

**XXXXXXX Hospital District
Job Description**

POSITION TITLE

**Registered Pharmacy Informatics
Technician**

Pharmacy Administration

CLASS CODE: **202**

ENTRY DATE: **11/15/07**

JOB SUMMARY: To provide project and maintenance support for pharmacy information in clinical systems. Optimize and build relevant pharmacy information including pharmaceutical, formulary, financial, and operational materials.

MINIMUM QUALIFICATIONS:

1. Education/Specialized Training/Licensure: High School Diploma/GED; Registered by Texas State Board of Pharmacy
2. Work Experience (Years and Area): 2 years experience in Outpatient or Inpatient Pharmacy Practice, Pharmacy/Clinical Systems experience preferred
3. Management Experience (Years and Area): _____
4. Equipment Operated: _____

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: _____
 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?

Professional (Exempt)
Supervisory

Highest Level?
 Highest Level?

TYPICAL DUTIES THAT MAY BE PERFORMED: The reverse side of this page should be used to list primary duties.
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TYPICAL DUTIES THAT MAY BE PERFORMED: (List all duties requiring 5% or more of time on an average week)

1. Assist the Informatics Team in developing and maintaining clinical, financial, and operational information in pharmacy information systems
2. Adhere to the mission, vision and corresponding goals for HCHD and Department of Pharmacy.
3. Follow operational and administrative policy and procedures for the Department of Pharmacy to ensure compliance with HCHD and department mission and vision.
4. Collaborates effectively with the department of Information Technology (IT) to develop, improve and maintain HCHD clinical pharmacy programs.
5. Maintain appropriate working relationship with Pharmacy Staff, Managers and Leaders.
6. Maintain competence by attending staff development in-services and continuing education programs.
7. Escalate issues appropriately and expeditiously to appropriate individuals.
8. Evaluates and tests system code changes in conjunction with the Information Technology Department, relative to the changes in the state of pharmacy practice.
9. Responsible for maintenance and support of appropriate financial, billing, and revenue information systems, such as EpicCare, Epic Inpatient, EpicRX, Epic Ambulatory, and Outpatient Systems
10. Perform duties as necessary by the designated supervisor
11. Preparation of medications for dispensing to both inpatient and outpatient areas
12. Ensure pharmacy automation equipment functions properly
13. Ensure work area is clean
14. Data entry and batch processing of medication orders

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

JOB TITLE: Registered Pharmacy Informatics Technician **CLASS CODE:** 202

WORK PLACE: _____

(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:

**XXXXXXXXXXXXXXXXX Hospital District
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JOB DESCRIPTION CONTINUATION: (Additional job duties and/or additional comments)

XXXXXXXXXXXXX HOSPITAL DISTRICT
DEPARTMENT OF PHARMACY

JOB DESCRIPTION: November 2007

CLASSIFICATION: REGISTERED PHARMACY INFORMATICS TECHNICIAN

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

JOB #	SPECIFIC RESPONSIBILITIES	WEIGHT	Performance Standard	Measurement Methodology
1.	<p><u>Customer Service</u></p> <ul style="list-style-type: none"> • Demonstrates courteous, friendly service to patients, visitors, and staff: Adheres to HCHD Policy pertaining to no rudeness toward patients, visitors, and/or staff. • Maintains emotional control and diplomacy during interactions. • Communicates verbally and non-verbally in a pleasant and inviting manner according to the department's Code of Conduct. • Works harmoniously with staff and community. • Demonstrates efforts to improve patient satisfaction and enhance patient care. • Listens to, is attentive to, understands, and meets customer needs and expectations: Adheres to the "Service First " philosophy. 	15%	<p>O: No Informal or Formal Documentation(s)</p> <p>E: 1-2 Informal verbal Documentations</p> <p>M: 3 or More Informal Verbal Documentations</p> <p>I: 1 or More Formal Verbal Counseling(s)</p> <p>R: 1 or More Formal Written Counseling(s)</p>	<p>Reports and observation of pharmacy practice by the supervisor, manager, or designee. And/or Manager/ Supervisor's observation with examples.</p>
2.	<p><u>Clinical Pharmacy Programs</u></p> <ul style="list-style-type: none"> • Collaborates effectively with the department of Information Technology (IT) to develop, improve and maintain HCHD clinical pharmacy programs. • Communicates efficiently with IT on all necessary issues. • Works well as a team with fell IT managers and analysts • Understands delineation between informatics and IT • Attends meetings and provides constructive feedback 	15%	<p>O: Outstandingly Positive 360 feedback from IT managers</p> <p>E: Positive 360 feedback from IT managers</p> <p>M: Satisfactory 360</p>	<p>Based on 360 evaluation send to IT managers, and reviewed by applicable Manager/Supervisor And /or Manager/supervisor</p>

			<p>feedback from IT managers</p> <p>I: ≥1 Informal Verbal Counseling</p> <p>R: ≥1 Formal Written Counseling(s)</p>	<p>r's observations with examples.</p>
3.	<p><u>Clinical and Formulary Information</u></p> <ul style="list-style-type: none"> Responsible for maintenance and build of financial, operational, and formulary information in clinical systems, including but not limited to Epic Inpatient, Epic Ambulatory, and Outpatient Pharmacy Systems Maintains financial information integrity in all relevant systems, including credits, billing, charging formulas, and batch returns Maintains formulary and inventory information in Epic and accompanying systems Responds well to requests and inquiries regarding non-clinical information Able to use technician skills and experience to configure clinical information Participates in any clinical system information build tasks Understands the impact of a multi system and multi site environment. Completes tasks and build steps in a timely, accurate manner Has in-depth knowledge of Epic Clinicals environment at HCHD Meets productivity standards as outlined in project plans and task lists, such as turnaround time for medication builds or configuration changes to systems Builds and configures medications, formularies, inventory, and other relevant non-clinical information into HCHD systems 	20%	<p>O: No Informal or Formal Documentation(s)</p> <p>E: 1-2 Informal verbal Documentations</p> <p>M: 3 or More Informal Verbal Documentations</p> <p>I: 1 or More Formal Verbal Counseling(s)</p> <p>R: 1 or More Formal Written Counseling(s)</p>	<p>Reports and observation of pharmacy practice by the supervisor, manager, or designee.</p> <p>And/or Manager/ Supervisor's observation with examples.</p>
4.	<p><u>Adheres To Regulatory/District/Departmental Standards</u></p> <ul style="list-style-type: none"> Complies with rules and regulations of all federal, state, and local agencies including but not limited to TSBP, JCAHO, TDH, and DEA. Adheres to District and Departmental Procedures, including but not limited to compliance with all requirements related to Safety & Risk Management, Security, Fire, and Infection Control. Maintains a sanitary, clean and organized work environment. Does not abuse personal telephone use. Adheres to dress code policy. 	10%	<p>O: No Informal or Formal Documentations; Attends 3 or more Town Hall Meetings</p> <p>E: 1-2 Informal Verbal Documentations; Attends 2 Town Hall Meetings</p>	<p>Incident reports, employee reports, observation by manager/ supervisor, education records and sign-in sheets, or other documentation with examples.</p>

	<ul style="list-style-type: none"> • Attends monthly staff meetings, unless excused absence. • Offers constructive recommendations for enhancing pharmacy services. • Maintains strict confidentiality of patient records; follows HIPAA Guidelines and Procedures. • Completes all other duties as assigned by management or designee. • Attend and actively participate in the departmental Town Hall Meetings 		<p>M: ≥3 Informal Verbal Documentations</p> <p>I: ≥1 Formal Verbal Counseling(s)</p> <p>R: ≥1 Formal Written Counseling(s)</p>	
5.	<p><u>Pharmacy Systems Integrity</u></p> <ul style="list-style-type: none"> • Evaluates and tests system code changes relative to the changes in the state of pharmacy practice. • Effectively evaluate changes to system configuration and understand their impact to technician and operational workflows • Understand and participate in system testing for code, configuration, and build changes to pharmacy information systems • Communicate changes effectively with managers, team members, and staff from IT and Pharmacy • Meets productivity standards as outlined in project plans and task lists, such as turnaround time for medication testing or configuration changes to systems 	15%	<p>O: No Informal or Formal Documentation(s)</p> <p>E: 1-2 Informal verbal Documentations</p> <p>M: 3 or More Informal Verbal Documentations</p> <p>I: 1 or More Formal Verbal Counseling(s)</p> <p>R: 1 or More Formal Written Counseling(s)</p>	<p>Reports and observation of pharmacy practice by the supervisor, manager, or designee.</p> <p>And/or Manager/ Supervisor's observation with examples.</p>
6.	<p><u>Staff Development/Training/Continuing Education</u></p> <ul style="list-style-type: none"> • Participates in HCHD Education and Risk Management Programs. • Attends Pharmacy Staff monthly meeting, unless excused. • Maintains professional competence and promotes professional development by attending in-services, workshops and seminars given by the HCHD Learning and Resource Center, Pharmacy Services, and other professional organizations; • Ensures that Texas State Board of Pharmacy (TSBP) Pharmacy Technician Registration does not lapse and timely posts the Renewal registration. • Successfully completes IV Process Validation and Media Fill Testing 	5%	<p>O: All Mandatory (HCHD & Regulatory) + 12 or more hours</p> <p>E: All Mandatory (HCHD & Regulatory) + 6 or more hours</p> <p>M: All Mandatory (HCHD & Regulatory) Hours</p> <p>I: All Regulatory</p>	<p>Reports and observation of pharmacy practice by the supervisor, manager, or designee.</p> <p>And/or Manager/ Supervisor's observation with examples</p>

			Mandatory Hours; Not All HCHD Mandatory R: Not All of Any Mandatory Hours	
7.	<u>Communication</u> <ul style="list-style-type: none"> • Confers professionally with staff of all levels, physicians, nurses, clinical staff and other individuals. • Participates in end of shift reporting between incoming and outgoing pharmacy staff, reporting all current and potential problems to incoming staff before end of shift. • Handles complaints (patients, visitors, and employees) in a prompt and effective fashion. • Confers routinely with Operations Manager regarding daily activities, project progress, complaints, and resolutions. • Gives input to Operations Managers to assist in the evaluation of pharmacy personnel performance and competency. • Recommends to and confers with Operations Manager/Supervisor regarding disciplinary actions of pharmacy personnel. 	10%	O: No Informal or Formal Documentation(s) E: 1-2 Informal verbal Documentations M: 3 or More Informal Verbal Documentations I: 1 or More Formal Verbal Counseling(s) R: 1 or More Formal Written Counseling(s)	Reports and observation of pharmacy practice by the supervisor, manager, or designee. And/or Manager/ Supervisor's observation with examples.
8.	<u>Medication Preparation, Distribution and Pharmacy Cleanliness</u> <ul style="list-style-type: none"> • Prepares unit dose medications for dispensing accurately and in a timely manner. • Accurately pre-packages medications not available in unit dose packaging according to departmental operational procedure. • Accurately performs mathematical calculations necessary to prepare medications for dispensing. • Prepares all IV medications (chemotherapy, TPNs, non-chemotherapy, investigational drugs, etc.) using proper aseptic technique and according to protocol guidelines. • Reconciles patient's IV medications before batch IV compounding to minimize 	5%	O: No Informal or Formal Documentation(s) E: 1-2 Informal Verbal Documentations M: ≥3 Informal Verbal Documentations I: ≥1 Formal Verbal Counseling(s)	Reports and observation of pharmacy practice by the supervisor, manager, or designee. And/or Manager/ Supervisor's observation with examples.

	<p>waste, when appropriate.</p> <ul style="list-style-type: none"> • Generates batch IV labels from pharmacy computer system. • Accurately compounds all IV medications prior to dispensing. • Prepares discharge IV medications accurately for dispensing, recording all necessary documentation according to departmental procedures. • Refills tackle boxes or kits (as appropriate) and replaces expired ones as assigned by pharmacist or supervisor/manager. • Ensures automated dispensing cabinets are filled accurately and within the time specified in departmental operational procedures. • Ensures that medication bins or automated dispensing cabinets are neat, clean, and services, as appropriate. • Makes periodic deliveries to nursing areas. • Picks up discontinued medication from nursing units, credits and returns medications to bin or shelf as appropriate. • Reconciles stock-outs within standard guidelines. • Delivers batch medications to nursing unit/area prior to end of shift and removes medications that have been discontinued, as appropriate. • Keeps IV preparation area clean and orderly. • Cleans the laminar flow hood at the beginning and end of each shift and as necessary throughout the shift. • Keeps unit dose area clean and orderly. 		<p>R: ≥1 Formal Written Counseling(s)</p>	
<p>9.</p>	<p><u>Time and Attendance</u></p> <p>Demonstrates punctuality and dependability:</p> <ul style="list-style-type: none"> • Reports to work as scheduled; • Absenteeism and tardiness are within departmental guidelines; • Does not abuse meal/break periods. 	<p>5%</p>	<p>O: No infractions and No Informal or Formal Documentations</p> <p>E: No more than 4 Informal cumulative violations.</p> <p>M: No more than 9 Informal cumulative violations.</p> <p>I: ≥ 1 Formal Verbal Documentation</p> <p>R: ≥ 1 Written Counseling</p>	<p>Reports and observation of pharmacy practice by the supervisor, manager, or designee. And/or Manager/Supervisor's observation with examples</p>