

# Pharmacy Technician Engagement in PSW

## Survey Summary and Actionable Steps

In early 2025, PSW conducted a survey of pharmacy technicians to better understand their current engagement with the Pharmacy Society of Wisconsin and to identify opportunities for improvement. A total of 54 pharmacy technicians responded, sharing insights about their practice settings, PSW participation, and barriers to involvement. More than half of the survey respondents indicated they work in community/retail pharmacy practices, and a quarter of respondents shared they work in inpatient settings.



## Next Steps

Consider these ideas when setting goals for your team, developing your hiring packages, or when considering ways to retain talented technician team members.



### Invest in Membership

Provide or reimburse for PSW memberships to remove a key financial barrier.



### Enable Attendance

Allow protected time or educational days for conference attendance, or offer support for travel, lodging, and registration costs where possible.



### Promote Awareness

Share PSW event announcements during staff meetings, via internal newsletters, and in breakrooms, highlight technician-specific content, events and activities offered by PSW.



### Encourage Representation

Nominate or support technicians for leadership or advisory roles within PSW. Encourage submission of technician success stories or innovations to PSW communications like *JPSW* and PSW conferences.



### Foster a Culture of Inclusion

Ensure all staff, regardless of title, feel welcomed and valued at PSW events, be proactive in identifying and inviting technicians with potential to grow their engagement.

## Results

Initial survey questions focused on **PSW Membership**, and 44% reported their employer pays for PSW membership, 37% pay **out-of-pocket**, and 19% are unsure about membership coverage.

When survey respondents were asked to summarize **Barriers to Participation**, those completing the survey indicate the most common barriers include:

- ✓ **Cost of registration/membership** (58%)
- ✓ **Cost of lodging at conference events** (49%)
- ✓ **Cost of travel** (42%)
- ✓ **Lack of awareness** (40%)
- ✓ **Inability to get time off** to attend PSW events (38%)

Other barriers included, lack of employer support, workforce shortages, apprehension about being welcomed, limited relevant content or networking options.



Together, we can create a more inclusive and impactful PSW experience for Wisconsin pharmacy technicians—ensuring they are supported, represented, and celebrated as essential members of the pharmacy profession.