

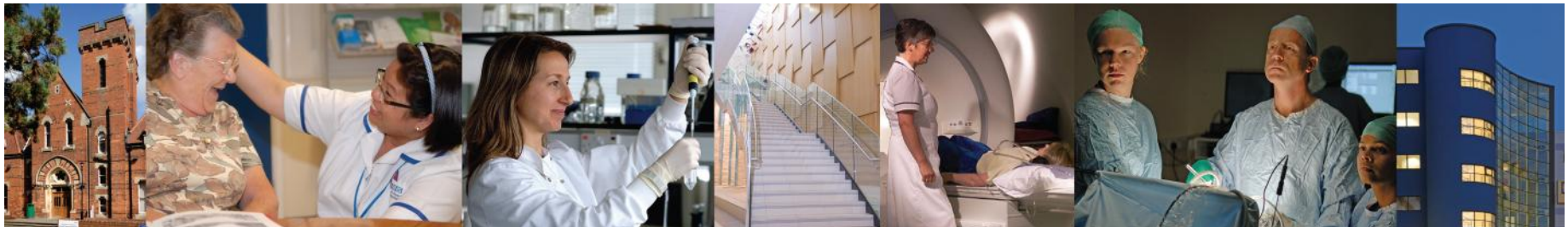
Evaluating the Technician Level Framework (TLF):

A professional development framework for
pharmacy technicians in medicines management

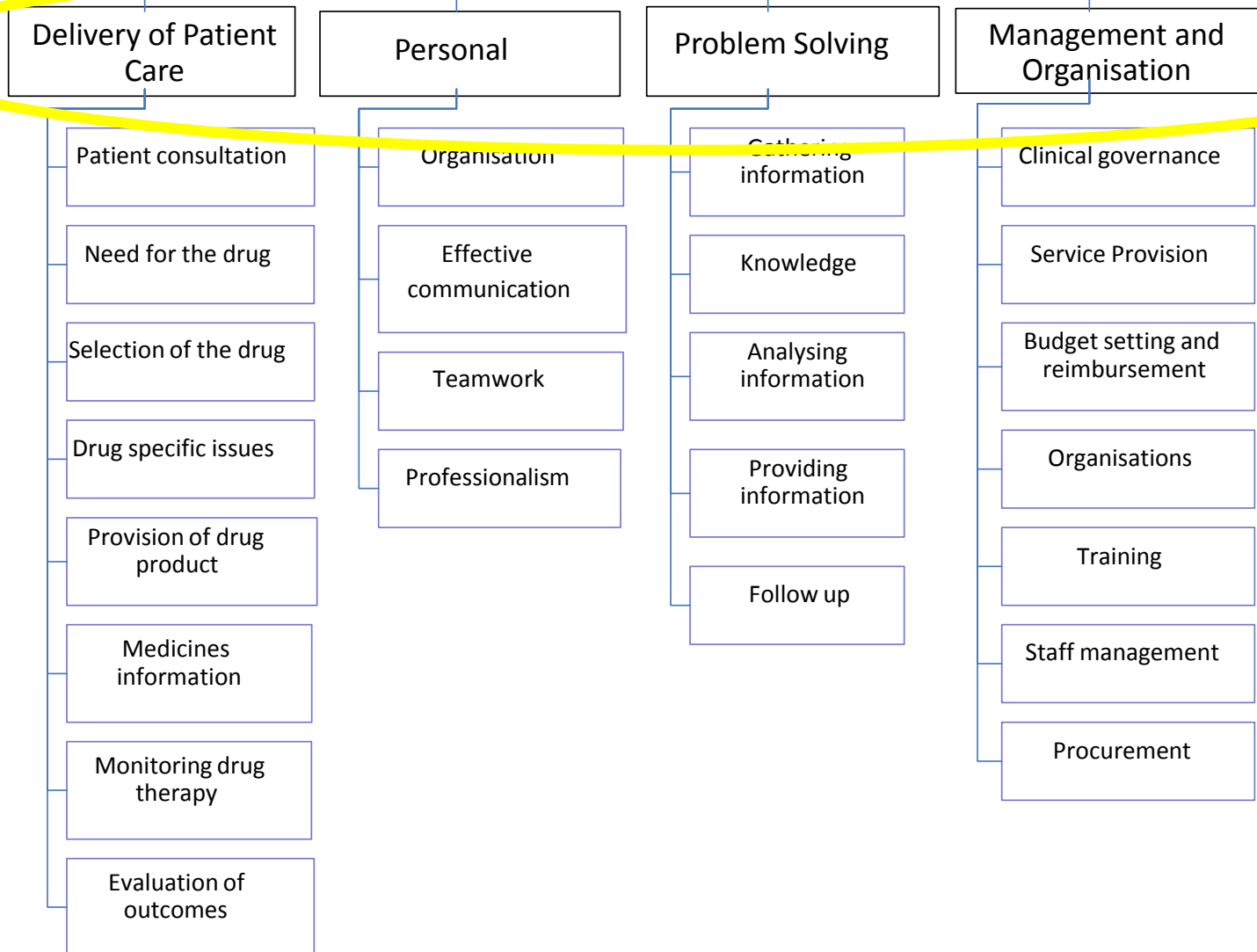
Jane Hough

and

Caroline van Damme, Laura Obiols Albinana and
Ian Bates



General Level Framework for Pharmacists



Basic Structure of the Frameworks

Management and Organisation Cluster

Staff Management

Performance management (Optional)	ALWAYS carries out staff appraisals on a regular basis	a	b	USUALLY carries out staff appraisals on a regular basis	a	b	SOMETIMES carries out staff appraisals on a regular basis	a	b	NEVER carries out staff appraisals	a	b
		c	d		c	d		c	d		c	d

Comment

Space to write feedback on individuals development

Staff development (Optional)	ALWAYS supports staff in their development	a	b	USUALLY supports staff in their development	a	b	SOMETIMES supports staff in their development	a	b	NEVER supports staff in their development	a	b
		c	d		c	d		c	d		c	d

Comment

Employment issues (Optional)	ALWAYS correctly applies employment issues	a	b	USUALLY correctly applies employment issues	a	b	SOMETIMES correctly applies employment issues	a	b	NEVER correctly applies employment issues	a	b
		c	d		c	d		c	d		c	d

Comment

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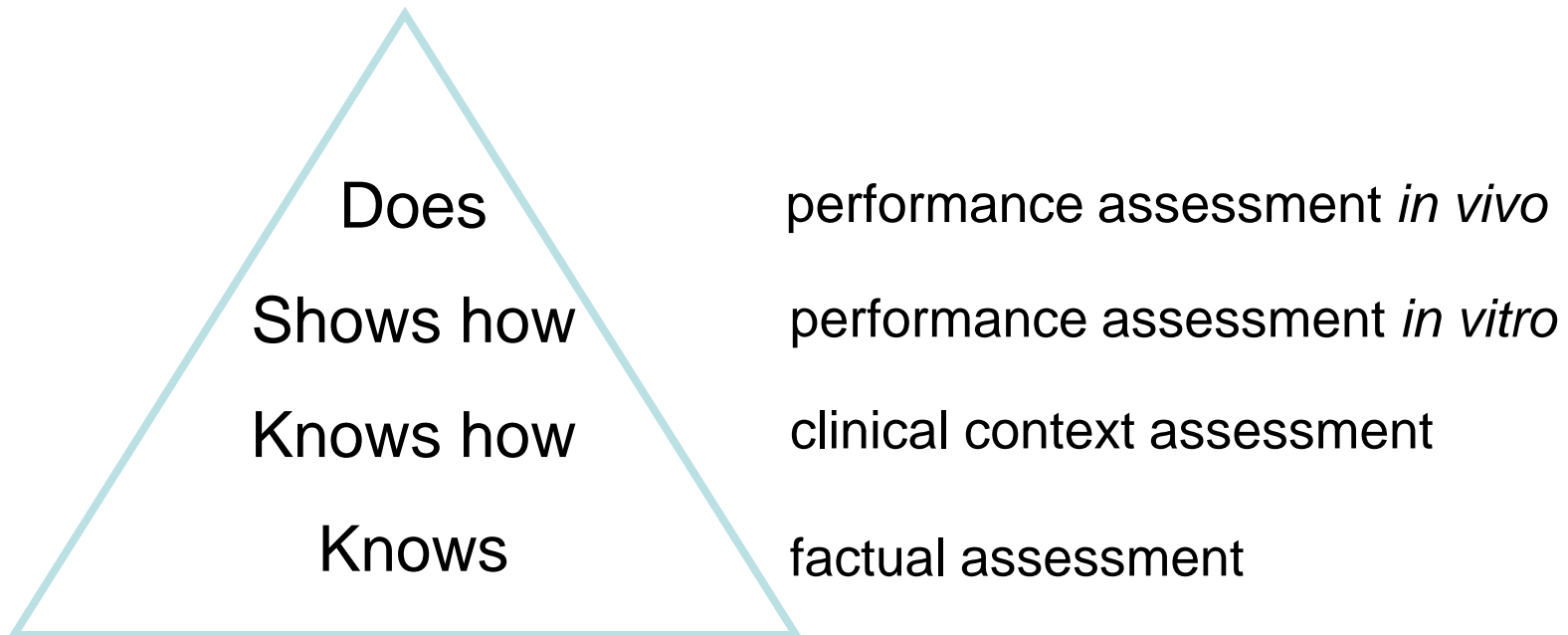
Comment

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		c	d		c	d		c	d		c	d

Comment

Why does it work?

- Developmental and performance related
- Understood by practitioners
- Linked realistically to educational approach



General Level Framework (GLF)

- Developed over several years by CoDEG
- Grounded in practice & practitioners
- Tested by control
- In use throughout England, Wales, Australia, Singapore, Croatia
- History of publication and progression

Postulated

If pharmacy technicians were undertaking similar medicines management activities to pharmacists could the GLF be adapted for use by this group of staff?

2007 Development Group

- Diane Blunden (LPET and NEDC)
- Julie Chatters (Colchester)
- Bev Faulkner (OBMHT and CMHP)
- Tess Fenn (GSTT and APTUK)
- Sarah Gray (Addenbrookes and UKCPTN)
- Tracey Tisley (Chelsea and Westminster)
- Kulpna Daya (Bedford)
- Dawn Dennison (Cambridgeshire PCT)
- Vanessa Eggerdon (Addenbrookes)
- Eliz Fiddler (SEMMED)
- Paul Lindars (Westminster PCT)

Reconstructing the GLF

Cluster	Same	Modified	Omitted	Added	Total
Delivery of Patient Care (35)	7	17	11	24	48
Personal (29)	24	2	3	1	27
Problem Solving (16)	12	3	1	0	15
Management & Organisation (24)	12	9	3	3	24

Developing the TLF

- Revised the handbook
- Reordered the Delivery of Patient Care behavioural statements
- Numbered behavioural statements
- Replaced never with rarely
- Identified core and optional activities
- Suggested an expected level of behaviour
- Suggested evidence to collect

The Pilot

- Many of the development group
- Volunteers from South East England
- APTUK presentation reported in *Pharm J* – national interest

Launched pilot version Jan 2008

- Launch meeting in London
- Review medicines management service against the TLF
- Each site at least one experienced and one new to the role pharmacy technician (review role)
- Each reviewer no more than two pharmacy technicians
- Time zero = self and reviewer assessment
- Reviewer assessments at months 0, 6 and 12
- Complete a validation tool at 12 months

Pilot sites

- Addenbrookes
- Chelsea & Westminster
- Colchester
- Frimley Park
- Guys & St Thomas
- Hinchingsbrooke
- Kings
- Llandough
- Lincolnshire Hospitals
- Maudsley
- Oxfordshire/Bucks MHT
- UCLH

Withdrew early on (staffing)

- Berkshire MH
- Worthing

Started but dropped out

- Cambridgeshire PCT

During Pilot

- Progress meeting early in summer of 2008
- Lead investigator visited pilot sites late summer
- Early in 2009 completed validation tool and sent in completed competency frameworks
- ERSAMUS student to code and enter data

Methods

Part 1(quantitative)

- Data from completed competency grids coded, entered onto SPSS and analysed.

Part 2 (qualitative)

- Phrasing from the grids, the validation tool and site visit notes were transcribed and using content analysis reviewed for themes.

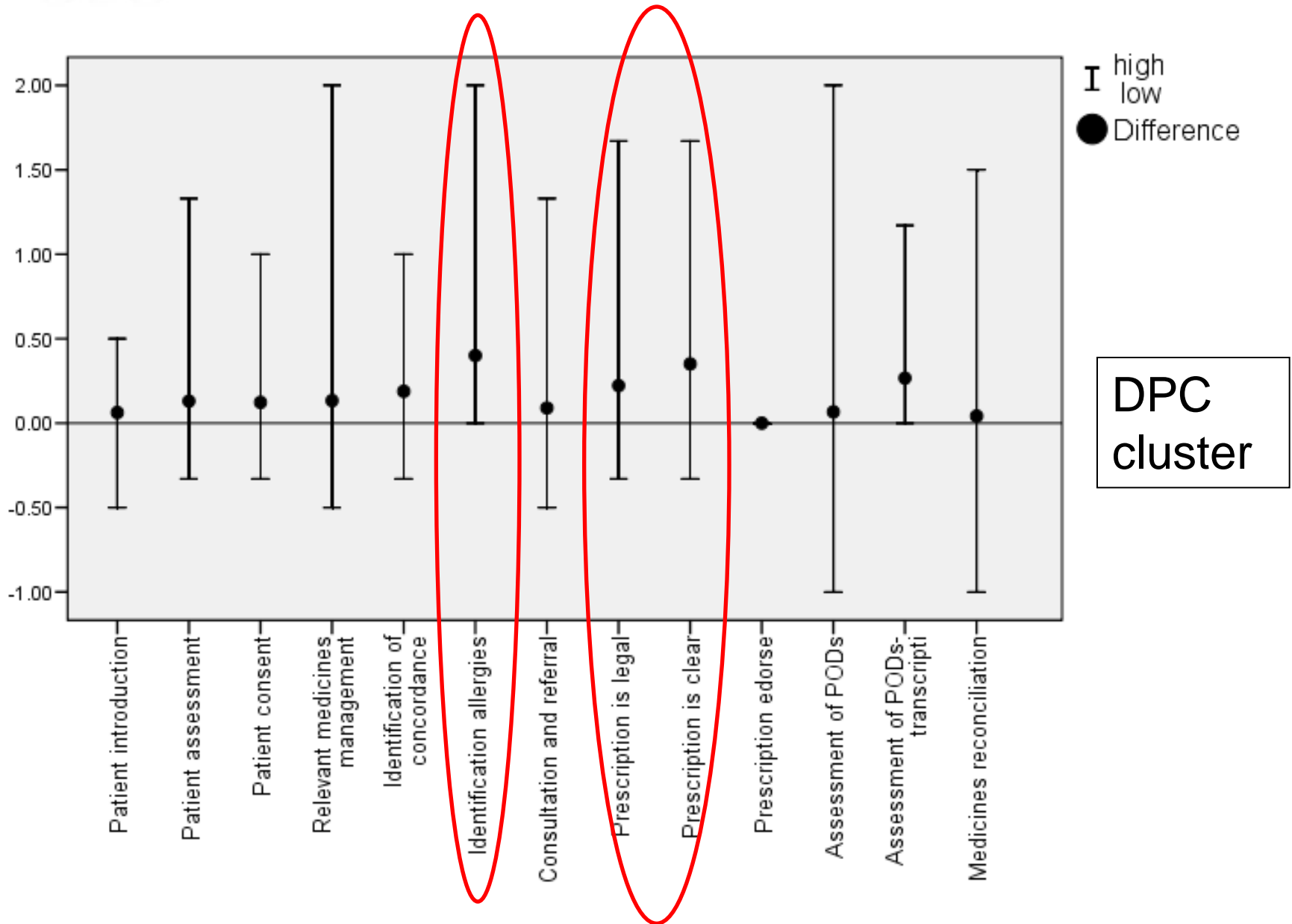
Results

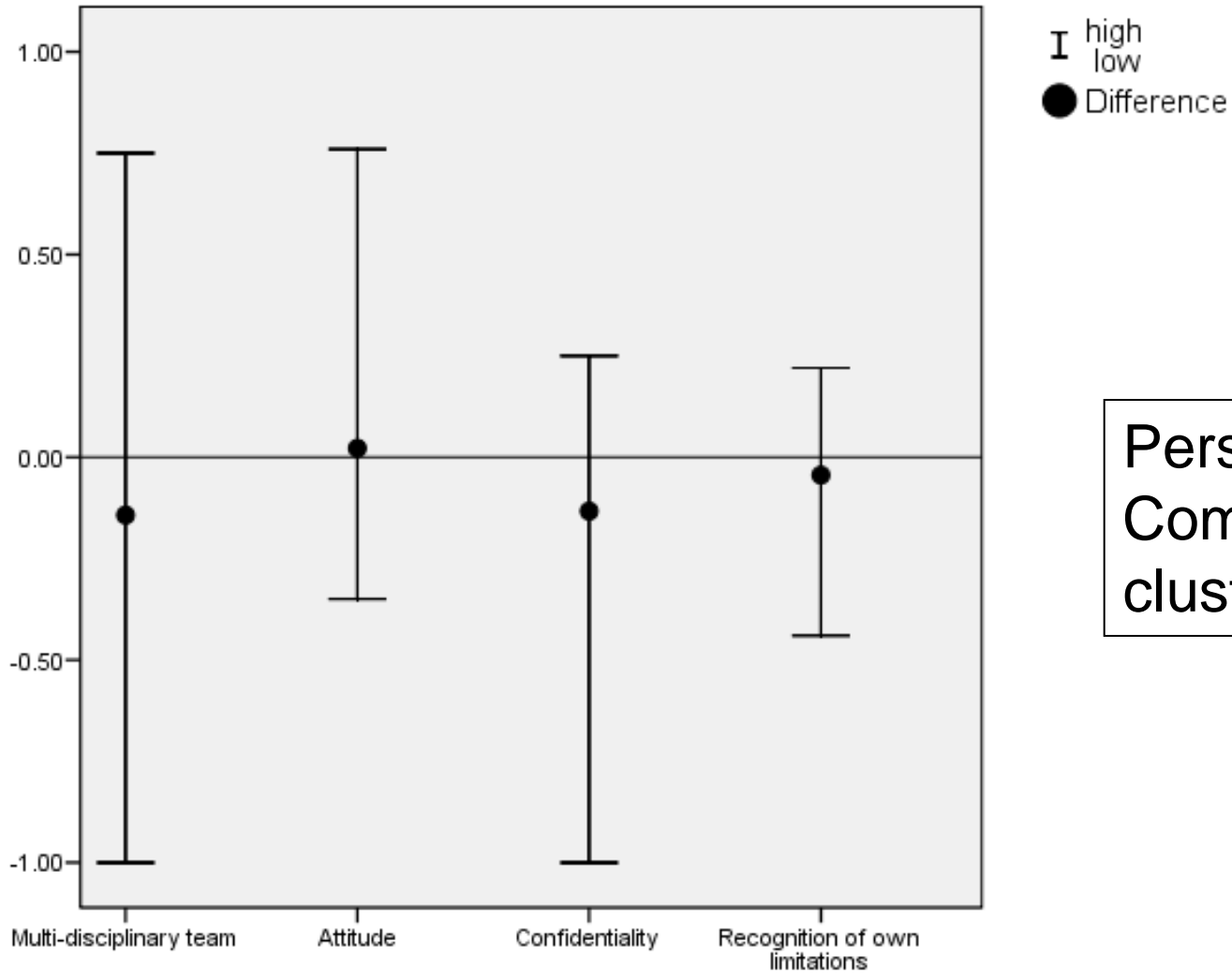
- 10 acute trusts (five teaching)
- 2 mental health trusts
- 27 pharmacy technicians completed the pilot
- 16 had at least one years experience (11 new to role)
- 2 had formal medicines management qualifications

Comparison of self and reviewer at time zero

Data for 21 pharmacy technicians:

- **Delivery of Patient Care** – *pharmacy technicians tended to 'over-rate' themselves*
- **Personal** – *tended to 'under-rate' themselves*
- **Problem solving** – *heterogeneous*
- **Management & Organisation** – *heterogeneous*





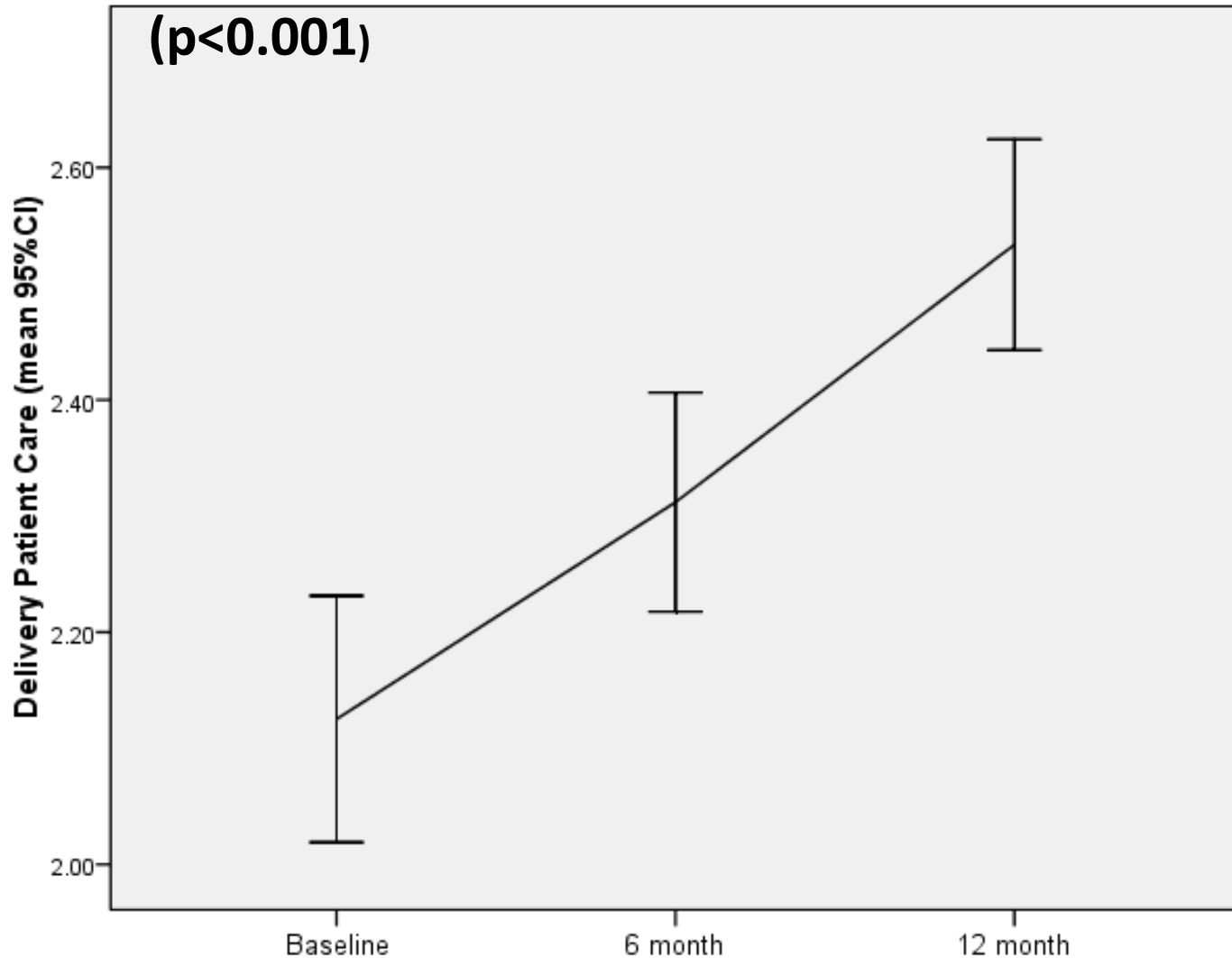
Personal
Competencies
cluster

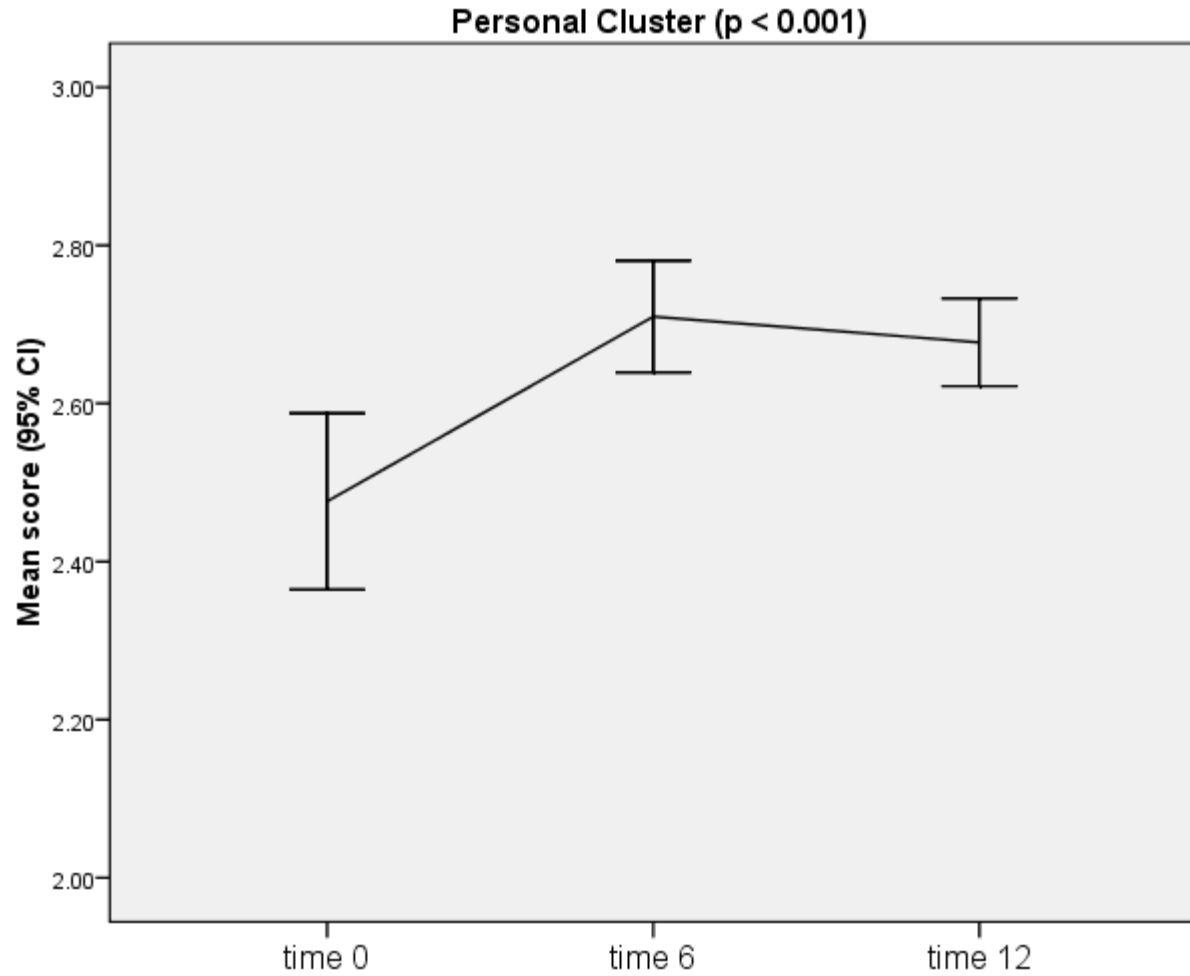
Development over time

- Data from 23 pharmacy technicians
- Three assessment points, 0, 6 and 12 months
- Score compared to the level of competence set
- Mean scores (95%CI) presented

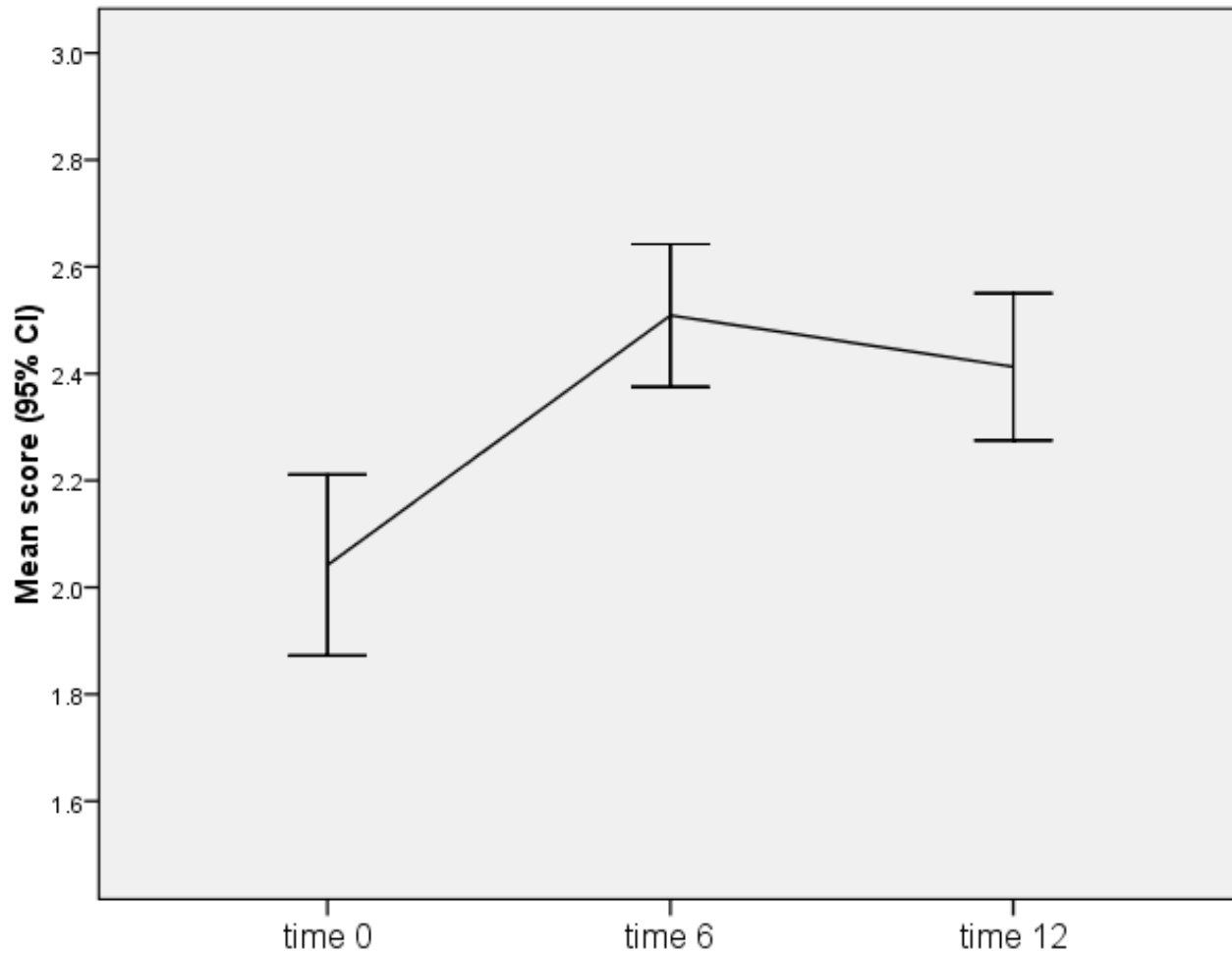
Delivery Patient care cluster

($p < 0.001$)





Problem Solving cluster (p < 0.001)

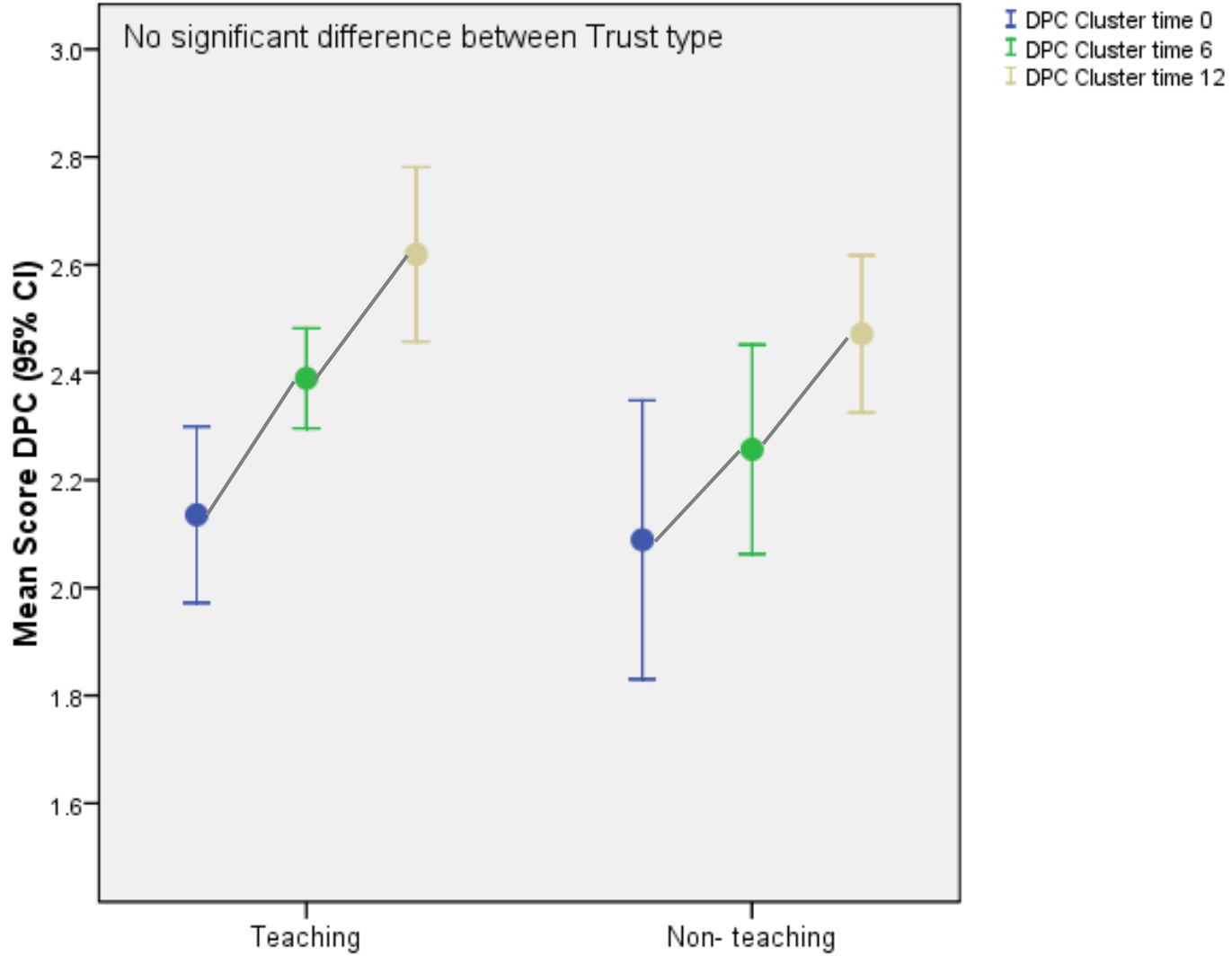


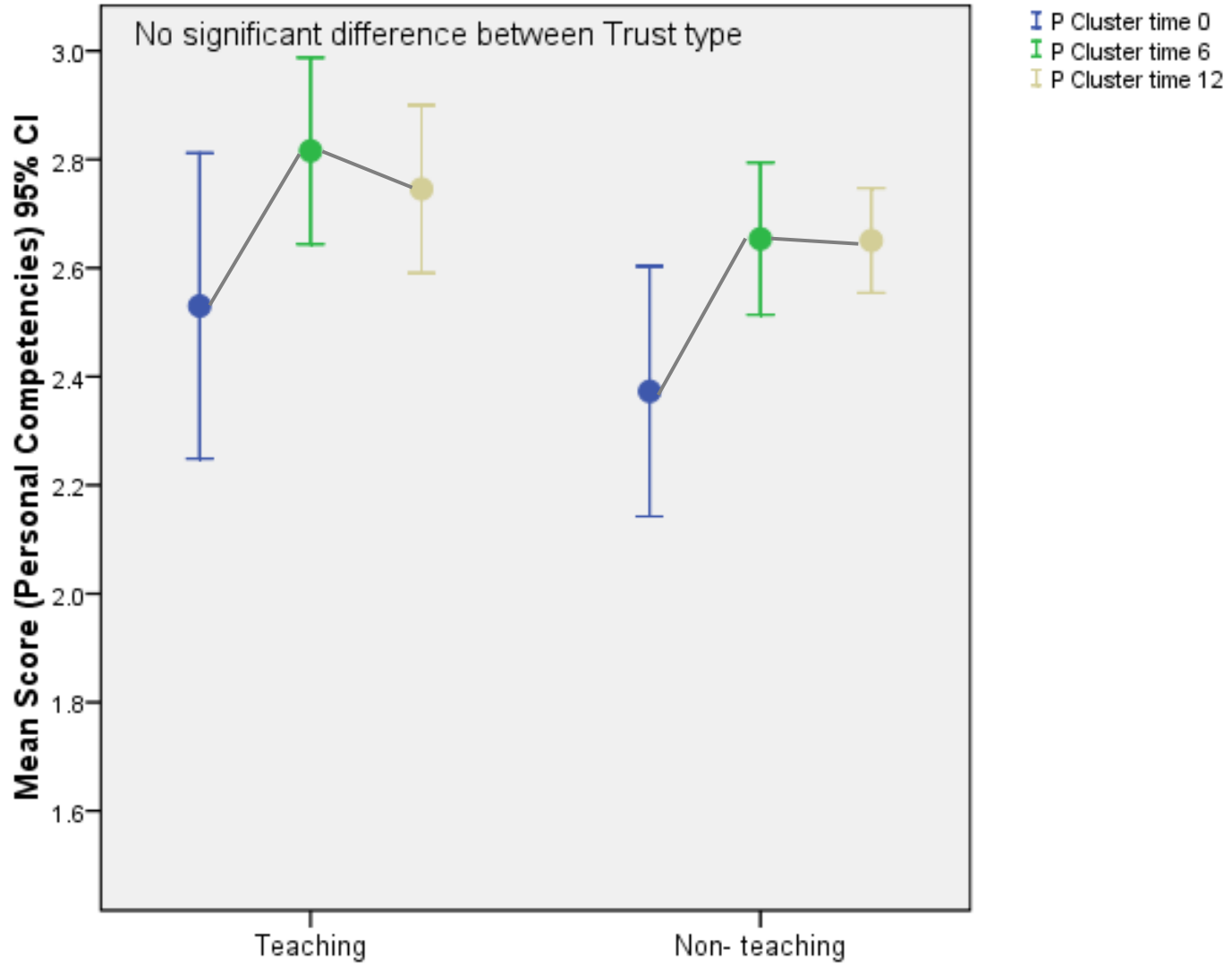
Management and Organisation Cluster

- Too little data for meaningful analysis
- A number of behavioural statements only relevant if managing staff

Further analysis

- Comparing the teaching and non-teaching sites
- Used Missing Value Analysis (MVA)
- Multivariate Analysis of Variance – MANOVA





Conclusions

- Assuming representative sample
- TLF supports development of competence over time
- Valid framework for pharmacy technicians in medicines management

Triangulation of qualitative results

- Identified which behavioural statements should be modified, merged or deleted
- Identified where the handbook descriptions could be improved
- Sometimes conflicting
- Competency Framework and handbook updated
- Pilot sites met in October to review feedback

Next steps

- The competency framework and handbook revised further
- Collating tools to facilitate its use
- Launch in 2010 – with e-TLF version
- Map to KSF
- Revisit with more PCTs
- Interest from other WHO regions (*W Pacific – workforce solutions*)

Further work

- The competency framework and handbook revised further
- Included recent developments like Medicines Reconciliation
- Renamed the TLF

Pilot available at: www.codeg.org

Acknowledgements:

Caroline van Damme – ERASMUS intern

Dr Laura Obiols – supervision aFnd analysis

All the pharmacy technicians who took part in the trial and/or helped develop the TLF