

Appendix D. Example Job Description with Specific Performance Standards

Job Title: Pharmacist
Department: Pharmacy Services
Reports to: Assistant Director

Position Summary

Provide direct patient care by performing distributional, clinical, educational, informational, and supervisory functions for patients in obstetrics and gynecology, women's health, and pediatrics services.

Position Responsibilities

1. Prepare and dispense medications using appropriate techniques and following the health system's policies and procedures.

Specific Performance Standards

- 1.1 Assure the appropriateness of a medication order, including age-related factors, before preparing or permitting the distribution of the first dose.
- 1.2 Maintain the accuracy of patient profiles according to the health system's policies and procedures.
- 1.3 Prepare drug products using appropriate techniques and following the health system's policies and procedures.
- 1.4 Dispense drug products in accordance with established policies and procedures.
- 1.5 Exercise skill as a team member in the management of medical emergencies.
- 1.7 Ensure that policies and procedures related to drug distribution are followed.

2. Design, recommend, monitor, and evaluate patient-specific pharmacotherapy.

Specific Performance Standards

- 2.1 Collect and organize all patient-specific information needed to assure rational, safe therapy for patients in assigned areas. This shall include prevention, detection, and

resolution of medication-related problems.

- 2.2 Identify the presence of medication therapy problems in patients' current medication therapy.
- 2.3 Design pharmacotherapeutic regimens that meet the goals established for patients; integrate patient-specific, disease and drug information, ethical issues, and quality-of-life issues; and consider pharmacoeconomic principles.
- 2.4 Design monitoring plans for patients' pharmacotherapeutic regimens that effectively evaluate achievement of patient-specific pharmacotherapeutic goals.
- 2.5 Recommend pharmacotherapeutic regimens and corresponding monitoring plans to prescribers and patients according to departmental procedures and in a way that is systematic, logical, and secures consensus from the prescriber and patient.
- 2.6 Modify pharmacotherapeutic plans as necessary based on evaluation of monitoring data.
- 2.7 Use the established departmental procedure to systematically communicate pertinent pharmacotherapeutic information to and from the acute and ambulatory patient-care settings.
- 2.8 Document those pharmaceutical care activities which require documentation.
- 2.9 Write effective SOAP notes when documenting patient care in patients' medical records.
- 2.10 Formulate care plans for patients who experience significant medication errors.
- 2.11 Adapt pharmacotherapeutic plans to meet the needs of diversity.
- 2.12 Combine compassion with the delivery of pharmaceutical care.
- 2.13 Employ efficient strategies for direct patient-care activities that maximize the delivery of appropriate pharmaceutical care to each patient within a limited time frame.

3. Provide medication use education to patients and caregivers.

Specific Performance Standards

- 3.1 Design medication use education for patients and caregivers that effectively meets their needs.
- 3.2 Use effective patient education techniques to provide counseling to patients and caregivers, including information on drug therapy, adverse effects, compliance, appropriate use, handling, and drug administration.
- 3.3 Use effective strategies for communicating with patients who are non-English speakers or who are impaired (e.g., blind, deaf, cognitively impaired, illiterate).

4. Provide concise, applicable, and timely responses to requests for drug information from health care providers and patients.

Specific Performance Standards

- 4.1 Identify the requester's actual drug information need.
- 4.2 Employ a systematic, efficient, and thorough procedure for retrieving drug information.
- 4.3 Accurately evaluate the usefulness of biomedical literature gathered.
- 4.4 Formulate responses to drug information requests based on analysis of the literature that meet the requester's drug information need.
- 4.5 Provide appropriate responses to drug information questions that require the pharmacist to draw upon his or her knowledge base because they arise during patient care rounds or other spontaneous situations where reference tools are not available.
- 4.6 Consistently follow up on drug information recommendations in order to assess their effectiveness.

5. Provide inservice education to physicians, nurses, and other practitioners.

Specific Performance Standards

- 5.1 Write newsletter articles on women's health and pediatric issues that provide pertinent medication use information for health care professionals.
- 5.2 Design effective inservice education for physicians, nurses, and other practitioners on drug therapy issues relating to women's health and pediatric patients.
- 5.3 Use effective educational techniques to deliver inservice education for physicians, nurses, and other practitioners on medication therapy issues relating to women and pediatric patients.

6. Use pharmacy technical and clerical personnel effectively.

Specific Performance Standards

- 6.1 Prioritize the workload and organize the workflow of pharmacy technical and clerical personnel in assigned areas, taking into account available resources.
- 6.2 Follow departmental procedures for checking the accuracy of the work of pharmacy technical and clerical personnel in assigned areas.

7. Effectively manage one's own practice.

Specific Performance Standards

- 7.1 Display initiative in preventing, identifying, and resolving pharmacy-related patient care problems.
- 7.2 Choose daily activities so that they reflect a priority on the delivery of pharmaceutical care.
- 7.3 Act ethically in the conduct of all pharmacy practice activities.
- 7.4 Adhere to the departmental dress code.
- 7.5 Consistently maintain personal self-control and professional decorum.

- 7.6 Employ an effective system for staying current with pertinent literature.
- 7.7 Organize all written or oral communication in a logical manner.
- 7.8 Address all communication at the level appropriate for the audience.
- 7.9 Use correct grammar, punctuation, spelling, style, and formatting conventions in preparing all written communications.
- 7.10 Use listening skills effectively in performing job functions.
- 7.11 Use a knowledge of visual aids to enhance the effectiveness of communications.
- 7.12 Use persuasive communication techniques effectively.
- 7.13 Prepare all communications so that they reflect a positive image.
- 7.14 Effectively use computers to increase efficiency in performing practice responsibilities.
- 7.15 Observe legal and ethical guidelines for safeguarding the confidentiality of patient information.
- 7.16 Use effective negotiation skills to resolve conflicts.
- 7.17 Present pharmacy concerns, solutions, and interests in an assertive manner.
- 7.18 Effectively use time management skills to fulfill practice responsibilities.
- 7.19 Effectively apply the guidelines of the department's performance improvement process.
- 7.20 Use a knowledge of interpersonal skills to effectively manage working relationships.
- 7.21 Adhere to unit and hospital safety policies and procedures 100% of the time as monitored by the supervisor.

8. **Maintain proper attendance and punctuality to ensure that the health system is operated in an efficient and cost-effective manner.**

Specific Performance Standards

- 8.1 Maintain proper attendance, in accordance with health-system policy, as described in the health system's policies and procedures.
- 8.2 Report to work on time, in accordance with health-system policy, as monitored by the supervisor.
- 8.3 Provide adequate notice to supervisory personnel prior to absence or lateness, in accordance with departmental policy.

9. **Participate in meeting the goals and objectives of the department to ensure the attainment of the health system's goals and objectives.**

Specific Performance Standards

- 9.1 Promote and contribute positively to the teamwork of the department by volunteering to assist co-workers, contributing ideas, and participating in problem-solving with co-workers as observed by the supervisor.
- 9.2 Participate in planning and implementing change and maintaining and improving productivity through attendance and participation in staff meetings, committees, task forces, projects, and discussions with supervisors, as observed by the supervisor.

10. **Performs other duties as assigned.**

Minimum Qualifications

1. Must possess a B.S. degree in pharmacy.
2. Must be licensed to practice pharmacy in this state.
3. Advanced degree, health-system pharmacy experience, or residency training are preferred.