

XXXX POSITION DESCRIPTION

- necessary.
- j. Manage labor expenses.
- k. Manage employee needs such as leaves of absence, family medical leaves, tuition reimbursement.
- l. Maintain productivity records for use in establishing staffing needs.
- m. Monitor vacation, sick leave and holiday usage.
- n. Measurement of employee satisfaction and implementation of improvement initiatives.
- o. Precept students and residents.
- p. Mentor staff to achieve professional goals and objectives on an ongoing basis.

II. Project Management

- a. Evaluate and analyze projects, develop project specifications and create and implement project plans to successfully meet goals and objectives.
- b. Develop new approaches, methods or techniques to resolve problems with little or no guidance.
- c. Assign tasks to project team members and monitor individual and team progress.
- d. Identify, track, and communicate project issues and resolution paths and escalate as appropriate. Takes steps necessary to ensure timely resolution.
- e. Collect information regarding potential system enhancement needs.
- f. Coordinate with other project managers and management staff to plan and schedule projects and mitigate project resource conflicts and constraints.
- g. Maintain a strong knowledge of Epic documentation materials and serve as a resource for application staff.
- h. Assume responsibility for mini-build projects to maintain application skills.
- i. Conduct project meetings (Weekly Focus, Project Team with AC's and SME's, weekly Epic conference call).
- j. Review SU's, Patient Safety Notifications, release notes per upgrade and participate in Upgrade planning/ testing.
- k. Work with Interface team where application requires an interface, coordinate with interface team the planning of application and integrated testing required for go live.
- l. Collaborate with leadership and staff in affected departments.
- m. Participate in project management and leadership initiatives, meetings, and activities as established by the leadership.
- n. Establish and maintain relationships with managers, coordinators, developers, and leadership within the vendor community to maintain rapport with WU Health and to advance initiatives.

III. Improving and Optimizing Pharmacy Practice

- a. Monitor practice performance of professional staff.
- b. Identify and resolve problems associated with any aspect of pharmacy services across areas of responsibility.
- c. Responsible for coordinating, developing and implementing departmental clinical decision support and practice informatics initiatives. Specific areas of responsibility throughout the health system include paper and automated systems for pharmacist clinical documentation and decision support tools to aid clinical pharmacy practice. Will collaborate very closely with the Center for Drug Policy and Assistant Director, Acute Care Services in this area of responsibility, as well as with other department managers, staff and outside vendor personnel.
- d. Create synergy between practice initiatives and Pharm.D. student and resident rotations.
- e. Development of continuity of care systems across acute, ambulatory and other practice sites.
- f. Monitor and implement medication safety issues across areas of responsibility.
- g. Involve staff in departmental quality improvement initiatives.

IV. XXXX Medication Safety Officer

- a. Chair Multidisciplinary Medication Safety Committee.
- b. Serve as an internal consultant on medication safety and serve on standing committees including, but not limited to: P&T Committee and the Hospital Safety Committee.
- c. Oversee hospital medication safety initiatives.
- d. Help to ensure compliance with accreditation standards and with federal, state, and local regulations related to medication safety.
- e. Manage data reporting and information related to medication safety.
- f. Member city wide and state medication safety forum.
- g. Train pharmacy department staff on use of web-based error reporting system (PSN), and coordinate

XXXX POSITION DESCRIPTION

- all PSN-related activities on behalf of the department.
- h. Participate on hospital-wide error reporting improvement team(s).
- i. Help implement new technology to support medication use safety.
- j. Contribute to a culture of safety.
- k. Assist in the development of policies and procedures related to managing human factors contributions to unsafe outcomes.

V. Planning and Project Management

- a. Participate in department's strategic plan development.
- b. Set goals and objectives per area with implementation plan consistent with integrated health system, hospital and department goals and objectives.
- c. Plan and implement specific projects and new services related to departmental goals.
- d. Prepare work plans, identifying steps involved, resources requires and parties who should be involved both within and outside the department.
- e. Assign responsibility for specific portions of projects to Pharmacy personnel as appropriate.
- f. Communicate new services or procedures to pharmacy staff and others who may be affected.
- g. Coordinate implementation, identifying and resolving problems which occur.
- h. Conduct post-implementation assessment.
- i. Assess team vision/mission statements in view of department strategic plan.
- j. Plan, implement, and evaluate new clinical and technical processes including multi disciplinary groups for program/service.
- k. Plan and implement systems necessary for new or changing academic programs/curriculum.

VI. Financial Management/Drug Policy Initiatives and Drug Use Services

- a. Responsible for drug policy initiative implementation on teams in collaboration with Center for Drug Policy.
- b. Implement specific department drug use cost avoidance targets with practice teams.
- c. Review and provide budgetary analysis and recommendations as requested.
- d. Review and understand drug reimbursement issues.
- e. Implement new strategies for controlling resources.

VII. Management of drug use processes

- a. Write and/or review policies and procedures, forms, and electronic order forms.
- b. Coordinate compliance-related issues in assigned areas.
- c. Assure proper operational systems are in place to support the drug use process in areas of responsibility. This includes information/data management, order entry process and smart system technology.
- d. Review reports for medication errors, adverse drug events, ineffective service, or other problem identification. Analyze and implement quality improvement measures for improving organizational performance.
- e. Implementation of new delivery systems for more cost-effective delivery of pharmaceutical care.
- f. Have knowledge of state and federal laws, regulations as well as standards governing the practice of pharmacy.

VIII. Inpatient Pharmacist Scheduling Oversight

- a. Establish scheduling guidelines for inpatient pharmacist staff.
- b. Provide leadership and guidance to the inpatient pharmacist scheduler in order to accurately complete a schedule.
- c. Work as a liaison between managers, staff, and the scheduling requirements to resolve issues and identify areas for improvement.
- d. Participate in staffing plan changes and provide guidance on scheduling implications to others in the department.
- e. Respond and appropriately address scheduling related issues or concerns that are received.
- f. Maintain auditing structure for ensuring accurateness of the schedule when completed.
- g. Communicate with staff when known scheduling conflicts occur.

POSITION REQUIREMENTS

XXXX POSITION DESCRIPTION

Education	Minimum	BS/PharmD entry level degree.
	Preferred	Completion of an advanced MS degree or MBA.
Work Experience	Minimum	
	Preferred	Specialized administrative and clinical specialty residency (1 or 2 years) and/or 2 years management experience in acute care pharmacy setting. Management experience in an academic medical center.
Required Licenses/Certifications		Licensed pharmacist or eligible. Certified preceptor or eligible.
Required Skills, Knowledge, and Abilities		Strong interest in pharmacy informatics. Knowledge of educational methods and experiential training. Ability to work in a complex team environment and to collaborate with both external and internal professionals and other customers. Appreciation of age specific needs of pediatric to geriatric populations with regards to drug therapy and services. Excellent verbal and written communication skills. Computer skills – word processing, spreadsheets, pharmacy software, pharmacy drug databases. Familiarity with various software, equipment and technology necessary to provide pharmacy services. Able to demonstrate skills in prioritization, problem solving, team building, decision making, time management and strategic planning. Knowledge of pharmacy services within an acute care environment of an integrated health system and an ever changing environment. Knowledge of financial management and reimbursement in institutional and managed care health care settings. Knowledge of laws and regulation regarding pharmacy.
Work Schedule		Business hours including some early and late hours, with possible weekends. On call responsibilities.
Physical Requirements		Medium: Ability to lift up to 25 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds. Ability to work with drug products.

Comment: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.

XXXX POSITION DESCRIPTION

ADDENDUM I

ORGANIZATIONAL PERFORMANCE STANDARDS

Following are the core organizational performance standards against which all employees in the organization will be held accountable. University of Wisconsin Hospital and Clinics 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.

- 1. Competent.** Performs in your position with the required knowledge, ability and skill.
 - 1.1 Always perform so you meet or exceed job requirements.
 - 1.2 Comply with all relevant standards, regulations, policies and procedures.
 - 1.3 Know how to use the technology required for your job.
 - 1.4 Put the safety and welfare of patients and families first.
 - 1.5 Provide quality service at all times. Strive to exceed expectations and always follow through on commitments.
 - 1.6 Be pleasant, friendly, respectful and helpful with all customers, including co-workers.
 - 1.7 Be professional and polite when resolving difficult situations.
- 2. Accountable:** Takes responsibility for outcomes, including the care and welfare of others, and the effective operation of the department or work unit.
 - 2.1 Take personal responsibility for decisions and results. Seek or accept guidance when needed.
 - 2.2 Report adverse events or unsafe conditions to ensure patient and workplace safety.
 - 2.3 Promptly complete all documentation needed for your job.
 - 2.4 Use XXXXresources responsibly.
 - 2.5 Hold yourself and others accountable for doing the right thing.
 - 2.6 Keep patient information confidential.
 - 2.7 Form professional, not personal, relationships with patients and families. Never burden patients or their families with personal issues, concerns or disagreements.
- 3. Commitment to Excellence.** Strives to achieve the highest standards in all areas of performance.
 - 3.1 Actively support XXXX's mission, vision, values and strategic goals. Take pride in the organization as if you own it.
 - 3.2 Goes the extra mile to meet patient/customer needs.
 - 3.3 Do your best to give the highest quality care and service.
 - 3.4 Learn from the excellence of others.
 - 3.5 Participate in unit and department-level activities to improve performance.
 - 3.6 Be open to new ideas and ways of doing things.
 - 3.7 Work to improve your performance through openness to feedback, coaching and mentoring.
 - 3.8 Keep learning new skills related to your job.
 - 3.9 Build positive lasting relationships with our customers.
- 4. Creative Leadership.** Guides others and shows the way. Use your influence to help meet goals and achieve results.
 - 4.1 Let XXXX's values and performance standards shine through you.
 - 4.2 Set a positive example for others in all aspects of performance.
 - 4.3 Take initiative to overcome barriers and find creative solutions to problems.
 - 4.4 Ensures that solutions respond to customer needs first; include the customer in the decision-making process when appropriate.
 - 4.5 Celebrate successes and gives credit to co-workers.
 - 4.6 Targets feedback to the appropriate person, using respectful language.
 - 4.7 Encourages and supports others to adopt new courses of action.
- 5. Teamwork.** Work with others to achieve common goals.
 - 5.1 Be courteous, kind, honest and respectful with co-workers.
 - 5.2 Praises in public and gives constructive feedback in private using respectful language.
 - 5.3 Include patients and families in your teams to achieve safe, patient-centered care.
 - 5.4 Recognize how your actions affect the operations and finances of other departments and the organization as a whole.
 - 5.5 Work cooperatively with staff in other departments.
 - 5.6 Always use a professional tone and chose the most effective way to send a message—by e-mail, telephone or in person.

XXXX POSITION DESCRIPTION

6. Core Management Skills: Skillfully handle the operations of your division or work unit.

Lead and Develop Colleagues

- 6.1 Live our organization's mission, vision, and values. Contribute to a positive culture.
- 6.2 Create an environment in which differences among people are valued and encouraged.
- 6.3 Demonstrate credibility, respect and fairness.
- 6.4 Ensure that recruitment practices support XXXX's mission, vision, values, performance standards, culture and goals.
- 6.5 Sets clear expectations aligned to XXXX's strategic plan.
- 6.6 Hold staff and colleagues accountable for their performance.
- 6.7 Provide specific, ongoing and timely feedback to employees. Conduct timely and meaningful performance appraisals to enhance performance.
- 6.8 Disseminate important organizational messages through regularly scheduled staff meetings.
- 6.9 Encourage employees to develop skills and provide the time for them to do so.
- 6.10 Identify future leaders and promote their development.
- 6.11 Embrace the role of a coach. Offer nonjudgmental guidance on behaviors, skills and accountability to help employees continually improve performance.
- 6.12 Freely share knowledge and expertise with co-workers and colleagues.
- 6.13 Hold staff and colleagues accountable for patient and workplace safety.

Manage Operations

- 6.14 Establish departmental goals and objectives congruent with the needs and goals of the organization.
- 6.15 Benchmark industry best practices to maintain XXXX's record and reputation for excellence.
- 6.16 Act with discretion and sound judgment and involve key stakeholders in decision-making.
- 6.17 Makes decisions following analysis and thoughtful consideration after input from a range of constituents, as appropriate.
- 6.18 Use customer feedback to improve operations and the customer's experience.
- 6.19 Complete projects on time, within budget, and meeting or exceeding desired quality standards.
- 6.20 Manage revenues and expenses to maintain appropriate operating margin and meet budget targets.
- 6.21 Ensure continuous survey readiness.

XXXX POSITION DESCRIPTION

ADDENDUM II

AGE – SPECIFIC COMPETENCY

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below.

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

Job Function

Review the employee's job description, and identify each essential function that is performed differently based on the age group of the patient.

Specific Responsibilities: Consistent across age group continuum.

Core Organizational Competencies: Consistent across age group continuum.

XXXX POSITION DESCRIPTION

ADDENDUM III

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/> Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input type="checkbox"/> Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/> Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
<input type="checkbox"/> Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
<input type="checkbox"/> Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:	Ability to work with drug products – allergy issues.		

Comment: ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Comment: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Comment: or requires significant walking or standing, or requires pushing/pulling of arm/leg controls

Comment: or constant push/pull of items of negligible weight

Comment: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.

Comment: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

Comment: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.