



Pharmacy Workforce Support Personnel

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Message from the Guest Editors

Pharmacy workforce support cadres (technicians, pharmaconomists, and others) are increasingly recognized as critical for achieving effective patient care. Initial research suggests that job redesign and systems re-engineering to better leverage the support workforce results in greater operations efficiency and improved patient safety. Pharmacy workforce support personnel are embracing new roles as pharmacists' practice becomes more patient-centered. Each country worldwide is witness to a different scope of practice, regulatory climate, and required training of its pharmacy support workforce, and there is much to be learned from one another. In some low- and middle-income countries, technicians might be the key link in the medication supply chain. However, there is still much debate about the necessary education for workforce personnel, and the salaries for these individuals are often too low to maintain commitment and equilibrium.





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