

**XXXXXXXXX Hospital District  
Job Description**

**POSITION TITLE**      Informatics Pharmacist      **CLASS CODE:**      228  
**Pharmacy Administration**      **ENTRY DATE:**      11/15/07

**JOB SUMMARY:** To provide project and live system support for clinical systems. Participate in activities related to clinical pharmacy systems and communicate effectively with stakeholders. Effectively maintain and optimize clinical content in pharmacy information systems. Provide pharmacist services to department as staff pharmacist where appropriate.

**MINIMUM QUALIFICATIONS:**

1. Education/Specialized Training/Licensure:      Bachelors or PharmD in pharmacy Registered with Texas State Board of Pharmacy. + Informatics Residency or IT degree preferred
2. Work Experience (Years and Area):      2 years total pharmacy experience preferred, 1+ year Information Technology/Clinical Systems experience preferred
3. Management Experience (Years and Area):      \_\_\_\_\_
4. Equipment Operated:      N/A

**SPECIAL REQUIREMENTS:** (Check Applicable Areas)

1. Communication Skills:

Above Average Verbal (Heavy Public Contact)   
Exceptional Verbal (e.g., Public Speaking)   
Bilingual Skills Required? Yes  or No  Languages:  
Writing /Composing  (Correspondence / Reports  )

2. Other Skills:

Analytical       CRT       Design       Dictation/Transcription       Mathematics   
Medical Terms       P.C.       Research       Statistical       Typing  wpm 50\_      Word Proc

3. Advanced Education:

- Advance Training      Specialty: \_\_\_\_\_
- Bachelor's Degree      Major:      Pharmacy
- Master's Degree      Major: \_\_\_\_\_
- Doctorate      Major: \_\_\_\_\_

4. Work Schedule: Weekends       Holidays       Flexible       Overtime       Travel       On Call

5. Other Requirements: \_\_\_\_\_

**RESPONSIBLE TO:**

Designated Supervisor       Assistant Director       Director       Vice President/Assistant Administrator   
Executive Director       Sr. Vice President/Administrator       COO       CEO

**EMPLOYEES SUPERVISED:**

None       Clerical       Service       Skilled Labor

Technical/Professional (NE)       Highest Level?      Pharmacy Technician  
Professional (Exempt)       Highest Level?      \_\_\_\_\_

Supervisory

Highest Level?

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***TYPICAL DUTIES THAT MAY BE PERFORMED:*** The reverse side of this page should be used to list primary duties.

**Harris County Hospital District  
Job Description**

***TYPICAL DUTIES THAT MAY BE PERFORMED:*** (List all duties requiring 5% or more of time on an average week)

1. Adhere to the mission, vision and corresponding goals for HCHD and Department of Pharmacy.
2. Follow operational and administrative policy and procedures for the Department of Pharmacy to ensure compliance with HCHD and department mission and vision.
3. Collaborates effectively with the department of Information Technology (IT) to develop, improve and maintain HCHD clinical pharmacy programs.
4. Maintain appropriate working relationship with Pharmacy Staff, Managers and Leaders.
5. Maintain competence by attending staff development in-services and continuing education programs.
6. Evaluates and tests system code changes relative to the changes in the state of pharmacy practice.
7. Assures clinical system integrity and operational efficiency
8. Participates and contributes to necessary information systems projects and optimization tasks.
9. Responsible for maintenance and build of clinical and formulary information in clinical systems, including but not limited to Epic Inpatient, Epic Ambulatory, and Outpatient Pharmacy Systems
10. Participates in committees, meetings, and task forces as appropriate.
11. Assists the Staff Development Coordinator in developing and teaching informatics related materials
12. Provides on-call services for critical systems support as necessary
13. Perform duties as necessary by the designated supervisor
14. Medication order entry and intervention as necessary
15. Accurately dispense medication while adhering to the standard turnaround time by supervising certified pharmacy technicians when staffing the pharmacy
16. Documentation of clinical interventions where appropriate

**XXXXXXXXXX Hospital District  
JOB ACTIVITIES AND PHYSICAL DESCRIPTION OF JOB**

**JOB TITLE:** Informatics Pharmacist **CLASS CODE:** 228  
**WORK PLACE:** Pharmacy Administration

(Please check appropriate response)		NEVER (<10%)	OCCASIONAL (10% - 30%)	FREQUENT (31% - 60%)	CONTINUOUS (61% - 100%)
LIFTING/CARRYING	1-10 pounds			X	
	11-20 pounds		X		
	21-40 pounds		X		
	41-60 pounds	X			
PUSHING/PULLING	21-40 pounds		X		
	41-60 pounds		X		
	61 or more pounds	X			
BENDING/STOOPING			X		
READING ABOVE SHOULDER LEVEL		X			
DRIVING AUTOMATIC EQUIPMENT		X			
WORKING WITH HEAVY MACHINERY		X			
CLIMBING				X	
WALKING				X	
STANDING				X	
SITTING				X	
WORKING IN EXTREME TEMPERATURES		X			
EXPOSURE TO TOXIC/HAZARDOUS CONDITIONS		X			

SENSORY REQUIREMENTS	YES	NO	COMMENTS
VISUAL ACTIVITY: CLOSE PAPER WORK	X		
VISUAL DISPLAY TERMINAL	X		
COLOR VISION REQUIRED	X		
VISUAL MONOTONY		X	
HEARING ACTIVITY: CONVERSATION	X		
MONITORING TELEPHONE EQUIPMENT	X		
TELEPHONE TRANSCRIPTION	X		
BACKGROUND NOISE	X		
SENSORY DISCRIMINATION(HOT/COLD/SHARP/DULL)	X		

**ADDITIONAL COMMENTS:**

**XXXXXXXXXX HOSPITAL DISTRICT**  
**PHARMACY SERVICES DEPARTMENT**

**JOB DESCRIPTION ADDENDUM: November 2007**

**CLASSIFICATION:** INFORMATICS PHARMACIST

**Outstanding: 4/ Exceeds Requirements: 3/ Meets Expectation: 2/ Needs Improvement: 1/ Unsatisfactory: 0**

JOB #	SPECIFIC RESPONSIBILITIES	WEIGHT	Performance Standard	Measurement Methodology
1.	<u>Customer Service</u> <ul style="list-style-type: none"> <li>• Demonstrates courteous, friendly service to patients, visitors, and staff: Adheres to HCHD Policy pertaining to no rudeness toward patients, visitors, and/or staff.</li> <li>• Maintains emotional control and diplomacy during interactions.</li> <li>• Communicates verbally and non-verbally in a pleasant and inviting manner according to the department's Code of Conduct.</li> <li>• Works harmoniously with staff and community.</li> <li>• Demonstrates efforts to improve patient satisfaction and enhance patient care.</li> <li>• Listens to, is attentive to, understands, and meets customer needs and expectations: Adheres to the "Service First " philosophy.</li> </ul>	<b>15%</b>	<b>O:</b> Documented assessment by customers, HCHD staff, and/or management of exemplary service rendered and No Informal or Formal Documentations  <b>E:</b> No Informal Verbal Documentations  <b>M:</b> 1-2 Informal Verbal Documentations  <b>I:</b> ≥1 Formal Verbal Counseling(s)  <b>R:</b> ≥1 Formal Written Counseling(s)	Reports and observation of pharmacy practice by the pharmacist, supervisor, manager, or designee; <b>And/Or</b> Manager/ Supervisor's observation with examples; And/or documentation of complaints by patients, staff, or visitors. Valid complaints shall be investigated and the results documented.

2.	<u>Clinical Pharmacy Programs</u> <ul style="list-style-type: none"> <li>• Collaborates effectively with the department of Information Technology (IT) to develop, improve and maintain HCHD clinical pharmacy programs.</li> <li>• Communicates efficiently with IT on all necessary issues.</li> <li>• Works well as a team with fell IT managers and analysts</li> <li>• Understands delineation between informatics and IT</li> <li>• Attends meetings and provides constructive feedback</li> </ul>	10%	<b>O:</b> Outstandingly Positive 360 feedback from IT managers  <b>E:</b> Positive 360 feedback from IT managers  <b>M:</b> Satisfactory feedback from IT managers  <b>I:</b> ≥1 Informal Verbal Counseling  <b>R:</b> ≥1 Formal Written Counseling(s)	Based on 360 evaluation send to IT managers, and reviewed by applicable Manager/Supervisor <b>And/or</b> Manager/supervisor's observations with examples.
3.	<u>Clinical and Formulary Information</u> <ul style="list-style-type: none"> <li>• Responsible for maintenance and build of clinical and formulary information in clinical systems, including but not limited to Epic Inpatient, Epic Ambulatory, and Outpatient Pharmacy Systems</li> <li>• Maintains clinical information integrity in all relevant systems</li> <li>• Responds well to requests and inquiries regarding clinical information</li> <li>• Able to use pharmacy practice experience to configure clinical information</li> <li>• Participates in any medication or clinical information build tasks</li> <li>• Understands the impact of a multi system and multi site environment.</li> <li>• Completes tasks and build steps in a timely, accurate manner</li> <li>• Has in-depth knowledge of Epic Clinicals environment at HCHD</li> <li>• Builds and configures medications, alerts, formularies, and other relevant clinical information into HCHD systems</li> </ul>	20%	<b>O:</b> No Informal or Formal Documentations  <b>E:</b> No Informal Verbal Documentations  <b>M:</b> 1-2 Informal Verbal Documentations  <b>I:</b> ≥1 Formal Verbal Counseling(s)  <b>R:</b> ≥1 Formal Written Counseling(s)	Incident reports, Observation of pharmacy practice by the supervisor/ Ops manager. <b>And/or</b> Supervisor's observation with examples.
4.	<u>Informatics Training Program</u> <ul style="list-style-type: none"> <li>• Assists the department in developing and teaching informatics related materials</li> <li>• Works with the Staff Development Coordinator to develop and review training materials related to pharmacy information systems</li> <li>• Provides pharmacy practice and clinical system expertise to trainees</li> </ul>	10%	<b>O:</b> Outstandingly Positive 360 feedback from Pharmacy managers	Based on 360 evaluation send to Pharmacy managers, and reviewed by applicable Manager/Supervisor <b>And/or</b>

	<ul style="list-style-type: none"> <li>• Effective communicator, teacher, and creator of training materials</li> <li>• Works with Staff Development to teach necessary courses related to clinical information systems</li> </ul>		<p><b>E:</b> Positive 360 feedback from Pharmacy managers</p> <p><b>M:</b> Satisfactory feedback from Pharmacy managers</p> <p><b>I:</b> ≥1 Informal Verbal Counseling</p> <p><b>R:</b> ≥1 Formal Written Counseling(s)</p>	<p>Manager/supervisor's observations with examples.</p>
5.	<p><u>Pharmacy Systems Integrity</u></p> <ul style="list-style-type: none"> <li>• Evaluates and tests system code changes relative to the changes in the state of pharmacy practice.</li> <li>• Effectively evaluate changes to system configuration and understand their impact to pharmacy practice</li> <li>• Understand and participate in system testing for code, configuration, and build changes to clinical systems</li> <li>• Communicate changes effectively with managers, team members, and staff from IT and Pharmacy</li> </ul>	10%	<p><b>O:</b> Outstandingly Positive 360 feedback from IT/Pharmacy managers</p> <p><b>E:</b> Positive 360 feedback from IT/Pharmacy managers</p> <p><b>M:</b> Satisfactory feedback from IT/Pharmacy managers</p> <p><b>I:</b> ≥1 Informal Verbal Counseling</p> <p><b>R:</b> ≥1 Formal Written Counseling(s)</p>	<p>Based on 360 evaluation send to IT/Pharmacy managers, and reviewed by applicable Manager/Supervisor <b>And/or</b> Manager/supervisor's observations with examples.</p>
6.	<p><u>Adheres to Departmental/District/Regulatory Standards</u></p> <ul style="list-style-type: none"> <li>• Complies with rules and regulations of all federal, state, and local agencies including but not limited to TSBP, JCAHO, TDH, and DEA.</li> </ul>	10%	<p><b>O:</b> No Informal or Formal Documentations: Attends 3 or more Town Hall Meetings</p>	<p>Documentations of complaints by patients, staff, or visitors. Valid complaints will be</p>

	<ul style="list-style-type: none"> <li>Adheres to District and Departmental Procedures, including but not limited to compliance with all requirements related to Safety &amp; Risk Management, Security, Fire, and Infection Control.</li> <li>Adheres to dress code policy.</li> <li>Attends monthly staff meetings, unless excused absence.</li> <li>Offers constructive recommendations for enhancing pharmacy services.</li> <li>Demonstrates an ability to meet current acceptable departmental standard regarding HCHD turn-around-times.</li> <li>Maintains strict confidentiality of patient records; follows HIPAA Guidelines and Procedures.</li> <li>Complies with SPEAK UP reporting and documents on ADE Form.</li> <li>Contributes to the department's internal performance improvement initiatives.</li> <li>Complies with the department's Code of Conduct.</li> <li>Completes all other duties as assigned by Management, or designee.</li> <li>Attends and Participates in the department's Town Hall Meetings</li> </ul>		<p><b>E:</b> 1-2 Informal Verbal Documentations; Attends 2 Town Hall Meetings</p> <p><b>M:</b> ≥3 Informal Verbal Documentations</p> <p><b>I:</b> ≥1 Formal Verbal Counseling(s)</p> <p><b>R:</b> ≥1 Formal Written Counseling(s)</p>	<p>documented, but names of complainants may be shielded to protect them from retaliation.</p> <p><b>And/or</b> Supervisor, and other management staff's observations may be used; Incident reports, employee reports, observations by manager, supervisor, pharmacist, or other designee.</p>
7.	<p><u>Staff Development/Training/Continuing Education</u></p> <ul style="list-style-type: none"> <li>Participates in HCHD Education and Risk Management Programs.</li> <li>Attends Pharmacy Staff monthly meeting, unless on vacation.</li> <li>Maintains professional competence and promotes professional development by attending in-services, workshops and seminars given by the HCHD Department of education, Pharmacy Services, and other professional organizations;</li> <li>Assures that the PTCB certification/license does not lapse.</li> <li>Successfully completes IV Process Validation</li> </ul>	5%	<p><b>O:</b> All Mandatory (Regulatory &amp; HCHD) hours + 12 or more hours</p> <p><b>E:</b> All Mandatory (Regulatory &amp; HCHD) hours + 6 or more hours</p> <p><b>M:</b> All Mandatory (Regulatory &amp; HCHD) hours</p> <p><b>I:</b> All Regulatory Mandatory; Not All HCHD Mandatory</p> <p><b>R:</b> Not all Regulatory Not all Mandatory</p>	<p>Departmental Education Records, HCHD Continuing Education Report or Records And/Or Sign-in Sheets, TSBP Records, And/Or other approved ACPE Documentation with Examples.</p>

8.	<p><u>Communication</u></p> <ul style="list-style-type: none"> <li>• Demonstrates the need for a high level of interpersonal skills to interact with diverse populations with different cultural, linguistic, educational, and socioeconomic backgrounds.</li> <li>• Informs and influences individual and group decisions that enhance departmental relations.</li> <li>• Promotes positive changes in the physical environment.</li> <li>• Checks and responds to Emails/Pages according to departmental standards.</li> <li>• Participates in end of shift reporting of all current and potential problems to incoming staff.</li> <li>• Provides input to supervisors/managers to assist in the evaluation of technician's performance and competency.</li> <li>• Collaborates and interacts with other healthcare professionals as needed for problem resolution/information to achieve patient care goals.</li> </ul>	10%	<p><b>O:</b> Documented assessment by management of exemplary communication skills and No Informal or Formal Documentations</p> <p><b>E:</b> Documented assessment by management of exemplary communication skills and No More than 2 Informal Verbal Documentations</p> <p><b>M:</b> ≥3 Informal Verbal Documentations</p> <p><b>I:</b> ≥1 Formal Verbal Counseling(s)</p> <p><b>R:</b> ≥1 Formal Written Counseling(s)</p>	<p>Review of activities and assignments that are completed in a timely and accurate manner.  <b>And/or</b>  Documentation of failure to complete or manage assignment of activity.</p>
9.	<p><u>Clinical Duties</u></p> <ul style="list-style-type: none"> <li>• Processes and checks all orders/requests efficiently and according to departmental policies. Verifies appropriateness of all drugs including correct drug, correct patient, correct dose, correct route, correct time or duration, drug-drug interactions, allergies, and IV compatibilities.</li> <li>• Ensures the final check is completed on each order.</li> <li>• Investigates and resolve all missing medication requests/notices.</li> <li>• Monitors and assists in Quality Improvement and Quality Assurance measures and indicators, especially those related to accuracy. Develops individual plan based on documented errors.</li> <li>• Actively addresses, if needed, one's own quality problems and assist entire Rx staff in avoiding prescription errors by making management aware of adverse drug events.</li> <li>• Serves as a liaison to other healthcare practitioners to provide quality, thorough drug information in a timely manner.</li> </ul>	2.5%	<p><b>O:</b> No Informal or Formal Documentation</p> <p><b>E:</b> 1-2 Informal Verbal Documentations</p> <p><b>M:</b> ≥3 Informal Verbal Documentations</p> <p><b>I:</b> ≥1 Formal Verbal Counseling(s)</p> <p><b>R:</b> ≥1 Formal Written Counseling(s)</p>	<p>Reports and observation of pharmacy practice by the pharmacist, supervisor, manager, or designee;  <b>And/Or</b>  Manager/ Supervisor's observations with examples.</p> <p>Clinical Interventions</p> <p>Code Blue Record Sheet</p> <p>IV Discharge Flow Sheets</p>

	<ul style="list-style-type: none"> <li>Provides education to patients regarding medications when appropriate.</li> <li>Actively participate in clinical initiatives as they are implemented.</li> <li>Adheres to standard turnaround time for all medication dispensing activity</li> </ul>			
10.	<p><u>Clinical Interventions</u></p> <ul style="list-style-type: none"> <li>Performs clinical interventions in a timely manner.</li> <li>Documents clinical interventions completely in the appropriate software according to departmental procedures.</li> </ul>	2.5%	<p><b>O:</b> &gt;40 Interventions Per Month (Non-averaged monthly totals)</p> <p><b>E:</b> 31-40 Interventions Per Month (Non-averaged monthly totals)</p> <p><b>M:</b> 21-30 Interventions Per Month (Non-averaged monthly totals)</p> <p><b>I:</b> 15-20 Interventions Per Month</p> <p><b>R:</b> &lt;15 Interventions Per Month</p>	<p>Review of dated reports and other documentation and/or supervisor or manager observations with examples.</p> <p>Documentation of Formulary management interventions, non-formulary, non-follow through per procedures</p>
11.	<p><u>Time and Attendance</u></p> <p>Demonstrates punctuality and dependability:</p> <ol style="list-style-type: none"> <li>Does not abuse meal/break periods.</li> <li>Reports to work as scheduled;</li> <li>Absenteeism and tardiness are within departmental guidelines;</li> </ol> <ul style="list-style-type: none"> <li></li> </ul>	5%	<p><b>O:</b> No documented tardies, late badge in/out, forgetting to badge in/out and No Informal or Formal Documentations</p> <p><b>E:</b> No more than 4 Informal cumulative violations.</p> <p><b>M:</b> No more than 9 Informal cumulative</p>	<p>Reports and observation of pharmacy practice by the supervisor, manager, or designee. <b>And/or</b> Manager/ Supervisor's observation with examples.</p>

			violations. <b>I:</b> $\geq 1$ Formal Verbal Documentation <b>R:</b> Received Written Counseling	
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