

Position: Manager, Informatics & Automation Enhancement Department of Pharmacy Services

Position Analysis: Leads, manages, trains and supports pharmacy personnel in providing pharmaceutical care across the continuum of care with specific emphasis on implementation, integration, standardization and maintenance of pharmacy informatics' (clinical and managerial) and technology/automation systems to support this mission. **Responsibilities:** 1. Manages the implementation and actively leads in accomplishing the pharmacy service's scope of practice. 2. Manages and leads the Department's informatics and technology/automation enhancement initiatives: 2.1 Manages, coordinates and maintains the pharmacy services' automation. 2.2 Manages and provides resource support for the pharmacy services' informatics system. 2.3 Ensures the dissemination of computer-related information to inter- and intra-departmental staff as appropriate. 2.4 Manages and coordinates the department's development, implementation and monitoring of the intranet, where necessary, and appropriate use of the internet. 2.5 Manages and coordinates the computer database for the department and ensures continued integration with other extra-departmental clinical applications (including its integration with bar-code point of care systems for medication administration). 2.6 Manages and coordinates the updates for the automation and informatics' system, including disseminating requisite update information to pertinent users. 2.7 Conducts and/or oversees all new employee training regarding the informatics and automation systems (including, but not limited to, development and maintenance of appropriate training manuals, conducting off-line training classes, and on-going monitoring and validation of staff performance vis-à-vis informatics and automation systems)

3. Coordinates and manages the medication use process for pharmacy service.
 - 3.1 Ensures the dissemination of pharmaco-economic information to assist pharmacy personnel in their job performance.
4. Manages and implements pharmacy service's administrative responsibilities.
 - 4.1 Participates in and coordinates the interviewing, hiring, orienting, and training of pharmacy personnel. Includes other pharmacy personnel, when appropriate, in the process.
 - 4.2 Develops, coordinates, communicates, implements and ensures compliance with all health-system's and pharmacy service's policies and procedures, federal and state regulations and laws, and JCAHO standards.
 - 4.3 Uses and implements fairness in counseling and disciplining pharmacy personnel.
 - 4.4 Conducts performance measurement evaluations for pharmacy personnel utilizing a peer review process and criteria-based assessment tools.
 - 4.5 Promotes, encourages and assists pharmacy personnel in their self-development.

5. Directs and manages in collaboration with the Clinical Services Assistant Director and Clinical Pharmacy Specialists the integration of appropriate clinical and operational services.
 - 5.1 Develops, coordinates, monitors and evaluates the pharmacy residents participation in pharmacy practice management projects.
 - 5.2 Manages and supports the developing, implementing and monitoring of the pharmacy practice model.
 - 5.3 Positively promotes, ensures and manages appropriately trained staff in order to fulfill goals and objectives of the pharmacy practice model for the patient care unit clinical staff pharmacists.

6. Coordinates and manages the implementation of the health system's and department's performance improvement plan.
 - 6.1 Develops and coordinates suggestions and recommendations for improving performance. Provides suggestions for addition to or deletion from the performance improvement plan.

7. Promotes and adheres to our service first philosophy for customer service.
 - 7.1 Anticipates and responds to the needs of all customers.
 - 7.2 Treats guests, patients, physicians and other employees with care, courtesy and respect.
 - 7.3 Listens effectively and communicates appropriately with others.
 - 7.4 Develops, coordinates and implements customer service programs.

8. Effectively manages one's own practice and self-development.
 - 8.1 Employs an effective system for staying current with pertinent literature.
 - 8.2 Actively and continuously assures self-development and management-development by participating in educational classes, adult learning and competency.
 - 8.3 Seeks and participates in educational opportunities to enhance ability to perform individual roles and better service our customers.
 - 8.4 Demonstrates teamwork by working with others and being flexible. Gives and accepts feedback appropriately.
 - 8.5 Establishes networks and seeks information from many sources when researching and/or problem-solving.

9. Assists the Director of Pharmacy Services in performance of other duties as assigned.