



Empowering excellence in pharmacy practice

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Presenter/speaker personal disclosure

Presenter's name: Brad Willsey

I have no current or past relationships with commercial entities.

Speaking fees for current program:

I have received no speaker's fee for this learning activity.



Presentation objectives

1. Analyze current trends in pharmacy practice and how they relate to pharmacy technicians.
2. Review key changes to ACP's standards.
3. Discuss real-life examples of how pharmacy technicians are contributing to pharmacy in different ways as leaders in their practices.



Land acknowledgement

The Alberta College of Pharmacy respectfully acknowledges that we are gathered on **Treaty 7** territory, the traditional lands of First Nations people, and Métis **Region 3**. The roots of many modern medications come from the Indigenous peoples' traditional use of plants from these lands.





Vision

Healthy Albertans through excellence in pharmacy practice.

Mission

The Alberta College of Pharmacy governs pharmacists, pharmacy technicians, and pharmacies in Alberta to serve, support, and protect the public's health and well-being.

Today's pharmacy landscape

- Continual change in pharmacies.
 - Use of technology and AI.
 - Shifts in healthcare landscape (e.g., lack of doctors).
 - Medication and staffing shortages in the pharmacy.
 - Prevalence of health conditions.
 - Changes in expectations.



Today's pharmacy landscape

- **1,743** licensed pharmacies in Alberta.
- **6,426** practising pharmacists.
- **2,100** practising pharmacy technicians.
- Continual increase in the number of pharmacy technicians.



Technology in the pharmacy

- Continual increase in use of technology in the pharmacy.
 - Accelerated by COVID-19 pandemic.
 - Increase in virtual care.
- Changing patient preferences and expectations.
- Standards of Practice for Virtual Care implemented in January 2023.



Patients and technology

- **55%** of Canadians use digital tools or apps to manage their health.
- **89%** of Canadians trust their pharmacist for information about common health issues.
 - Only **36%** of Canadians trust AI-powered health tools for information about common health issues.



Using AI in the pharmacy

- Before using AI, consider:
 - patient privacy,
 - your clinical judgement,
 - informed consent, and
 - ensuring compliance with legislation, standards, and the Code of Ethics.



Patient expectations

- Continually evolving.
- Promotion of pharmacist-led clinics.
- Increased reliance on pharmacy teams.
- Better awareness of regulated members' scopes of practice.
- Increase in opportunity AND workload.



Challenges for pharmacy teams

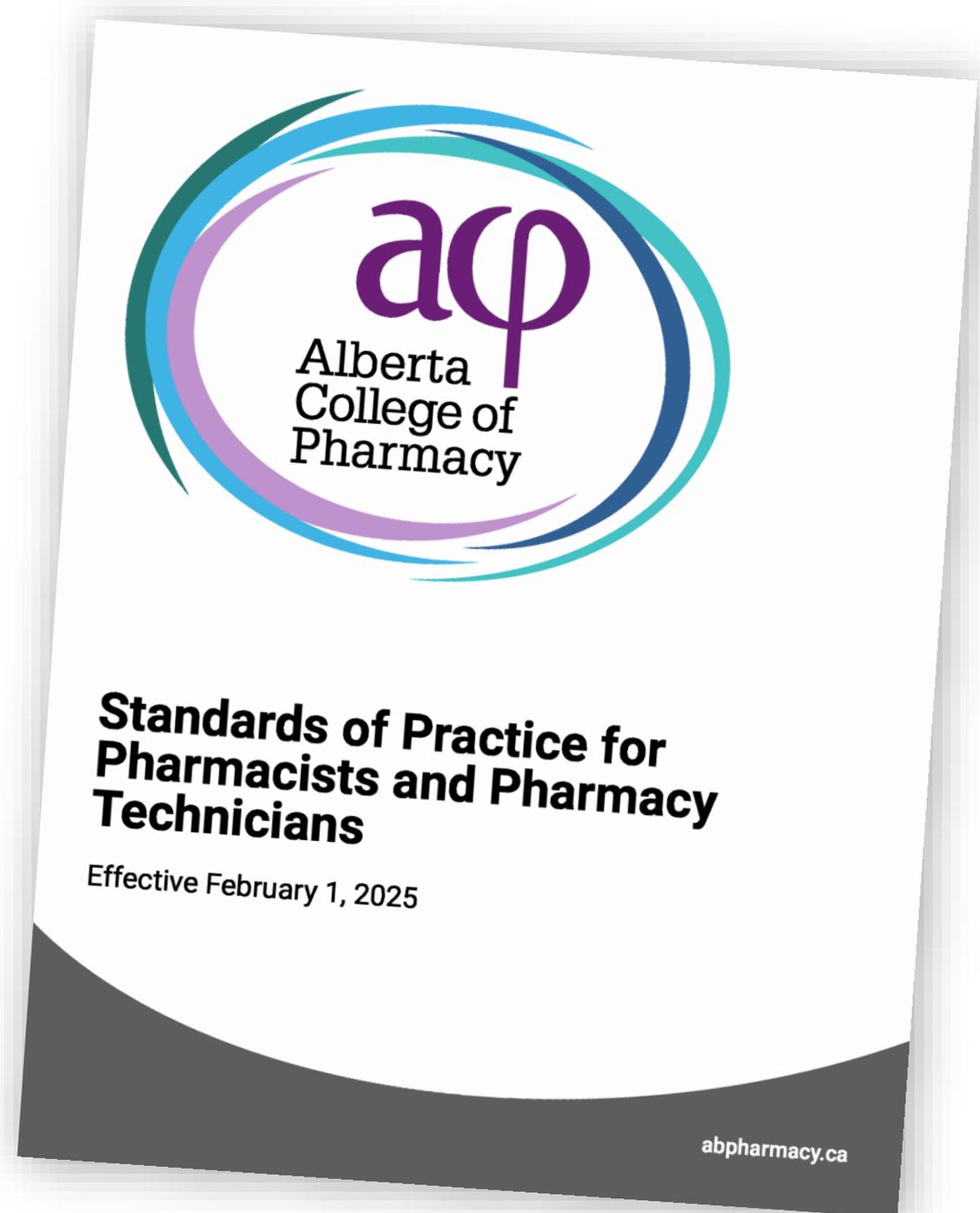
- Regulated members report that their top challenges are managing **workload** and preventing **burnout**, followed by addressing **workforce shortages**.
- Pressure to deliver quality care without enough support.
- Pharmacy technicians are experiencing burnout.





New standards for a modern pharmacy landscape

- Came into effect in February 2025.
- Empower pharmacy teams to
 - work collaboratively,
 - practise to their full scope,
 - innovate, and
 - uphold excellence in pharmacy practice.



New standards: What's changed?

- New structure categorized into domains.



New standards: What's changed?

- New language.
- Speaks to all regulated members in all practice settings.



New standards: What's changed?

- Clearer limitations for unregulated employees (e.g., pharmacy assistants).
- Concepts of critical steps and independent double checks introduced.



New standards: What's changed?

- Designed to empower leadership for pharmacy technicians and pharmacists.



New standards: What's changed?

- Introduction of operations supervisor role.





Pharmacy technicians leading the way

Kortney Stanley

Compounding supervisor





Pharmacy technicians leading the way

Heather Snook
Proprietor's representative





Pharmacy technicians leading the way



Kirsten Shead

District A Council representative



Nina Dueck

District B Council representative



Pharmacy technicians leading the way

There are so many ways to be a leader!



HPA: Pharmacy technicians' roles

- Receive, gather, enter, and store prescription and patient information.
- Store and repackage products.
- Participate in the management of systems for drug distribution and inventory control.

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HPA: Pharmacy technicians' roles cont'd

- Participate in the research, development, implementation, and evaluation of quality assurance and risk management policies, procedures, and activities.
- Provide restricted activities authorized by the regulations.
- Instruct patients about the use of health aids and devices.

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HPA: Pharmacy technicians' roles cont'd

- Teach the practice of pharmacy technicians.
- Provide professional services to support animal health, as authorized by the regulations.



Questions for your licensee

- Have job descriptions been reviewed since ACP's new standards came into effect in February 2025?



Questions for your licensee

- ACP's new standards focus on the importance of every regulated member demonstrating leadership and practising to their full scope. How can our pharmacy team empower leadership and quality patient care for every regulated member?



Questions for your licensee

- Could we, as the pharmacy team, discuss opportunities to define roles or share responsibilities to improve efficiencies and support quality patient care?



Questions for your licensee

- An operations supervisor can oversee administrative, managerial, and operational responsibilities in the pharmacy. Would making a pharmacy technician an operations supervisor enable the pharmacist to focus more on patient care?





**How can you thrive
in your pharmacy
technician role?**



Questions?



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