Background

- More community pharmacies are participating beyond medication dispensing services to improve clinical and humanistic outcomes.
- These services not only improve patient outcomes, but also provide community pharmacies reimbursement for select services.
- In order for community pharmacies to further implement advanced community pharmacy services, there must be hired staff such as licensed pharmacists and technicians that are capable of promoting these services.

Purpose

To evaluate the qualities community pharmacists seek when hiring additional technicians and licensed pharmacists to support advanced community pharmacy services (ACPS).

Methods

- 91 surveys (15%) were returned.
- Responses were organized into themes and sub-themes based on these questions asked:
  - “If your pharmacy were to hire additional pharmacists to support advanced community pharmacy services, what quality(ies) should they possess?”
  - “If your pharmacy were to hire additional technicians to support advanced community pharmacy services, what quality(ies) should they possess?”

Results

Pharmacist Themes

- Ambition
  - willingness to learn (45%, n=13)
  - hard-worker (24%, n=7)
- Proficiency
  - clinical knowledge (21%, n=6)
  - leadership (17%, n=5)
  - experience (17%, n=5)
- Communication
  - communication skills (21%, n=6)
  - interpersonal skills (10%, n=3)

Technician Themes

- Ambition
  - willingness to learn (31%, n=12)
  - self-sufficiency (26%, n=10)
- Proficiency
  - clinical knowledge (26%, n=10)
  - experience (10%, n=4)
- Communication
  - communication skills (36%, n=14)

Conclusion

- Ambition, proficiency, and communication are crucial attributes for a licensed pharmacist or technician to have to be a competitive job candidate in a community pharmacy seeking to support ACPS.
- Licensed pharmacists and technicians should highlight these attributes and engage with continuing education programming to further these qualities or skills.
- Independent community pharmacists and managers should evaluate for these attributes when interviewing for or implementing ACPS.

References


Kelly D. Bazel, Kyler Gator Hazelett, PharmD, Amber Frealey, Chelsea Keedy, PharmD, BCACP, Blake R. Johnson, PharmD, MPH, BCACP