

The Wonders of Hospital Practice

Nina Dueck RPhT on behalf of AHS Pharmacy Services

Presenter Disclosure:

- Presenter's Name: Nina Dueck
- I have Relationships with commercial interests:
 - Current Employee of Alberta Health Services
 - ACP Council Member
- Speaking fees for current program:
 - I have received no speaker's fee for this learning activity

Commercial Support Disclosure:

This program has received no financial or in-kind support from any commercial or other organization

Learning Objectives:

By the end of this session, Technicians will be able to take away key learnings on the following:

- ✓ **Different opportunities for Pharmacy Technicians within hospital practice**
- ✓ **Technician Advancements**
- ✓ **Multiple disciplinaries of hospital pharmacy**

Land Acknowledgment

Our work takes place on historical and contemporary Indigenous lands, including the territories of Treaty 6, Treaty 7 & Treaty 8 and the homeland of the Métis Nation of Alberta and 8 Metis Settlements. We also acknowledge the many Indigenous communities that have been forged in urban centers across Alberta.

Pharmacy Technician



What my friends think I do.



What my family thinks I do.



What society thinks I do.



What my boss thinks I do.



What I think I do.



What I actually do.

Our Vision

Healthy Albertans. Healthy Communities. **Together.**

Our Mission

To Provide a patient-focused, quality health system that is accessible and sustainable for all Albertans.

Our Values



Compassion
Accountability
Respect
Excellence
Safety

AHS Technician Opportunities



Role Opportunities within AHS Pharmacy Services



Frontline



performs all aspects of medication & drug distribution



Part of effective daily operation of all departmental services and programs leading to pharmaceutical care.

Clinical Deployed Technicians

- BPMH – main priority
- Liaison work for any drug distribution
- Escalating issues
- Independent double check for nursing
- Discharge coordination
- Drug information
- Device Teachings
- Naloxone training



[This Photo](#) by Pexels In collaboration Shvets production

Leads

Includes:

- Aseptic Leads, Non-sterile Leads, Lead Technicians
- Connect Care (Barcode, Inventory, Implementation)
- Medication Safety Technician*

Operations

- leadership role
- management and overall performance of medication distribution services
- Ensures alignment with pharmacy strategies and initiatives
- Ensures compliance



[This Photo](#) by Pexels In collaboration Thirdman

Quality Assurance

- Work within NAPRA guidelines to set the provincial standard of excellence
- Attend controlled spaces and equipment certifications
- Review reports and recommend remediation actions to Operations Managers and site Aseptic Leads
- Certify compounding staff
- Develop, collect, and audit a variety of site reports



[This Photo](#) by Pexels In collaboration Jess Loiterton

Technical Practice Leaders



Research & Analyze data
(i.e. stability studies)



Support expanded scope
of practice for both
pharmacy technicians and
pharmacy assistants



The bridge between
provincial initiatives &
frontline operations



Setting practice standards



Pharmacy Technician
student placements

Compound & Repackaging Team

Responsible for
standardization of
compounding and
repackaging records

Creation,
maintenance &
standardization of
worksheets

Creation &
maintenance of
adult, ambulatory,
standard of care
oncology protocols

Respond to requests

Act as a source of
truth



Medication Quality & Safety Team



Identifies & coordinate system-based approaches to improve medication safety to mitigate patient harm.



Analyze issues



Bring teams together across professional boundaries.

SMORE'S



Subject Matter Operational
Readiness Experts!



Bridge the gap between
operations and IT



Focuses on improving
/addressing issues with high
patient safety impact



Support teams during launch
and set up for successful
transitions to operational
mode



Drive standardization that
will influence willow and
medication related builds in
other applications and
pharmacy operational
workflows



Policy & Procedures



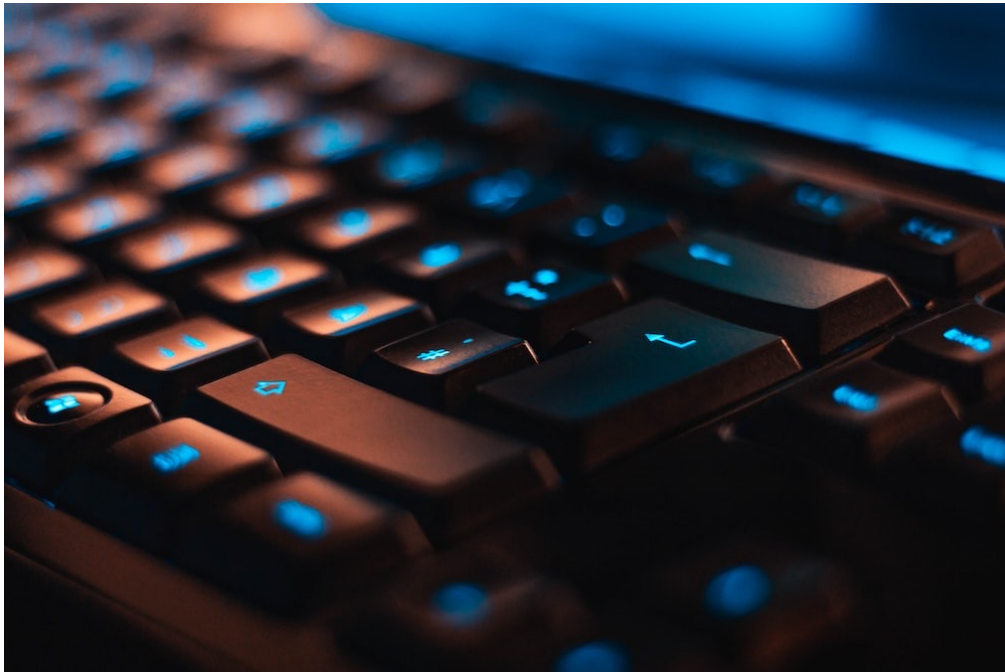
- Collaborate with subject matter experts to create guidance documents
- Develop provincial standards for pharmacy processes
- Provide consultation
- Monitor changes to policy, legislation, and other developments relevant to professional regulation and the role of Pharmacy Services within AHS
- Provide the program with guidance through policy implementation strategy

[This Photo](#) by Unsplash+ In collaboration with Getty Images

Drug Information Team

- make quality decisions with comprehensive, timely and accurate information about drugs and drug use.
- Improve patient care by making recommendations
- Promote appropriate use of medications
- Answer Drug Information questions from AHS professionals
- Develop and maintain resources, and subscription collections to ensure access to world-class drug information resources
- Create Parenteral monographs

Informatics, Performance & Analytics



[This Photo](#) by Unsplash+ In collaboration with Christian Wiediger

- Report the accurate pharmacy related costs to Albertans for provision of patient care
- Financial stewardship including developing the annual operational and grant budget for:
 - Compensation
 - Variable non labor expenses
 - Compliance with Canadian Institute of Health Information
 - Operational best practice submissions
 - Financial variance monitoring
 - Activity based budgeting

Procurement & Inventory

The Procurement and Inventory team serves as a provincial resource for all pharmacy purchasers, in addition to providing provincial direction, team leadership and organization over activities pertaining to Pharmacy Services drug purchasing and inventory control.

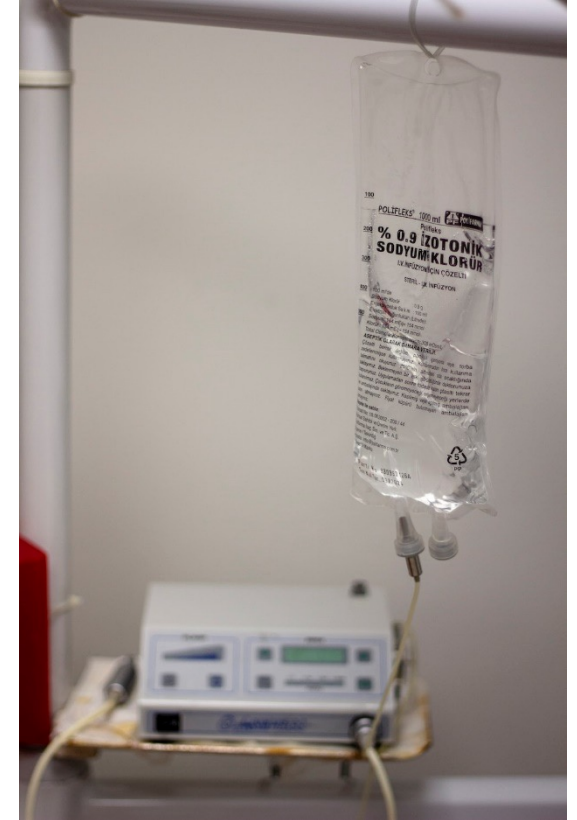
- Backorder database
- Monitor inventory
- Coordinate movement of inventory (drug shortages)
- Works in conjunction with HealthPRO
- Pharmacy Purchasing liaison



[This Photo](#) by Unsplash+ In collaboration with Nastya Dulhiier

Distribution Optimization Team (DOT)

- provides support and consultation regarding drug production and distribution in two areas:
 - Equipment
 - Automation & Technology Distribution Processes
- help AHS Pharmacy sites meet and exceed the minimum Pharmacy Services' Drug Distribution standards as well as other regulatory standards.
- assists with the strategic and intelligent use of pharmacy automation and coordination of capital equipment purchases
- DOT provides coordination and strategic oversight of 700 pieces of capital equipment ranging from refrigerators and freezers to biological safety cabinets and automated medication packaging machines.



[This Photo](#) by Unsplash+ in collation with Ozkan Guner

Process Improvement



Lead and inspire LEAN work within pharmacy and our sites!



Patient care advancement



Positive changes in our workplaces



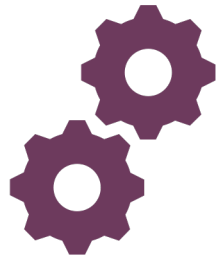
CDPD Project



- ***New* Central Production- North Zone**
- A collective effort of all of AHS pharmacy provincial teams
- New technology!

[This Photo](#) by Start Architecture approved by CDPD

Clinical Informaticians



Facilitate design, optimization
and integration of clinical
information systems



Ensures new & updated
applications align



Currently working on WMS
system for new CDPD

Provincial Leadership Team

- Oversees strategy and operational leadership
- Includes:
 - zone operations
 - provincial operations
 - clinical practice leaders
 - technical practice leaders

* lead by pharmacy services medical director



[This Photo](#) by Unsplash+ In collaboration with Natalie Pedigo

Activity Time (10 minutes)



[This Photo](#) by Unsplash+ In collaboration with Meg Aghamyan



Thank You!

nina.dueck@albertahealthservices.ca