Appendix D

CURRICULUM COMMITTEE CHECKLIST

NAME OF PROGRAM: Pharmacy Technician  Date: 3/22/12

Step 1  Reviewed change at division meeting.  YES         NO

Step 2  Presented as informational item at Division Chair meeting(s) and checked if it affects other departments. Like programs must meet with Division Chairs on all affected campuses (North Mankato and Faribault).

Division Chair's signature

Step 3  Instructional Dean reviewed and indicated need for Curriculum Committee approval.  YES         NO

Instructional Dean's signature

Step 4  Advisory Committee approval indicated in meeting minutes if necessary. Minutes provided to Curriculum Committee.  YES         NO

Step 5  Curriculum Committee made recommendations (changes, additional approvals, etc.). If no, skip to Step 7.  YES         NO

Step 6  Committee’s recommendations completed. (Skip if not applicable.)  YES         NO

Step 7  Curriculum Committee approved.  YES         NO

Curriculum Committee Chair's signature

Step 8  Minutes and necessary materials provided to VP of Academic Affairs.  YES         NO

Step 9  Vice President of Academic Affairs approved.  YES         NO

Vice President of Academic Affairs’ signature

Step 10 New Course  Maximum Enrollment to Shared Governance.  YES         NO

Step 11 President’s approval for all changes requiring MaSCU approval.  YES         NO

President’s signature

17
Appendix C

New Program or Program Change Proposal Form

Date of Proposal: 3/22/2012

Author: Summer Gioffre

<table>
<thead>
<tr>
<th>Proposal Type</th>
<th>New Program</th>
<th>Program Redesign</th>
<th>Suspend Program</th>
<th>Reinstate Program</th>
<th>Add Emphasis</th>
<th>Delete Emphasis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact for the Program:</td>
<td>Summer Gioffre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Program Name:</td>
<td>Pharmacy Technician</td>
<td>CIP Code: 51.080501</td>
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<tr>
<td>Division in Which Program is Currently or Will Be Held:</td>
<td>Health Division</td>
<td></td>
<td></td>
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<tr>
<td>Proposal Start (Term/Year):</td>
<td>Fall 2012</td>
<td></td>
<td></td>
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Program Description: The pharmacy technician program is designed to prepare individuals for entry level work as pharmacy technicians in a variety of industry settings.

<table>
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<tr>
<th>Degrees Offered</th>
<th>AS</th>
<th>AAS</th>
<th>AA</th>
<th>Diploma</th>
<th>Certificate</th>
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<tbody>
<tr>
<td>Program Location</td>
<td>Faribault Campus</td>
<td>North Mankato Campus</td>
<td>Online</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Prerequisites: None

Number of Credits: 60

If There is a Program Change, Summarize Changes to the Program: All courses were renumbered, updated to match accreditation. Courses were moved in their sequencing for better flow.

Rationale for Program Development or Program Change: ASHP accreditation requires specific wording, better flow of courses was utilized to promote student success.

What Impact Will this New Program or Change Have on Other Programs or Areas? None

Are There Articulations With Other Colleges? List College(s): No

- Attach Program Design to this Form. Below are Some Recommended Items:
  a. List of program requirements (i.e.: what the catalog page shows for each program).
  b. Cross walk from previous program curriculum to new (how students already started in the old program can finish after this new program begins).
  c. All required course numbers and titles.
  d. Additional supporting information, such as minutes documenting recommendation for proposal.
# Pharmacy Technician Program Plan

**Degree Type:** Associate in Applied Science (A.A.S.)  
**Locations:** North Mankato & Faribault & part online  
**Online Course**  
**Lab Component**  
**Hybrid Course**  

**Program Starts:** Fall  
**Total Credits:** 60

<table>
<thead>
<tr>
<th>First Semester – First Year</th>
<th>Course#</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>#PHRM 1110</td>
<td>Pharmacy Technician Orientation</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>#PHRM 1111</td>
<td>Pharmacy Law and Ethics</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>HC 1000</td>
<td>Medical Terminology</td>
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<tr>
<td>ENGL 100</td>
<td>Composition</td>
<td>4</td>
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<tr>
<td>CHEM 108</td>
<td>Introduction to Chemistry</td>
<td>4</td>
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</tr>
<tr>
<td>OTEC 1001</td>
<td>Computer Software for College</td>
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<th>Credits</th>
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<tbody>
<tr>
<td>**PHRM 1112</td>
<td>Retail Pharmacy</td>
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<tr>
<td>**PHRM 1113</td>
<td>Pharmacy Math</td>
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<tr>
<td>HUM 100</td>
<td>Critical Thinking</td>
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<td></td>
</tr>
<tr>
<td>ETHN 101</td>
<td>American Racial Minorities</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>HC 1914</td>
<td>Anatomy &amp; Physiology/Disease Conditions I</td>
<td>4</td>
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</tr>
<tr>
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<td><strong>Total 16</strong></td>
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<table>
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<th>Course#</th>
<th>Course Title</th>
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<tr>
<td>+PHRM 2114</td>
<td>Pharmacology</td>
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<tr>
<td>**PHRM 2115</td>
<td>Non-Sterile Compounding</td>
<td>2</td>
<td></td>
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<tr>
<td>**PHRM 2116</td>
<td>Institutional Pharmacy</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>COMM 140</td>
<td>Interpersonal Communication</td>
<td>3</td>
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<tr>
<td>HHP 210</td>
<td>Stress Management</td>
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<table>
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<th>Second Semester – Second Year</th>
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<th>Course Title</th>
<th>Credits</th>
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<tr>
<td>PHRM 2117</td>
<td>Retail Internship</td>
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<tr>
<td>PHRM 2118</td>
<td>Pharmacy Technician Seminar</td>
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<td></td>
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<tr>
<td>PHRM 2119</td>
<td>Hospital/Institutional Internship</td>
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<tr>
<td>PSCY 100</td>
<td>Introduction to Psychology</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total 16</strong></td>
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</tbody>
</table>

Updated 04/05/2012
PHRM 1110
In this course, students will gain a historical perspective of the pharmacy profession along with an understanding of the role of the pharmacy technician. Emphasis is placed upon the duties and responsibilities of the pharmacy technician along with an introduction to the various pharmacy practice settings. Students will also be required to complete the required paperwork for the pharmacy technician program. This course is intended to satisfy goals 23 and 31 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: None

PHRM 1111
This course will give students a general understanding of the laws and regulations that govern pharmacy practice. This course will also cover the ethical principles governing the pharmacy technician and the roles of they play in a practice setting. This course is intended to satisfy goals 2, 3, 6, 7, 11, 14, 17 and 29 of the model curriculum for pharmacy technician training, developed by the American Society of Health System Pharmacists. Prerequisites: None

PHRM 1112
This course is designed to give students an in-depth understanding of the retail pharmacy. Emphasis is placed on the role and responsibilities of the pharmacy technician in the retail pharmacy environment. Students will be given opportunities to apply these skills as active participants in the mock retail pharmacy environment. This course is intended to satisfy goals 1, 2, 3, 5, 8, 9, 10, 24, 26 and 27 of the model curriculum for pharmacy technician training developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 1110, PHRM 1111

PHRM 1113
In this course students will learn basic terminology, abbreviations and units necessary to perform pharmacy calculations. Pharmaceutical measuring systems and conversions will be addressed as well as a review of calculations pertinent to pharmacy practice. Students will learn to calculate the correct oral and parenteral dosages of drugs and other ingredients using information from prescriptions, medication orders, and drug labels. During the laboratory portion of the course, students will be given an opportunity to demonstrate a practical application of concepts. This course is intended to satisfy goals 2, 3, 15, 25 and 27 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: CHEM 108, PHRM 1110
PHRM 2114
Students will gain knowledge of pharmacology, including a systematic approach to the classifications medications, their indications and contraindications, mechanisms of action, side effects, drug interactions, and methods of administration. This course is intended to satisfy goals 1, 24, 25, 26, 34 of the model curriculum for pharmacy technical training, developed by the American Society of Health-System Pharmacist. Prerequisites: PHRM 1110, HC 1000, HC 1914

PHRM 2115
This course will enable students to learn general preparation of non-sterile pharmaceutical dosage forms. Practical experience in the manipulative and record keeping functions associated with compounding and the dispensing of compounded prescriptions will be provided. This course is intended to satisfy goals 3, 11, 12, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 1103

PHRM 2116
In this course students will learn general practices associated with institutional pharmacy services. The student will also acquire knowledge of aseptic technique through both demonstrations and hands on experiences in the preparation of sterile compounds and IV admixtures. This course covers the preparation, calculations, and procedures for intravenous drug admixtures, TPN compounding, and critical care admixtures. Students will also have the opportunity to participate in various pharmacy technician duties using the Pyxis Medstation. This course is intended to satisfy goals 2, 3, 5, 10, 12, 26, 27, 30, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 1113, PHRM 2114

PHRM 2117
In this course students will take part in pharmacy practice experience in the retail setting to refine skills necessary for employment as a pharmacy technician. This course is intended to satisfy goals 1, 2, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, 29, 31, 32, 33, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 1112, PHRM 1113, and PHRM 2114
PHRM 2118
This course is designed for students to discuss pertinent topics related to the internship experiences as well as their futures as pharmacy technicians. This course is also designed to aid the student in the review of materials prior to the PTCE exam. This course is intended to satisfy goals 1-35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists.
Prerequisites: None

PHRM 2119
This course will offer an intense pharmacy practice experience in the hospital/institutional setting with the purpose of refining skills introduced in previous coursework that are necessary to pursue a career as a pharmacy technician. This course is intended to satisfy goals 1, 3, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 17, 18, 19, 20, 24, 25, 26, 27, 29, 30, 31, 32, 33, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists.
Prerequisites: PHRM 2116
Schedule for current 1st year pharmacy technician students to finish program (under 2012 program change)

### Fall 2012

<table>
<thead>
<tr>
<th>Credits</th>
<th>Course #</th>
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<tr>
<td>2</td>
<td>PHRM 2115</td>
<td>Non-Sterile Compounding</td>
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<tr>
<td>4</td>
<td>PHRM 2116</td>
<td>Institutional Pharmacy</td>
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<tr>
<td>3</td>
<td>HHP 210</td>
<td>Stress Management</td>
</tr>
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<td>3</td>
<td>HUM 100</td>
<td>Critical Thinking</td>
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<td>4</td>
<td>ENGL 100</td>
<td>Composition</td>
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16 credits total

### Spring 2013

<table>
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<th>Credits</th>
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<th>Course Title</th>
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<tr>
<td>1</td>
<td>PHRM 2118</td>
<td>Pharmacy Technician Seminar</td>
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<td>4</td>
<td>PSYC 100</td>
<td>Intro to Psychology</td>
</tr>
<tr>
<td>3</td>
<td>ETHN 101</td>
<td>American Racial Minorities</td>
</tr>
<tr>
<td>4</td>
<td>PHRM 2119</td>
<td>Hospital/Institutional Internship</td>
</tr>
<tr>
<td>4</td>
<td>PHRM 2117</td>
<td>Retail Internship</td>
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16 credits total

**Total for Program:**

28 (previous credits) + 16 = 44

60 total credits for program
Appendix B

New Course or Course Change Proposal Form

<table>
<thead>
<tr>
<th>Date of Proposal:</th>
<th>3/22/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Author:</strong></td>
<td>Summer Goffre</td>
</tr>
<tr>
<td>Proposal Type:</td>
<td>*New Course</td>
</tr>
<tr>
<td>Contact for the Course:</td>
<td>Summer Goffre</td>
</tr>
<tr>
<td>Course Designator, Number and Title (i.e.: ACCT 1800, Business Law):</td>
<td>PHRM 2114, Institutional Pharmacy</td>
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<tr>
<td>Number of Credits:</td>
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<tr>
<td>Prerequisites:</td>
<td>PHRM 1113</td>
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<tr>
<td>Course Description:</td>
<td>In this course students will learn general practices associated with institutional pharmacy services. Prerequisite: PHRM 1113</td>
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<tr>
<th>Grading Method:</th>
<th>Grade</th>
<th>Pass/Fail</th>
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<tbody>
<tr>
<td>Scheduling:</td>
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<td>Spring</td>
</tr>
<tr>
<td>Instructional Type:</td>
<td>Lecture</td>
<td>Lab</td>
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*Class Maximum: (For New Courses Only) / All Unlimited faculty members of a program or discipline must sign.*

<table>
<thead>
<tr>
<th>Faculty Name</th>
<th>Faculty Signature</th>
<th>Class Max</th>
<th>Date</th>
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<table>
<thead>
<tr>
<th>Dean's Name</th>
<th>Dean's Signature</th>
<th>Date</th>
</tr>
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<tbody>
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If there is not enough space provided, please use the back of this form for additional signatures or click on a row with the right button of the mouse, select Insert and then select insert rows below to add rows to the table.

Is this Course Proposed as a Liberal Arts Course: Yes  No

If Yes, Which MnTC Area/Areas Will it Fulfill (http://www.mntransfer.org)?

Is This Course a Requirement/Elective for a Specific Program or Programs? Yes  No

If Yes, Which Program(s)? Pharmacy Technician

Describe What is Changing/Being Added, and the Rationale:

We are taking out the prerequisite of PHRM 2114. The content learned in PHRM 2114 does not need to be learned prior to taking this course.

What Impact Will This New Course or Change Have on Other Programs or Areas? None

Attach Common Course Outline to this Form.
Institutional Pharmacy
Course Outcome Summary

Course Information
Organization South Central College
Developers Summer Gioffe
Development Date 2/6/2012
Course Number PHRM 2116
Potential Hours of Instruction 96
Total Credits 4

Description
In this course, students will learn general practices associated with institutional pharmacy services. The student will also acquire knowledge of aseptic technique through both demonstrations and hands on experiences in the preparation of sterile compounds and IV admixtures. This course covers the preparation, calculations, and procedures for intravenous drug admixtures, TPN compounding, and critical care admixtures. Students will also have the opportunity to participate in various pharmacy technician duties using the Pyxis Medstation. This course is intended to satisfy goals 2, 3, 5, 10, 12, 26, 27, 30, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisite: PHRM 1113

Types of Instruction
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<tr>
<th>Instruction Type</th>
<th>Contact Hours</th>
<th>Credits</th>
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<tr>
<td>Lab</td>
<td>64</td>
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Prerequisites
PHRM 1113

Exit Learning Outcomes

Core Abilities
A. Critical and Creative Thinking
B. Oral and Written Communication
C. Teamwork and problem-solving

Competencies
1. Develop a basic knowledge of sterile compounding.
   Learning Objectives
   a. List and define various routes of medication administration indicating which routes require sterile preparation.
   b. Differentiate between a peripheral and central line and when each would be indicated for use.
   c. Explain the difference between sterile and non-sterile compounding.
   d. Explain the importance of proper aseptic technique.
2. Demonstrate the pharmacy technician's role in sterile compounding.
   Learning Objectives
   a. Discuss the implications of USP Chapter <797>.
   b. List the seven rights of medication administration.
   c. Describe the training process for personnel working in a sterile compounding and/or IV admixture
environment.
d. Describe the documentation required in sterile compounding.
e. Compare and contrast process validation, quality assurance, and end product testing.

3. Establish a sterile compounding environment.
   Learning Objectives
   a. Explain the different types barrier equipment used in sterile compounding including the
      advantages and disadvantages of each.
b. Describe the areas of a clean room environment and what is allowed or prohibited in those areas.
c. Demonstrate the proper cleaning technique of a laminar airflow hood.
d. Demonstrate and explain the logic behind the proper cleaning technique of a glove box isolator.
e. Follow policies and procedures for sanitation management, hazardous waste handling, and
   infection control.

4. Demonstrate knowledge of sterile compounding supplies and their respective functions.
   Learning Objectives
   a. Identify a vial, ampule, transfer needle, filter needle, filter straw, stop cock, IV port, port adapter,
      and IV tubing.
b. Distinguish between single use vials and multiple dose vials.
c. Differentiate between common IV base solutions.
d. Identify the parts of a syringe and needle.

5. Apply calculations used in sterile compounding.
   Learning Objectives
   a. Calculate diluent, powder and final volumes for reconstituted powder drugs.
b. Calculate IV dosages.
c. Calculate IV flow and drip rates.
d. Calculate the volume of electrolytes added to a TPN.
e. Calculate volumes required of stock medications to acquire physician ordered dose.
f. Calculate w/w, w/v, and v/v percentages.
g. Calculate dilution.

6. Demonstrate ability to read medication orders.
   Learning Objectives
   a. Recognize common medication order abbreviations.
b. Determine the name of drug and desired strength ordered.
c. Identify parts of a medication order required to fill order.

7. Apply garbing for sterile product preparation.
   Learning Objectives
   a. Demonstrate proper hand washing technique.
b. Demonstrate proper gloving technique.
c. Demonstrate proper aseptic garbing.
d. Demonstrate proper ‘de-garbing’ after compounding.

8. Demonstrate use of primary engineering controls.
   Learning Objectives
   a. Demonstrate proper procedure for cleaning of a horizontal laminar flow hood and barrier isolator.
b. Explain the terms: clean air, area of turbulence, antechamber, positive pressure, negative
   pressure and the six inch rule.
c. Compare and contrast the placement of items within various primary engineering controls.
d. List the advantages and disadvantages of horizontal laminar airflow hood, a biological safety
   cabinet, and a barrier isolator.
e. Describe common errors made by technicians when utilizing a horizontal laminar airflow hood
   and how to avoid them.
9. **Demonstrate application of aseptic technique.**
   **Learning Objectives**
   a. Demonstrate efficient preparation through hand washing, garbing, pre-calculation, and selection of materials.
   b. Demonstrate proper technique when entering a vial.
   c. Demonstrate the proper opening of a glass ampule and removing its contents.
   d. Explain how to manipulate supplies such as needles, filters, and syringes.
   e. Demonstrate how to reconstitute a powder in a vial.
   f. Demonstrate proper techniques for removing air bubbles from syringes.
   g. Demonstrate proper technique when injecting medication into an IV bag.
   h. Explain the theory of clean air.

10. **Apply compounding of Total Parenteral Nutrition (TPN).**
    **Learning Objectives**
    a. Explain why a patient receives a TPN.
    b. List the additives used in making a TPN.
    c. Describe how to admix a TPN.
    d. Discuss automatic mixing equipment.

11. **Apply compounding use in Chemotherapy.**
    **Learning Objectives**
    a. Explain safety procedures for handling chemotherapy agents.
    b. Discuss appropriate procedures for preparing chemotherapy agents.
    c. List hazards involved with preparing chemotherapy agents.
    d. Demonstrate how to clean up a chemotherapy spill.
    e. Discuss innovative products in chemotherapy compounding.

12. **Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.**
    **Learning Objectives**
    a. Use knowledge of the organization of patient medical charts and records to efficiently locate a specific piece of information.
    b. State specific types of questions from patients or health care providers to which an answer by the technician would be inappropriate.
    c. Explain the purpose of a medication use review.
    d. Explain why it is important for the technician to notify the pharmacist when screening of the prescription/medication order reveals a non-formulary medication has been ordered.

13. **Demonstrate knowledge of institutional pharmacy settings.**
    **Learning Objectives**
    a. Describe the various systems used to distribute medications.
    b. Evaluate and process medication orders using the EHR system.
    c. Apply the reading and interpretation of physician orders.
    d. Demonstrate how to refill and charge crash carts.

14. **Demonstrate the filling and operation of the Pyxis Medstation.**
    **Learning Objectives**
    a. Describe the function of the Pyxis Medstation in an institutional setting.
    b. Demonstrate the proper filling of the Pyxis Medstation.
    c. Demonstrate proper documenting of discrepancies on the Pyxis Medstation.
    d. Recover a failed drawer on the Pyxis Medstation.
    e. Demonstrate the ability to take an inventory on the Pyxis Medstation.
    f. Demonstrate the ability to outdate medication in the Pyxis Medstation.
    g. Discuss the scenarios in which a health care team member would waste a medication.
h. Use reports generated by the Pyxis Medstation to evaluate tasks that need to be completed.
i. Demonstrate the emptying of the return bin on the Pyxis Medstation.
j. Demonstrate the ability to troubleshoot the Pyxis Medstation.

15. Control the inventory of medications, equipment, and devices according to an established plan.

Learning Objectives
a. Describe the various methods of inventory control.
b. Describe the general tasks involved in receiving and verifying the order of goods.
c. Describe methods for handling back ordered medications.
d. Describe common reasons for discontinuing or recalling items.
e. Explain a standard procedure for reviewing, removing and handling pharmaceuticals, equipment, devices, and supplies that have expired, been recalled, or are otherwise unfit for patient utilization.
f. Explain the importance of maintaining an inventory system through accurate documentation.
Appendix B

New Course or Course Change Proposal Form

Date of Proposal: 3/22/12
Author: Summer Gidoffe
Proposal Type: *New Course  Modify Course  X  Delete Course
Contact for the Course: Summer Gidoffe
Course Designator, Number and Title (i.e.: ACCT 1800, Business Law):
PHRM 2117, Retail Internship
Number of Credits: 4
Prerequisites:
PHRM 1112, PHRM 1113, PHRM 2114
Course Description: In this course students will take part in a pharmacy practice experience in the retail setting to refine skills necessary for employment as a pharmacy technician.
Grading Method:  Grade  X  Pass/Fail
Scheduling:  Fall  Spring  Summer  Alternate Years  Variable  On Demand
Instructional Type:  Lecture  Lab  Lecture/Lab  Internship  X  Seminar
*Class Maximum: (For New Courses Only) / All Unlimited faculty members of a program or discipline must sign.


Faculty Name  Faculty Signature  Class Max  Date

Dean's Name  Dean's Signature  Date

If there is not enough space provided, please use the back of this form for additional signatures or click on a row with the right button of the mouse, select insert and then select insert rows below to add rows to the table.

Is this Course Proposed as a Liberal Arts Course:  Yes  No
If Yes, Which MnTC Area/Areas Will it Fulfill (http://www.mntransfer.org)?
Is This Course a Requirement/Elective for a Specific Program or Programs?  Yes  No
If Yes, Which Program(s):  Pharmacy Technician
Describe What is Changing/Being Added, and the Rationale:
The course is changing to align with new program plan. CCO wording has been changed to align with accreditation wording.

What Impact Will This New Course or Change Have on Other Programs or Areas?  None

Attach Common Course Outline to this Form.
Retail Internship
Course Outcome Summary

Course Information
Organization South Central College
Developers Summer Gioffre
Course Number PHRM 2117
Potential Hours of Instruction 160
Total Credits 4

Description
In this course, students will take part in a pharmacy practice experience in the retail setting to refine skills necessary for employment as a pharmacy technician. This course is intended to satisfy goals 1, 2, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, 20, 21, 24, 25, 26, 27, 28, 29, 31, 32, 33, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 1112, 1113, 2114

Types of Instruction

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<tr>
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</table>

Prerequisites
PHRM 1112, PHRM 1113, PHRM 2114

Exit Learning Outcomes
Core Abilities
A. Ethical Reasoning and Action
B. Teamwork and problem solving
C. Written and Oral Communication
D. Intercultural knowledge and competence
E. Critical and creative thinking

Competencies
1. Demonstrate professional communication skills.
   Learning Objectives
   a. Demonstrate professional verbal and written communications.
   b. Demonstrate professional use of technology as it applies to the work setting.
   c. Display effective listening skills.
   d. Apply feedback received from preceptor, altering the method or process as suggested.
   e. Communicate effectively with co-workers, administrative personnel, medical professionals and other staff within and associated with the facility.
   f. Ask questions when unsure or if clarification is needed.
   g. Participate in regular pharmacy meetings and activities applicable to the pharmacy technician.

2. Maintain an image appropriate for the profession of pharmacy.
   Learning Objectives
   a. Dress in attire that follows the site’s dress code.
b. Maintain personal hygiene.
   c. Consistently maintain personal self-control and professional decorum.

3. **Demonstrate professional work habits.**
   **Learning Objectives**
   a. Complete and adhere to a schedule with the internship supervisor.
   b. Demonstrate initiative and responsibility for learning.

4. **Demonstrate ethical behavior at the internship site.**
   **Learning Objectives**
   a. Display mature and professional behavior.
   b. Demonstrate respect and dignity to all individuals.
   c. Follow the AAPT code of ethics.
   d. Perform only those tasks pharmacy technicians are legally able to perform.
   e. Differentiate between pharmacist and pharmacy technician tasks.

5. **Maintain confidentiality of patient and proprietary business information.**
   **Learning Objectives**
   a. Demonstrate knowledge of the need to provide a new patient with a copy of the pharmacy's privacy policy.
   b. Define what is permissible when a request is received for a patient profile or other health care information for a family member for insurance or tax purposes.
   c. Demonstrate knowledge related to picking up prescriptions and what is allowable under HIPAA and the pharmacy's privacy policy.
   d. Observe organizational policy for the safe guarding of proprietary business information.
   e. Observe organizational policy regarding the use of social media.

6. **Display a caring attitude toward patients in all aspects of job responsibilities.**
   **Learning Objectives**
   a. Show compassion with the delivery of pharmacy services.
   b. Explain the concept of "caring" within the context of the delivery of pharmaceutical care.
   c. Display empathy in appropriate situations regarding patients and/or their caregivers.

7. **Demonstrates familiarity with patient records.**
   **Learning Objectives**
   a. Demonstrate ability to properly build a patient profile.
   b. Navigate through a patient profile.
   c. Explain the benefits and limitations of the electronic medical recording process.

8. **Demonstrate knowledge of third party payer billing systems.**
   **Learning Objectives**
   a. Compare differences regarding formulary drugs, co-payments, and other aspects of reimbursement.
   b. Submit and resolve a rejected claim for third-party payment.
   c. Demonstrate how to determine insurance eligibility for a patient.

9. **Display the ability to prioritize a work load.**
   **Learning Objectives**
   a. Triage in-coming phone calls.
   b. Prioritize job duties.
   c. Project a calm image when dealing with multiple situations.
   d. Display the ability to multi-task.

10. **Assist the pharmacist in collecting, organizing, and evaluating information for direct patient care, medication use review, and departmental management.**
    **Learning Objectives**
    a. Effectively query other health care professionals to collect pertinent patient information for use by
the pharmacist.
b. When collecting patient-specific information for use by the pharmacist, identify situations where the patient requires the attention of the pharmacist.

11. Receive and screen prescriptions for completeness and authenticity.
Learning Objectives
a. Exercise skill in the use of first-person and electronic systems to receive prescription/medication orders.
b. Demonstrate knowledge of a complete vs. incomplete prescription/medication order.
c. Demonstrate proper protocol to remedy an incomplete prescription/medication order.
d. Display tact when communicating information to a patient that will increase their wait time at the pharmacy.

12. Initiate, verify, assist in the adjudication of, and collect payment and/or initiate billing for pharmacy services and goods.
Learning Objectives
a. Accurately identify the customer's/patient's method of payment for a prescription/medication order.
b. Interview patients in an appropriate manner to secure patient-specific information.
c. Exercise skill in the use of electronic systems to input third party information and to verify third party coverage for a prescription/medication order.
d. Verify third party coverage by phone.
e. Identify the reason for a rejected claim and to convey that information accurately to the pharmacist and/or patient.
f. Formulate an effective strategy that is sensitive to the concerns of the customer/patient for conveying third party payment coverage information and further action to be taken.
g. Use effective communication techniques for diffusing strong emotional reactions to third party payment responses.
h. Assess prescription transmission adjudication for appropriate payment.
i. Demonstrate skill in the operation of a cash register.

13. Demonstrate the ability to correctly bill Medicare for prescriptions.
Learning Objectives
a. Evaluate a prescription for Medicare required components.
b. Identify what pharmaceuticals/supplies are covered by the various parts of Medicare.
c. Demonstrate ability to explain the Medicare billing process to customers.

14. Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
Learning Objectives
a. Follow an established procedure for purchasing pharmaceuticals, devices, and supplies.
b. Describe typical procedures for purchasing pharmaceuticals, devices, and supplies.
c. Describe typical procedures used to expedite emergency orders/prescriptions.
d. Describe typical procedures used for the purchase of atypical products (e.g., biologics, interferon's, HIV medications, investigational medications, non-formulary products.)

15. Control the inventory of medications, equipment, and devices according to an established plan.
Learning Objectives
a. Describe the various methods of inventory control.
b. Follow established policies and procedures for receiving goods and verifying specifications on the original order.
c. Describe the general tasks involved in receiving and verifying the order of goods.
d. Describe methods for handling back ordered medications.
e. Follow established policies and procedures for removing from inventory expired/discontinued/recalled pharmaceuticals.
f. Explain the importance to cash flow of returning expired or excess inventory goods.
g. Explain the importance of maintaining an inventory system through accurate documentation.
h. Identify pharmaceuticals, durable medical equipment, devices, and supplies to be ordered.
i. Explain the role that judgment plays in supplementing an automated system for determining the
timing and amount of pharmaceuticals, durable medical equipment, devices, and supplies to order.
j. Explain alternative strategies for securing a pharmacy item that is not available.
k. Explain acceptable methods for communicating changes in product availability to patients,
caregivers, and/or health care professionals.

16. Participate in the pharmacy’s efforts to deter theft and the misuse of medications.
   Learning Objectives
   a. Follow established policies and procedures to deter theft and/or medication diversion.
   b. Explain the difference between tolerance and physical dependence.
   c. Explain the relationship between the prevalence of chemical dependency and medication
      diversion.
   d. Describe common methods for deterring theft and/or medication diversion.
   e. Describe methods of reporting theft and/or medication diversion.
   f. Follow established policies and procedures to maintain a record of controlled substances
      received, stored, and removed from inventory.
   g. State the procedure for destroying controlled substances.

17. Understand the pharmacy’s procedures for dealing with medication misadventures.
   Learning Objectives
   a. Explain the correct process for correcting a medication misadventure.
   b. Explain the characteristics of an effective pharmacy department approach to preventing
      medication misadventures.
   c. Explain the integral contribution required of the pharmacy technician in a practice setting that is
      effective in preventing medication misadventures.
   d. List daily tasks of the technician that require special attention to accuracy and double checking
      to assure that medication misadventures do not occur.
   e. Explain the role of multiple checks in avoiding medication misadventures.
   f. Demonstrate how a medication misadventure could be properly handled.

18. Assist the Pharmacist in managing the daily operations of the pharmacy.
   Learning Objectives
   a. Follow correct pharmacy checkout procedures.
   b. Maintain pharmacy equipment and facilities.
   c. Perform adequate documentation as required by pharmacy law.
   d. Dispense, label and package prescriptions per standard operations.

19. Assist the pharmacist in the administration of an immunization.
   Learning Objectives
   a. Demonstrate the ability to correctly bill an insurance company for immunizations.
   b. Correctly gather all pertinent information from the patient as necessary for immunization
      administration.
   c. Demonstrate the proper technique for the preparation of an immunization given by parenteral
      route.

20. Dispense medications.
    Learning Objectives
    a. Assist the pharmacist in the identification of patients who desire/require counseling.
    b. Dispense medications to the appropriate customer using established procedures.
Appendix B

New Course or Course Change Proposal Form

Date of Proposal: 3/22/2012

Author: Summer Griffie

Proposal Type: *New Course  Modify Course  X  Delete Course

Contact for the Course: Summer Griffie

Course Designator, Number and Title (i.e.: ACCT 1800, Business Law):
PHRM 2119, Hospital / Institutional Internship

Number of Credits: 4

Prerequisites: PHRM 2116

Course Description: This course will offer an intense pharmacy practice experience in the hospital institutional setting with the purpose of refining skills introduced in previous coursework that are necessary to pursue a career as a pharmacy technician.

Grading Method: Grade  X  Pass/Fail

Scheduling: Fall  Spring  Summer  X  Alternate Years  Variable  On Demand

Instructional Type: Lecture  Lab  Lecture/Lab  Internship  X  Seminar

*Class Maximum: (For New Courses Only) / All Unlimited faculty members of a program or discipline must sign.

<table>
<thead>
<tr>
<th>Faculty Name</th>
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Dean's Name

Dean's Signature

Date

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Is this Course Proposed as a Liberal Arts Course: Yes  X  No

If Yes, Which MnTC Area/Areas Will it Fulfill (http://www.mntransfer.org)?

Is This Course a Requirement/Elective for a Specific Program or Programs? Yes  X  No

If Yes, Which Program(s)? Pharmacy Technician

Describe What is Changing/Being Added, and the Rationale:
The course title is changing to align with the new program plan. The course title is changing to align with accreditation wording.

What Impact Will This New Course or Change Have on Other Programs or Areas? None

Attach Common Course Outline to this Form.
Hospital/ Institutional Internship
Course Outcome Summary

Course Information
Organization South Central College
Developers Summer Gioffre
Development Date 3/22/2012
Course Number PHRM 2119
Potential Hours of Instruction 160
Total Credits 4

Description
This course will offer an intense pharmacy practice experience in the hospital/institutional setting with the purpose of refining skills introduced in previous coursework that are necessary to pursue a career as a pharmacy technician. This course is intended to satisfy goals 1, 3, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 17, 18, 19, 20, 24, 25, 26, 27, 29, 30, 31, 32, 33, and 35 of the model curriculum for pharmacy technician training, developed by the American Society of Health-System Pharmacists. Prerequisites: PHRM 2116

Types of Instruction

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Prerequisites
PHRM 2116

Exit Learning Outcomes
Core Abilities
A. Ethical Reasoning and Action
B. Foundations and skills for lifelong learning
C. Written and Oral Communication

Competencies
1. Demonstrate professional communication skills.
   Learning Objectives
   a. Demonstrate professional verbal and written communications.
   b. Demonstrate professional use of technology as it applies to the work setting.
   c. Display effective listening skills.
   d. Apply feedback received from preceptor, altering the method or process as suggested.
   e. Communicate effectively with co-workers, administrative personnel, medical professionals and other staff within and associated with the facility.
   f. Ask questions when unsure or if clarification is needed.
   g. Participate in regular pharmacy meetings and activities applicable to the pharmacy technician.

2. Demonstrate professional work habits.
   Learning Objectives
   a. Complete and adhere to a schedule with internship supervisor.
   b. Demonstrate initiative and responsibility for learning.
3. Maintain an image appropriate for the profession of pharmacy.
   Learning Objectives
   a. Dress in attire that follows the site's dress code.
   b. Maintain personal hygiene.
   c. Consistently maintain personal self-control and professional decorum.

4. Demonstrate ethical behavior at the internship site.
   Learning Objectives
   a. Display mature and professional behavior.
   b. Demonstrate respect and dignity to all individuals.
   c. Follow the AAPT code of ethics.
   d. Perform only those tasks pharmacy technicians are legally able to perform.
   e. Differentiate between pharmacist and pharmacy technician tasks.

5. Assist the pharmacist in collecting, organizing and evaluating information for direct patient care, medication use review, and departmental management.
   Learning Objectives
   a. Create a personal stress management plan.
   b. List signs of stress and recognize them in yourself and others - offer and request assistance as needed.

   Learning Objectives
   a. Observe organizational policy for the safe guarding of proprietary business information.
   b. Observe organizational policy regarding the use of social media.

7. Assist the pharmacist in managing the daily operations of the pharmacy.
   Learning Objectives
   a. Follow correct pharmacy procedures.
   b. Maintain pharmacy equipment and facilities.
   c. Perform adequate documentation as required by pharmacy law.
   d. Dispense, label and package prescriptions per standard operations.

8. Display the ability to prioritize a work load.
   Learning Objectives
   a. Triage in-coming phone calls.
   b. Prioritize job duties.
   c. Project a calm image when dealing with multiple situations.
   d. Display the ability to multi-task.

    Learning Objectives
    a. Complete a floor inspection.
    b. Pull outdated medications from shelf in assigned area.
    c. Assist in checking crash carts and emergency response kits for outdated medication.
    d. Describe the steps in the process from an order being received in the pharmacy through the medication being administered to the patient.
    e. Explain the benefits of having a scheduled dispensing list print at specific times.
    f. Explain the medication order terms STAT, NOW and PRN.
    g. Demonstrate how a pharmacy technician would determine the order in which to fill requests in a hospital/institutional environment.
    h. Assist the pharmacist in preparing, storing, and distributing investigational medication products.

10. Demonstrate proficiency creating IV admixtures.
    Learning Objectives
    a. Demonstrate proper aseptic technique including proper hand washing and garbing.
b. Complete documentation of routine equipment checks and cleaning procedures.
c. Maintain a clean workspace, cleaning as needed while working.
d. Follow USP <797> and facility SOP while creating sterile compounds and IV admixtures.
e. Check PAR levels on fast moving IVs, thaw frozen IVs as necessary and complete batch preparations as needed.
f. Pass facility PATT test.
g. Shadow a chemotherapy pharmacist or pharmacy technician for a day.
h. List special precautions a chemotherapy pharmacy technician utilizes.
i. Describe pharmacy calculations as they pertain to chemotherapy.

11. Dispense medications.
   Learning Objectives
   a. Demonstrate knowledge of the layout of the facility.
   b. Organize the delivery run in a pattern to limit back tracking while delivering.
   c. Complete transfer of medications as needed due to room changes or patient discharges.

12. Demonstrate the ability to use a AMD system.
   Learning Objectives
   a. Define what a PAR level indicates.
   b. Demonstrate a refill of the AMD system.
   c. Refill an out of stock item in the AMD system.
   d. Demonstrate use of the AMD system to find an appropriate sized pocket to load a medication.
   e. Demonstrate how to retrieve items from the return bin.
   f. Demonstrate how to access the patient specific bins and refrigerator.

13. Control the inventory of medications, equipment, and devices according to an established plan.
   Learning Objectives
   a. Describe the various methods of inventory control.
   b. Follow established policies and procedures for receiving goods and verifying specifications on the original order.
   c. Describe the general tasks involved in receiving and verifying the order of goods.
   d. Describe methods for handling back ordered medications.
   e. Follow established policies and procedures for removing from inventory expired/discontinued/recalled medications.
   f. Explain the importance of maintaining an inventory system through accurate documentation.
   g. Identify pharmaceuticals, durable medical equipment, devices, and supplies to be ordered.
   h. Explain how technicians can use judgment when supplementing an automated ordering system.
   i. Explain alternative strategies for securing a pharmacy item that is not available.
   j. Explain acceptable methods for communicating changes in product availability to health care professionals.

14. Purchase pharmaceuticals, devices, and supplies according to an established purchasing program.
   Learning Objectives
   a. Follow an established procedure for purchasing pharmaceuticals, devices, and supplies.
   b. Describe typical procedures for purchasing pharmaceuticals, devices, and supplies.
   c. Describe typical procedures used to expedite emergency orders/prescriptions.
   d. Describe typical procedures used for the purchase of atypical products (e.g. biologics, interferon's HIV medications, investigational medications, non-formulary products).

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b. Explain the difference between tolerance and physical dependence.
c. Explain the relationship between the prevalence of chemical dependency and medication diversion.
d. Describe common methods for deterring theft and/or medication diversion.
e. Describe methods of reporting theft and/or medication diversion.
f. Follow established policies and procedures to maintain a record of controlled substances received, stored, and removed from inventory.
g. State the procedure for destroying controlled substances.

16. **Understand the pharmacy's procedures for dealing with medication misadventures.**

**Learning Objectives**

a. Explain the correct process for correcting a medication misadventure.
b. Explain the characteristics of an effective pharmacy department approach to preventing medication misadventures.
c. List daily tasks of the technician that require special attention to accuracy and double checking to assure that medication misadventures do not occur.
d. Explain the role of multiple checks in avoiding medication misadventures.
e. Demonstrate how a medication misadventure could be properly handled.