

ABC Adult School
12254 Cuesta Drive, Cerritos, CA 90703
(562) 229-7960

Medical Occupations Advisory Meeting
Pharmacy Technician
October 11, 2019
11:00 a.m. to 1:00 p.m.
Cabrillo Lane, Room 13

Committee Members Present:

Patty Bucho, Long Beach City College
Paula Gallegos, Kaiser Permanente
Johnny Hsu, CVS Pharmacy
David Ing, Walgreens Pharmacy
Jodie Kresl, SELACO
Paul Kim, Walgreens Pharmacy
Sandy Marks, Dean of Health Occupations, Cerritos College
Patricia Pedernal, Pharmacy Technician
Ryan Turner, Walgreens Pharmacy
Roxanne Velasquez, HealthPointe

Committee Members Absent:

Millette Espiritu, AMP Staffing Network
Elizabeth McPeak, North Orange County ROP
Lee Natividad, AMP Staffing Network
Ravi Victoria, Victoria Medical Offices

In Attendance:

Chuck Minear, **Assistant Principal**; Nancy Amara, **Assistant Principal**; Rachelle Schulz, **TOSA/Lead Instructor**;
Diane Jhun, **Community Education TOSA**; Ty Holloway, **Job Development Specialist**; Melissa Van Aalsburg,
Secretary II;

Instructors: Rosa Burns, Karen Dennis, Georgia Grissom, Teresita Lubrino

Students: Rosalyn Miranda, Medical Office and Billing Specialist; Valarie Perez, Pharmacy Technician

Minute Items

Welcome

By Chuck Minear

Chuck thanked everyone for attending today's advisory meeting. According to our Council on Occupational Education (COE), we are required to hold two advisories for each career pathway.

Some updates we have made since we last seen everyone are: we have a new dental lab and our medical assistant classroom has been upgraded. Our goal is for students to complete their training in 1 year or less. We offer licensure and industry certification not degrees. Another update we have made is creating program outlines. Each program consists of several courses and each class has their own outline. We made the change, so we don't have to give out several outlines for each program. Now we can give out the program outline.

Introductions and Meeting Overview
Review Mission Statement
Review and Discuss Student Learning Outcomes
Financial Aid

By Nancy Amara

Nancy thanked everyone again for attending today's advisory meeting.

Our Cabrillo Lane campus is home to our Medical programs and Cosmetology, ESL classes, and Community Education classes. Nancy is the administrator in charge of this campus. One of her main tasks is to oversee our Western Association of Schools and Colleges (WASC) accreditation. Chuck oversees our COE accreditation. This year we have applied to have a dual accreditation because next year we are up for COE accreditation and in 2023 we are up for a WASC accreditation.

The ABC Adult School revises our mission statement every six years, when we renew our WASC accreditation. "The Mission of the ABC Adult School is to improve the quality of life by providing our diverse community meaningful opportunities to fulfill career, educational, and personal goals through lifelong learning." Our school provides lifelong learning to all students because we have students as young as four months in our Parent Education classes and as old as their 90s in our Community Education classes.

The Student Learning Outcomes for the ABC Adult School are: "Self-directed lifelong learners who: acquire knowledge and skills appropriate to their stage of life, set and achieve career, educational and/or personal goals, and seek continuing career training and/or educational opportunities. Effective communicators who: demonstrate appropriate listening, speaking, reading, writing, creative, and/or computational skills, apply communication skills to professional, technical and other real-life situations, and enhance and improve their ability to understand and be understood by others. Critical thinkers and problem-solvers who: exercise their powers of judgment, perception, and inference, assess and fulfill their own needs by finding appropriate resources, apply knowledge to professional, technical and other real-life situations."

Minutes of Previous Advisory

Program of Study Outline

By Chuck Minear

The goal of today's meeting is to look at several items. We want you to give us feedback on our programs. We would like positive and constructive feedback looking into the future of our programs. Rachelle added to look at the individual classes we offer and let us know if they are still needed. We can always revise our classes if they are needed.

The goal of our school is to offer short term training that can get students and entry level job or placing students in higher education.

The previous minutes were motioned for approval by Paula Gallegos, Kaiser Permanente, and seconded by Jodie Kresl, SELACO.

Pharmacy Technician Program Content

There are six areas that we need to look at for our program content. We need to determine if we successfully achieve all six of these areas:

1. Requirements for Admission
2. Course Outlines
3. Program Length
4. Program Objectives
5. Competency Tests
6. Method of Evaluation

Requirements for Admission

Are the admission requirements appropriate for the program? Do you suggest any changes?

Johnny Hsu, CVS Pharmacy, mentioned that students should have to show proof that they received their high school diploma or equivalent.

Program Length and Content

Is the amount of time sufficient for an entry level position? Are the topics/classes and depth appropriate for the program? Any Suggestions?

David Ing, Walgreens Pharmacy, mentioned that pharmaceutical math is not a priority in their pharmacies because they have a system that does all the calculations.

Johnny Hsu, CVS Pharmacy, mentioned that they should be taught more on how to handle controlled substances. He has dealt with them in the pharmacy, but didn't learn anything about them in class.

Program Objectives

Are the objectives shared sufficient and relevant? Should there be other objectives or are any of the current ones outdated or irrelevant?

David Ing, Walgreens Pharmacy, mentioned that Computer Essentials doesn't seem like a class that would be needed. It would be a good idea to have a class that would help train students how to behave at the window and to emphasize empathy training.

Competency Tests

What tests are used in the programs? Are they sufficient? Any Suggestions?

Johnny Hsu, CVS Pharmacy, mentioned that they use chapter tests, exit exams, and drug quizzes. He said that all the tests are sufficient.

Instructional Materials

What type of instructional materials does the instructor use? Is it appropriate? Any recommendations?

David Ing, Walgreens Pharmacy, mentioned that the material is appropriate, but if a lot of students are going to retail stores to perform externship or work, they should also be taught how to diffuse difficult situations.

Johnny Hsu, CVS Pharmacy, added that students should be taught how to deal with mean customers.

Ryan Turner, Walgreens Pharmacy, mentioned that the school can work with the pharmacies to learn how they process insurance, so the students are more prepared when they enter a retail pharmacy job.

Equipment

What type of equipment is available to students? What is needed? Are there any gaps?

Johnny Hsu, CVS Pharmacy, mentioned that they use counting trays, pills, medicine bottles, vials, and labels.

Ryan Turner, Walgreens Pharmacy, mentioned that most students are not prepared for face to face communication with real patients.

Methods of Evaluation

How are students evaluated in the program? Is this sufficient? What type of portfolio, if any, should students have when they finish the program and look for a job? Is industry certification needed or preferred?

David Ing, Walgreens Pharmacy, mentioned that students should complete the PTCB exam along with the state certification.

Johnny Hsu, CVS Pharmacy, mentioned that the methods of evaluation of sufficient. He also added that there should be more emphasis put on the PTCB licensure because it is needed if a student wanted to work a hospital our out of state.

Ryan Turner, Walgreens Pharmacy, added that along with licensure, PTCB certification will help create a quicker path for advancement.

Instructional Delivery Modes

How is the subject matter taught? Is one method better than another in this type of program? Any Suggestions?

Any Other Comments, Suggestions, Recommendations?

Patricia Pedernal, CVS Pharmacy, mentioned that there should be classes for insurance/third party as it can be a helpful tool when working.

Adjournment

Chuck thanked everyone for coming and contributing to today's Medical Occupations Advisory Meeting.

Transcribed by: Melissa Van Aalsburg

Signature: _____ Date: _____