

PHARMACY SERVICES GROUP

Job Description

JOB TITLE: Director of Medication Management and Medication Safety
DEPARTMENT: Pharmacy Services
FLSA STATUS: Exempt
JOB GROUP: Managerial
JOB CODE/GRADE:
DATE:

GENERAL SUMMARY

Provides a leadership role in formulating policy and instituting models that promote medication safety in all aspects of the medication management process. In conjunction with the Director of Pharmacy Services, XXXXXX XXXXXX and with designated facility leadership, the role is responsible for coordinating all activities related to medication management and medication safety provided by the facility pharmacy department. These activities involve reporting, system and process evaluation, formulation of recommendations and initiatives, coordination of intervention strategies, and monitoring of activities related to medication safety. This individual serves as a liaison to facility pharmacy, nursing, and the medical staff leadership personnel.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. *Analyze facility reporting systems to determine their effectiveness in terms of adverse drug event capture, timeliness of reporting, and usefulness of information captured. Formulate recommendations for modifications in the reporting system, standardize analytical and reporting processes, and explore technology and automated solutions, if required. Create a system wide reporting policy for adverse drug events including standardized definitions.
2. *Identify best practices for medication safety. Analyze current practices that contribute to medication errors and take proactive steps for prevention. Facilitate process and system changes and reduce the likelihood of occurrence and recurrence of error.
3. *Provide project management and overall facilitation for prioritizing and advocating patient safety initiatives related to the design and implementation of systems and processes that support medication safety. Determine and design the analytical framework for project design to include evaluation mechanisms for project outcomes. Provide routine updates to project sponsors and stakeholders.
4. *Review medication safety bulletins, alerts, or publications on a monthly basis and conduct an assessment of the medication management systems and process to determine where opportunities for improvement exist. Formulate recommendations, obtain stakeholder support, and develop an implementation and education plan consistent with rapid cycle change.
5. *Participate in facility based root cause analyses. Evaluate systems and process change recommendations on a system wide level to determine where medication safety risks exist and opportunities for improvement are needed. Develop a system wide plan for implementation of recommendations as well as increased awareness of the risks identified with this type of event.
6. *Perform a system wide analysis of adverse drug events based on data reported from each facility. Identify trends from a system wide and facility basis to determine if corrective actions are needed. Uses expert panels to review adverse drug events.
7. *Formulate educational sessions for nurses, pharmacists, physicians, and allied health professionals based on reports in the literature, responses to corrective action plans, and recommendations from committee activities.
8. *Develop, reviews, refines, and implements a medication safety plan for XXXXXX XXXXXX. Review progress on the plan, develops run charts for indicator performance, and modifies the recommendations and action items on an annual basis.

9. Participate on the Caritas Christ Quality and Safety Team meetings. Updates the Committee on the status of initiatives identified in the medication safety plan. Participate on other facility and XXXXXX XXXXXX committees as requested.
10. *Establish a system wide working forum on medication safety. Develop and facilitate the implementation of meetings, selection of membership, agenda planning, minutes, follow-up, tracking, and timeliness across all XXXXXX XXXXXX facilities.
11. Monitor compliance with proper medication control, safety, and security standards in pharmacy and patient cares areas and serve as a resource. Facilitate changes needed to meet regulatory, accrediting, licensing, and government agency standards and laws.
12. Monitor purchasing and contract related activities for pharmaceuticals and related supplies for the Pharmacy Services Group to ensure that product and vendor selection is conducted based on criteria and/or standards related to medication safety.
13. Monitor drug recalls, drug shortages, and allocation processes in place from the vendor to ensure that these situations are communicated to clinicians and substitute products do not produce medication safety risks for the patient. Uses written communications and web based resources to identify drug supply issues.
14. Collaborate with the Vice President for Quality and Safety, XXXXXX XXXXXX Health Care, to ensure that there is alignment of priorities, initiatives, and support for programs focused on improving medication safety.
15. Support the development of a recognition program aimed at improving patient safety.
16. Provides direct supervision to designated pharmacists, technicians, and support staff as assigned by the Director of Pharmacy Services, XXXXXX XXXXXX.
17. Provides counseling and direction to employees regarding identified performance issues using sound professional judgment and the facility based human resources policies. Recognizes employee development opportunities and interests and provides support and planning for achieving individual goals. Maintains documentation to support these goals as well as in both probationary and annual performance evaluation processes as defined by facility policy.
18. Provides leadership and direction to the staff in such a way that all professional and technical activities performed are consistent with the XXXXXX XXXXXX, hospital, and departmental mission, objectives, and policies.
19. Ensures that all performance evaluations are completed on a timely basis.
20. Provides periodic reporting that includes, but is not limited to, key medication management and medication safety indicators defined by the Balanced Scorecard as well as other indicators of quality and performance. Adheres to the reporting format, content requirements, and time schedule as defined by the Director of Pharmacy Services, XXXXXX XXXXXX.
21. Collaborate with members of the Pharmacy Services Group and the Director of Pharmacy Services, XXXXXX XXXXXX to ensure that the viewpoints in this area of expertise are representative of pharmacy leadership and/or XXXXXX XXXXXX Health Care. Upholds the opinions, recommendations, and decisions of the Pharmacy Services Group and/or the Director of Pharmacy Services on expert matters pertaining to this role.
22. Performs all other duties as assigned the Director of Pharmacy Services, XXXXXX XXXXXX or designated facility leadership.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

1. A Doctor of Pharmacy (PharmD) degree or Masters Degree in Hospital Pharmacy is preferred. A Baccalaureate degree in Pharmacy or Doctor of Pharmacy (PharmD) degree is required with an in depth background in clinical pharmacy practice and systems design and analysis.
2. An active license as a registered pharmacist in the Commonwealth of Massachusetts (or eligibility through reciprocity) is required.
3. A minimum of 7 to 10 years of experience in a hospital pharmacy setting. Must possess solid experience in the development of programs focused on achieving positive outcomes in the use of medications.
4. A minimum of 3 to 5 years of experience in hospital pharmacy management or supervision of a pharmacy program is preferred. A strong background in clinical pharmacy practice coupled with a pharmacy operations responsibilities.
5. A general or specialized pharmacy residency is preferred. Experience in an integrated health system is preferred.

6. Strong leadership ability with superior communication (both verbal and written) and presentation skills utilizing various types of media. A change agent.
7. Demonstrates a thorough knowledge of rules, regulations, policies, and laws pertaining to the preparation, storage, procurement use, and disposal of medications in the practice of Pharmacy for the Commonwealth of Massachusetts.
8. Possesses substantial knowledge in project management, performance improvement, risk management principles, patient safety theory, and planning is required.
9. Possesses a data driven mindset and must understand and use basic statistical methods and formal analytic methods. Must be able to work with a plethora of disconnected data from which decisions must be made.

WORKING CONDITIONS

1. Normal Pharmacy environment with little exposure to excessive dust, noise, and the like. Occasional (less than 5% of work time) exposure to disagreeable temperatures. Ability to stand and walk up to 60% of work time in performing all duties listed. Use of a PC workstation is an essential function of the job and requires the individual to use a keyboard and mouse for several hours in a workday.

REPORTING RELATIONSHIPS

1. Reports directly to Director of Pharmacy Services, XXXXXX XXXXXX.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

*Statements marked with an asterisk are considered to be essential functions of the position according to the guidelines set forth in the Americans with Disabilities Act 1990.