberta. Her pharmacy passions are hospital pharmacy practice, sterile compounding, and teaching. Her current role is Clinical Lab Instructor at Bow Valley College in the Pharmacy Technician program. Expanding her knowledge in hopes of contributing to a better healthcare system, Loren graduated with her Masters of Public Health degree in 2019. Her desire is to inspire others to reach their "ah ha" moments, to act with integrity and communicate with empathy and compassion.

Presentation Description

Attendees of this presentation will gain a deeper understanding of what being a preceptor entails. We will investigate the three levels of structured practical training (SPT) and roles of preceptors at each stage. We will examine the new Canadian Council for Accreditation of Pharmacy Programs (CCAPP) standards around pharmacy practice experiences and possible effects of the increased hours. This presentation will cover how to become a preceptor and the training that is available to you.



Learning Objectives

- 1 - Gain an understanding of the three levels of SPT for pharmacy technicians.
- 2 - Examine standards around SPT in Alberta
- 3 - Learn how to become a preceptor and properly prepare for this important role.

Speaker TBA STIs & Sexual Health

Presentation Description

Learn about sexual health and sexually transmitted infections from an educator with the Alberta Health Services, Sexual and Reproductive Health Program.

Pamela Timanson

Deep thoughts: Reflection and Learning Experiences

Biography

Dr. Pamela Timanson is the Competence Director for the Alberta College of Pharmacy (ACP), and an Adjunct Professor with the Department of Educational Policy Studies at the University of Alberta. Prior to entering her directorship position, Pamela taught undergraduate courses in the Faculty of Education and facilitated online modules and held research positions with the Faculty of Pharmacy and Pharmaceutical Sciences. She was also a high school science teacher for 12 years. Since joining the ACP, Pamela has led the development of a professionalism framework, licensee education program, and a practice improvement program, and is currently leading a project to evolve the competence program. She currently serves as a board member for the Canadian Council on Continuing Education in Pharmacy and a member of NAPRA's Competencies working group.



Presentation Description

The Alberta College of Pharmacy's Continuing Competence Program is theoretically based on continuing professional development (CPD). This entails a cycle of reflection, learning, and implementing into practice. This session will explore CPD, and the value reflection brings to learning; from the selection of learning activities to the application to practice.

Learning Objectives

- 1 - Gain a deeper understanding of continuing professional development and reflective practice.
- 2 - Explore ways to identify learning activities to participate in.
- 3 - Receive tips on how to document the application of learning to practice in an implementation record.



The Invisible Threat: Addressing Safety when Preparing and Administering Hazardous Drugs

Presentation Description and Learning Objectives

- 1 - Strengthen awareness of the risk of occupational exposure during hazardous drug (HD) preparation.
- 2 - Understand HD surface contamination:
- 3 - Where are HDs found (areas of possible exposure)
- 4 - How to detect HD surface contamination
- 5 - Review international and national guidelines
- 6 - Discuss how the following minimizes the risk of exposure to hazardous drugs:
- 7 - Routine surface contamination monitoring
- 8 - The use of a secondary engineering control (e.g., CSTD)



Christine deBoer

Biography

Chris deBoer RN BScN CVAA(C) has been a Registered Nurse for over 35 years with expertise in Neonatal ICU, Pediatrics, and Infection Control. She is currently a Neonatal Resuscitation Instructor. She is a trained facilitator, experienced in teaching small group leadership skills and thrives when supporting the development and provision of best practice protocols. Chris is CVAA certified and is an active member of CVAA, INS, AVA, and CANN. She is passionate about promoting health care worker safety, with a focus on prevention of hazardous drug exposure. During her time at BD, Chris functioned as an Inservice Consultant and Territory Manager for Vascular Access and Management as well as a Clinical Specialist for Hazardous Drug Safety. Chris recently left her role with the Hazardous Drug Safety portfolio to pursue other career options and with that we bring you her prerecorded video titled: The Invisible Threat.

And join us, Saturday, September 10th before the live sessions for a special presentation from:

Ascencia Diabetes Care

Special Thanks

This virtual conference would not have been possible without the efforts of the 2022 Alberta Pharmacy Technician Conference Planning Committee!

Allie Weaver

Ivan Yu

Lindsay Marks

Morgan Lahl

Stephanie Braga

Samantha Kennedy

Teresa Hennessey

Schedule

LIVE SESSIONS



Saturday, September 10th

- 8:00 - 8:45 AM** - Marvin Ng - Ascensia Diabetes Care Demo
- 9:00 - 9:05 AM** - Welcome!
- 9:05 - 10:05 AM** - Terri Drover - Management of Consumer Returned Pharmaceuticals and Medical Sharps
- 10:05 - 10:20 AM** -Break
- 10:20 - 11:20 AM** - Catharine Gimbel - Our Pets and Their Compounding Needs
- 11:20 AM - 12:45 PM** - Vendor Exhibits / Lunch
- 12:45- 1:45 PM** - Kimberly McKay - The Pharmacy Technician's Role in Point of Care Testing (POCT)
- 1:45 - 2:00 PM** - Break
- 2:00 - 3:00 PM** - Jennifer Tuck - Quality Improvement in the Pharmacy
- 3:00 - 3:15 PM** - Break
- 3:15 PM - 4:15 PM** - Amber Ruben - Cultural Safety & Trauma Informed Care: An Indigenous Perspective
- 4:15 PM** - End of Day

Sunday, September 11th

- 9:00 AM** - Welcome!
- 9:05 - 10:20 AM** - Dana Lyons, Heather Snook, Nina Dueck, Kim Rode - Panel of Pharmacy Technicians in Leadership Roles
- 10:20 - 10:35 AM** - Break
- 10:35 - 11:35 AM** - Cheryl Callicutt - Understanding the Benefits of Insulin Pumps & Continuous Glucose Monitors for Type I Diabetes
- 11:35 - 12:15 PM** - Break
- 12:15 - 1:15 PM** - AGM, Townhall & Awards
- 1:15 - 1:30 PM** - Break
- 1:30 - 2:30 PM** - Zubin Austin - Who do you think you are? Professional Identity & Pharmacy Technicians
- 2:30 PM** - End of Day

RECORDINGS OF LIVE SESSIONS WILL BE AVAILABLE TO ACCESS AFTER THE CONFERENCE VIA PHEEDLOOP UNTIL SEPTEMBER 30TH, 2022 AND WILL BE POSTED FOR VIEWING ON THE PTSA WEBSITE UNTIL NOVEMBER 30TH, 2022

Activity Breaks

Please feel free to attend one of the activity sessions during scheduled breaks:

- Stephanie Braga** - Braga's Bites! Quick, fun, and healthy snacks to keep focused during the education sessions!
- Anne Cox** - Yoga Sessions to get up and stretch between sessions!

Our Sponsors



This virtual 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!

Don't forget to check out the virtual exhibit hall to interact with our sponsors!



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