

CSHP  SCPRS  
Webinar Series



Bal Dhillon

# PHARMACY TECHNICIANS: TODAY, TOMORROW, AND BEYOND

EXPLORING THE EVOLVING ROLES  
AND FUTURE OPPORTUNITIES

June 9 @ 1 pm ET



2023/24  
Hospital Pharmacy  
in Canada **Survey**

**Sondage** sur les pharmacies  
hospitalières canadiennes

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- **The Canadian Society of Healthcare-Systems Pharmacy head office is located in Ottawa ON, which is the traditional and unceded territory of the Algonquin Anishnabe, who have lived on this land since time immemorial.**
- **Please take a moment to reflect on the lands where you are joining from today and learn more about the Indigenous Peoples and history of the lands they inhabit.**

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- Representation at Government roundtables and Non-Government organizations
- Leadership on clinical and operational practice



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- Questions can be submitted at any time during the presentation by typing them into the Q & A section at the bottom of your screen. These will be addressed by the presenter at the end of today's webinar.

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- I respectfully acknowledge the traditional, ancestral, and unceded territory of the Coast Salish Peoples, specifically the q'íc'əy' (Katzie), qw'ɑ:nλ ə'n' (Kwantlen), Mathxwí (Matsqui), and Semyome (Semiahmoo) First Nations.
- I make this acknowledgement as an act of reconciliation and gratitude to those whose territory we have the privilege to gather, live, and work.

# Presenter Personal Disclosures

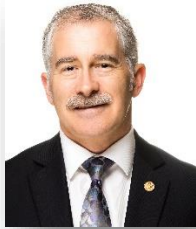
Presenter's Name: **Bal Dhillon**

- I have no current or past relationships with commercial entities
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# Learning Objectives

- By the end of this session, participants will be able to:
  - Describe the current roles and responsibilities of pharmacy technicians in Canadian hospitals.
  - Explain how technician roles are evolving in response to clinical complexity, workforce pressures, and technology.
  - Identify key barriers and enablers to expanding technician scope of practice.
  - Discuss future opportunities and career development pathways for pharmacy technicians and assistants.



# Why the Survey Matters for Pharmacy Technicians

## Technicians are central to hospital pharmacy

- ~50% of inpatient pharmacy hours

## Your work directly impacts patient care

- Enables pharmacists to focus on clinical care
- Improves safety and efficiency

## The system is changing

- Technology, workload, and expectations are increasing
- Roles are expanding beyond traditional tasks

This isn't just a survey; it's evidence of how critical your role already is. You're not supporting the system; you are enabling it.

# Where do you feel your role as a pharmacy technician is heading in the next 3 - 5 years?



## Options

1. Staying mostly the same
2. Expanding into more advanced/clinical responsibilities
3. Becoming more specialized (e.g., sterile compounding, informatics)
4. Becoming more technology-focused
5. Unsure

# Workforce Snapshot – A Growing but Uneven System

## Growing workforce

- 11,541 regulated technicians
- +16% since 2020/21

## Hospital-focused

- 53% work in hospital settings

## But not consistent across Canada

- Wide variation in regulation, training, and adoption

- Adoption varies significantly across Canada due to:
- Provincial regulation timelines
  - Access to training programs
  - Local staffing and practice models

	ON	BC	AB	NS	MB	PEI	NFL	SK	NB	QC	Total
No. of Licensed Hospital Pharmacy Technicians	3515	1151	954	105	Technicians "listed" but not licensed as such	46	Practice setting not tracked	245	122	n/a	6138
Total Regulated Technicians in Canada = 11,541											
*Data as of January 1, 2025, from the National Association of Pharmacy Regulatory Authorities. <sup>1</sup>											

# Integration of Pharmacy Technicians Across Canada

40% of hospitals reported that >90% of technical staff are pharmacy technicians, demonstrating strong integration nationally. (up from 21% in 2014).

**Table F-2 Percentage of Staff Performing Technical Functions Who Are Pharmacy Technicians, 2023/24**

Pharmacy technicians on staff compose ...	All	Bed Size			Hospital Type			Region					
		50-200	201-500	>500	Teaching	Non-teaching	Pediatric	BC	AB	SK/MB	ON	QC	ATL
(n=)	(149)	(53)	(47)	(49)	(48)	(95)	(6)	(28)	(18)	(20)	(33)	(24)	(26)
> 90% of technical staff	59 40%	26 49%	19 40%	14 29%	15 31%	40 42%	4	15 54%	5 28%	3 15%	28 85%	0 0%	8 31%
51 - 90% of technical staff	41 28%	12 23%	17 36%	12 24%	15 31%	25 26%	1	13 46%	11 61%	4 20%	5 15%	0 0%	8 31%
10 - 50% of technical staff	21 14%	10 19%	8 17%	3 6%	8 17%	13 14%	0	0 0%	2 11%	9 45%	0 0%	0 0%	10 38%
< 10% of technical staff	28 19%	5 9%	3 6%	20 41%	10 21%	17 18%	1	0 0%	0 0%	4 20%	0 0%	24 100%	0 0%

Base: All respondents; n = 149.

Whenever the n value is less than 10, percentages were not calculated to avoid potentially misleading comparisons.

# Where Technicians Are Supporting Care Today

Table F-3 Category	Key Activities	Technician Involvement	What This Means
<b>Strong Involvement</b>	<ul style="list-style-type: none"> <li>Resolving distribution issues</li> <li>Medication reconciliation (admission)</li> </ul>	~60%+ involvement (higher in some regions)	Technicians are frontline support on patient care units
<b>Growing Contributions</b>	<ul style="list-style-type: none"> <li>Clinical trials support</li> <li>Data collection for committees</li> </ul>	~30–40% involvement	Expanding into system-level and quality work
<b>Limited Today – Opportunity Ahead</b>	<ul style="list-style-type: none"> <li>Medication reconciliation (discharge)</li> <li>Lab/test data collection</li> <li>Patient education support</li> </ul>	<10–20% involvement	Significant gap in transitions of care and advanced roles

# Compared to the national survey data, how would you describe technician scope at your site?

## Options:

- A. Fully aligned or ahead of national practice
- B. Somewhat aligned, but gaps exist
- C. Behind national trends in several areas
- D. Not sure / unclear



# Who performs medication order entry at your site?

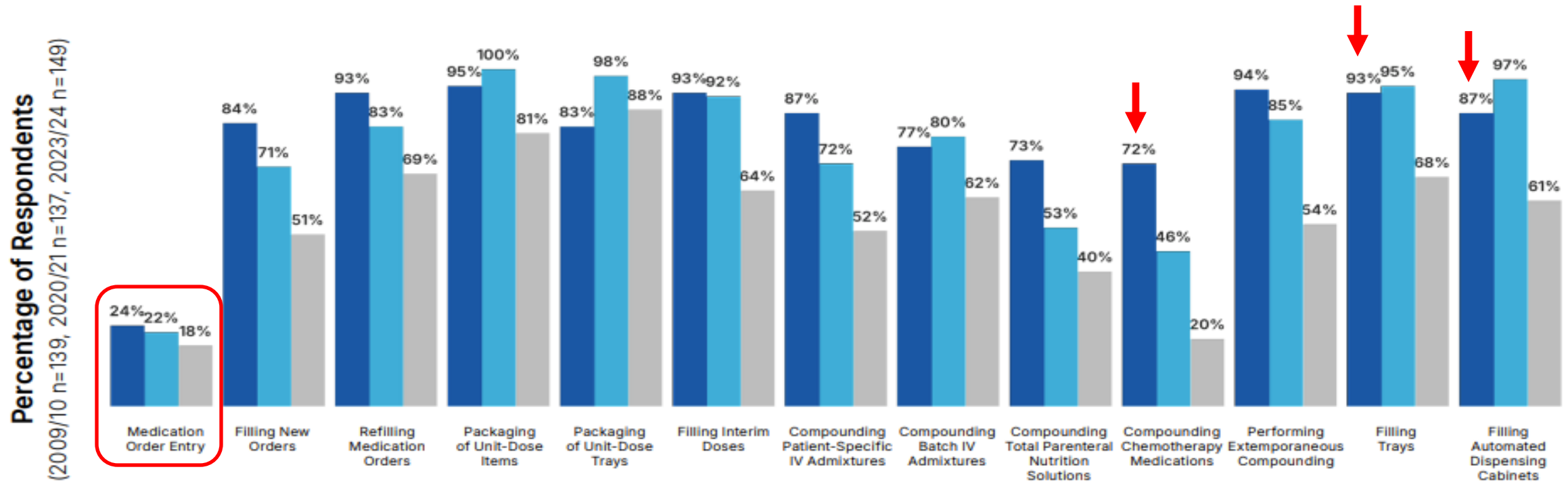
## Options

1. Pharmacists only
2. Technicians
3. Assistants
4. Combination



# From Checking Tasks to Owning Systems

**Figure F-2 Functions Checked by a Pharmacy Technician and/or Pharmacy Assistant, 2023/24 vs 2020/21 vs 2009/10**



## Functions Checked by Pharmacy Technical Staff

■ 2023/24 ■ 2020/21 ■ 2009/10

# From Checking Tasks to Owning Systems con't

Theme (F-2)	What's Changing	Data (Section F Evidence)	Implication
Expansion of Responsibilities	Technician roles have expanded into more complex functions	Chemotherapy checking increased from <b>20% (2009/10)</b> → <b>72% (2023/24)</b>	Technicians are now trusted with higher-risk, specialized tasks
Core Operational Leadership	Technicians are leading routine distribution and checking processes	Checking filling trays <b>93%</b> ; ADC fills <b>87%</b> technician involvement	Technicians are the primary drivers of day-to-day operations
Shift in Nature of Work	Work is moving from execution → ownership	Growth across multiple checking and workflow responsibilities over time	Role is shifting from doing tasks to managing systems
Technology Integration	Increased involvement in automation and system workflows	High participation in automation, distribution, and verification systems	Requires stronger digital and system-level skills
Slow Expansion in Some Areas	Not all responsibilities have expanded equally	Order entry checking only increased <b>18% → 24%</b> since 2009/10	Highlights uneven adoption and untapped opportunity
Pharmacist Role Shift	Pharmacists are stepping away from technical operations	<b>Declines in pharmacist involvement in operational tasks</b> (e.g., supervision, formulas)	Frees pharmacists for clinical, patient-facing care
Key Takeaway	Role is fundamentally evolving	Expansion is both broad (volume) and deep (complexity)	This is a shift in <b>accountability and system ownership</b>

# A Workforce Scaling to Support the Shift

## What the data shows

- Technician positions increased from 2,153 → 2,842
- Pharmacy assistants remain significant at ~2,424 positions

## Workforce composition

- 77% of technical work is now performed by pharmacy technicians
- Strong shift toward regulated, accountable roles

## Staffing intensity

- 8.1 technician FTEs / 100 beds
- 5.8 assistant FTEs / 100 beds
- Higher ratios in teaching and pediatric hospitals<sup>s</sup>

## System pressure

- National vacancy rate ~6.3%
- Up to ~19% in some regions (Atlantic)

## What this means

- The system is increasingly dependent on technicians
- But growth is happening alongside ongoing staffing challenges

## Key Insight

Workforce expansion is real, but not evenly distributed

Capacity is growing, but stability and consistency remain a challenge

# Global Comparison (Canada vs. UK)

## *Key Differences in Model and Maturity*

### **Regulation:**

- *Canada:* Provincial, variable standards
- *UK:* National, standardized (General Pharmaceutical Council)

### **Scope of Practice:**

- *Canada:* Primarily technical (distribution, compounding, inventory)
- *UK:* Expanded clinical roles (medication reconciliation, counselling, adherence support)

### **Integration Across Care Settings:**

- *Canada:* Growing, mainly hospital-focused
- *UK:* Fully integrated across hospitals, primary care, mental health, and justice system

### **Workforce Development:**

- *Canada:* Strong education, variable ongoing development
- *UK:* Mandatory continuing professional development and structured career pathways

### **Key Takeaway:**

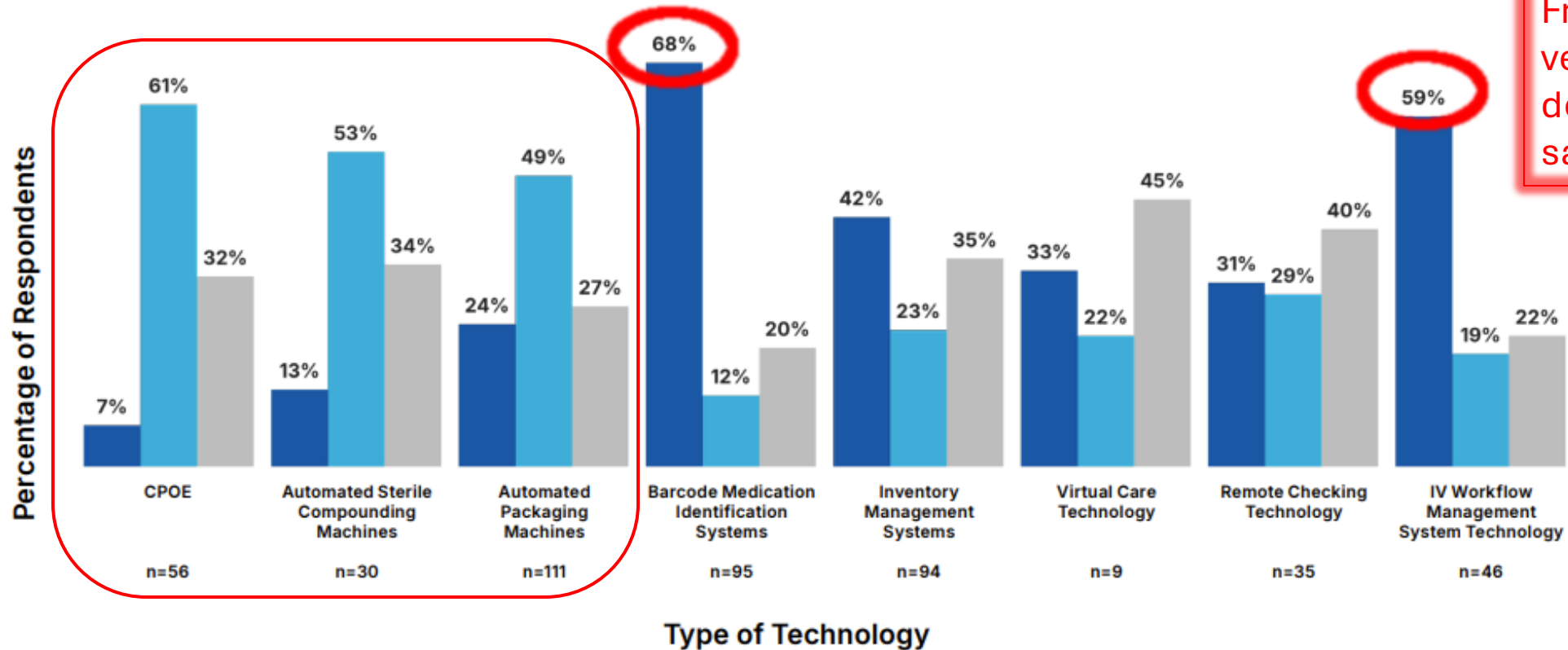
Canada is progressing, but the UK demonstrates a more advanced, standardized, and clinically integrated technician model.



# Technology: It Changes Work - It Doesn't Remove It

Work is shifting - not disappearing

Figure F-4 Impact of Technologies on the Workload of Pharmacy Technicians, 2023/24



From doing → verifying, documenting, safeguarding

# Based on your experience, how has technology impacted your workload?

## Options:

- A. Mostly reduced workload
- B. Mostly increased workload
- C. Mixed impact (reduced + increased)
- D. No significant change



# Organizational Readiness

**Table F-5 Support of Pharmacy Technicians to Perform Certain Functions, 2023/24**

Would your organization support the performance of any of the following functions by a pharmacy technician with appropriate education and training?	All	Bed Size			Hospital Type			Region						
		50-200	201-500	>500	Teaching	Non-teaching	Pediatric	BC	AB	SK/MB	ON	QC	ATL	
Independently destroying unserviceable narcotics and controlled substances (without pharmacist participation)	(n=)	(148)	(53)	(47)	(48)	(48)	(94)	(6)	(28)	(18)	(20)	(32)	(24)	(26)
	Yes	132	51	40	41	43	84	5	25	16	18	29	19	25
		89%	96%	85%	85%	90%	89%		89%	89%	90%	91%	79%	96%
Administering medications by injection or inhalation	(n=)	(148)	(53)	(47)	(48)	(48)	(94)	(6)	(28)	(18)	(20)	(32)	(24)	(26)
	Yes	76	29	23	24	27	46	3	15	9	9	13	12	18
		51%	55%	49%	50%	56%	49%		54%	50%	45%	41%	50%	69%
Witnessing ingestion of opioid replacement therapy (e.g., methadone, buprenorphine/naloxone)	(n=)	(147)	(52)	(47)	(48)	(48)	(93)	(6)	(28)	(17)	(20)	(32)	(24)	(26)
	Yes	73	31	19	23	25	45	3	13	6	10	12	15	17
		50%	60%	40%	48%	52%	48%		46%	35%	50%	38%	63%	65%
Receiving verbal prescriptions for narcotics and controlled substances	(n=)	(148)	(53)	(47)	(48)	(48)	(94)	(6)	(28)	(18)	(20)	(32)	(24)	(26)
	Yes	72	30	22	20	24	44	4	16	3	12	9	11	21
		49%	57%	47%	42%	50%	47%		57%	17%	60%	28%	46%	81%

Base: respondents, n = 148

When the n value is less than 10, percentages were not calculated to avoid potentially misleading comparisons.



2020/21

79%

43%

59%

41%

# Pharmacy Technicians & Assistants in Hospital Committees

**Table F-6 Support for Pharmacy Technicians and/or Pharmacy Assistants to Participate in Committees, 2023/24**

Are pharmacy technicians and/or pharmacy assistants involved with (and/or members of) any of the following hospital committees?			All	Bed Size			Hospital Type			Region					
				50-200	201-500	>500	Teaching	Non-teaching	Pediatric	BC	AB	SK/MB	ON	QC	ATL
Medication Safety Committee	Yes	(n=)	(128)	(45)	(41)	(42)	(45)	(78)	(5)	(27)	(14)	(19)	(29)	(16)	(23)
			66	29	21	16	22	42	2	5	9	15	22	1	14
			<b>52%</b>	<b>64%</b>	<b>51%</b>	<b>38%</b>	<b>49%</b>	<b>54%</b>		<b>19%</b>	<b>64%</b>	<b>79%</b>	<b>76%</b>	<b>6%</b>	<b>61%</b>
Quality Improvement Committee	Yes	(n=)	(127)	(43)	(38)	(46)	(46)	(76)	(5)	(24)	(15)	(15)	(28)	(21)	(24)
			65	25	18	22	27	36	2	4	12	10	13	6	20
			<b>51%</b>	<b>58%</b>	<b>47%</b>	<b>48%</b>	<b>59%</b>	<b>47%</b>		<b>17%</b>	<b>80%</b>	<b>67%</b>	<b>46%</b>	<b>29%</b>	<b>83%</b>
Quality Assurance Committee	Yes	(n=)	(105)	(34)	(34)	(37)	(41)	(59)	(5)	(24)	(14)	(11)	(23)	(17)	(16)
			41	15	11	15	19	20	2	4	10	5	7	4	11
			<b>39%</b>	<b>44%</b>	<b>32%</b>	<b>41%</b>	<b>46%</b>	<b>34%</b>		<b>17%</b>	<b>71%</b>	<b>45%</b>	<b>30%</b>	<b>24%</b>	<b>69%</b>
Drug Diversion Prevention Committee	Yes	(n=)	(80)	(25)	(26)	(29)	(24)	(54)	(2)	(24)	(6)	(8)	(20)	(11)	(11)
			23	9	6	8	5	17	1	3	1	2	11	1	5
			<b>29%</b>	<b>36%</b>	<b>23%</b>	<b>28%</b>	<b>21%</b>	<b>31%</b>		<b>13%</b>			<b>55%</b>	<b>9%</b>	<b>45%</b>
Drugs and Therapeutics Committee	Yes	(n=)	(133)	(47)	(40)	(46)	(45)	(83)	(5)	(24)	(11)	(17)	(32)	(23)	(26)
			12	9	2	1	1	9	2	0	2	2	6	0	2
			<b>9%</b>	<b>19%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>	<b>11%</b>		<b>0</b>	<b>18%</b>	<b>12%</b>	<b>19%</b>	<b>0</b>	<b>8%</b>
Opioid Stewardship Committee	Yes	(n=)	(65)	(21)	(20)	(24)	(16)	(47)	(2)	(22)	(5)	(10)	(15)	(10)	(3)
			4	3	1	0	0	3	1	0	1	0	2	0	1
			<b>6%</b>	<b>14%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>		<b>0%</b>		<b>0%</b>	<b>13%</b>	<b>0%</b>	
Antimicrobial Stewardship Committee	Yes	(n=)	(129)	(43)	(38)	(48)	(45)	(80)	(4)	(25)	(13)	(14)	(29)	(22)	(26)
			4	2	0	2	1	3	0	0	0	0	2	1	1
			<b>3%</b>	<b>5%</b>	<b>0%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>		<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>7%</b>	<b>5%</b>	<b>4%</b>

Technicians are underrepresented in decision-making

# The Impact of Technician Regulation

What impact, if any, has pharmacy technician regulation had on your organization? (Multiple options allowed)		All	Region					
			BC	AB	SK/MB	ON	QC	ATL
Theme	Impact (n=)	(149)	(28)	(18)	(20)	(33)	(24)	(26)
Efficiency Gains	Decrease in pharmacists' workload	76%	71%	89%	80%	70%	63%	88%
Workforce Growth	Creation of new positions	67%	82%	56%	65%	61%	79%	58%
Improved Patient Care & Services	Enhancement of patient care	65%	68%	89%	60%	64%	38%	77%
Improved Patient Care & Services	Expansion of services	62%	68%	94%	60%	64%	25%	69%
Operational Impact	Decrease in medication turnaround times	40%	64%	56%	30%	48%	8%	31%
Operational Impact	Decrease in medication errors	26%	29%	28%	15%	36%	8%	31%
Minimal Disruption to Workforce	Elimination of existing positions	12%	18%	11%	20%	18%	4%	
Minimal Disruption to Workforce	Decrease in staff turnover	8%	4%		10%	15%		15%
Minimal Disruption to Workforce	No impact	4%	7%			9%	4%	

# Organizational Responses to Technician Shortages

F-7	Total	BC	AB	SK/MB	ON	QC	ATL
Total	149	28	18	20	33	24	26
Supporting/providing opportunities for professional growth	56%	71%	33%	70%	48%	13%	92%
Conference registration fee reimbursement or subsidy	43%	71%	11%	35%	52%	8%	62%
Incentives (recruitment, signing and retention bonuses)	42%	61%		55%	21%	4%	100%
Inhouse standardized training by the pharmacy department	34%	50%	50%	15%	39%	4%	42%
Filled positions with pharmacy assistants	34%	64%	6%	55%	18%	8%	46%
Filled positions with pharmacy students	33%	21%	17%	35%	45%	13%	58%
Modifying responsibilities of the pharmacy technician position	30%	50%	17%	40%	18%	17%	35%
Special recognition events	28%	39%	28%	5%	18%	21%	54%
Salary increases	26%	4%		30%	30%	8%	77%
Paid education leaves	26%	43%	22%	15%	12%	8%	50%
Bursary/scholarship for education related to pharmacy technician programs	24%	7%	11%	15%	3%	42%	69%
Reimbursing provincial licensing fees	21%	54%		50%			27%
Converting pharmacy technician positions to pharmacy assistant positions	18%	32%	6%	25%	12%		31%
Reimbursing professional organization membership fees	13%	32%		35%		4%	8%
Remote working option	6%	11%			6%	17%	
Other: (specify)	9%				21%	25%	4%
No strategies employed	11%	4%	33%		6%	33%	

ATL appears more active than other regions in their strategies to address shortages of pharmacy technicians

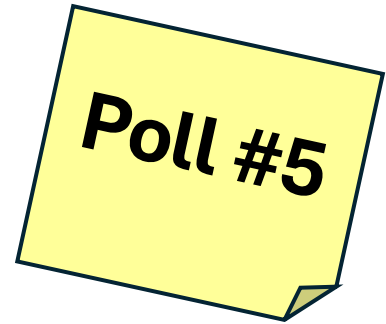
## Key Insight

Organizations are responding with creative, short-term solutions, but long-term sustainability will depend on training pipelines, scope optimization, and workforce planning.

# From your experience, what's the biggest challenge you're facing today?

## Options:

- A. Staffing shortages / vacancies
- B. Scope not fully utilized
- C. Training & career progression
- D. Workload / burnout



# The Real Issue: A System Design Gap

## What the data shows

- Technician shortages persist (vacancy ~6.3%, higher regionally)
- Workload and complexity continue to increase
- **But technician scope is still underutilized in many settings**

## What we know works

- 76% report reduced pharmacist workload
- 67% report creation of new roles
- 65% report improved patient care

**When technician roles are optimized, the system performs better**

## The gap

- Adoption is inconsistent across provinces and hospitals
- Scope expansion depends on local policy, training, and culture
- Technology and roles are not always designed together

**System design has not kept pace with role capability**

## Implication

- The opportunity is not just hiring more technicians
- It is designing roles, workflows, and training to fully use the workforce we already have

## Key Insight

This is not just a workforce supply issue  
It is a **capacity vs. utilization** problem

# Bridging the Education-to-Practice Gap

## What's working

- Strong technical knowledge at entry
- Shift toward competency-based education

## The gap

- Limited exposure to real-world pace and complexity
- Challenges with:
  - Prioritization
  - Workflow management
  - Confidence in practice

## What needs to change

- Earlier real-world exposure
- Preceptors as coaches, not just supervisors

## Key Insight

The challenge isn't knowledge  
It's the transition into real-world practice

# Evolving Career Pathways: From Tasks to Impact

## How careers are changing

- **Early:** Build accuracy and workflow fundamentals
- **Mid:** Specialize (automation, inventory, training)
- **Advanced:** Lead systems, technology, and improvement

## How contribution is changing

Increasing role in:

- Data and reporting
- Quality and safety
- System performance

## Enabling the Future

For Technicians

- Explore non-traditional pathways (informatics, quality, education, leadership)
- Build system-level thinking and broaden your impact

For Leaders

- Create advanced roles and clear career pathways
- Integrate technicians into clinical and operational initiatives

## Key Insight

**Career growth is not linear - impact comes from contributing to system performance**

# Leveraging AI to Address Workforce Shortages

- **Automate Routine Tasks**
  - AI-enabled verification, robotic dispensing & packaging
- **Optimize Inventory & Workflows**
  - Predict demand, prevent shortages with AI demand forecasting tools (ML models, LSTM, predictive analytics)
  - AI-driven scheduling aligned to workload
- **Enhance safety with fewer hands**
  - AI-assisted documentation & error detection
  - AI identifies drug interactions, dosing errors, and adverse risks proactively
  - Evidence shows AI improves error detection and patient safety outcomes
- **Augment training & onboarding**
  - Real-time guidance and accelerated learning
- **Enable system-level capacity**
  - Remote verification & shared services across sites
  - Improves safety with full digital audit trails and real-time oversight
- **Power better workforce decisions**
  - Data insights on workload, burnout, and gaps
  - AI analyzes workload, trends, and operational data to improve planning and resource allocation

## What It Means

AI doesn't replace technicians—it **extends their reach and impact**

# Pharmacy Technicians: The Backbone and the Future

## Today: Operational backbone

- Lead medication distribution, compounding, verification, and inventory management
- Critical to safety and efficiency
- Enable pharmacists to focus on clinical care and patient rounds

## What it Takes to Move Forward

- Address gaps in regulation, training, and workforce capacity
- Invest in career pathways, education, and role clarity
- Empower technicians as active contributors to system improvement

## Evolving Role: From Tasks to System Impact

- Expanding into clinical support, technology, and system leadership
- Leading in automation, safety processes, and workflow reliability
- Increasing accountability through standardization and quality practices

## Key Takeaway

Technicians are not just supporting the system; they are essential to how it works today and how it will evolve tomorrow.

### Call to Action:

Invest in career pathways, education, and clear role design

# Leadership Takeaways

Theme	Key insight	Implications for leaders (Action-Focused)
<b>Technicians as essential workforce</b>	Regulated pharmacy technicians are essential to service capacity and overall workforce resilience, with a growing presence in hospital settings.	Treat technicians as core workforce in planning - align staffing models, budgets, and role design accordingly.
<b>Task redistribution and clinical capacity</b>	Redistribution of tasks is freeing pharmacists for higher-value clinical work, but adoption and scope vary widely across regions.	Standardize task redistribution and expand technician scope to consistently unlock pharmacist clinical capacity.
<b>Technology and workload balance</b>	Technology improves safety but can increase technical workload without intentional workflow redesign.	Pair technology investments with workflow and role redesign to prevent shifting workload onto technicians.
<b>Governance and training requirements</b>	Leadership support, standardized training, and clear governance frameworks are essential to safely expanding technician roles.	Establish clear governance, standardized training, and policies to enable safe and consistent role expansion.
<b>Retention and career sustainability</b>	Structured career pathways and inclusion in quality and safety initiatives improve retention, engagement, and system performance.	Build and invest in clear career pathways and integrate technicians into quality and system improvement work.

# Pharmacy Technician Takeaways

**You're already essential - this is where you can grow and have even more impact.**

Theme	Key insight	Reflection
<b>Workforce &amp; Role Evolution</b>	Technicians make up a large share of the workforce, carry most technical responsibilities, and support pharmacists by enabling clinical care.	You play a critical role in patient safety and enabling clinical care - recognize the impact of your work.
<b>Expanded Technical Responsibilities</b>	Technician involvement in sterile compounding, automation oversight, and digital medication systems continues to grow.	Your growing technical skills create opportunities to specialize and take on more advanced roles.
<b>Underused Role Opportunities</b>	Technicians remain underutilized in medication histories, discharge support, QA, and data collection.	There is clear opportunity to expand your scope - look for ways to advocate and get involved.
<b>Technology Influence</b>	High adoption of ADCs, barcoding, CPOE, and robotics increases reliance on technicians to manage automated systems.	Building digital and technical skills will be critical to your future role - lean into these opportunities.

***The HPC survey shows that pharmacy technicians are essential to modern hospital pharmacy - driving safety, supporting operations, and enabling clinical care - while highlighting the need for expanded roles and recognition.***

# Housekeeping

- **When you exit this webinar, you will be taken to a feedback survey on the presentation. Please provide your feedback and suggestions on future topics!**
- **The slides and recording from today's webinar will be posted on CSHP's webinar webpage, along with all our past webinars.**

# Professional development opportunities



**Oncology Webinar  
Series: Dermatologic Toxicities of  
Oncology Agents: Presentation  
and Management**

**Speaker: Tom McFarlane**  
*HYBRID*

**June 23**



**CSHP Advocacy  
Town Hall**

**Speaker: Mary Gunther,  
Karla Thorpe, Rita Dhami**

**July 16**

# Thank you!



2023/24  
Hospital Pharmacy  
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**Sondage** sur les pharmacies  
hospitalières canadiennes



**APOTEX**

