



**1.3 DESCRIPTION OF SYNMED® TRAINING STEPS**

This document describes staff training required to ensure optimal use of SynMed® technology. The SynMed® Pharmacist Manager must ensure that staff have been trained in all of the steps listed below and must document in the staff record (see Document 1.5 –Production Technicians Training Log).

#	TRAINING CONTENT	TARGET AUDIENCE	FORMAT AND LENGTH	TRAINER	TIMELINE
	<b>PREPARATORY TRAINING</b>				
1	<u>Training on preparing computerized patient profiles</u> Creating Groups by STARTING DAY and length of treatment (7 days/28 days). Programming patients in each group. Programming all prescriptions with the right drugs (according to manufacturer selected in SynMed® Robot).	All Technicians qualified in data entry SynMed® Pharmacist Manager	SynMed Preparation document	Synergy Medical	+/- 6 weeks preceding system installation
<b>TRAINING RELATED TO OPERATION OF SYNMED® ROBOT</b>					
2	<u>Training on Container Replenishment</u>	Technician in charge of initial replenishment only	Initial replenishment of SynMed containers document	Synergy Medical	1 week before system installation

#	TRAINING CONTENT	TARGET AUDIENCE	FORMAT AND LENGTH	TRAINER	TIMELINE
3	<p><u>Formal Training on SynMed® Robot and Software</u></p> <p>Formal training provides an overview of the SynMed® System and software, placing participants in an automated training environment.</p> <p>Formal training has three components:  SynMed® System  SynMed® Software  Peripherals and accessories</p>	<p>Lead Technician  Production Technicians</p> <p>SynMed® Pharmacist  Manager</p>	<p>On-site training in production area with blister packs.</p> <p>Length: 0.5 day</p>	Synergy Medical	
4	<p><u>Practical training for operating SynMed® Robot</u></p> <p>Production Technicians are trained to operate the system and to produce blister packs for pharmacy patients. They are also trained to convert patient prescription and pharmacy files to an automated format.</p> <p>Practical training covers:  Transmission of production files  Production cycles  Analyzing and correcting files  Replenishment methods and internal drug management  Modification of drug status  Determining picking attributes  SynMed® store optimization  Overview of various reports  Technical support, supplies ordering and toolbox  Quiz</p>	<p>Lead Technician  Production Technicians</p> <p>SynMed® Pharmacist  Manager</p>	<p>Hands-on  Buddy System</p> <p>Anticipate between 2.5 days</p>	Synergy Medical	

#	TRAINING CONTENT	TARGET AUDIENCE	FORMAT AND LENGTH	TRAINER	TIMELINE
	The order of training modules may vary by context.				
	<b>POST-TRAINING FOLLOW-UP</b>				
5	<p>Content of post-training follow-up:</p> <p>Ensure that the main steps of production flow have been mastered.</p> <p>Ensure that production efficacy has been or will be reached. If needed, review production schedule (see Document 3.5 – SynMed® Weekly Production Schedule).</p> <p>Ensure that daily (replenishment), weekly (inactive drugs management) and monthly (store optimization) tasks have been conducted and routinized. Ensure that the correct reports are used to perform these tasks. Use the document <i>For top SynMed efficiency</i>, provided by Synergy Medical, as a reference point.</p> <p>Ensure that best practices have been adopted (example: duplicates = lid).</p> <p>Refer to the steps for central filling, if applicable, with the help of the <i>Guide for Centralising the Preparation of Blister Packs</i> provided by Synergy Medical.</p> <p>Follow-up with pharmacists on feedback collected during spot checks.</p>	<p>Lead Technician Production Technicians</p> <p>SynMed® Pharmacist Manager</p>	<p>In person, via Skype® or by teleconference</p>	<p>Synergy Medical</p>	<p>In the weeks following initial training</p>

#	TRAINING CONTENT	TARGET AUDIENCE	FORMAT AND LENGTH	TRAINER	TIMELINE
	<b>TRAINING ON INTERNAL PHARMACY POLICIES AND PROCEDURES</b>				
6	<p><u>Train Production Technicians on various policies and procedures around SynMed® technology.</u></p> <p>Role of each team member in ensuring safe production of blister packs.</p> <p>Review various procedures covering SynMed® operation.</p> <p>Importance of various logs and forms.</p> <p>It is important to follow procedures and document all activities.</p>	<p>Lead Technician</p> <p>Production Technicians</p>	<p>In person, in classroom</p> <p>2 hours</p>	<p>SynMed® Pharmacist Manager</p>	

**DETAILED DESCRIPTION OF TRAINING**

**SOURCE: SYNERGY MEDICAL**

<b>FORMAL TRAINING</b>		
<b>MODULES</b>	<b>CRITICAL ELEMENTS</b>	<b>TABS AND CHECKLIST</b>
<b>SynMed® ROBOT</b>	<ul style="list-style-type: none"> <li>• SynMed Store               <ol style="list-style-type: none"> <li>1. Drawers</li> <li>2. Containers</li> <li>3. Lids</li> <li>4. Access to Store</li> </ol> </li> <li>• Picking Unit</li> <li>• Depositing Tray</li> <li>• Describe Production Cycle</li> <li>• Blister Pack Labels</li> <li>• Light sticks</li> <li>• SynMed® Operating station</li> <li>• Five launch criteria</li> </ul>	Formal and practical training documents used for operating SynMed® Robot
<b>Peripherals – ACCESSORIES</b>	<ul style="list-style-type: none"> <li>• Basic framework for file transfers (from pharmacy to SynMed® software)</li> <li>• Computer</li> <li>• Printers:               <ol style="list-style-type: none"> <li>1. B&amp;W T652</li> <li>2. Colour C746</li> <li>3. Zebra (production/container ID labels)</li> </ol> </li> <li>• Barcode scanner</li> </ul>	Formal and practical training documents used for operating SynMed® Robot

<p><b>SYNMEM® SOFTWARE*</b></p>	<ul style="list-style-type: none"> <li>• Turning System On/Off</li> <li>• System Stop Button</li> <li>• Drugs Tab</li> <li>• Inventory Tab</li> <li>• Production Tab</li> <li>• Users Tab</li> <li>• Parameters Tab</li> </ul>	<p>Formal and practical training documents used for operating SynMed® Robot</p>
<p><b>PRACTICAL TRAINING (nine practice modules)</b></p>		
<p><b>MODULES</b></p>	<p><b>CRITICAL ELEMENTS</b></p>	<p><b>TABS AND CHECKLIST</b></p>
<p>Determine picking attributes</p>	<p>Attributes:</p> <ul style="list-style-type: none"> <li>• Pipettes</li> <li>• Mass Index</li> <li>• Alternating Pickup</li> <li>• Fragile Pickup</li> </ul> <p>Restricted areas for picking attributes</p>	<p>SynMed® Software Drugs Tab Reminders:</p> <ul style="list-style-type: none"> <li>• <i>Modification of drug status and picking attributes</i></li> <li>• <i>Restricted Areas</i></li> </ul>
<p>Analyzing and Correcting Errors</p>	<p>Restricted areas for picking attributes</p> <p>Analyzing errors using the View button</p> <p>Various errors likely to occur:</p> <ul style="list-style-type: none"> <li>• Drug not recognized by SynMed® software database</li> <li>• Errors linked to drug expiration dates</li> </ul>	<p>SynMed® Software Production Tab</p>

<p><b>Replenishment Protocols and Drug Management</b></p>	<p><b>Replenishment Cycle</b></p> <ul style="list-style-type: none"> <li>Determine daily replenishment schedules</li> <li>Report: <i>Inventory Management Report</i></li> <li>Weekly management of inactive drugs</li> </ul>	<p>SynMed® Software Inventory Tab Reminders:</p> <ul style="list-style-type: none"> <li>For top <i>SynMed efficiency</i></li> </ul>
<p><b>Reviewing Reports</b></p>	<p>Familiarity with other reports: <b>Dispensed Lots Number</b> Allows matching between patient and drug chosen <b>Replenishment History Registry of Drugs Added Transaction Billing</b> Billing management Allows for determining number of packs produced in a given interval of time</p>	<p>SynMed® Software Inventory Tab Reports Sub-tab</p>
<p><b>Transmitting Production Files</b></p>	<p>Distinguishing between branches Transmitting Files every:</p> <ul style="list-style-type: none"> <li>7 days</li> <li>14 days</li> <li>28 days</li> </ul> <p>Process for transferring data from pharmacy to SynMed® software</p>	<p>SynMed® Software Production Tab</p>
<p><b>Optimizing SynMed® Store</b></p>	<ul style="list-style-type: none"> <li>Determine drugs to be added to SynMed® using Internal Inventory Report</li> </ul>	<p>SynMed® Software Inventory Tab SynMed® Software Drugs Tab Reminders:</p>

	<ul style="list-style-type: none"> <li>• Determine drugs to be removed from SynMed® using External Inventory Report</li> <li>• Determine optimum positioning of drugs based on their velocity, using <i>Proximity Analysis Report</i></li> </ul>	<ul style="list-style-type: none"> <li>• For top SynMed efficiency</li> </ul>
<b>Production Cycle</b>	<p>List important production stages</p> <ol style="list-style-type: none"> <li>1. Display pre-production reports</li> <li>2. Affix tray ID label</li> <li>3. Insert external drugs</li> <li>4. Launch production: validate tray with barcode scanner</li> <li>5. Production</li> <li>6. Print post-production reports</li> <li>7. Validate blister packs with barcode scanner</li> <li>8. Conduct cell count</li> <li>9. Seal blister packs</li> <li>10. Relaunch process (looping)</li> </ol>	SynMed® Software Production Tab
<b>Modify Drug Status</b>	<ul style="list-style-type: none"> <li>• Determine multiple containers</li> <li>• Insert a drug into the SynMed® System</li> <li>• Remove a drug from the SynMed® System</li> </ul>	SynMed® Software Drugs Tab Reminders: <ul style="list-style-type: none"> <li>• Attribute additional container to a drug</li> <li>• Modify drug status and determine picking attributes</li> </ul>



<p><b>Toolbox:</b> <b>Supplies Ordering and Support</b></p>	<p><b>Toolbox Binder:</b></p> <ol style="list-style-type: none"><li>1. Online Supplies Ordering</li><li>2. User Manual</li><li>3. Reference Documents</li></ol> <p>Picking Units Troubleshooting Contact Technical Support (by phone or via Skype®)</p>	<p><b>SynMed® Binder</b></p> <p><b>Toolbox:</b></p> <ol style="list-style-type: none"><li>1. Picking Units</li><li>2. Stylets</li><li>3. Pre-filters</li></ol> <p><a href="http://www.synmedrx.com">www.synmedrx.com</a></p>
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### 1.4 PRODUCTION TECHNICIAN COMPETENCY ASSESSMENT MATRIX

Name of Production Technician: \_\_\_\_\_

Assessment Period: \_\_\_\_\_

Date of Assessment: \_\_\_\_\_

The goal of this assessment is to rate the competencies of Production Technicians, tasked with automated production of SynMed® blister packs. Over a two-hour period, the SynMed® Pharmacist Manager will closely observe the work of the Production Technician, carefully filling out the assessment checklist and confirming that all steps in the production cycle are properly executed, without omissions and in compliance with safety parameters.

- This assessment is based on the principle of SUCCESS or FAILURE.
- The shaded areas represent the points for evaluating the performance of the Technician; these points must absolutely be met with SUCCESS.
- Failure to complete any of these tasks disqualifies the Production Technician, and the competency assessment will have to be rescheduled.

#	TASKS/ PROCESS	SUCCESS	FAILURE	N/A
	<b>PROGRAMMING AND TRANSMISSION OF SYNMED® FILES</b>			
1	SynMed® files sent in the morning or at the end of the working day.			
2	Use of batch sending feature.			
	<b>PRE-PRODUCTION</b>			
3	Safety gloves or tweezers are mandatory at this stage. No drugs may be handled with bare hands.			
4	Manual insertion are done through the SynMed-Assist.			
5	Patient-specific generic drug brand alert – Affix label on blister pack indicating change of product if there has been a change in drug supplier. Do not correct original label.			
6	Drugs sensitive to light and humidity – Certain drugs should not be removed from their packaging, as per pharmacist instructions (e.g. Zyprexa Zydys®, Prevacid Fastabs®, etc.). These drugs must be kept in their original packaging when placed in blister packs.			

#	TASKS/ PROCESS	SUCCESS	FAILURE	N/A
7	Dangerous or allergenic drugs – Certain drugs must be handled with special care (i.e. cytotoxic drugs, such as: Methotrexate®, Avodart®, etc., or potentially highly allergenic drugs, such as: penicillin, sulfates, etc.) Protective gloves must be discarded after use and tweezers must be sterilized with a special cleaning wipe (avoid using alcohol).			
8	Methodical preparation of trays for external drugs – Once manual insertion for the first drug has been completed, deposit the original drug jarl in another tray.			
9	Methodical preparation of trays for external drugs – Return the drug jars to the shelf once the tray has been inserted in the SynMed® robot and production has commenced.			
<b>PRODUCTION</b>				
10	Use of barcode scanner when inserting tray.			
<b>REPLENISHMENT OF CONTAINERS</b>				
11	Secure replenishment – Only <u>sealed</u> containers can be used when replenishing the robot.			
12	Secure replenishment – When an original drug jar cannot be emptied completely into a container, it must be immediately resealed.			
13	Secure replenishment – Each drug jar must be validated by a barcode scanner when being processed. The same rule applies for pills in 28/30 format blister packs.			
14	Secure replenishment – No SynMed® drugs may be returned to their jars or directly to their containers.			
15	Secure replenishment – To ensure inventory turnover, new drug units must be placed UNDER old ones, and drug units to be added must be placed in the pill counter until processed.			
16	Secure replenishment – The pill counter must be sterilized before being refilled with a new drug.			
17	Secure replenishment – When new drugs are being added to containers in which SynMed® drugs from another lot are already present, pay close attention to the existing lot number and expiration date. Follow closely established procedures for KEEPING, ADDING or REPLACING existing lots.			
18	Secure replenishment – When placing drug containers in the robot, be sure to use barcode technology to ensure proper positioning in the SynMed® store. Refer to the Validate Containers Tab at the bottom of			

#	TASKS/ PROCESS	SUCCESS	FAILURE	N/A
	the Inventory tab when access is required outside of the replenishment cycle.			
<b>POST-PRODUCTION (DOUBLE CHECKING QUANTITIES)</b>				
19	Validate blister pack labels with a barcode scanner to ensure proper positioning of packs.			
20	Blister pack labels should be affixed to the packs once proper positioning has been confirmed.			
21	Drug vials must be attached to the blister pack labels as quickly as possible.			
22	All blister packs must be carefully counted.			
23	Use of an empty vial or a hand-held large cap to temporarily hold large tablets; this allows for an accurate cell count of used cells.			
24	Make sure blister packs are properly sealed once a careful cell count has been made, starting from position 8 downwards. (Applies only to Dispill blister packs.)			
25	Blister packs removed and stacked in their original order.			
26	If needed, fill out SynMed® Error Sheet (to review jumpers, breakages, duplicates, etc.).			
27	Initial SynMed® Quality Control Report for corresponding patient in the "Prod. Tech." column.			
28	Tray moved to another section of the work area to allow for preparation of the next tray.			
<b>PROPER USE OF VARIOUS WORKING DOCUMENTS AND REPORTS (SCHEDULES AND OTHER)</b>				
29	Consult production schedule (Document 3.5 – SynMed® Weekly Production Schedule).			
30	Fill out production record if there is a need to review production schedule on a regular or temporary basis (Document 3.6 – SynMed® Productivity Log).			
<b>COMPLIANCE WITH WRITTEN AND APPROVED PROCEDURES</b>				
31	Works in silence.			
32	Maintains clear work spaces.			

#	TASKS/ PROCESS	SUCCESS	FAILURE	N/A
33	Wipes counters clean at the beginning of the work shift.			
	<b>TOTAL:</b>			

**GENERAL OBSERVATIONS:**

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SIGNATURE OF PRODUCTION TECHNICIAN: \_\_\_\_\_

SIGNATURE OF SYNMED® PHARMACIST MANAGER: \_\_\_\_\_



**1.5 PRODUCTION TECHNICIANS TRAINING LOG**

*Please collect all pertinent information concerning training of all Production Technicians responsible for producing blister packs in your pharmacy, including those trained by Synergy Medical as well as those trained internally by members of your own team.*

NAME OF PRODUCTION TECHNICIAN RECEIVING TRAINING: \_\_\_\_\_

	TRAINING AND DEVELOPMENT ACTIVITY	DATE/ DURATION	TRAINER	Designated PHM Mgr.
1	Training on preparation of computerized patient profiles.			
2	Practical training on initial replenishment of SynMed® Containers (Only for personnel assigned to initial replenishment cycle).		Synergy Medical team	
3	Formal training on SynMed® robot and software.			
4	Practical training on SynMed® robot operation.			
5	Practical training on selection and use of reports.			
6	Training on policies and procedures governing SynMed® technology.			
7	Training on optimizing safe practices.			
8	Training on optimizing productivity.			
	Initial competency assessment on skills observed and recorded on the assessment checklist.			
	Annual re-assessment of competencies – audit to be documented in employee record.			



**1.6 PRODUCTION TECHNICIANS AND ACCESS MANAGEMENT LOG**

Include in this log the names of all Production Technicians, their level of authorized access, as well as the dates of their initial and annual competency assessments.

NAME OF PRODUCTION TECHNICIAN (or of SynMed® Pharmacist Manager)	ACCESS LEVEL ACCESSIBLE TABS	PHM	PROD. TECH.	DATE AND RESULT OF INITIAL COMPETENCY ASSESSMENT	INITIALS, PHM TRAINER	DATE AND RESULT OF ANNUAL COMPETENCY ASSESSMENT	INITIALS, PHM TRAINER
	<input type="checkbox"/> Production <input type="checkbox"/> Inventory <input type="checkbox"/> Drugs <input type="checkbox"/> Parameters <input type="checkbox"/> Users <input type="checkbox"/> Reports						
SPECIFIC COMMENTS:							
	<input type="checkbox"/> Production <input type="checkbox"/> Inventory <input type="checkbox"/> Drugs						

	<input type="checkbox"/> Parameters <input type="checkbox"/> Users <input type="checkbox"/> Reports					
SPECIFIC COMMENTS:						
	<input type="checkbox"/> Production <input type="checkbox"/> Inventory <input type="checkbox"/> Drugs <input type="checkbox"/> Parameters <input type="checkbox"/> Users <input type="checkbox"/> Reports					
SPECIFIC COMMENTS:						