




Growth. Performance. Success.

NCPA 2025 ANNUAL CONVENTION



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Elevating and Rebranding Pharmacy Support Staff Roles

➤ **NCPA 2025 Annual Convention and Expo**



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Speakers



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Disclosure Statement

Jake Galdo has a financial interest with Eli Lilly, Pfizer, Takeda and BMS and the relationship has been mitigated through peer review of this presentation. There are no relevant financial relationships with ACPE-defined commercial interests for anyone else in control of the content of the activity.



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Pharmacist and Technician Learning Objectives

1. Review data demonstrating how expanded support staff roles improve pharmacy operations and outcomes.
2. Identify non-dispensing responsibilities that support career growth for support staff.
3. Describe approaches to rebranding support staff titles to reflect their evolving roles.
4. Outline strategies for recognizing and rewarding staff beyond traditional salary compensation.



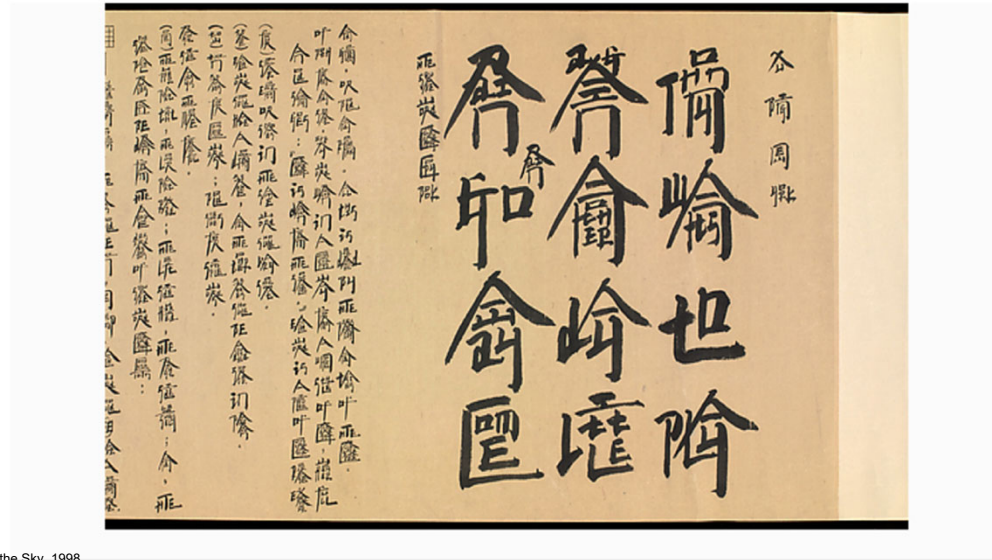
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POLL:
**Would you implement a change in
your pharmacy to increase
profitability by 65%?**



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What Language is This?



Bing Xu. Book from the Sky. 1998.

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Speak the Same Vernacular

Return on Investment

Return on investment (ROI) is a ratio that measures the profitability of an investment by comparing the gain or loss to its cost

$$\text{ROI} = \frac{\text{Net Return on Investment}}{\text{Cost of Investment}} \times 100\%$$

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Speak the Same Vernacular

Profitability

Profitability and profit are metrics that are used to analyze the financial success of a company.

Profitability refers to the extent to which a company earns a profit.

Companies can determine profitability through a number of factors, such as expenses, demand, productivity, and competition.

Profitability is commonly expressed as a ratio, such as the gross profit margin, net profit margin, operating margin, or EBITDA.

While profitability is a concept, profit is an absolute amount, which means it is the total amount of income or revenue earned above any costs or expenses.

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ROI $\neq$
PERSON

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Why Elevate Technician Roles?

- Pharmacy technicians possess unique skills and capabilities that benefit the pharmacy and the patient
- Leveraging the skills of technicians effectively is a game changer
 - Optimizes Pharmacy Services
 - Supports Pharmacist-led Care
 - Enhances Patient Care
 - Increases Job Satisfaction (Reducing Staff Turnover)

INCREASES THE PROFITABILITY!

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The Profitability Model: Immunizations

	Pharmacy A	Pharmacy B
Number of IMZ 2023	6050	463
Average IMZ Sales	135.59	120.16
Gross Sales	\$ 820,319.50	\$ 55,634.08
COGS	\$ 605,000.00	\$ 46,300.00
Gross Profit	\$ 215,319.50	\$ 9,334.08
Operating Expense: RPh	\$ 151,250.00	\$ 11,575.00
Operating Expense: 50% Tech	\$ 113,437.50	\$ 8,681.25
Operating Income: RPh	\$ 64,069.50	\$ (2,240.92)
Operating Income: 50% Tech	\$ 101,882.00	\$ 652.83
	59%	71%

Analysis conducted for PTCB/CPSN
Research Project, 2024.

Takeaway: Technicians providing 50% of IMZ at a pharmacy increase profitability by 65%

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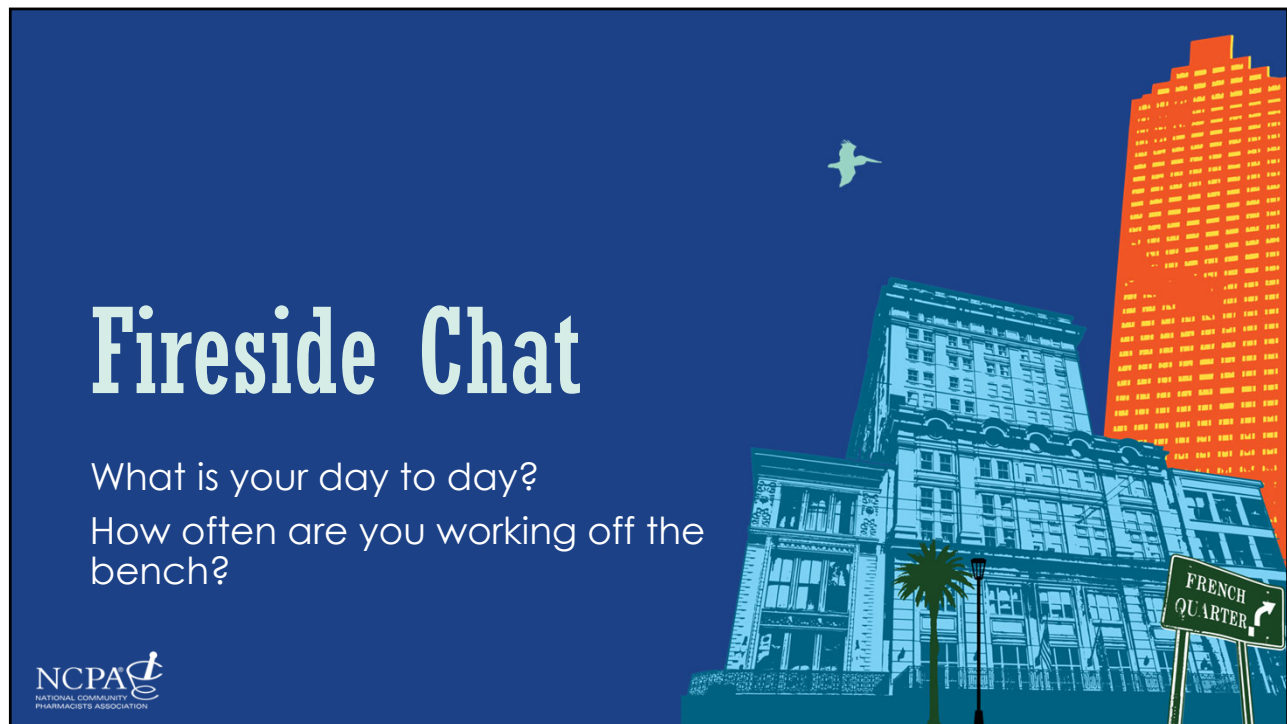
The Profitability Model: Immunizations

	Pharmacy A	Pharmacy B
Increases profitability (defined as operating income) by 65%! And this assumes the pharmacy technician is making 50% of the pharmacist's salary.		
Operating income: 50% tech	\$ 101,882.00	\$ 652.83
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Fireside Chat

What is your day to day?
How often are you working off the bench?

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Advanced Role Examples

- Ambulatory Medication Prior Authorization Coordinator
- **Compliance Coordinator Technician**
- Discharge Pharmacy Technician
- Informatics Technician
- IDS Technician Specialist
- **Lead Pharmacy Technician**
- **Medication History Technician**
- **Community Health Worker**
- Pharmacy Medication Access Service Advocate
- Pharmacy Purchaser
- **Prior Authorization Pharmacy Technician**
- Sterile Compounding Coordinator
- **Technician Product Verifier (Tech Check Tech)**
- USP Designated Person
- **Immunization Specialist**
- **Point of Care Testing Specialist**

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Non-Dispensing Roles 1: Immunizations

- Cost-effective
- Beneficial to patients
- Workflow efficiency
- Professional development
- Engagement from technicians



Non-Dispensing Roles 2: Medication Therapy Management & Medication History

- Cost-effective
- Time-saving
- Efficient workflow
- Engagement from technicians



Non-Dispensing Roles 3: Compression Specialist

- Meet customer needs
- Increase customer loyalty
- Additional revenue
- Comprehensive patient care
- Technician-led
- Engagement from technicians



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Non-Dispensing Roles 4: Community Health Worker

- Value-based/outcomes-based arrangement
- Increase customer loyalty
- Addresses social determinants of health
- Additional revenue
- Comprehensive patient care
- Technician led
- Engagement from technicians



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Rebrand Titles & Responsibilities

Lead Technician

Sync & Monthlies

Provides oversight for Sync & production team.

Dailies

Provides oversight for daily intake, vaccine intake, & production team.

Training & Development

- Identifying Talent Among Techs
- Training and Development
- Assist with Employee Conflict Resolution
- Assist in Employee Hiring & Reviews

Advanced IT

- Communication & Troubleshooting re:
- Server
- Software
- Hardware
- Evaluating new software/hardware
- Go-to for errors

Specialty Technician

Compounding

- Daily compounding
- Maintains logs and accreditation standards
- Works with pharmacist on proper compounds and dosages

USP Chapter 800

- Maintains our protocol to ensure it is up to date
- Conducts annual spill drill and spill cleanup drill
- Trains employees on USP standards and proper procedure

Inventory Specialist

- Maintains regular perpetual inventory
- Schedules drug returns
- Coordinates expiration checks
- Coordinates fiscal-year inventory
- Coordinates biennial inventory
- Investigates negative margins and idle inventory
- Drug returns and recalls

Medical Equipment & Front End

- Maintain front-end inventory
- Assist patients with medical equipment
- Stay up to date with medical billing requirements



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Fireside Chat

What's an example of a 'wellness role' in your pharmacy?



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Know Your Worth

- What's the best thing we can do for a great technician? PAY THEM MORE.
- What does your employment package contain?
 - Salary / Pay Rate
 - Retirement Package (401k)
 - Equity
 - Health Insurance (Employer vs Employee)
 - Bonus Plans
 - Continuing Education and Credentials
 - Others?
- Review total package on an annual basis
 - What is the 5-year and 10-year outlook? What's your corporate structure?

Always talk with your accountant and financial advisors

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Fireside Chat

What do you see as the future for pharmacy technicians?

What is your pharmacy wellness role?

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Impact of Advanced Pharmacy Technician

- More advanced technicians – better safety!
- More advanced technicians – better profitability!
- More advanced technicians – better pharmacies!

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Call to Action!

- For every new clinical service, program, or opportunity you learn during the NCPA – ask, what if my technician delivered this program?
- *And, what if I paid (COMPENSATE) them more to do it?*

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Contact Information

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