



**Training Proposal for:**  
**University Rx Specialists dba University Compounding  
 Pharmacy**

**Agreement Number: ET16-0274**

**Panel Meeting of:** December 4, 2015

**ETP Regional Office:** San Diego

**Analyst:** J. Davey

**PROJECT PROFILE**

Contract Attributes:	Retrainee	Industry Sector(s):	Healthcare Services  Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Counties Served:	San Diego	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Number of Employees in:	CA: 142	U.S.: 142	Worldwide: 142	
<u>Turnover Rate:</u>	10%			
<u>Managers/Supervisors:</u> (% of total trainees)	3%			

**FUNDING DETAIL**

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	<b>Total ETP Funding</b>
\$174,150		\$0	\$0		\$174,150

In-Kind Contribution:	100% of Total ETP Funding Required	\$238,178
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**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee	Business Skills, Commercial Skills, Computer Skills, Cont. Imp., HazMat, PL-Comm. Skills, PL-Comp. Skills	129	8-200	0	\$1,350	\$15.93
				Weighted Avg: 90			

**Minimum Wage by County:** San Diego County: Job Number 1 - \$15.93 per hour;

**Health Benefits:**  Yes  No This is employer share of cost for healthcare premiums – medical, dental, vision.

**Used to meet the Post-Retention Wage?:**  Yes  No  Maybe

Up to \$2.00 per hour may be used to meet the Post-Retention Wage for Job Number 1.

**Wage Range by Occupation**

Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1</b>		
Administrative Staff		2
Customer Service Staff		64
Manager/Supervisor		5
Pharmacist		19
Shipping/Receiving		2
Technicians		37

**INTRODUCTION**

Founded in 1993 and located in San Diego, University Rx Specialists dba University Compounding Pharmacy (UCP) ([www.ucprx.com](http://www.ucprx.com)) specializes in the formulation of medical and nutritional treatments that are not commercially available and often made to the specific needs of a patient. From topical creams and lozenges, to veterinary and other medications prepared in state-of-the-art clean rooms, prescriptions are prepared individually by experienced Compounding Pharmacists. This is the second proposal from UCP; the first was approved at the November 2013 Panel meeting.

Training in the first project was targeted to give incumbent workers and newly-hired retrainees (Job Creation) the skills to meet UCP's expanding product line; training in new equipment to compound a new subcutaneous, slow-release pellet medicine delivery; and knowledge of state and federal regulations. As in the first project, training will be conducted at UCP's 2 pharmacies in San Diego.

The Company reports that some of the training in this project will continue from the previous one; however, due to customer demands and new regulations, UCP needs to provide updated training to adapt to these changes and stay in business. UCP undergoes annual inspections from the state and accredited agencies, so it needs to train its staff to ensure it is providing precise formulations under these guidelines and meets customer satisfaction.

The Company reports that compounding pharmacy regulations undergo constant revision. In the near future UCP will need to transition from Good Compounding Practices to Good Manufacturing Practices (GMP). GMP will require UCP to change many of its current practices in order to comply with FDA guidelines and California State Laws.

UCP is also in the process of creating promotional opportunities for each department. This will allow employees to promote into higher levels of responsibility and increases in income. Certain advancement criteria are required for each level, so employees will need to meet minimum skill levels in order to advance. However, this new program will create multiple opportunities for people to move into new departments and learn completely new skills.

These changes all require UCP to train its staff in the skills to make it more efficient and compliant with all federally and state mandated requirements.

## **PROJECT DETAILS**

### **Training Plan**

UCP will provide the following training:

**Business Skills (20%):** Training will be offered to Administrative Staff, Pharmacists, Technicians, Customer Service Staff and Supervisors/Managers. Training will be provided in Coaching, Intercommunication, Customer Experience, Advanced Leadership and other skills that will help each of these occupations perform more effectively.

**Commercial Skills (20%):** Training will be offered to Pharmacists, Technicians, Customer Service Staff and Supervisors/Managers. Training will be provided in the most up-to-date compounding skills for allergy medications, bio-identical hormones, pain, veterinarian, lozenges, capsules, and other medicines and supplements. These skills will be related to the proper procedures required to meet all relevant government and industry standards and regulations.

**Computer Skills (20%):** Training will be offered to Administrative Staff, Pharmacists, Technicians, Customer Service Staff and Supervisors/Managers. Training will be targeted to each occupation based on their needs in software training including prescription-tracking software, compounding software, Shipping/Receiving software.

**Continuous Improvement (15%):** Training will be offered to Pharmacists, Technicians, Customer Service Staff and Supervisors/Managers. Training consists of teamwork, production improvement, standard operating practices and other skills designed to improve product quality and efficiency.

### **Certified Safety Training**

**Hazardous Materials (HAZMAT) (5%):** Training is a series of courses, specific to industry sectors involved in the transport of hazardous materials. The coursework varies in length depending on the industry and the occupational title, as organized in five levels ranging from "first responder" to "incident commander." It is generally a minimum of 24 hours with an 8-hour annual refresher, and may be delivered by classroom or CBT.

However, in this proposal, none of the training will lead to an industry certification. Instead, Pharmacists, Technicians, and Supervisors/Managers will receive training that will consist of safe handling of cytotoxins and toxic bio-materials. Training will instruct trainees' proper procedures for handling hazardous materials and what to do in case of an accident when these types of material are involved.

### **Productive Laboratory (20%)**

The Panel has adopted regulations to authorize reimbursement for training delivered in a Productive Laboratory (PL) setting. Under these guidelines, PL trainees may produce goods for profit as part of the training, in the courses identified under the Curriculum. Incumbent worker trainees (Job 1) will receive as much as 24 hours of PL training. The instructor will be dedicated exclusively to training delivery during all hours of training.

Qualified in-house trainers will provide training at a trainer-to-trainee ratio not to exceed 1:1. The trainer will review, observe, coach, demonstrate, as well as document PL training. The most effective way to train employees on how to use this type of equipment is in a structured, on-the-job training environment.

**PL-Commercial Skills:** Training will be offered to those Job Number 1 trainees targeted for advancement into new occupations in the skills to operate new and existing equipment, including softgel encapsulation machines, tablet pressing, powder filling line, blenders, milling, syringes, lozenge equipment and inspection equipment. PL training includes equipment operations, compounding processes, and prescription processing.

**PL-Computer Skills:** Training will be offered to those Job 1 trainees targeted for advancement into new occupations in the skills to use prescription processing software called PK Software, LifeFile, and Pharm-assist. PL training includes prescription ordering equipment and processing software.

### **Commitment to Training**

UCP spends approximately \$100,000 per year on training at its two San Diego facilities. Past training has been provided on an as-needed basis, on-the-job and unstructured. UCP has provided new-hire orientation, safety, labor laws, first aid and sexual harassment prevention training.

Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

#### ➤ Training Infrastructure

The Operations Manager as well as Managers and Supervisors will be responsible for conducting administrative duties and maintaining training schedules. UCP will also enlist the services of Training Funding Source to assist them in project administration.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

## **ACTIVE PROJECTS**

The following table summarizes performance by UCP under an active ETP Agreement:

<b>Agreement No.</b>	<b>Approved Amount</b>	<b>Term</b>	<b>No. Trainees (Estimated)</b>	<b>No. Completed Training</b>	<b>No. Retained</b>
ET14-0214	\$159,175	11/25/2013 – 11/24/2015	163	94	18

Based on ETP Tracking System, 9,757 reimbursable hours have been tracked for potential earnings of \$159,175 (100% of approved amount). The Contractor projects final earnings of 100%. To date, UCP has earned \$40,773 for 18 of the 94 trainees who completed both training and retention. The remaining 76 trainees will complete retention by the end term date of the Agreement.

## **DEVELOPMENT SERVICES**

Training Funding Source in Seal Beach assisted with development of this proposal for a flat fee of \$9,000.

## **ADMINISTRATIVE SERVICES**

Training Funding Source will also perform administrative services for a fee not to exceed 13% of payment earned.

## **TRAINING VENDORS**

To Be Determined

## **Exhibit B: Menu Curriculum**

### **Class/Lab Hours**

8-200

Trainees may receive any of the following:

#### **BUSINESS SKILLS**

- Coaching
- Intercommunication
- Customer Experience
- Advanced Leadership
- Increase Business
- Product Knowledge
- Improve Efficiencies
- Prescription Consultations

#### **COMMERCIAL SKILLS**

- Pellets
- Topical Creams/Gels
- Capsules
- Tablets
- Injections
- Suppositories
- Suspensions and Solutions
- Sublingual
- Syringes
- Bio-Identical Hormones
- Processing Prescriptions
- Compounding Equipment
- Medication Formulations
- Lab
- Verification

#### **COMPUTER SKILLS**

- Tracking and Processing Prescriptions Software
- Compounding Software
- Shipping Software

#### **CONTINUOUS IMPROVEMENT**

- Increase Teamwork
- Improve Accuracy
- Increase Production
- Standard Operating Practices (SOPs)
- Policy and Procedure

#### **HAZARDOUS MATERIALS**

- Operational Procedures for Handling of Hazardous Medications

Safety Training is capped at 10% of a trainee's total training hours

**PL Hours**

0 – 40

**PRODUCTIVE LAB (PL) (limited ratio 1:1)**

**COMMERCIAL SKILLS**

- Pellets
- Topical Creams/Gels
- Capsules
- Tablets
- Injections
- Suppositories
- Suspensions and Solutions
- Sublingual
- Syringes
- Bio-Identical Hormones
- Processing Prescriptions
- Compounding Equipment
- Medication Formulations
- Lab
- Verification

**COMPUTER SKILLS**

- Tracking and Processing Prescriptions Software
- Compounding Software
- Shipping Software

Note: Reimbursement for all retrainees is capped at 200 total training hours per trainee, regardless of training delivery method.