

EMPLOYEE NAME: _____

Position Description
University of XXXXXXXX Hospital and Clinics Authority

University of XXXXXXXX Hospital and Clinics (XXXX) is committed to the highest standard of Customer Relations principles for its patients, visitors and fellow staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors and fellow staff members.

JOB TITLE: Systems Analyst, Pharmacy
Clinical Applications

DEPTS: Pharmacy (100%)
Information Systems (dotted line)

REPORTS TO: Senior Systems Analyst,
Manager of Pharmacy Informatics

COST CENTERS: 1365

FLSA STATUS: Exempt

DATE: December 2002

POSITION SUMMARY:

Under the direction of the Senior Systems Analyst and Manager of Pharmacy Informatics, and in collaboration with the leadership and staff of the XXXXXX Departments of Pharmacy and Information Systems, the Systems Analyst for Pharmacy Clinical Applications is responsible for supporting the computerized physician order entry (CPOE) system and other clinical pharmacy software applications within XXXX. This position requires strong analytical skills in gathering information from users, defining work problems and designing a system of procedures to resolve problems. This position is also responsible for providing professional consultative oversight to the maintenance, upgrading, evaluation and implementation of pharmacy computer software systems and associated pharmacy automation systems at XXXXX; and for maintaining his/her competency of the systems.

This position requires strong analytical, organizational, communication and creativity skills in providing the necessary support of complex medication software systems. The incumbent works independently in providing training, support, implementation and coordinating improvements to the systems. Moderate to low supervision is provided. A considerable amount of innovation is utilized in problem solving. The ramifications of errors have an impact on the hospital's ability to provide quality patient care and satisfaction if the software is not effectively utilized for processing medication orders and patient evaluations.

A wide variety of internal and external contact relationships are involved in performance of the duties of this position. Internal contact relationships include pharmacy and information systems staff and management personnel, hospital staff, medical and nursing staff. External contact is primarily with software and automation vendors, often related to responsibilities such as product development, improvement and software upgrades. Developing and maintaining good communication with these contacts is essential to accomplishing the objectives of this position and the goals of XXXXX.

Pharmacy Responsibilities:

This position serves as an expert resource and consultant for the Pharmacy Informatics Support Specialist and Manager of Pharmacy Informatics, who are primarily responsible for supporting the RxTFC Pharmacy Information System (PIS), and Pharmacy software interfaces and connectivity with pharmacy robotics and other automation systems such as unit-based dispensing cabinets and point-of-care bedside medication scanning technologies. Specific areas where consultative support may be provided include, but are not limited to, medication inventory

catalog maintenance; pharmacy informatics operations support; policy and procedure development; software customization; upgrade planning, implementation and testing; database management and mining; training systems; and development, testing, maintenance and troubleshooting of interfaces between PIS software and CPOE, laboratory and other clinical information systems, and various pharmacy automation technologies.

CPOE Responsibilities:

This position serves as an expert resource and communication liaison between CPOE project team members as it relates to developing, implementing testing and maintaining the medication component of the CPOE system. Principle contacts will include CPOE Pharmacy team members, CPOE/OAS analysts, and Service Master Technician(s). This person will serve as a primary staff member in the Department of Information Systems responsible for the medication programming dimensions of the CPOE system. This position will participate in all levels of Pharmacy CPOE project plan implementation. This position collaborates with advanced and mid-level OAS programmers to develop, test and implement the Pharmacy modules within the CPOE software. Specific areas of focus include CPOE patient care area operations redesign; medication order entry procedures and order set development; testing and programming of new CPOE functionality including rules integration, alerts and clinical decision support; medication administration data transmission to WISCR from point of care bedside scanning technology; pharmacy software uni- and bi-directional orders interface functionality, demographics and allergy interface development and maintenance; and coordination of the information systems CPOE pharmacy clinical design and programmer team. This position will work to carry out assigned priorities from the Provider POE team, CPOE Senior Analyst, Manager of Pharmacy Informatics and Director, Pharmacy Service Organization as it related to CPOE implementation. Other responsibilities include development of CPOE training materials, overseeing drug product catalog development as performed by the CPOE Medication Service Master Technician and assuring systems are in place to maintain catalog consistency between PIS and CPOE databases. This position may spend up to twenty percent of his/her time on advanced CPOE medication programming activities.

CORE ORGANIZATIONAL COMPETENCIES

Technical Skill: Incumbent performs his/her job demonstrating technical ability, understanding of job expectations and compliance with organizational policies and procedures. The incumbent performs the following job responsibilities:

80% CPOE pharmacy programming coordination, testing and implementation

- Serve as liaison between Information Systems, Pharmacy and other hospital departments, as well as vendor representatives during CPOE application research, design, implementation and maintenance processes. In addition, coordinate implementation of applications between user groups.
- Work closely with Information Systems and Pharmacy staff to understand system programming requirements, capabilities and limitations, as well as to implement requested ordering and decision support tools in the CPOE system.
- Assure systems are developed and implemented to build and maintain an accurate drug product database within Invision, in a consistent manner with the PIS software product database. Oversee work of CPOE Service Master Technician to accomplish this goal.
- Provide assistance with PIS and CPOE software vendors and Pharmacy and Information Systems personnel to assist in developing and implementing a functional bi-directional orders interface between the two software systems.
- Coordinate Pathways, OAS, and Tool Set CPOE programming as it relates to order maintenance, rules, alerts and decision support programming (dosing, renal calculations, weight-based ordering, etc) and other clinical system enhancements at the direction of the POE oversight team and POE pharmacist.
- Perform complex programming and order set development assignments using high-level systems tools to modify/develop applications or databases.
- Perform testing of programmed CPOE applications, medication-related order sets, logic and databases performed by OAS programmers prior to implementation, to confirm completion of desired programming goals. Assure areas of concern are corrected in a timely and accurate manner.

- CPOE team meeting leadership and participation as assigned (e.g.; CPOE Pharmacy interface team; CPOE Pharmacy Clinical Design and Programmer Team; Pharmacy POE Detail Team, Medication Administration Data transmission to WISCR team, etc). Work on assignments as related to applications and/or select sections of CPOE-related projects.
- Work with users at various level of the organization to determine operational needs and information processing options as it relates to CPOE and Pharmacy informatics.
- Monitor use of specific CPOE applications and system functions such as order entry, assure existing systems are processing effectively and accurately according to project objectives.
- Assist with project documentation preparation, as necessary.
- Coordinate with other team members and prepare for implementation of new applications.
- Assist in assuring CPOE system trainer competence as it relates to end-user training. May include providing some CPOE user training and education for users in the operation of new system applications, including ongoing user education for enhancements to existing applications.
- Conduct system demonstrations for visiting groups.
- Create and publish training reference materials related to CPOE and PIS. This may include a comprehensive printable end user manual (to be updated periodically) and an electronic version of the printed manual. Training and reference material may include: Database Manuals; Acute Care order entry training material; Computer Operations Procedure Sheet; and maintenance of training materials on internal web page.
- Participate in the identification and resolution of system (application) problems and procedures, suggesting solutions to identified problems. Activities include: investigation of system issues and concerns from staff; discrimination between user error/education vs. system problem; reporting system problems; communication and follow up with system vendor that will result in programming fix; testing of resulting program fix; and verification of proper system functionality post-fix.
- Attend departmental meetings to offer suggestions on possible solutions to Pharmacy and IS departmental issues, to assist in the coordination of departmental training, and to coordinate meeting departmental needs.
- Contribute to departmental newsletter, during department staff meetings and present inservices to provide timely information on the computerized and automated pharmacy and CPOE system operations and enhancements and new developments

20% Serve as a system consultant/expert resource for Pharmacy Informatics Support Specialist and Manager of Pharmacy Informatics

Specific guidance will be provided to assist in the areas of system maintenance and/or planning and problem solving of issues and problems as they arise in the following areas:

- PIS software drug inventory catalog oversight and management. Guideline development and system maintenance for building and maintaining the drug catalog and how this will impact CPOE database management, including the development of a database and email notification solution for the addition and maintenance of catalog items.
- System upgrades and evaluation of current and available software that affects system enhancement or development of the CPOE and/or PIS software.
- Pharmacy computer room operations.
- Order entry needs including predefined orders and order sets in RxTFC.
- Operations as they pertain to RxTFC and determining the need for customizations or developing existing capabilities within RxTFC to accommodate operational changes or initiatives.
- Development, implementation and testing of PIS software enhancements and system requirements as they relate to CPOE, Robot, AcuDose, AcuScan and Pharmacy 2000. Also participate in the implementation and testing of pharmacy automation upgrades as they relate to PIS software and CPOE. Develop and maintain testing scenarios for significant custom software enhancements that are used in testing custom software functionality after major system upgrades and routine system enhancements.
- PIS software-related operational policies and procedures
- Database management and mining

Teamwork: Incumbent is expected to participate as a member of the Department of Pharmacy, working in conjunction with Information Systems and Clinicians (i.e. Nursing, Respiratory Therapy), sharing mutual goals and

a common mission. Incumbent will demonstrate respect and cooperative relationships in fulfilling the goals and mission of XXXXX and this position.

Communication: Incumbent will demonstrate good interpersonal skills with all whom they interact including other hospital staff, visitors, and most importantly, patients and their family members. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Incumbent must effectively send, receive, and respond to information ensuring a high level of patient care and service.

Initiative: Incumbent is committed to and performs quality work contributing to quality patient care. Incumbent assumes responsibility and accountability for his/her actions. To meet the challenges of a changing environment, incumbent is timely in meeting his/her job responsibilities and strives to provide excellent customer service. Incumbent values accomplishments and shows enthusiasm and pride in the hospital. Incumbent demonstrates a self-directed work effort that confirms the ability to recognize personal strengths and weaknesses. Incumbent is expected to develop goals for professional growth and strive to achieve those goals.

Customer Service: Incumbent is expected to demonstrate a commitment to courteous, sincere, and sensitive customer service. Incumbent will present a positive and caring attitude in all interactions with patients, visitors, and staff. Incumbent is patient, tolerant, and accepts diversity. Incumbent presents a positive image of themselves and of the hospital in all personal and telephone interactions.

Quality Improvement: Incumbent demonstrates a commitment to quality and excellence. Problems are solved through critical evaluation of databased information and continuous improvement efforts that lead to effective quality-based outcomes. Incumbent is expected to be able to accurately identify and diagnose an issue, identify alternatives, implement a plan, evaluate and communicate results.

PERFORMANCE MEASURES:

- Demonstrate independent action and team building abilities.
- Completion and accuracy of processes and project documentation requirements.
- Perform appropriate testing involving department and user participation to identify programming errors.
- Actively develop new approaches, methods or techniques in resolving problems with little or no guidance.
- Cope independently with new, unexpected and complex situations.
- Meet project objectives within projected time frame. Projects meeting user expectations and satisfaction with system performance and support.
- Appropriate written and oral communication with department, users and outside vendors.
- Compliance with department and hospital standards and procedures.
- Self-initiated training and development needs.
- Maintain accurate and timely documentation regarding product/service evaluations; system evaluations and implementation plans.
- Contribute to the planning and development process of the PIS and CPOE teams
- Appropriate testing scenarios for custom software are ready and available for use when implementing system upgrades and enhancements.
- Maintains proficiency in operations and functions of Pharmacy department automated systems
- Attends training sessions for software, programming and automation systems as requested.
- Contribute to the timely and successful resolution of operational problems identified.
- Document accuracy and timeliness of work processed via the computer/technological products.
- Respond to reported problems in a timely manner, within 30 minutes for critical issues when on call, within 72 hours for high priority issues via e-mail, and within 7 days for all other issues.
- Minimum of an 80% attendance record at all assigned meetings

MINIMUM QUALIFICATIONS:

- BS, BA or advanced training in Information Systems or Pharmacy highly preferred.
- Requires at least 2 years of XXXXX PIS or other pharmacy technology systems experience.

- Experience using word processing, database applications such as MS Access, desktop publishing or spreadsheet software is required.
- Knowledge of pharmacy services within an integrated health-system is required.
- Knowledge of system tools is highly desirable.
- Excellent communication skills in both verbal and written presentation.
- Education and training experience is highly desirable.
- Strong analytical skills
- Ability to work both independently and in a complex team environment; collaborate with external and internal professionals and other customers.
- Ability to manage multiple tasks with ease and efficiency.
- Capable of interacting with all levels of staff.
- Ability to be result oriented.
- Ability to provide leadership and promote teamwork.
- Ability to effectively conduct educational presentations.
- Skills in prioritization, problem solving, organization, decision-making, time management, and planning.

WORK SCHEDULE:

Typical schedule is Monday through Friday, 8:00 AM to 5:00 PM.
 Some early and late hours and weekends may be required.
 Includes carrying a pager and being on call for critical system problems.

FTE PERCENT: 100%

Employee Signature _____ **Date:** _____
 I have read and understand that the statements above are a description of the functions assigned my position.

Supervisor Signature _____ **Date:** _____

Supervisor Signature _____ **Date:** _____

Attach Organizational Chart

Job descriptions represent a general outline of job duties, functions, and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

It is XXXX's policy to base hiring decisions solely on an individual's ability to perform essential job functions. Persons with disabilities are eligible for this position provided they can perform those functions with reasonable accommodation.