National Healthcareer Association:

ExCPT Pharmacy Technician Exam (CPhT)

Preparation Suite Edition 2.0
Implementation Guide

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Description

The goal of the *ExCPT Pharmacy Technician Exam (CPhT) Preparation Suite 2.0* is to provide directed preparation for the ExCPT Pharmacy Technician Certification Exam (CPhT) and to instill the knowledge and standards needed for excellence in pharmacy practice.

Preparation materials include an online or print study guide, pharmacy terminology flashcards, a list of the top 200 drugs dispenses (which includes brand name, generic name, drug class, and common indications), and three online practice assessments. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments and other supplemental materials as a suite of preparation resources.

Certification candidates are often anxious to sit for exams. The ExCPT study guide provides the best insight on the type of content that will be included on the ExCPT Pharmacy Technician Exam (CPhT) and can be an invaluable resource for exam preparation. It is, however, a study *guide*. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of every question on the certification examination. Rather, it provides a map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in the field.

The quizzes and practice tests provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these assessments can be found in the study guide, many will not; however, all questions will be relevant to the certification test plan. This is to make certain that learners are not just memorizing information in the study guide but rather using all learning resources so that they will be better prepared for testing.

Features

The study guide—available in both print book and online tutorial formats—focuses on the principles of pharmacy technician practice as aligned with the ExCPT Pharmacy Technician Certification Exam (CPhT) blueprint.

FEATURES AVAILABLE IN BOTH THE ONLINE TUTORIAL AND PRINT STUDY GUIDE

- Illustrations, images, and tables help to explain and clarify concepts.
- Glossary terms allow review of definitions of selected terms.
- Quizzes assess knowledge of chapter/module content and other relevant information related to the test plan.
- Case studies test the ability to think and respond to real-world scenarios.

FEATURES ONLY AVAILABLE IN THE ONLINE VERSION

- Electronic games and flashcards reinforce learning throughout module sections.
- Professionalism tips provide insights on important soft skills.
- Video enhancements reinforce information presented in the modules.
- Pharmacy Calculations Lab provides step-by-step solutions to common pharmacy calculations to help learners better understand how to approach problems.
- Audio pronunciation of glossary terms teaches learners how to pronounce terms correctly.
- Centralized quiz scoring includes both individual and cohort results.

FEATURES OF ONLINE PRACTICE ASSESSMENTS

- Online practice assessments align to the ExCPT Pharmacy Technician Certification Exam (CPhT) blueprint and provide rationales (optional) for each question. Focused Review™ is provided for remediation based on practice assessment results.
- Learning Insights assist facilitators and learners in tracking usage and comprehension.
- Facilitators can enable or disable rationales through the course dashboard.

ExCPT Pharmacy Technician (CPhT) Online Practice Test 2.0   👁 Preview ▾

Assignment: **Add ✚**

Rationales Enabled:

Yes

Reports:

📄 Learning Insights Center   📄 View Reports ▾   📄 View Transcript Reports ▾   📄 View Combined Reports ▾

Using the Study Guide

WHY USE THE MATERIALS

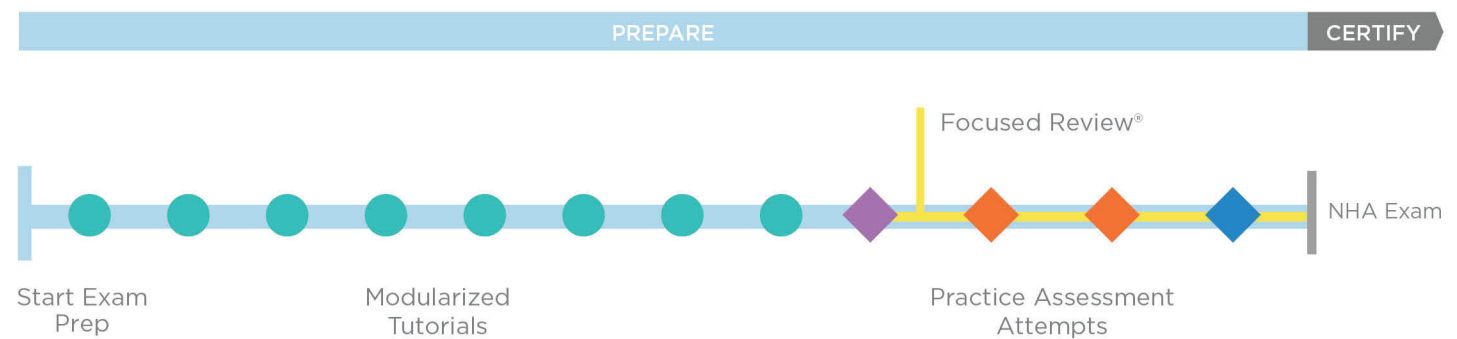**Promote learner success in pharmacy technician education.**

- Facilitate content mastery.
- Help the learner improve confidence.
- Support the learner's understanding and review of competencies.
- Review essential pharmacy technician tasks.
- Advocate the learner's self-learning.
- Enforce critical thinking and application of knowledge with case studies.

Provide review materials to assist with preparation for the ExCPT Pharmacy Technician Certification Exam (CPhT).

- The study guide can be viewed in print book or online tutorial format for customized learning.
- Online practice assessments provide test questions, answers, and rationales to assess learning.
- Glossary terms reinforce vocabulary teaching.

Support faculty teaching practices.

- Assign selected chapters as an adjunct to lecture in an aligning course.
- Assess and reinforce the effectiveness of in-class presentations.

PREPARE | CERTIFY

Focused Review®

NHA Exam

Start Exam Prep

Modularized Tutorials

Practice Assessment Attempts

- 8 Modularized Tutorials over core exam sections and associated quizzes for each exam section.

- Practice Assessment #1 (Version A): Gauge what has been learned and get students familiar with exam format. Rationales should be disabled for this assessment to establish a knowledge baseline.

- Focused Review®

- Practice Assessments #2 (Version B) and #3 (Version C): Rationales should be enabled so that students can review what they missed.

- Practice Assessment #4 (Version A): Rationales should be disabled to simulate test day.

Implementation Strategies

WHERE TO START

MAPPING THE NATIONAL CERTIFICATION TEST TO COURSE CURRICULUM

Course curriculum extends beyond the national certification test plan (http://www.nhanow.com/for-schools/resources), but to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials should be used in addition to—never as a replacement for—existing course curriculum.

STUDY GUIDE IMPLEMENTATION

- Read the study guide outline to know exactly what topics are covered and in what order. The study guide provides a high-level review of core subjects on the national certification test plan. It may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again closer to the proximity of the exam date (data suggests within 2 weeks) can help keep tutorial content fresh in the certification candidate's mind.

- Align module/chapter content to related courses and build into lesson plans.

- Direct learners to complete all textbook/workbook assignments first, then move to the study guide assignment.

- Use the Pharmacy Calculations Lab in conjunction with real-world math problems and have learners attempt the problems on their own, followed by review of the animations in the pharmacy calculations lab.

- Assign a study guide quiz due date a couple of days before the end of the course.

- Review quiz learning insights to determine if there are any gaps in overall learner learning.

- Review common deficiency areas with learners before moving on to the next course. Remind learners that although the study guide covers all categories on the test plan, it can only cover these areas at a high level, so encourage learners to continue to review with all learning resources whenever preparing for certification testing.

- Encourage learners to review study guide materials again after taking the first exam. Concentrate on any areas that were deficient.

RECOMMENDED TIME

The following recommendations are research-backed guidelines for recommended time spent in module content, number of quiz attempts by module, and number of practice assessments to take prior to sitting for the certification exam. NHA derived these recommendations through rigorous analysis of data from students who successfully passed the certification exam after using NHA's Study Guide and Practice Tests.

MODULE RECOMMENDATIONS

Module Name	Time Spent in Learning Content	Recommended Quiz Attempts
Pharmacy Technician Overview	95 min	2
Laws, Regulations, and Controlled Substances	175 min	2
Medication Classifications	130 min	1
Prescription and Medication Order Intake and Entry	60 min	1
Preparing and Dispensing Medications	50 min	1
Calculations	75 min	1 & 1*
Non-Sterile Products, Compounding, Unit Dose, and Repackaging	50 min	1
Medication Safety and Quality Assurance	35 min	1
Total time	12 hr	

*Calculations module has two quizzes

PRACTICE ASSESSMENT IMPLEMENTATION (MAX 6 ATTEMPTS)

Administer the first online practice assessment.

- There are three practice assessments, each of which can be taken twice. Practice assessments are administered in the following order: A version, B version, C version, A version (second attempt), B version (second attempt), C version (second attempt).

- A learner's first attempt on the practice assessment should be done after all the following have been met.

    - All domains of the ExCPT Pharmacy Technician Certification Exam (CPhT) test plan have been presented.

    - All eight modules in the study guide have been completed.

    - Each quiz has been attmepted the recommended number of times in the Module Recommendations Table.

- Give learners ample time to review any content areas that were challenging on the practice assessment.

- Because the practice assessment mirrors the certification exam in length and format, it is recommended to disable the rationales for a learner's first attempt; however, keep in mind that learners are given extra time on the practice tests to review answers and rationale. (Disabling rationales does not reduce the amount of time learners have to take the practice tests. To simulate the amount of time learners will have on test day, set a 2-hour and 10-minute timer. Learners should submit answers immediately after the buzzer rings.)

Administer additional online practice assessments.

- Learners should have sufficient time to spend in Focused Review® before moving to additional assessments. (This may be a few days to more than a week.)

- The last practice assessment should be administered in close proximity to the NHA certification exam date. (Data suggest within 5 days.) Administering the last practice assessment close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.

- Keep in mind that students can take each practice test twice. Everyone learns differently, so for some, additional testing may be beneficial.

Implementation of Analytics/Reporting Tools

Our flexible analytics and reporting tools provide descriptive reports of prep usage and performance as well as prescriptive reports on which learners and content areas could benefit from additional remediation focus before the exam.

The core analytics tool designed to help administrators and learners to navigate their journey through the prep materials is called NHA P360 Vitals™. This resource combines impactful graphics with intuitive functionality to measure usage against NHA's learning benchmarks. In general, learners should meet or exceed the recommendations for the following

- The amount of time to spend in each module

- The number of times to take each quiz

- The number of times to take practice assessments listed in the Module Recommendation Table

Focused Review™: Learners should spend at least 30 seconds of time within Focused Review™ for every item missed on each practice assessment attempt.
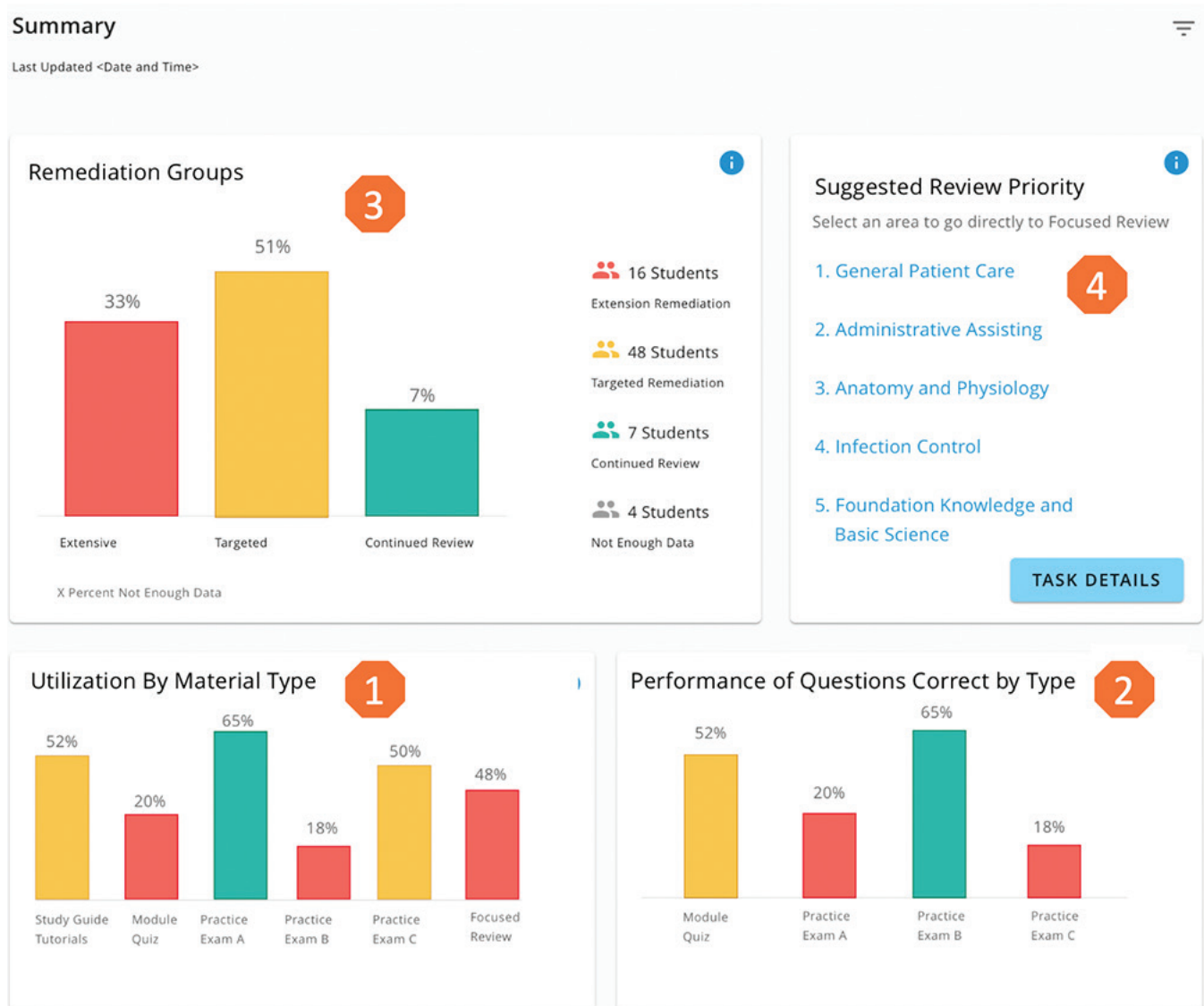
The recommendations outlined above are baseline/default settings for our tools at maximum usage and are not standards or requirements and do not guarantee any results. As instructors, you will know students and their needs the best. The recommendations are based on insights we have drawn from use and our aggregated analytics reporting over time. The purchase of NHA exam preparation materials is not required to sit for any NCCA-accredited certification exam and use does not guarantee a passing score on an exam. All NHA exams are NCCA-accredited.

The Administrator version of NHA P360 Vitals can be found within the Learning Insights Center on the left side of the Cert Portal. Usage of this reporting tool should focus on four main areas:

1. What prep materials have my learners used and to what extent?
2. How have my learners performed on the study materials?
3. Which of my learners need the most help?
4. Where in the content do my learners need the most help?

All of these questions can initially be answered on the Summary page of the NHA P360 Vitals tool in the following locations:

Summary

Last Updated <Date and Time>

Remediation Groups ③

Extensive	Targeted	Continued Review
33%	51%	7%

👥 16 Students
Extension Remediation

👥 48 Students
Targeted Remediation

👥 7 Students
Continued Review

👥 4 Students
Not Enough Data

X Percent Not Enough Data

Suggested Review Priority ④

Select an area to go directly to Focused Review

1. General Patient Care
2. Administrative Assisting
3. Anatomy and Physiology
4. Infection Control
5. Foundation Knowledge and Basic Science

TASK DETAILS

Utilization By Material Type ①

Study Guide Tutorials	Module Quiz	Practice Exam A	Practice Exam B	Practice Exam C	Focused Review
52%	20%	65%	18%	50%	48%

Performance of Questions Correct by Type ②

Module Quiz	Practice Exam A	Practice Exam B	Practice Exam C
52%	20%	65%	18%

1. What prep materials have my learners used and to what extent?

Total usage and usage for each study material type is shown in the "Utilization by Material Type" card. Clicking on the card will flip the results from "Total" to the individual study material types.

Additional usage metrics can be found by navigating to the Study Guide and Quiz Utilization view of the report via the menu in the top left corner. This view focuses on time spent in the study guide and quizzes taken by individual module.

2. How have my learners performed on the study materials?

Total performance and performance for each scored prep type can be found in the "Performance of Questions Correct" card. Clicking the card will flip the results from "Total" to the individual scored prep types.

3. Which of my learners need the most help?

The Remediation Groups card uses a predictive model developed by our data science team to place your selected learners into one of the displayed Remediation Groups based on their likelihood of passing their NHA exam, based on their Practice Exam scores and study material usage.

• Extensive Remediation Group learners have a low likelihood of passing the exam.

• Targeted Remediation Group learners have a moderate probability of passing the exam.

• Continued Review learners have a high probability of passing the exam.

Individual results for each learner can be found on the My Learner's view of the report which can be navigated to via the menu in the top left corner of the report.

4. Where in the content do my learners need the most help?

The Suggested Review Priority is calculated using Practice Exam scores for each individual module and then placed in order based on which modules they missed the most questions in.

Additional metrics and drill-down to specific task results within each module can be found on the Performance By Task view of the report, which can be navigated to via the menu in the top left corner of the report.

USAGE SUMMARY

A Full Usage Summary for each learner displays your learner's usage and performance for all prep material activities within the course, including all study guide time spent by module and by week, all quizzes taken, all practice exam attempts, and time spent in Focused Review. This can be accessed via the My Learners view of the report by clicking on any individual learner's name.

Your learners have access to this same view in the learner version of NHA P360 Vitals described below.

A version of NHA P360 Vitals is also available to your learners and can be found in the Study Materials section of the Cert Portal near each study material type. This version is focused around helping your learners understand the following regarding their study material usage:

1. What have I completed so far?
2. What should I do next?
3. Which content areas am I struggling in, that would benefit from additional remediation before taking the exam?

The learner version of Vitals should be viewed as MORE than just a report. With advanced usage tracking features and links directly into the study content, Vitals will quickly become an indispensable resource for your learners throughout their remediation.

Location

The learner version of Vitals can be found in the Cert Portal near each study material type. Just click on the "Track My Progress" button to enter the Vitals report:

Reports:

Track My Progress **View PDF Report**

Structure

The learner version of Vitals is structured into 4 main views: Study Guide, Practice Exams, Content Focus, and Usage Summary.

NHA P360 VITALS

STUDY GUIDE   PRACTICE EXAMS   CONTENT FOCUS   USAGE SUMMARY

Study Guide

The Study Guide section shows each module of the study guide along with usage metrics for both Study Guide time-spent and Quizzes attempted. Each is measured based on our best practices (specific time in the study guide and 2 attempts at each quiz).

Each module card is displayed as either colored gray (not started), yellow (In Progress), or green (Complete). As soon as a module is started in the study guide it will go from gray to yellow (In Progress). When all best practice requirements are met, the card will change from yellow (In Progress) to green (Complete). Links are provided from each card directly into that section of the study guide.
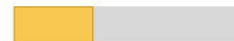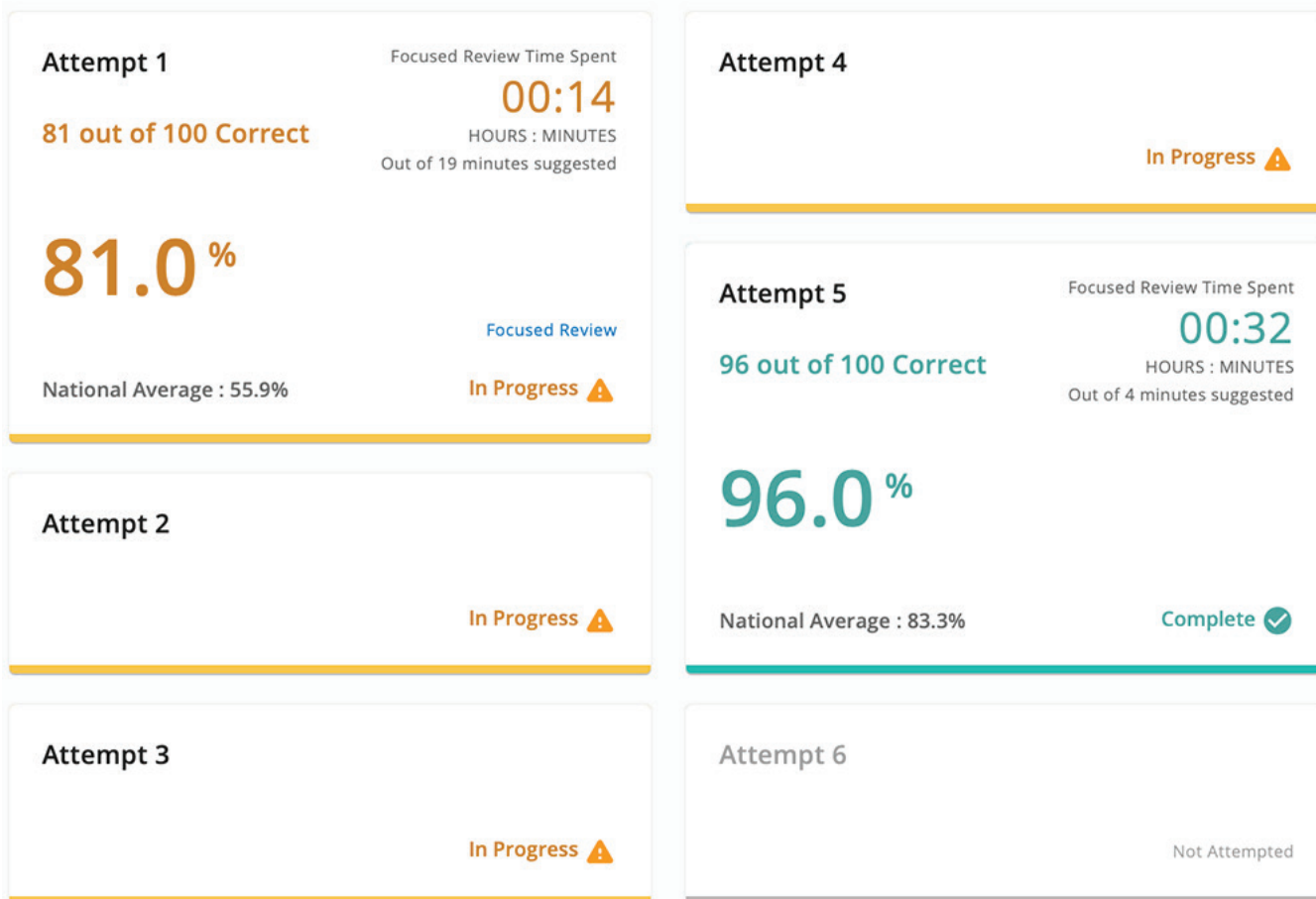
Practice Exams

The Practice Exams section shows each practice exam attempt along with metrics for each attempt as well as Focused Review usage for that attempt. Each is measured based on our best practices (practice exam completed and 1 minute spent in the Focused Review for each question missed on the practice exam).

Each Practice Exam card is displayed as either colored gray (not started), yellow (In Progress), or green (Complete). As soon as a practice exam is taken, that card will turn from gray to yellow (In Progress). When all best practice requirements are met, the card will change from yellow (In Progress) to green (Complete). Links are provided from each practice exam card directly into the Focused Review for that practice exam.

Complete the practice exam and the recommended Focused Review time to mark each Practice Exam as Complete.

Attempt 1

81 out of 100 Correct

Focused Review Time Spent

00:14

HOURS : MINUTES
Out of 19 minutes suggested

81.0 %

Focused Review

National Average : 55.9%

In Progress ⚠

Attempt 2

In Progress ⚠

Attempt 3

In Progress ⚠

Attempt 4

In Progress ⚠

Attempt 5

96 out of 100 Correct

Focused Review Time Spent

00:32

HOURS : MINUTES
Out of 4 minutes suggested

96.0 %

National Average : 83.3%

Complete ✓

Attempt 6

Not Attempted

Content Focus

The Content Focus section analyzes performance data from the practice exams and pinpoints the content areas where your learners have scored the lowest. Each module is displayed and ordered by performance from lowest to highest. Expanding each module section will show the specific tasks within that module where your learner scored the lowest and may provide the most benefit for review.

Both the module name and the specific task link directly to the Focused Review.

Module Performance

Expand the Module using the arrow on the right side to see specific tasks that were answered incorrectly on the most recent practice exam. Click on the Content Area name or the individual task name to be taken directly to that section of the Focused Review.

| Basic Calculations | 28.6% | ^ |

Calculations: Calculate percentages.

Calculations: Calculate the quantities of prescriptions or medication orders to be dispensed.

Calculations: Perform sterile and nonsterile compounding calculations.

| Drug Classifications and Frequently Prescribed Medications | 46.7% | ∨ |

| Sterile and Nonsterile Products, Compounding, Unit Dose, and Repackaging | 50.0% | ∨ |

| Prescription and Medication Order Intake and Entry | 66.7% | ∨ |

| Preparing and Dispensing Prescriptions | 69.2% | ∨ |

Usage Summary

The Usage Summary displays your learner's full usage and performance for all prep material activities within the course, including all study guide time spent by module and by week, all quizzes taken, all practice exam attempts, and time spent in Focused Review.

This same view is also available to the administrators as part of the NHA P360 Vitals administrator version, for each learner.

GETTING THE MOST OUT OF NHA P360 VITALS

For your learners to get the most out of the Vitals tool, they will want to check the report regularly to track their progress and see if they have modules they have left to complete in the study guide and to see if there is Focused Review time recommended for each of the practice exams they have taken.

As your learners get closer and closer to exam time, they will want to check the Content Focus section for the most updated view of modules and tasks where they are struggling. They can then jump directly into the Focused Review from Vitals, to quickly make the data in the report actionable and relevant to their current remediation.

For additional instruction and answers to common questions, please have your learners consult the Vitals tool for various tips and our FAQ which can be found in the Resources section of the report, where we answer the most common questions on Vitals usage.
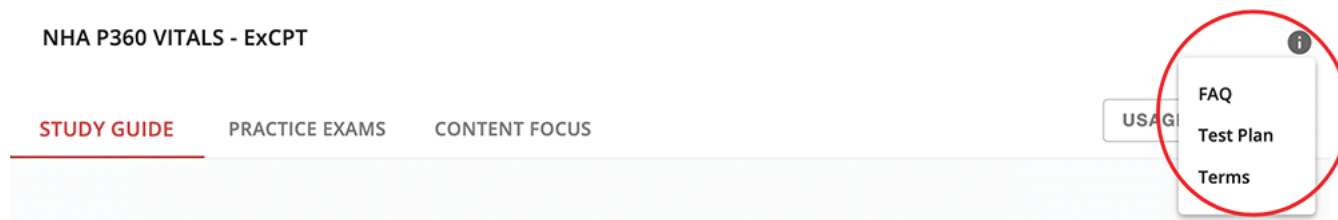
GENERAL INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Inform learners where policies and procedures differ from the study guide.

- Supplement the study guide with handouts that explain the rules and regulations of your state.

- Review critical thinking challenges together as a class.

- Assign learners to watch one professionalism tip per module. Have them journal their thoughts about the characteristic or skill presented, and state whether they need to improve in the area presented in order to be successful in their health career journey.

- Highlight real-world application of knowledge and skills from your experiences in the pharmacy setting.

- Conduct assessments of material mastered and opportunities for goal-setting and improvement.

- Assign a project that pertains to news stories or current events. If legislation is in the news, ask learners to research the topic.

- Keep in mind that learners often do better with hands-on learning.

- Encourage questions from learners.

- Meet one-on-one with learners to talk about progress and challenges.

- Invite a former learner who recently passed the exam to visit the class and talk about their experiences and best practices for preparation.

- Invite field experts (providers, clinical supervisors, office managers) to talk to learners about the importance of soft skills on a regular basis.

ACTIVE INSTRUCTIONAL STRATEGIES FOR FACILITATORS

- Have learners teach new concepts to the class.

- Assign readings. Follow up the next day with tasks that relate to the chapter.

- Create index cards with questions from the chapter. Have each learner read a question and teach the content to the class. After each lesson, request that the group provide feedback.

- Whenever possible, break facts into segments. Larger lessons become more manageable when broken into segments.

Product Support
At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

ISBN and Copyright Information
- Print study guide: 978-1-56533-586-8

- Online study guide: 978-1-56533-488-5

- Practice tests: 978-1-56533-489-2

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