



PHARMACY TECHNICIAN STRATEGIC PLAN

July 2022 – June 2027

Mission Statement

Elevate pharmacy practice through education and preparation of pharmacy technicians who confidently partner with other healthcare providers to serve communities, improve health, and advocate for the evolving role of pharmacy technicians

Program Goals

- Provide innovative pharmacy technician education
- Advance a culture of diversity, equity, and inclusion in pharmacy technician education, the profession, and patient care
- Foster collaborative relationships with all healthcare professionals
- Develop lifelong learners and professionals
- Advocate for the role of the pharmacy technician and the patients we serve

Provide Innovative Pharmacy Technician Education

Promote innovation in Pharm Tech education	Timeline	Responsible Party	Updates
Convert or develop on-line courses/modules at a minimum of 2 per year	5 years	PharmTech Director	
Improve calculations course pass rate by 10% annually to a max of 90%	5 years	PharmTech Director	
Create a PTCE preparation course	5 years	PharmTech Director	
Create an orientation for pharmacy technician that includes a mini-assessment to aid in identifying students who may need help in the program	3 years	PharmTech Director and Faculty	

Advance a Culture of Diversity, Equity, and Inclusion in Pharmacy Technician Education, the Profession, and Patient Care

Increase DEI opportunities for students	Timeline	Responsible Party	Updates
Create a public health module related to DEI issues (i.e. social determinants of health)	5 years	Pharm Tech Director	
Create a conflict management and customer service module involving special populations	5 years	Pharm Tech Director	

Foster Collaborative Relationships With All Healthcare Professionals

Facilitate interprofessional relationships	Timeline	Responsible Party	Updates
Create two modules on how to communicate with other health care professionals	5 years	Pharm Tech Director	
Create a professional etiquette module	5 years	Pharm Tech Director	
Create an externship activity that involves interprofessional communication	5 years	Pharm Tech Director	

Facilitate relationships within the PharmD profession	Timeline	Responsible Party	Updates
Create one annual activity that involves the PharmD and Pharm Tech students	5 years	Pharm Tech Director, Office of Student Affairs, and Dean	
Create a Pharm Tech student mentoring program	5 years	Pharm Tech Director and Office of Student Affairs	

Develop Lifelong Learners and Professionals

Develop lifelong learners and professionals	Timeline	Responsible Party	Updates
Create at least 2 stackable certifications for advanced technician roles (compounding, veterinary, nuclear, med rec, informatics, inventory management, human resource, board of pharmacy inspections as examples)	5 years	PharmTech Director	
Create at least three pharmacy technician continuing education modules related to advanced roles	5 years	Pharm Tech Director and Dean	
Create an assignment requiring students to research what role the pharmacy technician plays in a different state and what credentials are needed	5 years	Pharm Tech Director	

Advocate For the Role of The Pharmacy Technician and The Patients We Serve

Develop lifelong learners and professionals	Timeline	Responsible Party	Updates
100% of faculty teaching in the program will have a membership in a professional organization (local, state, or national)	2 years	Pharm Tech Director	
Write an article or promotional piece discussing why the pharmacy technician role is critical	1 year	Pharm Tech Director	
Work with state and local professional organizations and Board of Pharmacy for changes in the pharmacy workplace (burnout, wellness)	5 years	Pharm Tech Director	
Continue to advocate for legislative changes	On-going	Pharm Tech Director and Dean	