

XXXX XXXXX Hospital Medical Center
JOB DESCRIPTION, COMPETENCY ASSESSMENT, AND PERFORMANCE EVALUATION

Manager, Pharmacy Informatics

Associate's Name:

Due Date:

Position Code

Exempt From Overtime?

Yes

No

Type of Appraisal:

Job Description

Introductory:

Annual

Other

ACCOUNTABILITY

Directly to Director, Pharmacy Services; 'dotted line' accountability to Director, Patient Care Informatics

QUALIFICATIONS

1. Pharmacist (preferred) / Pharmacy Tech; California licensure may be pending/completed within 12 mo.
2. Progressively responsible experience in pharmacy and computer applications of pharmacy practice including implementation and development of new computer systems and providing staff education
3. Demonstrated competency in personal computing programs, especially Microsoft Office applications and project management software.
4. In depth knowledge of pharmacy computer applications, with special emphasis on existing and planned products; PIS, order management, automated dispensing, CPOE, I.V. compounders, packagers, bar code applications, supply chain solutions. Knowledge/experience with Siemens Pharmacy / Soarian is a plus
5. Ability to communicate effectively both orally and in writing.
6. Excellent interpersonal skills, especially related to health care colleagues.
7. Is able to meet the Bona Fide Occupational Qualifications of the position as given in new hire physical.

SUMMARY OF MAJOR FUNCTION

Responsible for the development, building, implementation and ongoing maintenance of all aspects of pharmacy-related applications, clinical information systems, and computerized pharmacy systems, software and hardware. Supports resolution of all general computer related issues within the pharmacy department. Represents pharmacy on the I.S. Systems Manager Council. Provides resource expertise for planning additional pharmacy information technology projects. May perform other duties as assigned.

Associate's Name:

PERFORMANCE LEVELS

- 1. **EXCEEDS CRITERIA:** Associate is viewed as a "Leader" for this criteria. Acts as a mentor for other Associates. Consistently exceeds over and above expectations of standard.
- 2. **MEETS CRITERIA:** Associate is viewed as competent on this criteria and consistently achieves expectations of standard. Requires normal oversight and supervision concerning this standard.
- 3. **DOES NOT MEET CRITERIA:** Associate performs below the criteria in this area and needs improvement. Requires constant oversight and close supervision.

1.	Exceeds Criteria	2.	Meets Criteria	3.	Does Not Meet Criteria
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Associate's Name:

DUTIES AND RESPONSIBILITIES	COMPETENCY STATEMENT	PERFORMANCE CRITERIA	SELF ASSESS	MANAGER ASSESS
Pharmacy Information Systems Evaluation Tools: Observation, associate satisfaction, problem logs	Manages, maintains, and monitors all pharmacy information systems (e.g. Pharmacy Information System, MedSelect, Centrak, Micromedex, etc)	<ol style="list-style-type: none"> 1. Functions as System Administrator/Project Manager accountable for organizing and completing the validation of changes to the pharmacy modules, including integrated testing, training, functional support, auditing modifications /implementations, and documentation 2. Coordinates with I.S. and the vendor 3. Designs and documents general functional requirements and detailed technical specifications for the applications 4. Interacts with the users and clients through various phases of analysis, design, implementation, and maintenance. 5. Monitors industry trends and technology advancement 6. Coordinates problem resolution with support services 7. Coordinates training 		
Billing Evaluation Tools: Observation, daily revenue monitoring, charge accuracy and timeliness	Monitors billing accuracy, compliance issues, and structure	<ol style="list-style-type: none"> 1. Ensures data integrity through interaction with financial and outcomes systems and auditing verification 2. Coordinates CDM maintenance with pharmacy administrative assistant 3. Monitors input/outcome data 4. Assists in investigating and responding to billing audits 		
Internal Decision Support and Data Management Evaluation Tools: Observation	Manages data from the various systems to produce reports and information requested by or of potential value to department associates	<ol style="list-style-type: none"> 1. Develops and produces reports as requested 2. Supports information for budget preparation and monitoring as requested 3. Assists in development of special documentation needs, e.g. interventions 4. Works with Manager, Clinical Pharmacy Services relative to clinical integrity of processes and data 		
Regulatory Compliance and Confidentiality Evaluation Tools: Observation, audit results, complaints	Maintains confidentiality of records, patient, associate, or medical center information at all times.	<ol style="list-style-type: none"> 1. Manages and monitors system password integrity in conjunction with I.S. Department 2. Considers confidentiality in all system design changes 3. Manages data with appropriate controls. 		
Other Duties Evaluation Tools: Observation	Performs other duties as assigned.	<ol style="list-style-type: none"> 6. Performs other job-related activities as assigned 		

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Associate's Name:

DUTIES AND RESPONSIBILITIES	COMPETENCY STATEMENT	PERFORMANCE CRITERIA	SELF ASSESS	MANAGER ASSESS
<p>Customer Satisfaction Evaluation tools include: observation; feedback from customer satisfaction surveys; customer complaints; customer praise & recognition</p>	<p>Demonstrates behaviors consistent with the hospital's customer standards and patient satisfaction goals.</p>	<ol style="list-style-type: none"> 1. Is friendly to customers, including patients, visitors, MDs, volunteers, and Associates. <ol style="list-style-type: none"> A. Greets and acknowledges customers with smile and welcoming words, e.g., "Good morning." B. Anticipates and solves customers' issues and needs, e.g., escorts lost patient. C. Assists customers in a professional and friendly manner. D. Respects privacy of customers when talking or socializing E. Answers phones appropriately, e.g., "Good morning, state name and department." F. Takes responsibility for own actions. G. Demonstrates honesty and integrity in dealing with customers and fellow Associates. H. Uses 5-Star recognition to acknowledge co-workers going above and beyond for the customer. I. Responds to customer's needs in timely and courteous manner. J. Does not use responses such as the unit is busy or short-staffed as a reason for not responding to their requests in a timely manner. K. Conducts environmental assessment of patient's rooms. 2. Takes responsibility for service recovery. <ol style="list-style-type: none"> A. Acknowledges mistakes or incidents. B. Listens, empathizes and corrects the situation. C. Follows-up to make sure appropriate recovery steps were taken even if handing an incident off to another Associate or department. 3. Knocks before entering patient rooms. <ol style="list-style-type: none"> A. Introduces self to patients and explains purpose for visit. B. Upon exiting patient/customer interactions, asks if there is anything else the customer needs. 		

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Associate's Name:

DUTIES AND RESPONSIBILITIES	COMPETENCY STATEMENT	PERFORMANCE CRITERIA	SELF ASSESS	MANAGER ASSESS
<u>Hospital Wide-Health & Safety, Infection Control, Patient Safety Goals</u>				
<p>Hospital Policies Evaluation tools include: observation, tests, payroll reports and parking tickets.</p>	<p>Complies with Hospital Policies.</p>	<p>1. Adheres to the following policies including, but not limited to: A. Attendance B. Tardiness C. Standards of dress D. Confidentiality E. Recording of time F. Parking G. CHANGE values H. Health & Safety Policy I. Completes Hospital Wide Health & Safety Annual Recertification Test on time and with successful completion. The test includes: Infection Control-(Center for Disease Control) Hand Hygiene, Abuse, Compliance, Security Management, Emergency Preparedness, Sexual Harassment, Utility Management, Hazardous Materials, Cultural Diversity, Fire (RACE & PASS), MSDS and All Codes.</p>		
<p>Ergonomics Evaluation tools include: observation, tests and safety statistics</p>	<p>Demonstrates proper body mechanics</p>	<p>1. Lifts using slow planned motions, proper posture, & wide support base. 2. Adjusts work to waist high position. 3. Performs unassisted lifting only when load to be lifted does not exceed 35% of own weight.</p>		
<p>Professional Responsibility Evaluation tools include: Observation, individual development plans, peer reviews and customer satisfaction surveys</p>	<p>Demonstrates professional responsibility in designated role.</p>	<p>1. Demonstrates behaviors consistent with Hospital's mission and goals. 2. Changes/modifies behavior based on constructive performance feedback. 3. Takes responsibility for helping meet own learning needs 4. Associate performs job responsibilities in an ethical, compliant manner; consistent with the organization's values, policies, procedures, and code of conduct. 5. Associate respects patient privacy and adheres to HIPAA regulations and the PVHMC Privacy Plan. 6. Forwards constructive opportunities for improvement to management. 7. Demonstrates behaviors consistent with attaining the Hospital National Patient Safety Goals.</p>		

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Associate's Name:

Present an overall summary of the Associate's job performance during the evaluation period. This should be a composite of the ratings given for all the performance items. If the Associate's performance on any item is (3) *Does Not Meet Criteria*, then it is necessary to make specific recommendations on what action can be taken to improve performance.

OVERALL PERFORMANCE SUMMARY

Some areas for growth within the next year would be

Overall rating: (Average of all Scores)

ASSOCIATE'S COMMENTS (OPTIONAL)

Associate's Signature: _____ Date: _____

Evaluated By: _____ Date: _____

Reviewed By: _____ Date: _____

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