

# Clinically Deployed Technicians: Prioritizing Care

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## The Goal:

To enhance patient care across Alberta Health Services (AHS) Pharmacy Services by strategically implementing the role of clinically deployed technicians (CDT), with a focus on prioritizing core clinical activities.

## Background

Studies and data have shown that CDTs can accurately obtain medication histories and identify discrepancies. This contributes to a reduction in medication errors and enhances the overall quality of care delivered by the clinical team while meeting the needs of their patients. The initial step of medication reconciliation — collecting accurate medication histories — can be efficiently managed by pharmacy technicians, under direct supervision of a pharmacist.

## Key Factors to Success :

- Collaborative health care environment
- Demand for medication reconciliation
- Pharmacy technicians working to their full scope of practice
- Evidence of increased accuracy and efficiency
- Improved patient safety



## Training & Implementation

### Training Framework & Expectations

Support documents were created to support standardized training of all CDTs across AHS Pharmacy Services. It ensures consistency across all clinical areas, sites, and zones. Clear expectations help define roles, enhance patient safety, and support professional development-contributing to continuous improvement in pharmacy practice.



## Clinically Deployed Technician Activities

### Medication Reconciliation Support:

- Conducting an initial assessment to determine if a best possible medication history (BPMH) is appropriate for the patient and its priority
- Generating a BPMH by gathering information with a minimum of 2 sources as per Accreditation Canada (i.e., patient interview, Netcare, community pharmacy)
- Identifying and escalating any compliance issues or discrepancies to another health care professional (i.e., pharmacist, physician, nurse)

### Patient Education:

- Teaching patients the proper use of various medication devices as appropriate

### Seamless Care:

- Arranging continuation of compliance packaging
- Collecting third party information
- Admission and discharge coordination with community care providers

## Did You Know?

AHS Pharmacy Services completed a transformative emergency department initiative involving 16 sites across the province. This project strategically integrated both pharmacists and pharmacy technicians into emergency care teams to enhance key clinical and operational outcomes. As a result of its success, sites now have a permanent pharmacy technician and pharmacist with the program continuing to expand and evolve to meet growing healthcare needs!



## Data Collection & Monitoring

### iVent Tableau Dashboard

An iVent tableau was created to monitor the workload of CDTs. This dashboard captures key metrics such as the number of BPMH interviews completed and the time spent. By analyzing this data, the tool supports the identification of workflow improvements across various practice areas.



## Key Performance Indicators

### Results:

Based on the data collected through our iVent tableau between April 1, 2024 to March 28, 2025;

- 40,805 patients have been seen by a clinically deployed technician in the past year
- 49,532 iVents have been reported in the past year
- Over 1,401,017 minutes have been spent by clinical deployed technicians with an average of 29.05 minutes each patient.

### Lessons:

- BPMH documentation has brought challenges as to how our scope of practice can fit into the implementation of Connect Care as we continue to learn through its functionalities.



## Acknowledgements

AHS clinically deployed technicians for making an impact on patient safety and Provincial Pharmacy Services for continued data collection and support.