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JOB DESCRIPTION

Job Title: Pharmacy Manager, Medication Patient Safety (Medication Patient Safety Officer)

Reports To: Executive Director, Pharmacy Services

Job Purpose

Responsible for ensuring compliance with applicable laws, national safety recommendation and regulatory standards related to medication safety, control, and security in the pharmacy department and inpatient or hospital-based patient care areas. Makes recommendations and coordinates process and operational changes to ensure compliance. Manage the emergency medication exchange processes for inpatient and hospital-based patient care areas. Provides leadership for and coordinates interdisciplinary medication safety program in hospital areas stocking medications. Gathers information on systems and process vulnerabilities to analyze human, organizational, and systems factors that contribute to medication errors (ME) and adverse drug events. Integrates activities and changes with clinical and operational department programs and committees (i.e. Drug Use and Disease State Management Program, Risk Management, Adverse Event Subcommittee, P&T Committee, Patient Safety Committee...). Improves medication safety by developing strategies to increase compliance with identified best practices, and promote education regarding known error causes and proactive and corrective approaches. Leads the medication error detection, reporting, analysis, and prevention activities. Supports a blame-free culture and facilitates learning from errors.

Participates in and supports educational and research initiatives in line with the mission of the department and organization. Integrates the philosophies and techniques of continuous quality improvement to support provision of pharmaceutical care.

Neonate (0-1 month)
 Adult (18 – 65 years)

Pediatric (2 months-12 year)
 Geriatric (66+ years)

Adolescent (13 – 17 year)
 N/A

Minimum Requirements

EDUCATIONAL/KNOWLEDGE REQUIREMENTS: Graduate of an accredited School of Pharmacy. Pharmacy degree with a minimum of five years of hospital pharmacy management or related experience. Masters degree or Pharm. D. required. Knowledge of pharmacy laws and regulations and through knowledge of regulatory standards from accrediting bodies. Experience or training in patient medication safety theory preferred.

LICENSURE/CERTIFICATION: Licensure as a Pharmacist in the Commonwealth of Pennsylvania.

Responsibilities

1. Identify best practices for medication safety. Work in collaboration with healthcare practitioners to implement best practices. Analyze current practices that may contribute to ME occurrence (i.e. failure mode and effects analysis, PDCA,...) and take proactive steps to prevent errors before they occur. Facilitate process and system changes and prevention activities to make improvements and reduce the likelihood of occurrence/recurrence of error.
2. Manage ME reporting and investigation. Review reports and collect additional information to determine root cause (e.g. chart review). Manage and maintain ME data entry into internal and external database (Risk Master, MedMARx) to provide ME data reports to clinical staff, patient care areas, and hospital committees as appropriate. Analyze data and determine trends for process improvement.
3. Educate pharmacy staff and other healthcare professionals to promote safe medication practices. Recommend educational programs to improve patient medication safety and regulatory compliance.
4. Participate in departmental and interdisciplinary hospital, health system, and regional committees related to emergency medications, adverse events, medication errors, policy review, safe medication use and patient safety.
5. Assist in the development and review of medication use pharmacy, hospital and system level policies and adapt to current practice. Address issues of non-compliance and recommend corrective actions with the support of pharmacy operations managers and pharmacy directors.
6. Manage the pharmacy emergency medication exchange/replacement process. Ensure availability and standardization of medications for inpatient and hospital-based ambulatory care areas.
7. Monitor compliance with medication control and security standards in the pharmacy and hospital patient care areas with medications. Facilitate changes needed to meet JCAHO, DOH, CMS, State Board of Pharmacy, and other government agency standards and applicable laws. Act as a resource on proper medication control, safety and security.

8. Contribute to teaching in the University Of Pittsburgh School Of Pharmacy. Promote, support and conduct research related to practice. Mentor pharmacy students in the areas of medication safety promotion and regulatory compliance issues.
9. Perform in accordance with system-wide competencies/behaviors.
10. Perform all other duties as assigned.