



TECH IN FOCUS

Komla Dogbe, CPhT | M Health Fairview

Name: Komla Dogbe, CPhT

Practice: M Health Fairview

Title/Role: Pharmacy Coordinator

1) Can you tell us a bit about yourself and your journey as a pharmacy technician?:

- August 2022: Pharmacy Technician I – Inpatient Pharmacy
- July 2023: Pharmacy Technician III
- January 2024: Pharmacy Coordinator- Home Infusion

2) What aspects of being a pharmacy technician do you find most rewarding?

- Compounding Chemotherapy drugs
- Stepping out of my comfort zone and going the extra mile by offering practical help to coworkers and patients

3) How do you stay updated on new medications and advancements in pharmacy practice?

Are there any certifications or specialized training you are pursuing or have completed?

I utilize the resources available, such as NCODA & OPTA. I have completed two certificates: Pharmacy Informatics and Pharmacy Leadership Management Basics

4) How do you handle changes or challenges in pharmacy operations or technology? Are there any innovative practices or improvements you've introduced in your role?

I continually work toward improving my customer service, interpersonal skills with patients, and communication with members of the different care teams at FHI.

5) How do you collaborate with pharmacists and other multidisciplinary team members to ensure quality patient care?

Currently, my team is composed of a pharmacist, a navigator, a coordinator, and two oncology nurses. I maintain constant and open communication with them regarding our patients' needs. Daily huddles are implemented to help discuss and improve patient care. We also have a monthly oncology meeting where we discuss with other pharmacists and leadership about the oncology team workflow, new therapies, and more.

6) How do you handle changes or challenges in pharmacy operations or technology? Have you introduced any innovative practices or improvements in your role?

To handle these changes or challenges, I work on improving my analytical skills by understanding some basic software and database design and being more familiar with automation devices currently available. While I have not had any direct experience in working on projects in my new role here, I've started working on a personal spreadsheet to help my team improve our response to patients' needs.

7) What achievements or moments in your career as a pharmacy technician are you most proud of?

Switching from an inpatient setting to home infusion in pharmacy practice

8) What advice would you give to someone aspiring to become a pharmacy technician? Are there specific qualities or skills you believe are crucial for success in this role?

To anyone aspiring to become a technician, I'd say it's worth making a career, especially now that more advanced technician roles are becoming available across the country. I believe it's important for a pharmacy technician to acquire emotional intelligence and fortitude, humility, and be able to multitask when needed.

9) What hobbies or interests do you pursue outside of your role as a pharmacy technician? How do you balance work and personal life?

Besides my role as a pharmacy technician, I take pleasure in improving my knowledge in the IT field. To find a balance between work and personal life, I engage in spiritual activities throughout the week. Also, I make a conscious effort to be regular in my practice of mindfulness, exercise, and healthy eating.