Optimizing Clinical Trial Workflow: Elevating the Role of The Pharmacy Technician within Investigational Drug Services

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Background

Moffitt Cancer Center has a portfolio of over 700 clinical trials. IDS supports Clinical trials by maintaining drug accountability records for all trials and by preparing and dispensing investigational medications across the center. Growing protocol complexity requires advanced technician skills. IDS Oncology Pharmacy Technician Specialist focus on investigational medication inventory management, receipt, preparation, DAR documentation and monitor/audit prep.

Objective(s)

Describe the roles and operational impact of pharmacy technicians within oncology Investigational Drug Services, including their contributions to regulatory compliance, audit readiness, workflow efficiency, and pharmacist resource allocation.

Methods

Descriptive review of IDS operational workflows at Moffitt Cancer Center, including inventory management, monitoring support, sterile compounding, accountability documentation, and audit preparation activities.

Disclosure

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Main Finding

Dedicated IDS pharmacy technicians serve as the operational backbone of clinical trials, enabling compliance, efficiency, and audit readiness while allowing pharmacists to focus on clinical oversight.

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Results

Technicians function as operational leads for investigational product receipt, temperature monitoring, DAR documentation, monitor visit prep, IRT systems, and USP-compliant compounding. Extrapolated impact: improved inventory accuracy, faster monitor readiness, reduced protocol deviations, and greater pharmacist availability for clinical review.

Conclusion

Expanding the IDS technician scope strengthens compliance, efficiency, and research quality. Future directions include formal oncology research technician onboarding, competency-based advancement pathways, and standardized IDS training programs.

Discussion

Specialized technician roles help maintain perpetual audit readiness while supporting high-volume clinical research programs. Advanced training in regulatory compliance, sponsor communications, and investigational product accountability creates an efficient workforce model.

Reference(s)

ICH E6(R3); FDA 21 CFR Part 312; USP <797>; USP <800>; HOPA IDS Best Practices; NCODA Standards.