


Blueprint to Excellence:
A Workshop on Crafting Your Career Path & Building a Technician Advancement Plan

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OBJECTIVES 

1. Identify common practice-based challenges and opportunities related to oncology technician role optimization, including its impact on multidisciplinary oncology team performance.
2. Describe how intentional technician role clarity and advancement can improve workflow efficiency, support top-of-license practice, and enhance care coordination.
3. Discuss practical approaches for communicating technician value and workforce impact within multidisciplinary oncology teams and healthcare leadership structures.
4. Outline a structured approach to identifying technician role optimization opportunities that support multidisciplinary team function and patient care delivery.
5. Summarize how certification and advanced technician competencies contribute to standardized processes, patient safety, and quality-driven oncology care.

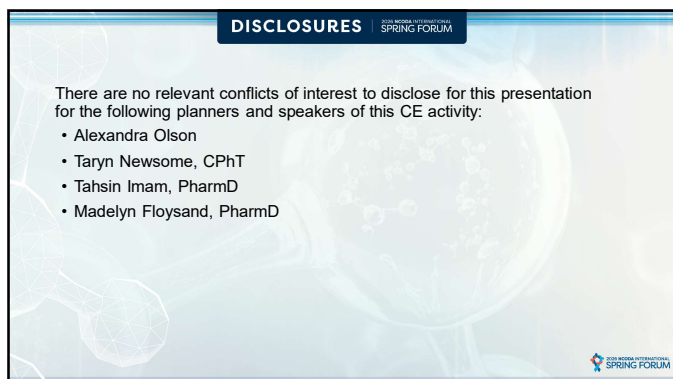


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DISCLOSURES
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There are no relevant conflicts of interest to disclose for this presentation for the following planners and speakers of this CE activity:

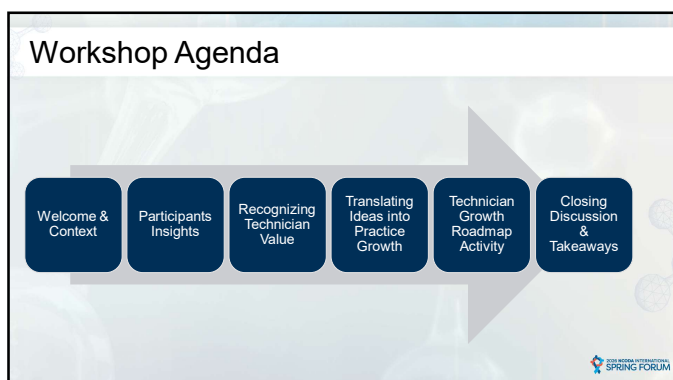
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Workshop Agenda

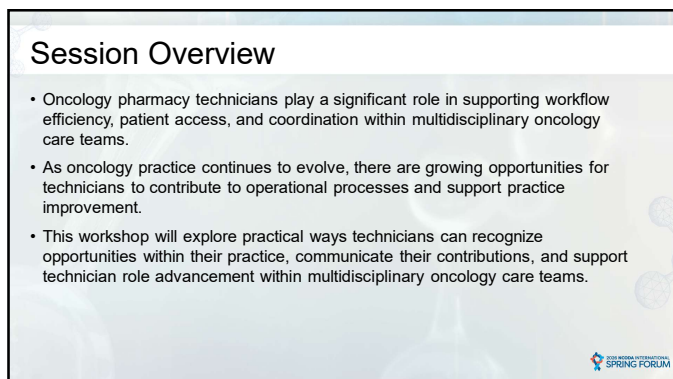


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Session Overview

- Oncology pharmacy technicians play a significant role in supporting workflow efficiency, patient access, and coordination within multidisciplinary oncology care teams.
- As oncology practice continues to evolve, there are growing opportunities for technicians to contribute to operational processes and support practice improvement.
- This workshop will explore practical ways technicians can recognize opportunities within their practice, communicate their contributions, and support technician role advancement within multidisciplinary oncology care teams.

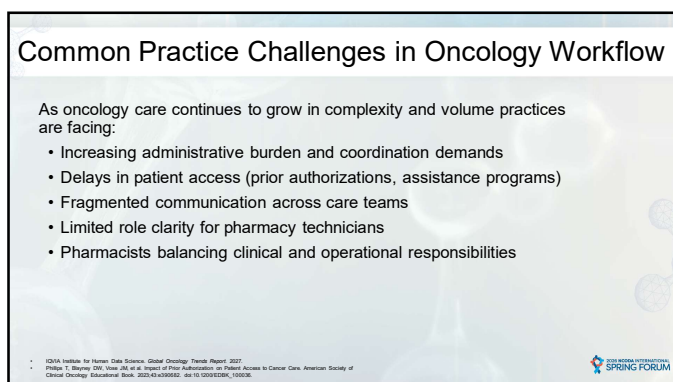


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Technician Contribution in Oncology Practice

- Workflow coordination**
 - Documentation and tracking
 - Order/protocol support processes
 - Scheduling and care coordination touchpoints
- Patient Access Support**
 - Prior authorizations follow up
 - Financial assistance/Patient Assistance Programs (PAP)
 - Benefits-related workflow support
- Team Efficiency**
 - Communication across team members
 - Reducing pharmacist administrative burden

Bergthaler J, et al. ASHP-NCIPA guidelines on the roles and responsibilities of the pharmacy technician in ambulatory oncology pharmacy. Am J Health Syst Pharm. 2018;75(17):1304-1311. doi:10.2146/ajhp180270

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Where Technicians Support Oncology Practice

- Workflow Coordination**
 - Tracking, documentation, care team communication
- Patient Access Support**
 - Prior authorization workflows, patient assistance program support
- Operational Efficiency**
 - Inventory, scheduling support, operational workflow tasks

Bergthaler J, et al. ASHP-NCIPA guidelines on the roles and responsibilities of the pharmacy technician in ambulatory oncology pharmacy. Am J Health Syst Pharm. 2018;75(17):1304-1311. doi:10.2146/ajhp180270

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Why Technician Role Clarity Matters

- Supports pharmacists practicing at the top of their license
- Improves workflow efficiency and coordination
- Reduces duplication and task fragmentation
- Enhances multidisciplinary team communication and accountability
- Strengthens patient care delivery

Bergthaler J, et al. ASHP-NCIPA guidelines on the roles and responsibilities of the pharmacy technician in ambulatory oncology pharmacy. Am J Health Syst Pharm. 2018;75(17):1304-1311. doi:10.2146/ajhp180270

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Participant Insights
What We're Hearing from Oncology Pharmacy Technicians Ahead of This Session?

The following slides summarize themes identified from pre-session engagement responses (Proprietary campaign, speaker planning conversations, and practice-based observations). These insights are qualitative and intended to reflect common operational experiences rather than formal research findings.

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Why This Conversation Matters

- Oncology care delivery continues to grow in complexity
- Efficient workflows are critical to support multidisciplinary care teams
- Pharmacy technicians play a key role in coordination, access, and operational efficiency
- However, technician roles and advancement pathways are not always clearly defined
- Strengthening technician roles can improve team performance and support top-of-license practice

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What We're Hearing From Oncology Pharmacy Technician

- Desire for professional growth, but lack of a clear career pathway
- Readiness for expanded roles and leadership opportunities
- Performing advanced responsibilities without formal recognition
- Uncertainty around next steps for career progression
- Early-career technicians seeking structure and development

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In Their Words

"I want to grow, but there isn't a clear pathway..."

"I'm confident in my role but unsure what's next"

"I'm ready for leadership or expanded responsibilities"

"I'm doing advanced work and want it defined"

Direct reflections from technician participants

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Q1

What most limits a technician's professional growth in your practice?

- a. Limited advancement structure
- b. Lack of role clarity
- c. Communicating value to leadership
- d. Training or certification opportunities
- e. Other

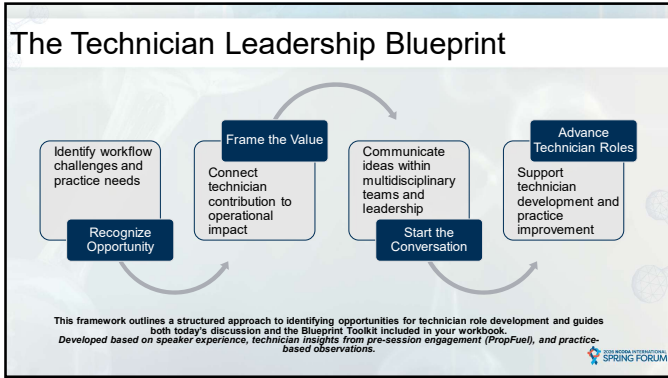
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Communicating Technician Value in Practice

Participants...

- Described the importance of clearly identifying workflow challenges
- Highlighted the need to connect technician contribution to operational impact
- Noted that using clear, practice-based examples strengthens communication
- Emphasized aligning messaging with team and organizational goals

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Technician Impact on the Care Team

Technicians play a critical role in supporting multidisciplinary oncology care by:

- **Improving workflow coordination**
 - Streamlining prior authorizations, refills, and patient assistance processes
- **Enhancing communication across the care team**
 - Streamlining prior authorizations, refills, and patient assistance processes
- **Expanding patient access to therapy**
 - Supporting information flow between pharmacy, providers, and patients
- **Reducing pharmacist and provider administrative burden**
 - Assisting with financial navigation and reducing treatment delays
- **Supporting safe and consistent care delivery**
 - Allowing clinicians to focus on clinical decision-making and patient care

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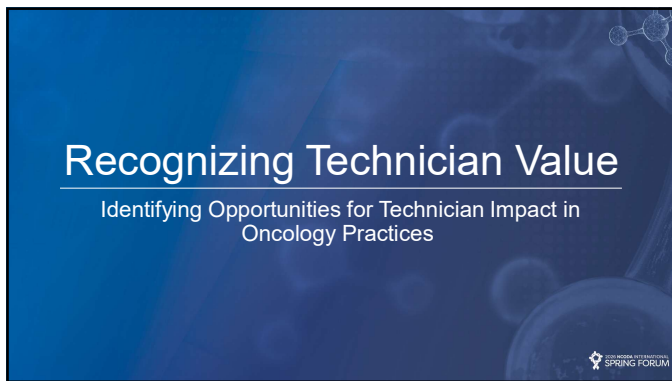
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What This Looks Like in Practice

- Reduced delays in therapy initiation
- Improved workflow efficiency across the care team
- Decreased drug waste through coordination and tracking
- Enhanced communication between clinical and operational teams
- Stronger continuity of care for patients navigating complex treatment pathways

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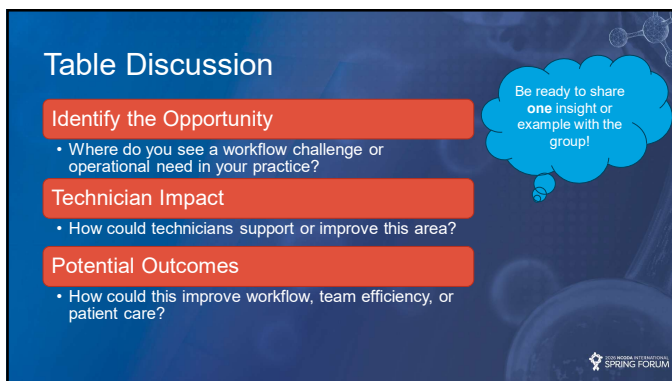
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What Opportunities Did You Identify?

- What workflow challenge or opportunity did your group discuss?
- How could technicians help support or improve that area?
- What potential impact could this have on your practice or team?

Let's hear from the tables!




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Q2

How confident are you in communicating the value of your role within your practice?

- a. Not confident
- b. Slightly confident
- c. Moderately confident
- d. Very confident
- e. Extremely confident



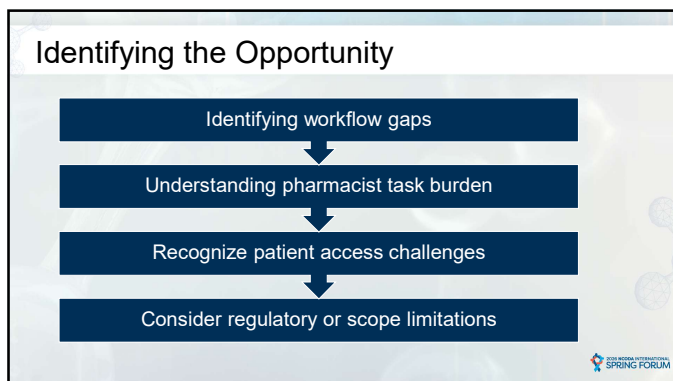
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Translating Ideas Into Practice Growth

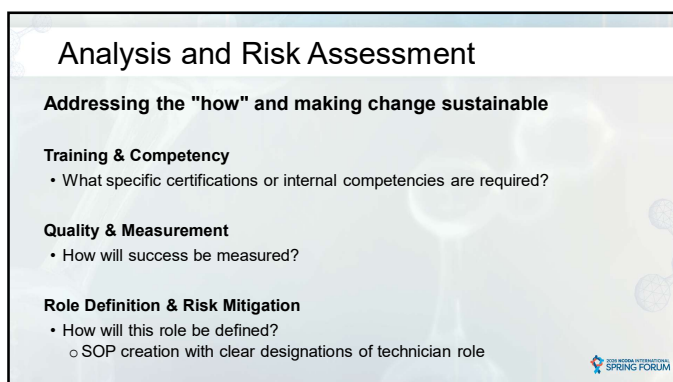
Connecting Technician Contributions to Organizational Impact



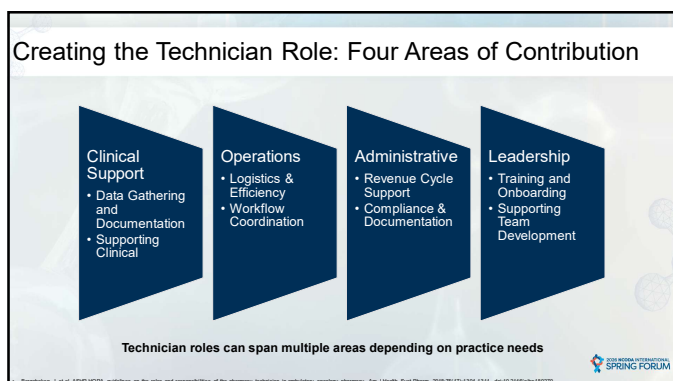
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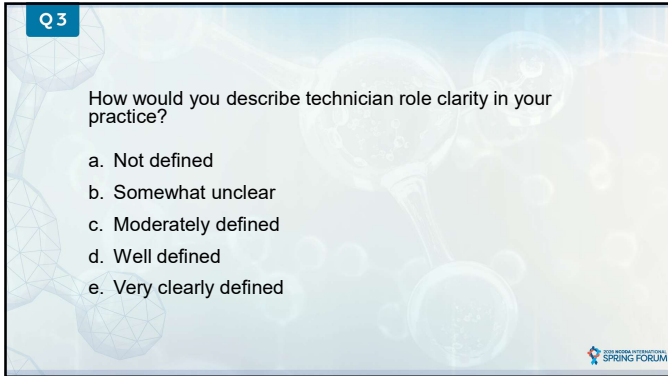


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Q 3

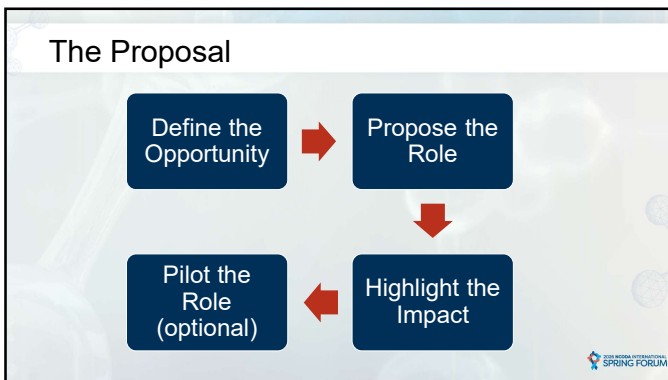
How would you describe technician role clarity in your practice?

- a. Not defined
- b. Somewhat unclear
- c. Moderately defined
- d. Well defined
- e. Very clearly defined



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Advancing Technician Role

Supporting individual growth and practice impact



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Individual Growth & Practice Impact

Individual Growth (For the Technician) <ul style="list-style-type: none">• Profession Identity and Autonomy<ul style="list-style-type: none">◦ Clinical Fluency◦ Critical Thinking• Career Longevity<ul style="list-style-type: none">◦ Specialization◦ Credentialing• Increased Engagement and Reduced Burnout	Practice Impact (For the Practice) <ul style="list-style-type: none">• Standardized processes<ul style="list-style-type: none">◦ Improved patient safety◦ Quality-driven care delivery◦ Interdepartmental collaboration◦ Operational efficiency◦ Reduced pharmacist/provider task burden◦ Economic value to the practice
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Certification & Advanced Skills in Technician Development

- Supports standardized technician roles and responsibilities
- Reinforces competency in specialized oncology workflows
- Promotes consistency in processes and patient care
- Supports professional growth and career advancement
- Contributes to quality-driven, safe oncology care delivery




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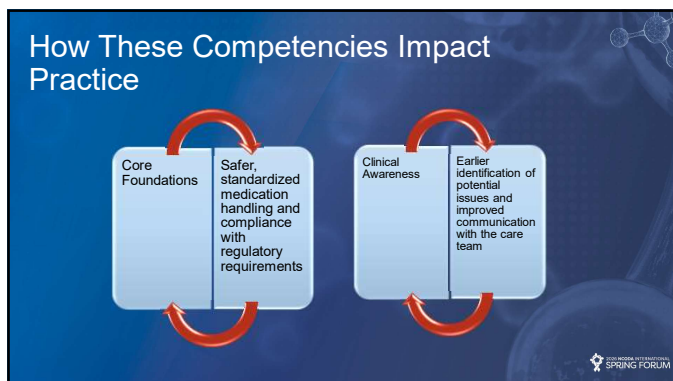
Oncology-Specific Technician Competencies

Core Oncology Pharmacy Foundations	• Calculations, safety standards (USP <800>), and medication handling
Clinical & Patient Management Skills	• Awareness of key lab values and treatment implications
Access & Billing Expertise	• Insurance verification, prior authorization and patient assistance support
Oral Oncolytic Management	• Medication knowledge, adherence support and side effect coordination

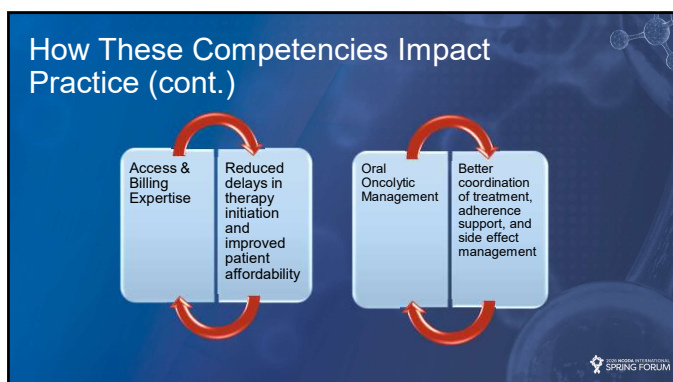
Competency areas aligned with oncology technician training research (e.g., NCODA QPFA Certification domain)



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Q4

After this session, how likely are you to explore a technician-driven initiative in your practice?

- a. Not likely
- b. Slightly likely
- c. Moderately likely
- d. Very likely
- e. Extremely likely

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SUMMARY 2026 AMERICAN ONCOLOGY NETWORK SPRING FORUM

- **Technician contributions drive operational success**
Oncology pharmacy technicians support critical workflows that impact patient access, medication coordination, and overall team efficiency.
- **Recognizing opportunities is the first step**
Identifying workflow challenges and operational needs helps highlight areas where technician contributions can improve practice performance.
- **Communicating technician value strengthens teams**
Clearly articulating technician impact can support stronger collaboration within multidisciplinary oncology teams and leadership structures.
- **Structured technician development supports practice growth**
Intentional role development, certification, and skill standardization can improve workflow efficiency, support top-of-license practice, and strengthen patient care delivery.

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QUESTION & ANSWER 2026 AMERICAN ONCOLOGY NETWORK SPRING FORUM

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