

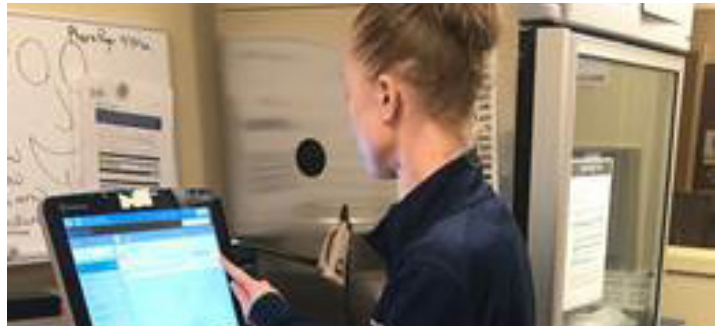


Solutions at Work: **Pharmacy Technicians**

An apprenticeship program helps aspiring pharmacy technicians acquire new skills and fulfill their career goals.



Manjollys Garcia — Apprentice Pharmacy Technician



Katimae Martino — Apprentice Pharmacy Technician

THE CHALLENGE

The MassHire Hampden County Workforce Board and Baystate Health have developed a strong partnership over many years in responding to workforce development challenges. Together they recognized an increased demand for trained pharmacy technicians in acute care across their multi-hospital system. The Pharmacy Technician profession has changed dramatically over the past five years, leading to high turnover rates and an increase in overall demand.

THE SOLUTION

Recognizing the tremendous opportunity available through Baystate Medical Centers' state-of-the-art pharmacy services, the team found a creative solution through the Certified Pharmacy Technician Apprenticeship program. The program focuses on the skills required for acute care pharmacy services. Apprentices receive advanced training in areas including: automated dispensing technology; non-sterile and sterile compounding practices; and advanced clinical practices for maintaining the highest levels of quality and safety in the review, preparation, and dispensing of medications for Baystate Health patients.

The Results

EMPLOYER PARTNER: Baystate Health

MASSHIRE PARTNER: Hampden County Workforce Board

In the first year of the program, seven apprentices are expected to successfully earn their certificates as acute care pharmacy technicians. In addition to developing new skills, the candidates will have the opportunity to realize increased wages within the scope of the pharmacy career ladder.



Learn more about the apprenticeship initiative [Mass.gov/apprentice](https://mass.gov/apprentice).