

## COURSE OUTLINE

**PROGRAM:** Pharmacy Technician Bridging Education Program

**COURSE NAME:** Management of Drug Distribution

**COURSE DURATION:** 39 hrs.

**PRIOR LEARNING ASSESSMENT AND RECOGNITION:**

CH Exam ✓                      Portfolio                      N/A

### I. COURSE DESCRIPTION

This course will examine various drug distribution systems in pharmacy practice, and prepare learners to effectively manage operations in different practice settings to ensure safe and effective drug supply and distribution. Learners will explore distributive functions in institutional settings, as well as common drug plans and their formularies, adjudication challenges, inventory management elements and common business practices. Accurate product release within the parameters of the pharmacy technician role receives special emphasis.

### II. COURSE OVERVIEW

Unit Number	Unit Name	Time in Hours
I	Drug Distribution Systems	12.5
II	Management Knowledge and Skills	9
III	Quality Assurance	3.5
IV	Product Release	12.0
	Final Exam	2.0

### III. VOCATIONAL LEARNING OUTCOMES

On completion of this course, participants will have reliably demonstrated the ability to:

1. Collaborate in the management of systems for drug distribution to ensure patient safety. (NAPRA Standard 6.1)

#### Learning Elements

- 1.1 Identify various drug distribution systems available in pharmacy practice including unit dose, ward stock, automated distribution and compliance packaging in various practice settings.
- 1.2 Identify and respond to individual patient needs while ensuring the safety, accuracy, quality, integrity, and timeliness of the product while following drug distribution policies and procedures.
- 1.3 Describe and contribute to the implementation and maintenance of safe and effective systems of drug supply and distribution.

**2. Apply the fundamental concepts of inventory management and business practices to various pharmacy practice environments. (NAPRA Standard 6.2)**

**Learning Elements**

- 2.1 Identify and compare various inventory management systems used in pharmacy practice.
- 2.2 Differentiate between various pharmaceutical suppliers ensuring inventory requirements are sufficient for patient safety and efficient operations.
- 2.3 Describe the process of preparing and placing orders for stock and supplies from licensed pharmaceutical suppliers in compliance with relevant legislation.
- 2.4 Identify and resolve discrepancies found when receiving stock and supplies from suppliers.
- 2.5 Comply with legislative requirements, policies and procedures to ensure appropriate storage of all medications.

**3. Manage workflow within the pharmacy technician practice environment using knowledge, principles and skills. (NAPRA Standard 8)**

**Learning Elements**

- 3.1 Manage workflow by using effective prioritization, organizational, and time management skills.
- 3.2 Identify various methods of preparing, organizing, filing and storing reports and documents according to legal requirements.
- 3.3 Discuss and apply knowledge of the PharmaCare program including patient eligibility, eligible benefits, quantity limits, interchangeability, etc.
- 3.4 Discuss and apply knowledge of third party formularies, quantity limits, eligibility, and adjudication process.
- 3.5 Resolve billing and adjudication issues encountered in the processing of prescriptions.
- 3.6 Assist patients in understanding the scope, limitations, and expectations of their third-party insurance plan coverage.
- 3.7 Assist other health care team members in understanding the limitations and expectations of a third party insurance plan.

**4. Promote safe and effective drug distribution by packaging product to maintain integrity. (NAPRA Standard 4.1.4)**

**Learning Elements**

- 4.1 Identify various methods of packaging of products based on quantity, stability, safety, legislative requirements, and patient's requirements.
- 4.2 Recognize and adhere to protocols surrounding bar codes, batch numbers, expiry, sterility, and auxiliary and safety labels in compliance with legislative requirements.
- 4.3 Complete accurate, legible records and documentation that meet standards, policies and procedures. (CPTEA 2.6)

**5. Collaborate in developing, implementing, and evaluating quality assurance and risk management policies, procedures, and activities. (NAPRA Standard 9)**

**Learning Elements**

- 5.1 Identify and respond to actual or potential problems within the drug distribution system.
- 5.2 Evaluate initiatives used to improve the quality and safety of medication use within the practice environment and the health care system.
- 5.3 Participate in the development, implementation, and evaluation of quality indicators. (CPTEA 7.19)

**6. Promote safe and effective drug distribution by releasing and distributing products in a manner that ensures patient safety. (NAPRA Standard 5)**

**Learning Elements**

- 6.1 Check the accuracy and completeness of pharmaceutical products prepared for release including those prepared through independent double check procedures. (CPTEA 5.22)
- 6.2 Confirm that the patients have been provided consultation with the pharmacist, in a community setting.
- 6.3 Release/distribute the checked pharmaceutical product to the right patient, health care personnel, facility, or authorized person.
- 6.4 Document all aspects of drug distribution activities.

**IV. ASSESSMENT OF LEARNING**

Assessment Method	% of Final Grade	Associated Outcome(s)	Week Due
Unit 1 - Test	15%	Outcome 1 and 2	7
Unit 2 – Test	15%	Outcome 3 and 4	11
Unit 3 – Assignment	10%	Outcome 5	10
Unit 4 – Lab work	30%	Outcome 6	5, 6 and 12
Self Evaluation	5%	Outcome 6	13
Final Written Exam	25%	All Outcomes	13

An overall average of 70% with a passing grade of at least 70% on the final exam is required for successful completion of the course. **No supplemental examinations will be provided. This practice is consistent across the Pharmacy Technician Bridging Program and overrides individual college policies regarding provision of supplemental examinations.**

**Note:**

1. As the above chart indicates, 30% of the final mark is based on completion of virtual laboratory activities/assignments focused on ‘independent double check’ procedures in three drug distribution systems – community pharmacy; traditional drug distribution and unit dose/cassette distribution. Some course participants will not have had experience in all three. Success in the lab activities included in lessons 5, 6 and 15 requires a good understanding of product release processes in retail, hospital and long-term care facilities. Students who have worked exclusively in a community pharmacy will discover that addressing the Independent Double Check processes required in traditional drug

distribution systems and unit dose distribution systems is easier if they have actually seen these distribution systems in action. Similarly, technicians who have worked exclusively in a hospital setting will benefit from first-hand knowledge of product release in a retail setting. As a result, it is strongly encouraged that learners use their own professional networks to arrange site visits to enable them to get first-hand knowledge of dispensing practices in various pharmacy settings before participating in these lab activities.

2. Assignments must be submitted directly to the instructor and are due at the beginning of class on the scheduled due date. Late submission of assignments or papers without the professor's consent will result in a 20% per day reduction. After 5 days, including weekends and holidays, the assignment or paper will receive a grade of zero. All assignments must be submitted to complete the course.

**Note to Instructor: It is important that students understand how assignments and tests are evaluated before they begin working on them. Please make certain to discuss the marking scheme and expectations for assignments as they are assigned.**

3. Cheating and/or plagiarism will not be tolerated. It should be noted that sharing information or seeking advance notice from colleagues about the content and format of tests, examinations or assignments is a clear example of academic dishonesty. Instances of academic dishonesty are subject to the policies and penalties established by the college delivering this course.
4. The College of Pharmacists of British Columbia has mandated that following successful completion of this course, as preparation for registration, learners must complete a structured practical evaluation to verify their ability to consistently perform accurate product release in the workplace. (Consult the CPBC web site for more information.)

## **V. REQUIRED TEXTS AND OTHER LEARNING MATERIALS**

Lesson handouts