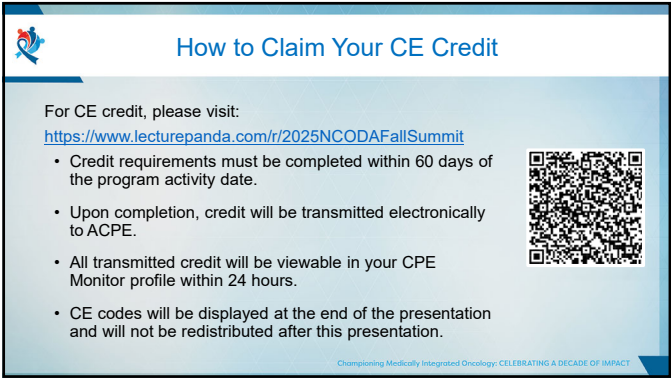




1



2



3

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.

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

4

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

◦ Pfizer, Johnson & Johnson

• Kyle Kitchen, PharmD, MBA

◦ 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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

5

Agenda

2025 NCODA INTERNATIONAL FALL SUMMIT

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

6

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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

7

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

8

Utah Cancer Specialty Oral Prescription Pharmacy Team

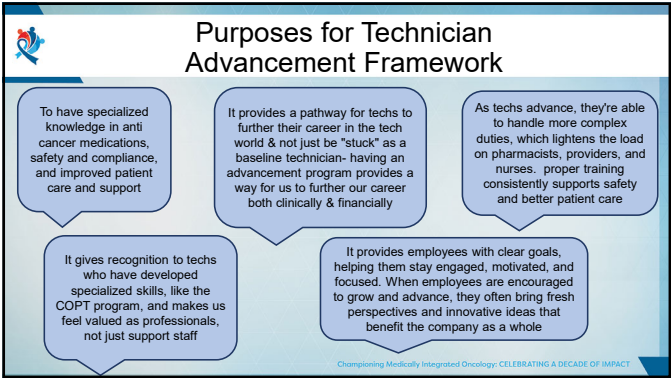




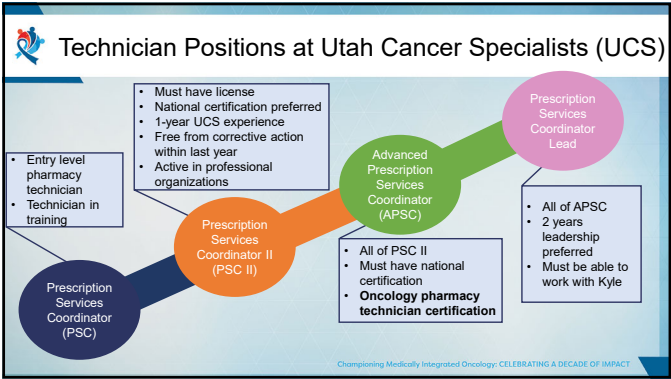
Images courtesy of Utah Cancer Specialists

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

9



10



11



12

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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

13

QUESTION 22025 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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

14

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

15

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 _____



16

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



17

Value of Certification

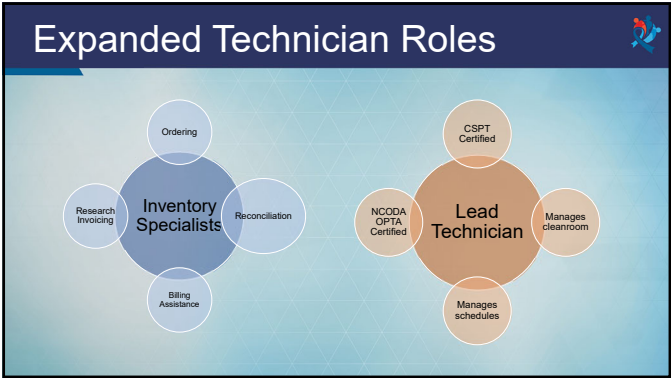
CSPT and NCODA certifications strongly encouraged

Support personal, pharmacy, and organizational improvement

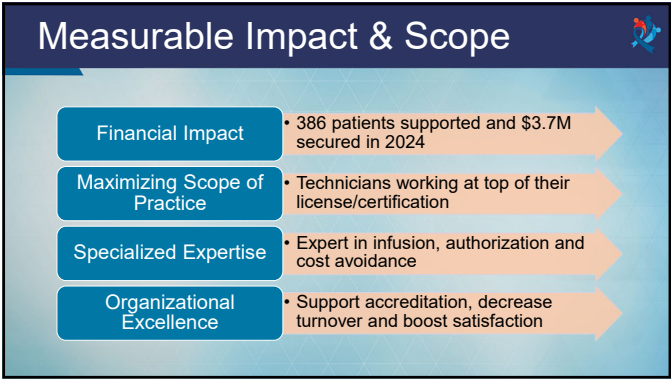
Demonstrate higher comprehension and readiness for expanded roles



18



19



20



21



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
 - Military county
 - Border county
 - Popular vacation county
 - Wide range of incomes

Scripps Health: A Trusted Leader in Quality Health Care — About Us, Scripps
<https://www.scrippshealth.org/about-us> Accessed October 7, 2025.Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

22

Techs gon' give it to ya !

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



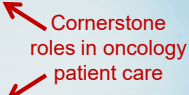
This Photo by Unknown Author is licensed under CC BY

23

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





24

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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

25

From Ideas to Action:
Building Your Own Pathway

2025 NCODA INTERNATIONAL FALL SUMMIT

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

26

 3 Pillars of Technician Advancement Pathway

Structure

Support

Sustainability

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

27

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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

28

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?



2025 NCODA INTERNATIONAL FALL SUMMIT

29

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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

30

SUMMARY

2025 NCODA INTERNATIONAL FALL SUMMIT

- 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!

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

31

QUESTION & ANSWER

2025 NCODA INTERNATIONAL FALL SUMMIT

Pathways 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

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

32

CE CODE

2025 NCODA INTERNATIONAL FALL SUMMIT

Pathways to Excellence: Advancing Professional Growth for Pharmacy Technicians

Championing Medically Integrated Oncology: CELEBRATING A DECADE OF IMPACT

33
