

QUALITY ASSURANCE PHARMACIST

PHARMACY DEPARTMENT

This position is assigned to the Pharmacy Department. The purpose of the position is to provide leadership, direction and technical expertise in the planning, development, implementation and evaluation of monitoring systems to assure the delivery of consistently high quality pharmacy service. The position is departmental in scope, and directly affects the ability of the Pharmacy Department and the Hospital to carry out their mission to provide high quality clinical care to the patient populations served.

DUTIES

Analyzes practice and scope of services in the general and specialty settings of the Pharmacy Department in order to develop outcome measures, set standards of care and practice, and identify critical indicators for each clinical area, in collaboration with clinical and administrative staff at all levels.

Develops, maintains and coordinates a comprehensive Quality Assurance Program for the Department which facilitates the achievement of clinical outcomes, is consistent with current accepted practice in pharmacy, and can be integrated with service programs in all clinical areas.

Provides consultation, guidance and technical assistance to the Pharmacy Department Director and hospital administration regarding quality assurance issues in Pharmacy.

From an analysis of management reports, clinical data and documentation, and observational data, identifies existing and potential problems in the care of patients, and proposes or independently implements strategies to resolve problems or further evaluate outcomes.

Interprets quality assurance data and collaborates with managers to predict emerging areas of need and adjust monitoring and evaluation strategies quickly and appropriately.

Identifies need for and implements administrative systems to plan for and carry out quality assurance activities and projects in a cost-effective and timely fashion.

Plans and conducts educational programs related to quality assurance for the Pharmacy Department staff at all levels.

Reviews and evaluates budgetary expenditures related to quality assurance, and makes recommendations to the Pharmacy Department Director regarding future resource requirements.

Maintains ongoing contact, communication and documentation of activities with the Hospital Quality Assurance Coordinator including representing Pharmacy in committees, groups and task forces concerned with quality assurance and regulatory issues.

Meets and collaborates with department heads and other officials as necessary to communicate information regarding quality assurance and coordinate inter-departmental activities.

Maintains active contact with staff and managers at all levels and in all clinical areas to keep informed about current quality assurance issues and concerns of staff that may affect the quality assurance program, quality of care, and clinical outcomes. Participates as coordinator or member of committees or ad hoc groups working on quality assurance activities within the department and the Hospital.

Identifies and pursues appropriate professional and educational goals in order to develop and maintain current professional knowledge and activities relevant to role.

KNOWLEDGE REQUIRED

Knowledge and understanding from a management perspective of the mission, goals, and priorities of the Pharmacy Department as well as its clinical services and specialty areas.

Mastery of clinical and technical knowledge as it relates to pharmacy practice and health care delivery in a complex research environment. In-depth understanding of clinical pharmacy practice as practiced at the hospital, including roles, clinical environments, specialty areas and skills required.

Current and constantly updated knowledge of the regulatory environment affecting hospital management, standards and accreditation requirements.

Knowledge of quality assurance methods and issues as well as the external regulatory environments to develop a short and long term Quality Assurance Plan for the Pharmacy Department.

Extensive knowledge of current developments in legislation and policy that affect the scope, regulation and monitoring of practice, including licensure, malpractice, and credentialing.

Advanced and effective interpersonal and organizational communication skills.

Extensive knowledge of data analysis and interpretation of results necessary to carry out complex studies to evaluate clinical outcomes and patient care systems.

Extensive knowledge of organizational dynamics operative within the hospital and the Pharmacy Department and their impact on the delivery of pharmacy and health services.

Effective written communication and editing skills, and the ability to use computer systems for data entry, retrieval and analysis, and to problem solve computer system issues.

SUPERVISORY CONTROLS

The Pharmacy Department Director provides administrative direction in terms of broadly defined goals and objectives for the quality assurance program. The incumbent is self directed and has the independence and latitude to develop new procedures, practices and approaches for the program. The incumbent resolves most conflicts. The director is available for guidance in unusual situations. Incumbent is considered a technical expert and results of work are normally accepted without significant change.

GUIDELINES

The incumbent must use initiative and resourcefulness to research trends and patterns in quality assurance, adapt to changes in legislative, professional and regulatory guidelines, and develop new procedures, policies, programs and approaches. Many of the standards are vaguely written and require interpretation and individualization in implementation as evidenced by the inclusion of the JCAHO standard of a requirement to monitor the effectiveness of the services performed.

Incumbent uses current literature in hospital quality assurance and risk management in order to analyze procedures, design approaches and propose new programs to facilitate quality assurance.

The incumbent uses and adapts advanced research concepts and methodologies to design and complete evaluation studies.

The incumbent uses the resources of regulatory agencies, accreditation organizations, professional associations and other standards setting groups, quality and safety organizations, as well as other existing guidelines and literature as applicable.

COMPLEXITY

The work covers a diversity of duties requiring synthesis of knowledge, skills and expertise from different and unrelated fields such as general and specialized clinical practice, regulations and legal guidelines governing health care facilities, oral and written communication, and project management. Work is done in the context of an extremely complex and unique setting that requires adaptation of almost any standard guideline or method available to hospital quality assurance professionals. To be successful, incumbent must be able to originate new techniques, rapidly respond to requests for new services and programs, and set priorities among conflicting demands and requirements.

Performance requires the ability to interact consistently and effectively with a large and diverse constituency consisting of members of the pharmacy profession at large, the general public, and professional and administrative staff from all levels within the Department, the hospital, and the health system.

SCOPE AND EFFECT

The position requires frequent contact with managers at all levels, internal professional staff at all levels, and members of the local and national pharmacy community, as well as corporate staff in the office of the COO of the hospital and representatives from external professional and regulatory agencies.

The purpose of the work is to provide leadership, direction and technical expertise in the planning, development, implementation and evaluation of strategies to promote the delivery of high quality care to patients.

Performance directly affects all levels of pharmacy within the institution, including the quality of care delivered, strength of practice at the hospital, and the ability of the hospital to comply with regulatory and accreditation requirements.

Performance extends beyond the institution to include the professional Pharmacy community at large and has an effect on the perception of the Pharmacy Department, the hospital, and the health system by the community and the general public.

Activities may extend from the local community to any area nationally when involved in professional activities or serving as a consultant.

PERSONAL CONTACTS

Interdepartmental contacts are with all levels of professional and support staff involved in the area under study in order to understand the process in place, review or investigate the procedures, evaluate, and determine need for modification.

Institutional contacts are with hospital and health system regulatory staff at all levels, department heads and staff, and other involved in the process of defining and measuring quality in clinical care, and assuring compliance with accreditation procedures, including the hospital QA Committee, Medical Board, P & T Committee, and the Medical Executive Committee.

Has extensive contacts other staff involved with hospital quality assurance efforts and monitoring activities, such as instituted quality assurance coordinators, and research and statistical support staff.

Interfaces with other professionals involved in quality assurance locally and nationally, as well as members of the academic and management community.

PURPOSE OF CONTACTS

Intradepartmental contacts are to plan and evaluate the quality assurance program, coordinate and follow up on activities, initiate and promote collaboration, and for project management.

Institutional contacts are to facilitate and coordinate the process of identifying issues and following up on monitoring and corrective plans, and to promote collaboration between departments involved in the process.

Professional contacts are to provide leadership in professional and community affairs and promote and participate in activities that enhance the delivery of high quality pharmacy service care by the Pharmacy Department.

PHYSICAL DEMANDS

Constructive interfacing with professionals at all levels and in varied fields is psychologically demanding and at times adversarial, which may result in stress and fatigue.

Flexible, irregular or prolonged work schedules may be required for purposes of data collection and involvement in evaluation and quality assurance activities.

Work requires the ability to travel nationwide, which may produce stress and fatigue.

WORK ENVIRONMENT

Work environment is generally an office, but may also include settings such as pharmacy distributing areas, nursing units, class rooms, and/or meeting halls.

There may be occasional exposure to contagious diseases, irritant chemicals, electrical hazards, or radioactive substances during visits to nursing units or sections of the department.