

XXXXXXXXXX XXXXXXXXXXXX Hospital
Job Description

Dept. Name:	Pharmacy	Dept. No.:	758
Job Title:	Pharmacy Clinical Coordinator-Technology Systems	Job Code:	0227
Reports To:	Director of Pharmacy, Asst. Director of Pharmacy	FSLA Status:	Exempt
Vice President:			

Job Summary:

Coordinates the development, maintenance, and optimization of pharmacy technology systems as it relates to the ConnectRx and other pharmacy technology systems. Analyzes user needs, documents requirements, and researches the appropriate pathways. Communicates regularly with pharmacy areas, hospital departments, and vendors to assist with decision support analysis and the optimization of ConnectRx systems and other related technology in the pharmacy. Analyzes data for pharmacy administration to ensure pharmacy charges are captured, optimum standards of patient care are met, and technology systems are monitored and maintained for optimum performance and benefits. Provides high quality comprehensive pharmaceutical care appropriate to the age of the patient which contributes to positive patient outcomes.

Education:

- Graduate from an accredited School of Pharmacy with a B.S. or Pharm. D. degree is required.
- Advanced Degree is preferred.
- Completion of a Residency Program is preferred.

Skills & Qualifications:

- Ability to communicate on a professional level with physicians, nurses and other professional staff when discussing drugs and drug-related problems.

Special Characteristics:

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Experience:

- 1-2 years experience as a clinical pharmacist is preferred.

Licensure, Certification, and/or Registration:

- Active registration with the North Carolina Board of Pharmacy is required.
- BCPS Certification preferred.

Approved By:

Name
Director of Pharmacy

Title
11/28/07

Date

Effective Date of Original: 10/90
Reviewed/Revised: 6/05
Reviewed/Revised: 6/06
Reviewed/Revised: 4/07; 11/07

Primary Accountabilities:

1. Adheres to the general hospital standards to promote a cooperative work environment by utilizing communication skills, interpersonal relationships and team building.
 - Following hospital policies and procedures.
 - Following departmental policies and procedures.
 - Contributing to the overall quality of services.
 - Assuming responsibility for keeping informed about changes in policies and procedures.
2. Participates in the team approach to quality improvement to support the Pharmacy Department's commitment to the philosophy and principles of Total Quality.
 - Participating in the establishment of area and departmental goals and objectives.
 - Setting and meeting individual goals.
 - Participating in peer review activities.
 - Participating on department and interdisciplinary teams to resolve problems and improve processes.
 - Contributing to team results.
 - Participating in the Medical Center's Medication Reconciliation Process as applicable (e.g., by entering medication histories into the computer system and reconciling admission orders).
3. Updates knowledge and skills of self and other health care professionals to maintain, improve and document competency.
 - Training staff on the use of AcuDose and other operational technologies.
 - Attending all required inservices to meet TJC, OSHA and other departmental requirements.
 - Completing skills development courses.
 - Learning and applying new policies and procedures.
 - Maintaining current licensure with the North Carolina Board of Pharmacy.
4. Maintains a working knowledge of ConnectRx and IDX computer systems and supports the operations of the ConnectRx system and related components including AcuDose, RobotRx, NarcStation, and DataStation.
 - Maintaining extensive knowledge of ConnectRx and IDX systems in the Pharmacy department.
 - Supporting operational technology systems in the pharmacy including ConnectRx and its related components of AcuDose, RobotRx, NarcStation, and DataStation.
 - Troubleshooting technical problems that cannot be resolved by front-line staff.
 - Maintaining on-going communication with McKesson (and other vendors as appropriate) to ensure follow up on problems and enhancement requests.
 - Updating pharmacy administration on unresolved issues and problems.
 - Serving as a liaison to nursing clinical systems.
5. Coordinates quality control and improvement activities for ConnectRx and its related components and other related technology.
 - Coordinating the development and monitoring of indicators that demonstrate system benefits; regulatory, legal, and standards compliance; inventory management; and customer satisfaction.
 - Ensuring that technology systems facilitate accurate charging.
 - Reporting outcomes of quality control and improvement activities to the Assistant Directors.
 - Coordinating enhancements and upgrades to systems.
6. Maintains additions and changes made to ConnectRx and its related components.
 - Adding, deleting, and changing drugs in the ConnectRx formulary and ensuring consistency with the Carecast compendium.
 - Receiving requests for changes in AcuDose inventories and evaluating the requests with input from clinical and operational coordinators.
 - Making inventory changes in the AcuDose cabinet formularies and overseeing the physical changes in the cabinet inventory.
 - Working with the operational coordinators to maintain changes in the RobotRx inventory.
 - Coordinating the addition and deletion of passwords and privileges in ConnectRx.
 - Coordinating implementation of new AcuDose cabinets.

7. Optimizes inventories in AcuDose cabinets and the RobotRx.
 - Generating and analyzing optimization and utilization reports from AcuDose, RobotRx, and Business Objects.
 - Maintaining optimal inventories that improve the medication use process by using system reports and feedback from nursing and pharmacy.
 - Keeping pharmacy and nursing staff informed of changes.
8. Supervises the work of technicians to ensure that daily operations are accomplished on time and support staff is fully utilized to meet area needs.
 - Supervising and directing the daily workflow of technology technicians to ensure maximum productivity.
 - Delegating technical and clerical activities as appropriate.
 - Training support staff and auditing activities to ensure accuracy.
 - Checking computer order entry, charges, unit dose carts, prepack, IV batches and other work completed by technicians.
 - Checking and/or compounding cytotoxic (chemotherapeutic) preparations.
 - Mentoring technicians to develop their skills and assuming responsibility for their work performance.
 - Addressing technician concerns and conflicts to minimize disruption and resolve problems.
 - Monitoring 797 compliance.
9. Processes medication orders and provides pharmaceutical care for patients.
 - Interpreting physicians' orders or prescriptions and entering them into the computer system to maintain *accurate* patient medication profiles, generate accurate charges and maintain inventory files.
 - Verifying computerized physician order entry, obtaining clarifications as needed.
 - Reviewing physicians' orders, prescriptions, patient medication profiles, medication administration records and/or charts to detect therapeutic incompatibilities, allergies, drug interactions and errors.
 - Packaging, labeling, and dispensing medications to ensure patients receive their medications.
 - Monitoring and controlling inventory to ensure that drugs are available when needed and wastage is minimized.
 - Meeting departmental drug distribution responsibilities through cooperative team efforts.
10. Documents activities to provide information needed to meet standards, regulations, laws and/or other administrative requirements.
 - Maintaining controlled substance records to ensure accountability and comply with laws and regulations.
 - Maintaining patient records by following all procedures for documentation of medication therapy using the computer system, charting, and completing forms accurately.
 - Documenting patient care interventions using the pharmacy documentation system to show value added.
 - Documenting quality improvement activities to meet departmental needs and TJC standards.
11. Participates in planning processes by establishing personal goals to support quality improvement efforts and contribute to the achievement of departmental objectives.
 - Setting goals and objectives annually as part of the Annual Employee Review process.
 - Developing action plans to show how and when the goals will be met.
 - Implementing the action plans to achieve the goals.
 - Providing periodic status reports of progress made toward meeting goals.
 - Revising goals as needed to reflect changing roles and department priorities.
12. Provides age/developmentally appropriate patient care in accordance with Age-Specific Care Guidelines for the specific age groups served.
 - Recommending doses that are appropriate for the patient's age.
 - Incorporating patient age when assessing responses to medications.
 - Providing education to patients/care givers consistent with the age and developmental level of the patient/family.
 - Maintaining competence related to age-specific pharmaceutical care.

Job Specifications

Physical Requirements:

Amount of time spent performing the following activities:

	0% to 35%	35% to 65%	65% to 100%	N/A	Activity
	X				Standing
	X				Walking
	X				Sitting
	X				Bending
	X				Reaching with arms
	X				Finger and hand dexterity
			X		Talking
			X		Hearing
			X		Seeing
X					Lifting, carrying, pushing and or pulling:
X					20 lbs. maximum
				X	50 lbs. maximum
				X	100 lbs. maximum

Work Environment:

- Possible exposure to the risk of bloodborne and/or airborne pathogens.
- May be exposed to infections and contagious disease.
- Possible exposure to latex.
- Possible exposure to cytotoxic (chemotherapeutic) agents.
- Noise generated from telephones, computers/printers, hoods, robot and verbal communication.
- Handles emergency or crisis situations.
- Requires judgment/action which could result in death of patients.
- Subject to many interruptions.
- Pressure due to multiple demands.
- Potential for criminal activity (e.g., robbery)
- Subject to changes in work schedules and areas to meet customer/department needs.