

Delegation and Technician Training Case Studies

1. Make a list of questions that you feel should be asked to assure that a candidate for a technician position will fit the job well.
2. Describe some of the advantages of having pharmacy technicians participate in a certification program.
3. Hugh Mongus Pharmacy recently hired Penny Sillin, a Certified Pharmacy Technician who used to work for a local hospital. Since Penny is already certified and has extensive experience, do you think she should be required to participate in an orientation and on-the-job training program?
4. Friendly Pharmacies, Inc. has re-engineered its prescription workflow so that only technicians will count and pour medications and enter data into the computer. Technicians have completed an extensive training program and are qualified to fill this role. Pharmacists are expected to check prescriptions, counsel patients, handle drug therapy-related problems and provide other pharmaceutical care services. Some pharmacists, however, are not comfortable with the division of work and, despite continued efforts by their supervisors to get them to accept the new roles; they often revert back to performing the routine, non-judgmental dispensing functions. Although some of the pharmacists claim that this prevents errors, company data indicates that fewer errors occur when pharmacists check well-trained technicians than when pharmacists perform the entire dispensing function alone. What should the company do to get pharmacists to supervise dispensing functions and concentrate on professional functions?
5. Select a task to be delegated to a pharmacy technician and describe the steps that should be used to effectively delegate this task.