

**QTP 4P0X1- 8**  
**15 September 2014**

## **PHARMACY TECHNICIAN**

Prepare Pharmacy Cost/Workload Reports



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## INTRODUCTION

1. This Qualification Training Package (QTP) was developed to enhance and standardize on-the-job training for 4P0X1 personnel. As a trainer, the QTPs provide teachable elements of task breakdowns. The teachable elements will assist in guiding the trainee towards **independent** task performance, **proficiency**, and serve as an **evaluation** tool for trainers/certifiers.
2. Review the volume(s) of the Career Development Course(s) (CDC) and identify which module(s) of the QTP is needed for the trainee's job position or upgrade skill-level training. The QTP training for each module should be accomplished in the order which most closely mirrors the area in which the trainee is working. Items in column 2 of the Pharmacy Job Qualification Standard (JQS)/Specialty Training Standard (STS) marked with a 5 or 7 are core tasks for the 4P career field. Additional proficiency training may be required for these tasks at the supervisor's discretion.
3. Ensure the trainee reviews the training references in each module prior to attempting any task or QTP evaluation. Review the performance checklist and training objective with the trainee. If the trainee has questions about the objective, clarify the desired outcome/results of performance, demonstration or completion of the task. Remember the objective of each QTP is to standardize training and allow sufficient time for the trainee to learn each task thoroughly in order to perform the task **independently**.
4. When the trainee has received sufficient training and is ready to be evaluated on the objective, follow the evaluation instructions. The performance checklist must be used as you evaluate each task objective. When the trainee successfully demonstrates and accomplishes the objective, document the task completion appropriately in the member's Air Force Training Record (AFTR).
5. The QTP task completion is to be annotated in the trainee's electronic training record. **NOTE:** The individual checklists and final evaluations are **not** filed in each member's user files.
6. If the trainee does not accomplish the objective, review the areas needing further instruction. Conduct feedback for each module with the trainee, and document appropriately in the member's Air Force Training Record. As the trainer, once you are satisfied the trainee is ready to perform the task, he/she will be re-evaluated until the objective is met.
7. If a task being trained requires third party certification by a task certifier/certifying official, the trainer ensures trainee is qualified to perform the task **independently**. The trainee will then be evaluated by certifier/certifying official. Tasks requiring certification are identified in column 2 of JQS with a number sign (#). The certifier/certifying official will ensure documentation in column 3E of the JQS. The certifier will ensure that a trainer's signature is documented prior to signing off on the task in AFTR.
8. Tasks associated with a QTP are identified in column 4D of the STS. The QTPs are a necessary tool for standardizing task qualifications for upgrade training or job position training. Such standardization benefits the JQS training concept throughout a member's

career. These documents may also be used in assessing/certifying pharmacy technicians upon arrival at a new duty station.

9. Feedback is a vital and important part of improving our educational process for pharmacy technicians. Your first hand expertise is valued and feedback highly encouraged ensuring we have the most up-to-date information and training possible. Please direct all inquiries to: your immediate supervisor.

**SUBJECT AREA:** Pharmacy Administration

**TASK NAME(S):** Prepare Workload Reports, Report of Patients, and Cost Reports

**CFETP/STS REFERENCE(S):** 9.6; 9.7

**EQUIPMENT REQUIRED:**

1. Composite Health Care System (CHCS)

**TRAINING REFERENCE(S):** CHCS Manual

**REMARKS/NOTES:** In order to access Cost Reports, you must have access to the Pharmacist Secondary Menu (SM) in CHCS. These permissions should be granted prudently by Pharmacy Leadership and reserved only for those that require it in their daily tasks.

**OBJECTIVE:**

1. Demonstrate the performance aspects of preparing workload reports.
2. Demonstrate the performance aspects of preparing report of patients.
3. Demonstrate the performance aspects of preparing cost reports.

**EVALUATION INSTRUCTIONS:**

1. After the trainee has received instructions, allow sufficient practice on each part of the task.
2. Use the performance checklist to ensure all steps of the task are accomplished without assistance and without error.
3. Document task competency upon completion of the evaluation in the trainee's AFTR folder. Evaluation should be documented in the CFETP.

**STEPS IN TASK PERFORMANCE:**

**1. Prepare Workload Reports**

- 1.1. Log into a CHCS terminal.
- 1.2. At prompt select: Pharmacy Reports Menu (PRM).
- 1.3. At prompt select: General Pharmacy Reports (GER).
- 1.4. At prompt select: Medical Expense and Performance Reports (MEP).
- 1.5. At prompt enter the earliest date.

- 1.6. At prompt enter the latest date.
- 1.7. At prompt select Medical Center Division.
- 1.8. At prompt choose: Breakdown of Workload (yes/no).
- 1.9. At prompt choose: Summary Page (yes/no).
- 1.10. Queue on Device: Type Q then enter.
- 1.11. Device: Select Printer "SPOOL."
- 1.12. Select Spool Document Name.
- 1.13. New Spool Document? Enter Yes.
- 1.14. Select expiration date for report.
- 1.15. Enter requested start time for report.

## **2. Prepare Cost Reports (Patient Category < 65 and > 65)**

- 2.1. Log into a CHCS terminal.
- 2.2. At prompt type: SM (Pharmacist Secondary Menu).
- 2.3. At prompt select: KP Pharmacy Cost Reports (COST).
- 2.4. At prompt select: Option 4 Patient Category.
- 2.5. At prompt enter: Start date.
- 2.6. At prompt enter: End date.
- 2.7. At prompt choose: Limit report by patient age range? Choose: Yes
- 2.8. At Prompt: Enter patient age range.  
\* Note you need to compile two reports (age 0-65 and 65-200)
- 2.9. At prompt enter: Outpatient Pharmacies to Report.
- 2.10. At prompt enter: Select Legal Category (enter for all).
- 2.11. Queue on Device: Type Q then enter.
- 2.12. Device: Select Printer "SPOOL."
- 2.13. Select Spool Document Name.
- 2.14. New Spool Document? Enter Yes.

2.14. Select expiration date for report.

2.15. Enter requested start time for report.

### **3. Prepare Cost Reports (Summary by MEPRS)**

3.1. Log into a CHCS terminal.

3.2. At prompt type: SM (Pharmacist Secondary Menu).

3.3. At prompt select: KP Pharmacy Cost Reports (COST).

3.4. At prompt select: Option 1 Summary by MEPRS and Legal Category.

3.5. At prompt enter: Start date.

3.6. At prompt enter: End date.

3.7. At prompt choose: Limit report by patient age range (yes/no).

3.8. At prompt enter: Outpatient Pharmacies to Report.

3.9. At prompt enter: Select Legal Category (enter for all).

3.10. Queue on Device: Type Q then enter.

3.11. Device: Select Printer "SPOOL."

3.12. Select Spool Document Name.

3.13. New Spool Document? Enter Yes.

3.14. Select expiration date for report.

3.15. Enter requested start time for report.

### **4. Prepare Cost Reports (Managed Care by PatCat)**

4.1. Log into a CHCS terminal.

4.2. At prompt type: SM (Pharmacist Secondary Menu).

4.3. At prompt select: KP Pharmacy Cost Reports (COST).

4.4. At prompt select: Option 7 Managed Care Options, and Option 4 Managed Care by PatCat.

4.5. At prompt enter: Start date.

- 4.6. At prompt enter: End date.
- 4.7. At prompt choose: Limit report by patient age range (yes/no).
- 4.8. At prompt enter: Outpatient Pharmacies to Report.
- 4.9. At prompt enter: Select Legal Category (enter for all).
- 4.10. Queue on Device: Type Q then enter.
- 4.11. Device: Select Printer "SPOOL."
- 4.12. Select Spool Document Name.
- 4.13. New Spool Document? Enter Yes.
- 4.14. Select expiration date for report.
- 4.15. Enter requested start time for report.

## **5. Prepare Cost Reports (AHFS)**

- 5.1. Log into a CHCS terminal.
- 5.2. At prompt type: SM (Pharmacist Secondary Menu).
- 5.3. At prompt select: KP Pharmacy Cost Reports (COST)
- 5.4. At prompt select: Option 6 Prescribing Profile.
- 5.5. At prompt select: Option 4 AHFS Categories.
- 5.6. At prompt enter: Start date.
- 5.7. At prompt enter: End date.
- 5.8. At prompt choose: Limit report by patient age range (yes/no).
- 5.9. At prompt enter: Outpatient Pharmacies to Report.
- 5.10. At prompt enter: AHFS Categories (enter for all).
- 5.11. Queue on Device: Type Q then enter.
- 5.12. Device: Select Printer "SPOOL."
- 5.13. Select Spool Document Name.
- 5.14. New Spool Document? Enter Yes.

5.15. Select expiration date for report.

5.16. Enter requested start time for report.

**ATTACHMENT(S):** None

**PERFORMANCE CHECKLIST:**

**PREPARE WORKLOAD REPORTS, REPORT OF PATIENTS, AND COST REPORTS**

<b>PERFORMANCE ITEMS</b>	<b>SAT</b>	<b>UNSAT</b>
<b>1. Demonstrate the performance aspects of preparing workload reports.</b>		
a. Log into a CHCS terminal		
b. At prompt select: Pharmacy Reports Menu (PRM)		
c. At prompt select: General Pharmacy Reports (GER)		
d. At prompt select: Medical Expense and Performance Reports (MEP)		
e. At prompt enter the earliest date		
f. At prompt enter the latest date		
g. At prompt select Medical Center Division		
h. At prompt choose: Breakdown of Workload (yes/no)		
i. At prompt choose: Summary Page (yes/no)		
j. Queue on Device: Type Q then enter		
k. Device: Select Printer "SPOOL"		
l. Select Spool Document Name		
m. New Spool Document? Enter Yes		
n. Select expiration date for report		
o. Enter requested start time for report		
<b>2. Demonstrate the performance aspects of preparing cost reports.</b>		
a. Log into a CHCS terminal		
b. At prompt type: SM (Pharmacist Secondary Menu).		
c. At prompt select: KP Pharmacy Cost Reports (COST)		
d. At prompt select: Option 4 Patient Category		
e. At prompt enter: Start date		
f. At prompt enter: End date		
g. At prompt choose: Limit report by patient age range? Choose: Yes		
h. At Prompt: Enter patient age range <b>*see note 2.7</b>		
i. At prompt enter: Outpatient Pharmacies to Report		
j. At prompt enter: Select Legal Category (enter for all)		
k. Queue on Device: Type Q then enter		
l. Device: Select Printer "SPOOL"		
m. Select Spool Document Name		
n. New Spool Document? Enter Yes		
o. Select expiration date for report		
p. Enter requested start time for report		
<b>3. Demonstrate the performance aspects of preparing cost reports.</b>		
a. Log into a CHCS terminal		

b. At prompt type: SM (Pharmacist Secondary Menu).		
c. At prompt select: KP Pharmacy Cost Reports (COST)		
d. At prompt select: Option 1 Summary by MEPRS and Legal Category		
e. At prompt enter: Start date		
f. At prompt enter: End date		
g. At prompt choose: Limit report by patient age range (yes/no)		
h. At prompt enter: Outpatient Pharmacies to Report		
i. At prompt enter: Select Legal Category (enter for all)		
j. Queue on Device: Type Q then enter		
k. Device: Select Printer "SPOOL"		
l. Select Spool Document Name		
m. New Spool Document? Enter Yes		
n. Select expiration date for report		
o. Enter requested start time for report		
<b>4. Demonstrate the performance aspects of preparing cost reports.</b>		
a. Log into a CHCS terminal		
b. At prompt type: SM (Pharmacist Secondary Menu).		
c. At prompt select: KP Pharmacy Cost Reports (COST)		
d. At prompt select: Option 7 Managed Care Options, and Option 4 Managed Care by PatCat		
e. At prompt enter: Start date		
f. At prompt enter: End date		
g. At prompt choose: Limit report by patient age range (yes/no)		
h. At prompt enter: Outpatient Pharmacies to Report		
i. At prompt enter: Select Legal Category (enter for all)		
j. Queue on Device: Type Q then enter		
k. Device: Select Printer "SPOOL"		
l. Select Spool Document Name		
m. New Spool Document? Enter Yes		
n. Select expiration date for report		
o. Enter requested start time for report		
<b>5. Demonstrate the performance aspects of preparing cost reports.</b>		
a. Log into a CHCS terminal		
b. At prompt type: SM (Pharmacist Secondary Menu).		
c. At prompt select: KP Pharmacy Cost Reports (COST)		
d. At prompt select: Option 6 Prescribing Profile		
e. At prompt select: Option 4 AHFS Categories		
f. At prompt enter: Start date		
g. At prompt enter: End date		
h. At prompt choose: Limit report by patient age range (yes/no)		
i. At prompt enter: Outpatient Pharmacies to Report		
j. Queue on Device: Type Q then enter		
k. Device: Select Printer "SPOOL"		
l. Select Spool Document Name		
m. New Spool Document? Enter Yes		
n. Select expiration date for report		
o. Enter requested start time for report		

<b>FINAL RESULTS:</b>		
<b>Trainee:</b>		
<b>Trainer:</b>		
<b>Date:</b>		

**FEEDBACK:** Using the performance checklist as a review reference, discuss the trainee's performance, indicating strengths, weaknesses, suggested improvement, etc. If trainee performed all task steps satisfactorily, document appropriately in trainee's AFTR.