

PROJECT CHARTER & PLAN

Pharmacy Technician Training Program

Built a structured training pipeline, in partnership with a technical school, to develop licensure-ready technicians and advance internal staff to certification.

Project Lead: Bobbi Jo Halladay, Lead Pharmacy Technician

Organization: Birch Family Pharmacy, UT

External Partner: Local technical school

Timeframe: During 2011 to 2020 tenure (ongoing program)

Background & Purpose

The pharmacy needed a reliable, repeatable way to develop competent, licensure-ready technicians, both to support a fast-growing operation and to hold consistent patient-safety standards. Hiring fully trained technicians was not dependable, and informal, ad-hoc training produced uneven competency and slow ramp-up. This project established a structured training program, in partnership with a local technical school, to build that pipeline on purpose rather than by chance.

Objectives

- Establish a structured, repeatable training pathway for pharmacy technicians.
- Partner with a local technical school to host students completing the clinical hours required for state licensure.
- Create an internal advancement track moving staff from cashier to Certified Pharmacy Technician through structured on-the-job training.
- Standardize competency and patient-safety practices across every trainee before independent work.

Scope

- **In scope:** competency definition, curriculum and materials, the on-the-job training pathway, mentoring of students through required clinical hours, internal staff advancement, and patient-safety standards.
- **Out of scope:** the school's classroom instruction and academic grading, state licensure exam administration, and HR hiring decisions.

Key Stakeholders

- **Technical school coordinator:** student placement and clinical-hour requirements.
- **Students:** completing the clinical hours required toward licensure.
- **Internal trainees:** staff advancing from cashier to Certified Pharmacy Technician.
- **Pharmacist-in-Charge:** oversight and competency sign-off.
- **Pharmacy operations team:** absorbing trainees into live workflow.

Deliverables

- Structured training curriculum and materials.
- Competency checklist and assessment framework.
- Defined on-the-job training pathway with clear progression.
- Mentoring structure for students completing clinical hours.
- Internal advancement track to Certified Pharmacy Technician.

Plan: Phases & Milestones

- **Phase 1, Design & Partnership:** define core competencies and set up the partnership and clinical-hour structure with the school.
- **Phase 2, Build:** develop the training materials, the on-the-job pathway, and the competency checklist.
- **Phase 3, Onboard:** place the first students and identify internal candidates for advancement.
- **Phase 4, Deliver & Mentor:** run training inside live operations and mentor trainees toward licensure and certification.
- **Phase 5, Evaluate & Iterate:** assess outcomes, refine the materials, and repeat with each new cohort (ongoing).

Success Criteria

- Students consistently complete the clinical hours required for licensure.
- Internal staff successfully advance to Certified Pharmacy Technician.
- Trainees demonstrate consistent patient-safety competency before working independently.

[Add any real figures you have: number of students hosted, staff certified, or pass rate. Use only true numbers, or remove this line.]

Risks & Assumptions

- **Training competing with live demand:** scheduled training around volume and moved people by strength during busy stretches.
- **Variable trainee readiness:** used the competency checklist to gate progression.
- **School calendar and clinical-hour coordination:** aligned early and directly with the school coordinator.
- **Assumption:** pharmacist-in-charge available for required oversight and sign-off.

Project Management Competencies Demonstrated

- Program and training design
- Scope definition and phased planning
- Stakeholder coordination across an external partner and internal teams
- Quality and competency standardization
- Mentoring and team development