

# “DD’s or not DD’s – That Is the Question!” Are Technicians the Answer?

## Background

The hospital accountable drug distribution service was managed by one full time pharmacist with a baseline of 420 transactions each week, limiting clinical pharmacy services for an already under-resourced department. A review of pharmacy services established the need to expand the scope of practice of the pharmacy technician role to ensure it was contemporary and utilised to maximum potential. A technician led accountable drug service was a viable option to help optimise clinical pharmacy activity and establish an enhanced practice role for a suitably trained technician.

## Objective

To implement a Technician led accountable drug distribution service responsible for distribution and dispensing of S8 and S4D medications, inventory management, stock rotation, ordering and audits in line with legislative requirements, under supervision of a pharmacist. This would allow the pharmacist to focus more on clinical services and expand the skillset of the technicians.

## Education Strategy

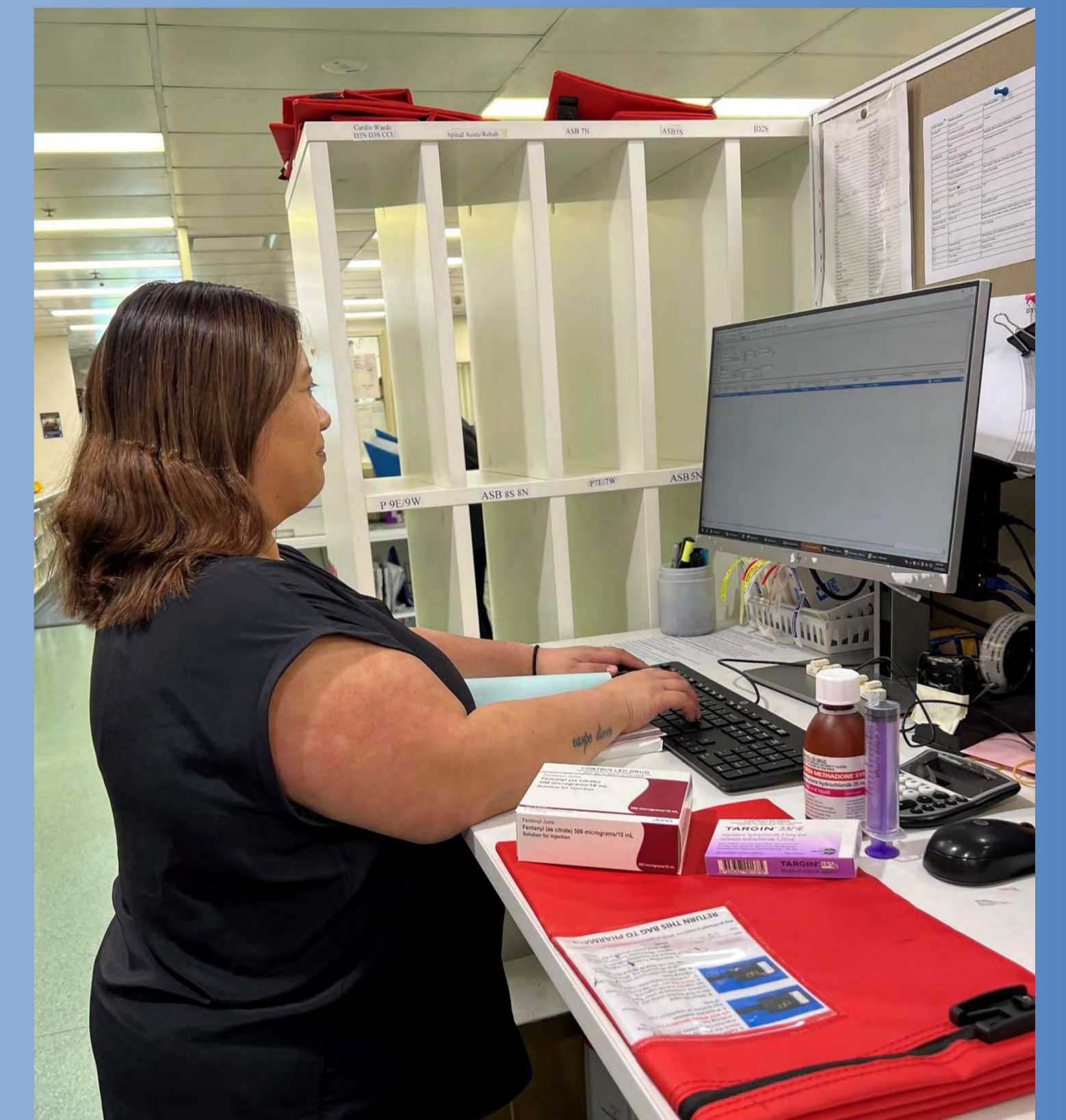
Each technician went through a rigorous training program, with competency testing at each stage, to provide them with the skillset and background information necessary to manage the accountable drug service under pharmacist supervision. A comprehensive training manual was developed, with modules covering theoretical and practical aspects of accountable drug management. The SESLHD Technician Entrustable Activities (TEA) program was utilised to develop the skills and attributes needed to carry out the role effectively.

## Method

Following a successful business case, two technicians, appointed in the role for six months each, underwent an intensive training course, ensuring they were qualified to carry out the role. Pre-requisites included enrolment or completion of Certificate 4 in Hospital/Health Services Pharmacy Support.

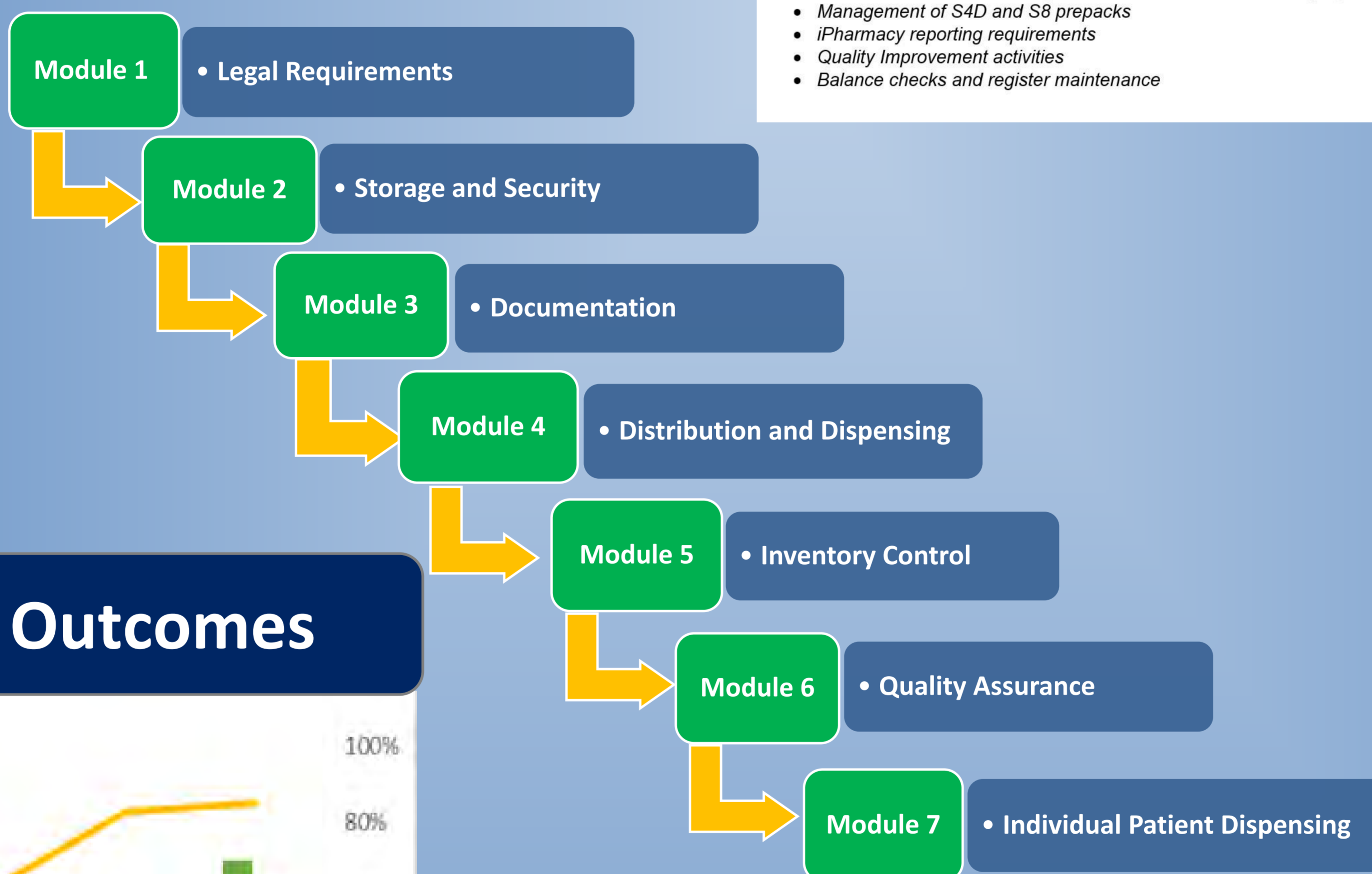
### DAILY TASK LIST

- Liaison contact for Accountable Drug Service
- Distribution of S8 and S4D medications to inpatient areas
- Dispensing of S8 medication prescriptions for discharge and outpatients (Stage 2)
- Identification and resolution of S4D and S8 issues in collaboration with designated DD Pharmacist
- Inventory control and ordering of stock and consumables
- Maintenance of all necessary documentation and record keeping
- Management of S4D and S8 prepacks
- iPharmacy reporting requirements
- Quality Improvement activities
- Balance checks and register maintenance

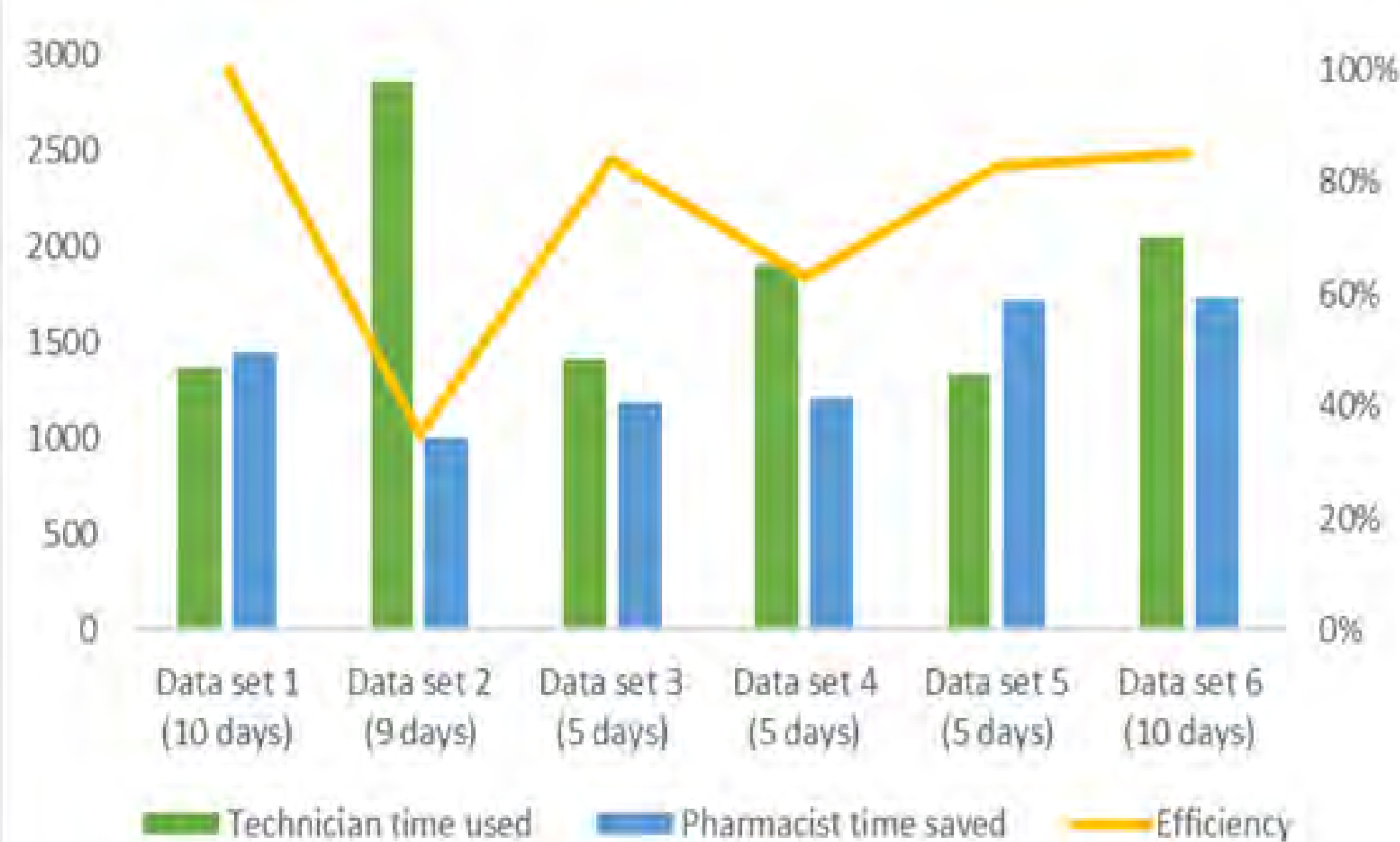


“I enjoyed the DD role as I collaborated with a great team of pharmacists and gained valuable experience and learned new skills along the way”

### PHARMACY TECHNICIAN ACCOUNTABLE DRUGS MANAGEMENT TRAINING MODULES STAGE 1 and 2 Distribution and Dispensing of Accountable Drugs Prince of Wales Hospital POWH

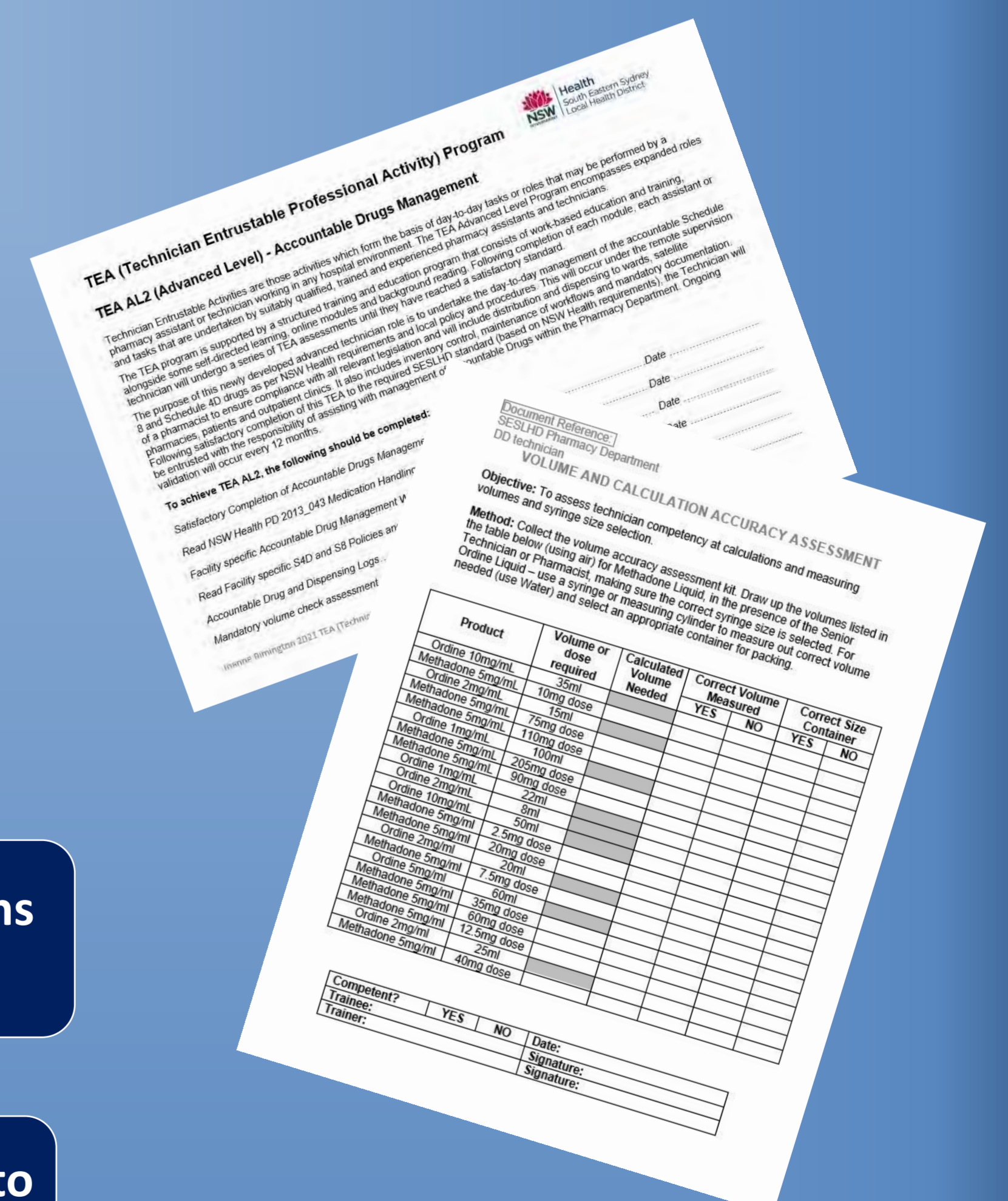
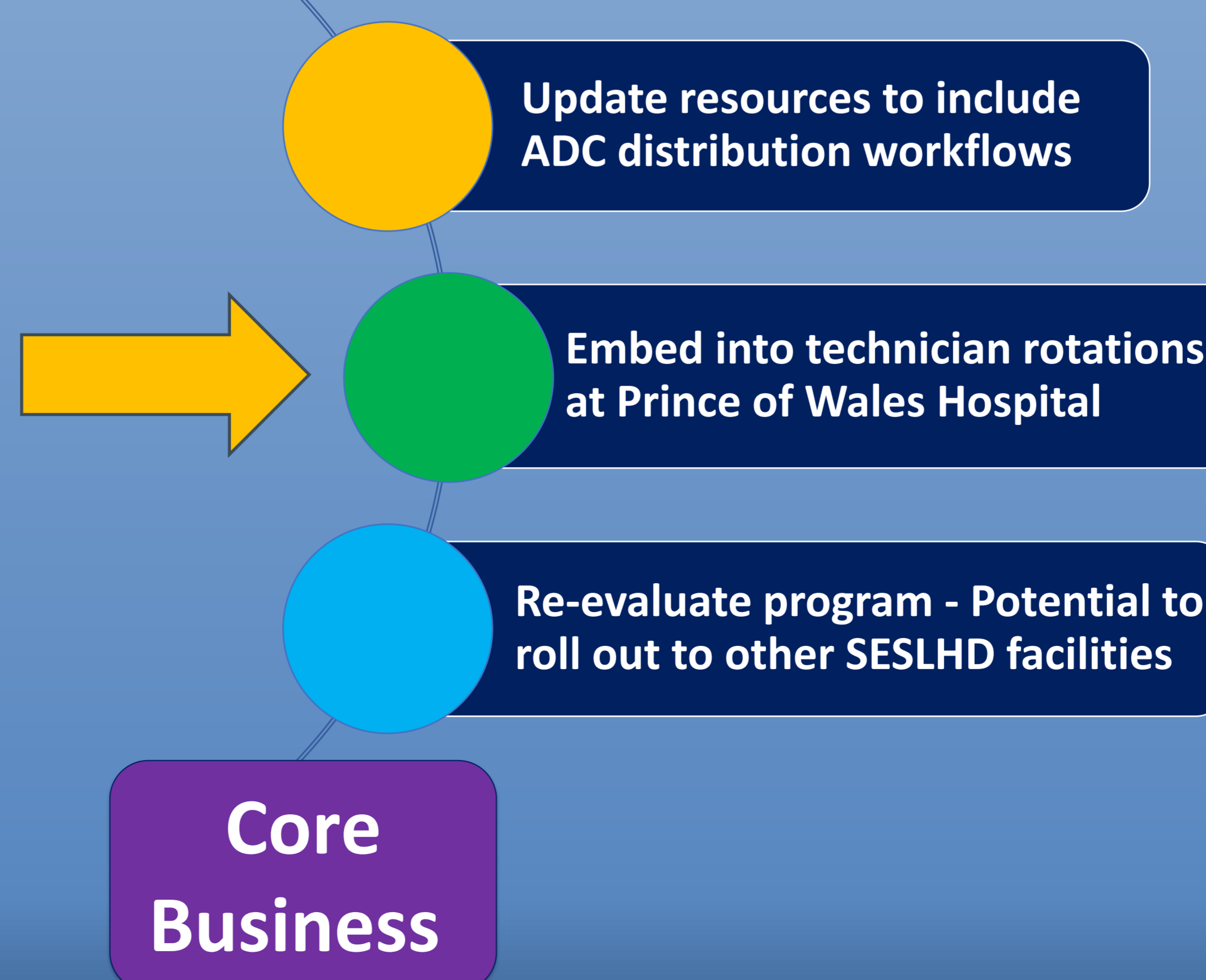


## Evaluation and Outcomes



A time in motion study evaluated the impact of the new service, showing the new role saved the equivalent of a 0.75 Full Time Equivalent (FTE) pharmacist, who could then focus on other clinical activities and address a shortfall in pharmacist to patient ratios. The recent implementation of Automated Dispensing Cabinets (ADC) across the campus has greatly impacted technician resources, and whilst providing the opportunity for technicians to acquire additional skills, this has meant the project was temporarily put on hold. The ADC's have also resulted in an increase in the complexity of accountable drug management, and resuming the project is a priority.

## Where to now?



Acknowledgements:

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