



MedCerts

PARTNER SOLUTIONS 



The Medicine Shoppe



Partners with MedCerts to Address

Pharmacy Technician Shortage

A Case Study

The Medicine Shoppe Partners with MedCerts to Address Pharmacy Technician Shortage

There are Never Enough Pharmacy Technicians

The U.S Bureau of Labor reports there are 44,900 openings for pharmacy technicians each year.

To put that in context, a survey of pharmacy administrators shows an annual turnover rate of between 21%-30% for pharmacy technicians. Meanwhile, almost 9 out of 10 administrators polled reported they need to use pharmacists to fill pharmacy technicians shifts or activities.

“MedCerts has been hugely beneficial in both facilitating hiring and enhancing the skills and knowledge of our employees.

Students get a full introduction to pharmacy with modules covering calculations, learning the generic medications, and data entry for filling and dispensing a prescription, both retail and hospital wise.”



BRANDI OLLERMAN, PHARMD

Owner
The Medicine Shoppe®
Pharmacy, Dickinson

THE CHALLENGE



The Dickinson Medicine Shoppe is a North Dakota pharmacy servicing a community of 25,000 people. Back in 2021, owner Brandi Ollerman was struggling to find enough pharmacy technicians to help run the branch. Most local students would go to the nearby college in eastern North Dakota for their pharmacy technician certification course and not return to Dickinson.

Ollerman needed to find a training program that could create a better pipeline for hiring quality pharmacy technicians, and she wanted a program that would also benefit students and the community.



Train and Hire



**Industry-
Recognized
Credentials**



**Time and Cost
Effective**

THE SOLUTION



The Medicine Shoppe teamed up with the Roughrider Area Career and Technology Center to offer students at 12 local high schools the MedCerts Partner Solutions certification training program to become a Pharmacy Technician Professional.

The MedCerts program is fully ASHP/ACPE accredited and delivered through online video-based asynchronous eLearning. The curriculum includes interactive simulations, interviews with real-world experts and game-based learning. Students learn practical skills to work in a pharmacy, process prescriptions and assist customers.

11th-grade and 12th-grade students applied for the program through their guidance counselor. Once enrolled, students worked one hour a day on the MedCerts coursework under the Health Science teacher's supervision. In addition, they completed 160 hours of hands-on pharmacy experience at The Medicine Shoppe, under the supervision of Ollerman.

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CTE Experience Linked to ROI

A recent survey found 83% of employers believe hiring employees with Career Technical Education experience would improve their business's bottom line.

Meanwhile, 94% of healthcare employers are more likely to hire an applicant if they have CTE experience. These programs help employers as much as the students.

“MedCerts and working at The Medicine Shoppe gave me the confidence that pharmacy is what I wanted to go into, and I wouldn't be changing my major. It's given me a really nice head start, as I continue my education in pharmacy at North Dakota State University.”



RYLIE DOHRMANN

Pharmacy Technician
Certification Course
Graduate

THE RESULTS



1

High Level of Students Participation

Over a 4 year period, 8 high school students either finished or are in the process of finishing the program. 3 students have officially passed their national certification test.

2

Faster Certification

The MedCerts program took 9-12 months to complete, condensing what is traditionally a two-year program.

3

A Successful Retention Strategy

Of the students The Medicine Shoppe put through as employees, there's been 100% retention up until now.

CREATING CAREER PATHS



There are three credit-related ways the program helps jumpstart a future career for students.

After completing the program, students took the Certified Pharmacy Technician (CPhT) Exam, issued through the Pharmacy Technician Certification Board (PCTB), with MedCerts paying the exam fee. Additionally, the students received high school credits, with their elective or Career and Technical Education credits counting towards graduation requirements.

Finally, the completed program could also be converted to college credits at colleges and universities that are MedCerts Credit for Prior Learning partners.

IMPACT ON RETENTION



Rylie Dohrmann was a senior at Dickinson High School when she started the MedCerts program. Now she's in her third year of college pursuing a career in pharmacy and is still working at Medicine Shoppe and Clinic Pharmacy (also owned by Brandi Ollerman) during summers.

Investing in the careers of talent is an effective way to increase the likelihood of employees sticking around long term.