
ORGANIZATION: Assistant Director – Safety and Quality

RESPONSIBILITY

The major areas of responsibility for the Assistant Director for Safety and Quality include Hospital Pharmacy's quality improvement program, regulatory compliance and staff development. The person in this position also serves as the Medication Safety Officer for the hospital and as such is responsible for coordinating the adverse drug reaction reporting program and assuming a leadership role in the medication error reporting program. This position requires collaboration with health care providers with medication-related responsibilities (e.g., physicians, nurses, pharmacists, quality management, risk management) to measure and improve the safety of the organization's medication system.

ORGANIZATIONAL RELATIONSHIP

The Assistant Director for Safety and Quality reports to the Director of Pharmacy Services. Recommendations made as the Medication Safety Officer are also reported to key hospital administrators, the Pharmacy and Therapeutics Committee and the Safety Committee.

DUTIES SPECIFIC TO QUALITY IMPROVEMENT

Maintains an active and progressive quality improvement program consistent with the goals of the department and the medical center. Responsibilities include:

1. Oversee the development/assessment of a pharmacy quality program that monitors and ensures the integrity and safety of the services provided by the department.
2. Assimilate the mission statement, goals, and objectives of the department into the departmental quality program.
3. Assess departmental compliance with quality indicators through review of audits performed on these indicators.
4. Alert Assistant Directors to significant problems identified during audits.
5. Forward reports to appropriate individuals.
6. Recommend improvement strategies to Assistant Directors regarding issues identified in audits and provide assistance for action plan implementation.
7. Review, revise, add and delete audits or indicators based on the needs of the department.

DUTIES SPECIFIC TO MEDICATION SAFETY OFFICER

The Medication Safety Officer ensures the safety of the organization's medication system and supports an environment dedicated to the safety of our patients, staff, and guests. Responsibilities include:

1. Provide direction for the safety of the organization's medication system as Chair of the Medication System Review Committee (MSRC).
2. Coordinate Medication System monitoring program for the ordering, distribution, administration and monitoring of medications used in the hospital. Includes indicator development, auditing, evaluation, and feedback; process improvement recommendations;

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- and staff education initiatives.
3. Direct involvement in ensuring the ongoing safety of the medical center's computerized physician order entry system for electronic ordering of patient medications.
 4. Review medication error/adverse drug event literature, including the Institute of Safe Medication Practice's Medication Safety Alerts, to proactively address potential issues in the medical center.
 5. Review Medication Occurrence Reports and Adverse Drug Reaction Reports to identify potential system improvements and educational needs.
 6. Identify potential issues that may warrant root cause analysis (RCA) or failure mode and effects analysis (FMEA) and bring to the attention of the Pharmacy and Therapeutics Committee (P&T) for authorization.
 7. Perform a RCA at the direction of the P&T Committee or a FMEA as recommended by MSRC.
 8. Oversee the development of new or revision of existing medication-related policy and procedures.
 9. Provide medication safety information for inclusion in newsletters and other educational efforts for staff education.
 10. Evaluate and procure commercially available medication- and patient safety-related educational materials including video and audio tapes, computer-assisted instructional programs, printed materials, etc.
 11. Provide medication safety inservices to medical center staff.
 12. Develop a structured approach for the post graduate on-the-job training of pharmacist practitioners, pharmacotherapists, pharmacy residents, technicians and managers related to medication safety, incorporating the mission statement, goals, and objectives of the department where appropriate.

DUTIES SPECIFIC TO REGULATORY COMPLIANCE

1. Serve as the content expert for JCAHO medication management standards for the medical center.
2. Provide medical center staff relevant education on the medication management standards.
3. Report deficiencies in departmental compliance to Director of Pharmacy.
4. Report deficiencies in medical center compliance to JCAHO Steering Committee.
5. Recommend improvements to achieve compliance.
6. Ensure departmental compliance with all JCAHO and CMS requirements.
7. Ensure medical center compliance with all JCAHO Medication Management standards.

DUTIES SPECIFIC TO STAFF DEVELOPMENT

1. Oversee departmental training programs for new pharmacotherapists, pharmacists and technicians.
2. Ensure maintenance of training files for all employees, documenting participation and adherence to Illinois laws, accreditation organizations (Joint Commission on Accreditation of Healthcare Organizations), and departmental policy.

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EDUCATION AND TRAINING

Graduate of approved five or six year pharmacy program. Licensed as a pharmacist by the State of Illinois or eligible for licensure.

Post-graduate education (Pharm.D. or M.S.) required.

At least two years experience as a staff pharmacist, pharmacotherapist or staff development pharmacist required. Must have a philosophy of practice in accordance with the department.

APPROVED:

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XXXX XXXXX, Director

DATE:
