

CHAMPIONING MEDICALLY INTEGRATED ONCOLOGY:

Celebrating
a Decade of Impact



2025 NCODA INTERNATIONAL
FALL SUMMIT

Pathway to Excellence: Advancing Professional Growth for Pharmacy Technicians

Nick Bouchard, Pharm D

Director of Pharmacy
Services, HOA

Aaron Ginsberg, PharmD

Director, Centralized Pharmacy
Services, Scripps Health

Kyle Kitchen, PharmD, MBA

Chief Clinical Office, Utah
Cancer Specialists

2025 NCODA INTERNATIONAL
FALL SUMMIT

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

OBJECTIVES

2025 NCODA INTERNATIONAL
FALL SUMMIT

1. Describe the role of structured career advancement in elevating pharmacy technician practice in oncology.
2. Explain how oncology technician certification programs can be integrated into structured development frameworks.
3. Distinguish real-world examples of how practices have implemented technician growth models.
4. Identify strategies to gain leadership support and engage technicians in their professional progression.

DISCLOSURES

2025 NCODA INTERNATIONAL
FALL SUMMIT

The following relevant financial relationships from the past 24 months have been identified and disclosed for the following faculty and planners of this CE activity:

- **Nick Bouchard, Pharm D**
 - o Pfizer, Johnson & Johnson
- **Kyle Kitchen, PharmD, MBA**
 - o BeOne Medicines

There are no relevant conflicts of interest to disclose for this presentation for the following faculty and planners of this CE activity:

- **Aaron Ginsberg, PharmD**
- **Tahsin Imam, PharmD**
- **Taryn Newsome, CPhT**

Agenda

Practice Perspectives

- Utah Cancer Specialists
- Oncology Hematology Associates of CNY (HOA)
- Scripps Health

Ideas into Action

- How to start or refine technician advancement model
- Tips for leadership engagement and technician buy-in

Key Takeaways & Q&A

- Open discussion and key next steps
- Reflecting on opportunities and barriers at your site

QUESTION 1

2025 NCODA INTERNATIONAL
FALL SUMMIT

Does your current practice have a structured advancement pathway for pharmacy technicians?

- a. Yes, and it's working well!
- b. Yes, but it need improvement
- c. No, but we are working on it!
- d. No, and we're not sure where to start
- e. I'm not sure

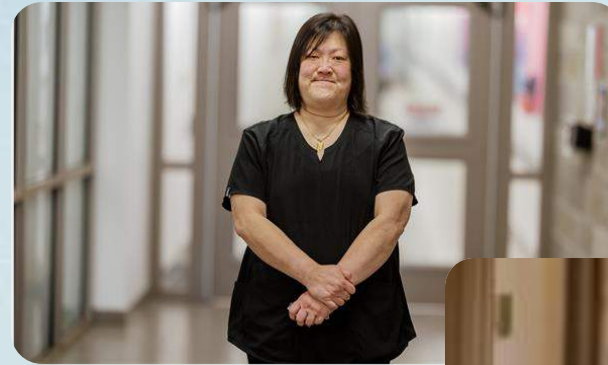
Elevating Technician Roles at Utah Cancer Specialist: Framework Foundation in Practice

2025 NCODA INTERNATIONAL
FALL SUMMIT

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT



Utah Cancer Specialty Oral Prescription Pharmacy Team





Purposes for Technician Advancement Framework

To have specialized knowledge in anti cancer medications, safety and compliance, and improved patient care and support

It provides a pathway for techs to further their career in the tech world & not just be "stuck" as a baseline technician- having an advancement program provides a way for us to further our career both clinically & financially

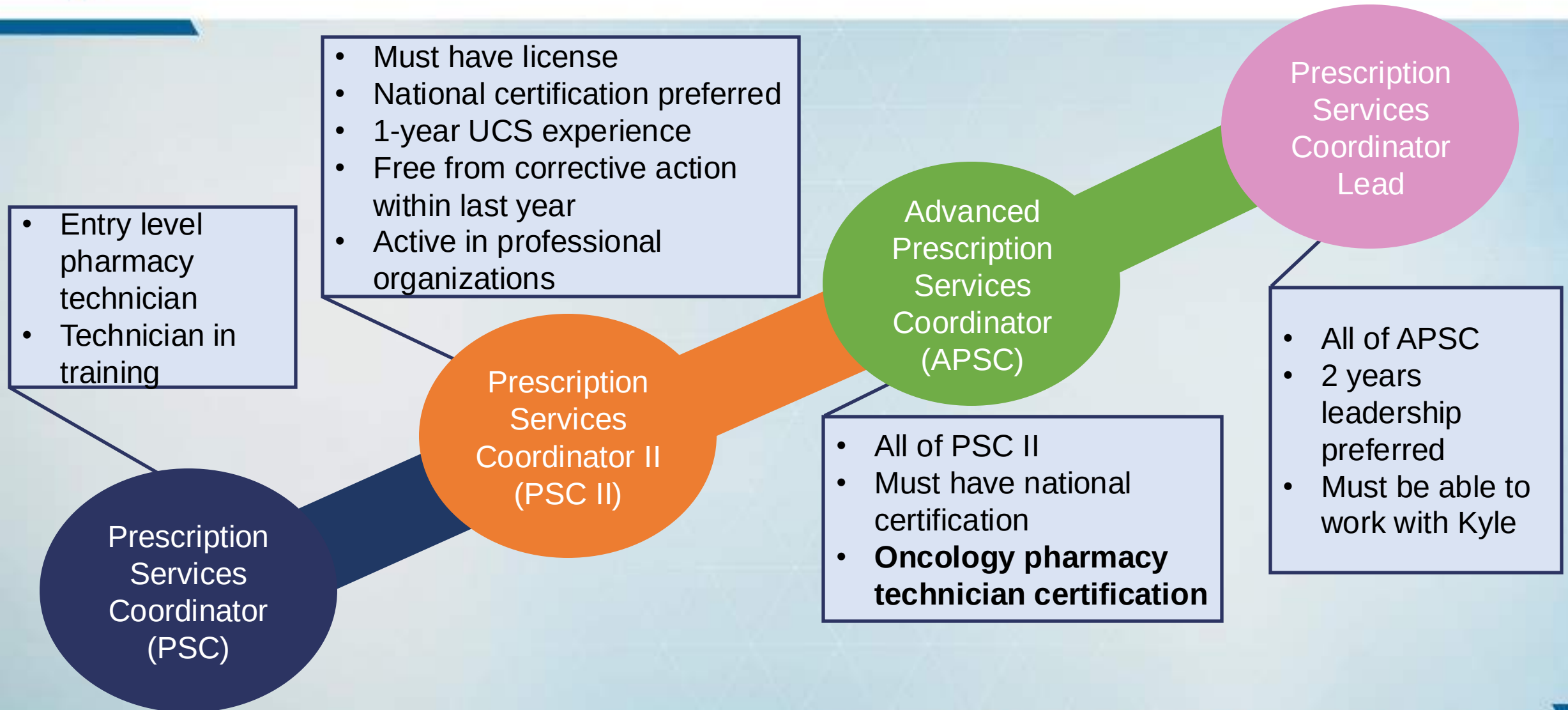
As techs advance, they're able to handle more complex duties, which lightens the load on pharmacists, providers, and nurses. proper training consistently supports safety and better patient care

It gives recognition to techs who have developed specialized skills, like the COPT program, and makes us feel valued as professionals, not just support staff

It provides employees with clear goals, helping them stay engaged, motivated, and focused. When employees are encouraged to grow and advance, they often bring fresh perspectives and innovative ideas that benefit the company as a whole



Technician Positions at Utah Cancer Specialists (UCS)





Practice Buy In

Engage Necessary Leaders

CEO, HR, Lead
Pharmacist

Justification

Retention, Market
Competition, Return
on Investment

Systematic Roll Out

Education,
Awareness,
Timeline for all
Techs



Key Takeaways and Lessons Learned

- Collaborate with pharmacy associations, accrediting bodies, or practice-based organizations (e.g., NCODA) to implement structured technician growth
- Plan to write / develop job descriptions
- Enthusiastic support from pharmacy team
- Make it meaningful – the advancement or certification exam should be adequately challenging to reflect real-world knowledge and responsibilities
- Partner with technician leaders
- Be patient

QUESTION 2

2025 NCODA INTERNATIONAL
FALL SUMMIT

Which of the following best describes how national certification, e.g., Certified Compounding Sterile Preparation Technician (CSPT), Oncology Pharmacy Technician Association (OPTA), is used in practice?

- a. Required for all technicians
- b. Encouraged, but not required
- c. Only relevant for lead or advanced roles
- d. Not used at all

Empowering Technician at Hematology Oncology Associates of Central New York: Inside the Tech Excellence Program

2025 NCODA INTERNATIONAL
FALL SUMMIT

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

Technician Excellence Program

- Structured clinical ladder for technician growth
- Progression via stepwise or point-based system
- Advancement tied to recognition and compensation

Leadership Opportunities

2 points:

Actively participates on an HOA committee

3 points:

Cross training between pharmacies (infusion and dispensing)

4 points:

Engage in mentoring relationship with HOA leader

5 points:

Committee (sub-committee, HOA sponsored event) leader

Total Leadership Points_____



Opportunities for Advancement



- Poster presentations at internal meetings
- Cross-training between pharmacy teams
- Committee participation, CE credits, CPR certification
- Specialty certifications: ONS/ONCC, CSPT, NCODA



Value of Certification

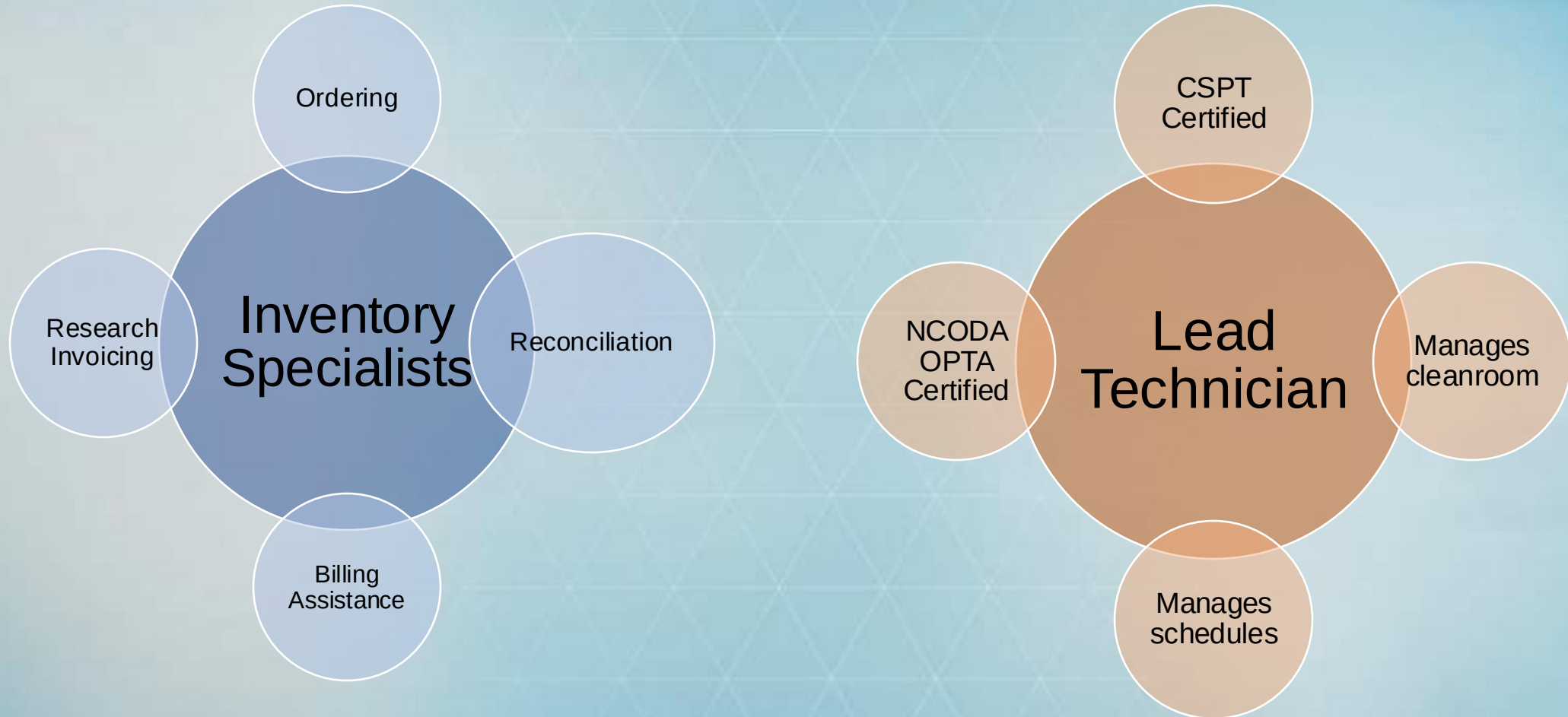


CSPT and
NCODA
certifications
strongly
encouraged

Support
personal,
pharmacy, and
organizational
improvement

Demonstrate
higher
comprehension
and readiness
for expanded
roles

Expanded Technician Roles



Measurable Impact & Scope



Financial Impact

- 386 patients supported and \$3.7M secured in 2024

Maximizing Scope of Practice

- Technicians working at top of their license/certification

Specialized Expertise

- Expert in infusion, authorization and cost avoidance

Organizational Excellence

- Support accreditation, decrease turnover and boost satisfaction

A Pharmacist's Perspective on Technician Growth: Collaborating for Role Expansion

2025 NCODA INTERNATIONAL
FALL SUMMIT

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT



About Scripps Health

- Scripps is a private, nonprofit, integrated health system in San Diego, California
- Encompasses 5 hospital campuses
- 31 outpatient centers/clinics
- More than 3,000 affiliated physicians and 16,000 employees
- Scripps treats 700,000 patients annually
- Very diverse patient mix
 - o Military county
 - o Border county
 - o Popular vacation county
 - o Wide range of incomes

Techs gon' give it to ya !



- Where my hospital techs at?
o Woof!
- Where my ambulatory techs at?
o Woof!
- Where my specialty techs at?
o Woof!
- Where *all my techs* at?
o **Woof, woof, woof!**



**TECHS GON'
GIVE IT TO
YA!**

Scripps Technician Roles

- PHARMACY TECH I
- PHARMACY TECH - AMBULATORY
- PHARMACY TECH II
- PHARMACY TECH SPECIALIST
- PHARM TECH - MED MANUFACTURING
- PHARMACY MED SAFETY TECHNICIAN
- PHARMACY TECH PT CARE CRD
- PHARMACY BUYER
- PHARMACY SYSTEMS ANALYST
- SUPV, PHARM TECH SERVICES
- MGR, MEDICATION DISTRIB OPS

Cornerstone
roles in oncology
patient care



QUESTION 3

2025 NCODA INTERNATIONAL
FALL SUMMIT

What do you believe is the biggest motivator for technicians to pursue advance opportunities?

- a. Professional recognition and validation
- b. Increased compensation
- c. Expanded roles and responsibilities
- d. Leadership and career progression
- e. Encouragement and support from pharmacist and/or managers

From Ideas to Action: Building Your Own Pathway

2025 NCODA INTERNATIONAL
FALL SUMMIT

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT



3 Pillars of Technician Advancement Pathway





Starting the Conversation with Leadership

- Frame advancement as a **retention** and **quality of care** strategy
- Use real-world examples like UCS/HOA as evidence
- Start with a **pilot**: 2–3 levels, 1 role, 1 site
- Emphasize the **technician voice**, let the need come from within

Where Should You Start?

What is one technician role at your site that could be expanded?

What barrier would you need to address first?

Where could certification support advancement?



QUESTION 4

2025 NCODA INTERNATIONAL
FALL SUMMIT

How confident are you intaking your next step toward implementing or improving a technician advancement model?

- a. Very confident! I know what I want to do next!
- b. Somewhat confident, I have ideas to explore
- c. Neutral, still processing what I learned
- d. Unsure, need more examples or tool

- Structured advancement ladders empower technicians and improve retention.
- National certifications (e.g., CSPT, OPTA) support role expansion and professional growth.
- Real-world models show advancement is achievable across settings.
- Pharmacists and leaders play a critical role in advocating for technician development.
- Small steps, like defining roles or piloting a ladder, can drive lasting impact!

Pathway to Excellence: Advancing Professional Growth for Pharmacy Technicians

Nick Bouchard, Pharm D

Director of Pharmacy
Services, HOA

Aaron Ginsberg, PharmD

Director, Centralized Pharmacy
Services, Scripps Health

Kyle Kitchen, PharmD, MBA

Chief Clinical Office, Utah
Cancer Specialists