

XXXXXX HEALTH

Job Description/Performance-Based Competency Assessment Form

Position Title:	Pharmacy Informatics Manager	Job Code:	1647
Department:	Pharmacy	Department #:	101.63700, 102.63700
Reports to:	Director of Pharmacy	FLSA Status:	Exempt
Please check:	<input type="checkbox"/> Initial Assessment	<input type="checkbox"/> Annual Review	HH-17

Position Summary: Is responsible for updating and maintenance of multiple pharmacy system databases, collaborating with medical and nursing staffs on issues regarding the pharmacy system and Physician Order Management (CPOE) system and resolution of departmental charge issues. Works occasionally as a staff pharmacist dispensing medications according to procedure after review of the physicians orders; reviewing appropriateness of dose, potential drug allergy, potential drug interaction, etc.

Essential Duties & Responsibilities		[0] = Does not meet standard [1] = Meets Standard [2] = Exceeds Standard
1.	Must possess sufficient professional knowledge, organizational and related skills in order to meet the standards of the department.	
2.	Reviews and accurately interprets physicians orders checking for appropriateness of orders as to indication, clarity, accuracy of dose, drug allergy, potential drug interactions and duplication (two or more drugs with the same therapeutic action). Contact physician or nurse when necessary to prevent any problems or potential problems with the order. Document the intervention and outcome.	
3.	Ensures that medication is accurately prepared and labeled with all necessary and appropriate information.	
4.	Provides accurate, appropriate and timely drug information utilizing knowledge of pharmacology, reference books and scientific literature.	
5.	Demonstrates knowledge of Pharmacy Laws, regulations and professional standards by keeping appropriate records (i.e., accurately maintains the Pharmacy Department perpetual inventory for controlled drugs). Accurately anticipates controlled drug needs of each patient care area based on completed Controlled Drug Disposition Record.	
6.	Responsible for on-going maintenance of the Meditech Pharmacy Module including addition of drugs added to the XXXXX Health System Formulary, deletion of drugs from the Formulary, assignment of billing numbers, reimbursement codes to new drugs and communication of this information to the billing department (BAR).	
7.	Works closely with key physicians to enhance and maintain POM (CPOE) thus facilitating the order entry process. Identifies and corrects order entry problem areas in a timely manner.	
8.	Understands and participates in Medication Use Evaluation. Utilizes the Meditech Pharmacy module to gather information necessary for Medication Use Evaluation.	
9.	Contacts and confers with physicians if there are any questions or irregularities regarding medication orders. Interventions with outcome are routinely in the Meditech Clinical Intervention routine.	
10.	Participates in staff meetings. Demonstrates commitment to continuous quality improvement with suggestions for improving service. A score of 3 requires at least one	

	suggestion/idea that is implemented and that results in improvement in Pharmacy service and/or patient care.	
11.	Responsible for Meditech upgrades to the Pharmacy Module thoroughly testing each DTS and communicating the results to the I.S. Department.	
12.	Must be able to perform order entry and utilize all Registered Pharmacist functions of the Pharmacy computer system accurately and efficiently. All necessary information is entered including drug allergy information, information for pharmacists and nurses and information necessary for accurate charging.	
13.	Accurately and aseptically prepares sterile products (chemotherapy, TPN, etc.) properly utilizing laminar air flow hoods and performs complex procedures utilizing all equipment in the Pharmacy including balances, calculators and PCs, documents preparation including checking of Pharmacy Assistants work on proper quality control forms according to policy.	
14.	Collaborates with the billing department and the IS department to correct billing discrepancies/issues to insure proper billing.	
15.	All work performed by Pharmacy Assistants is verified and is complete and accurate prior to dispensing.	
16.	Collaborates with the IS Department to develop customized Meditech reports that will enhance or streamline pharmacy operations.	
Other Duties & Responsibilities		[0] = Does not meet standard [1] = Meets Standard [2] = Exceeds Standard
1.	Must demonstrate ability to work alone as well as with others. Supports teamwork concept. Demonstrates pride in self and workplace.	
2.	Handles stressful situations in a professional manner. Knows when to seek administrative assistance.	
3.	Accepts special assignments and instructions from supervisor willingly. Routinely volunteers for special assignments/ Completion of at least one special project required for an "exceeds standard" rating.	
4.	Maintains a neat work area at all times. Actively participates in department housekeeping duties. Assists in the organization of the department.	
5.	Consistently demonstrates a willingness to help on work that needs to be done; willing to stay late to finish patient care responsibilities.	
6.	Is willing to adjust personal schedule in case of real department need, such as staying late to finish important duties, working weekends, filling in for a co-worker, preparing for inspections, inventories and changes in patient workload.	
7.	Consistently is on time and ready to work at the start of the shift. Attends to personal affairs so as not to interfere with the work schedule.	
8.	Appearance is always neat. Observes department dress code.	
9.	Practice reflects philosophy, core values and mission statement of hospital.	
10.	Demonstrates accountability and responsibility for all aspects of professional practice.	
11.	Performs other duties as assigned.	
12.	Covers other management level or director level position, when necessary (e.g. vacations, PTO-U, conferences)	
13.	Contributes to pharmacy department by participating in Quality Improvement initiatives.	

	monitoring Risk Management, Human Resources (e.g. orientation, training, coaching, staff satisfaction), monitoring of Financials (e.g. anticipate capital expenditures), and Operational issues (e.g. workflows, policies & procedures).	
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Knowledge, Skills, and Abilities Required

- EDUCATION:** Graduate of accredited school of Pharmacy Licensed to practice Pharmacy in Massachusetts
- EXPERIENCE:** Five years hospital pharmacy experience preferred Experience with Meditech Pharmacy Module. Able to utilize personal computer applications such as WORD, EXCEL.
- SKILLS/ABILITIES:** Must be able to perform order entry and utilize all Registered Pharmacist functions of the Pharmacy computer system accurately and efficiently.

Working Conditions

- Physical Environment:** Frequent standing & walking, and lifting of 5-10 lbs.
- Manual Dexterity:** Requires manual dexterity using fine hand manipulation to operate prescription medications and computer keyboard.
- Audible/Visual Demands:** Requires ability to see medications, computer screen and reports.

Scope of Position Responsibilities

- For Supervision:** N/A
- For Internal/External Relationships:** Frequent contact with visitors and patients, as well as co-workers.
- Limits of Authority:** Brings problems to the attention of Pharmacy Director.

CREATED: 7/30/07
 REVISION DATE:

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. This is not a comprehensive listing of all responsibilities and duties, which may be assigned by the Supervisor.

**JOB DESCRIPTION/PERFORMANCE-BASED COMPETENCY ASSESSMENT
ADDENDUM FOR MANAGEMENT-LEVEL STAFF**

<i>Leadership Key Responsibilities</i>		[0] = Does not meet standard [1] = Meets Standard
1.	Integrating the services with the system's primary functions.	
2.	Coordinating and integrating services within their service and with other services.	
3.	Developing and implementing policies and procedures that guide and support the provision of services.	
4.	Assessing and improving the services performance.	
5.	Maintaining appropriate Performance Improvement programs using the Plan, Do, Check, Act (PDCA) methodology.	
6.	Providing orientation, in-service training and continuing education to all persons in the department.	
7.	Making space and other resource recommendations needed by the service.	
8.	Participating in selecting outside sources for needed services.	

<i>Confidentiality Key Responsibilities</i>		[0] = Does not meet standard [1] = Meets Standard
1.	Develops, maintains, and monitors procedures and systems to safeguard the confidentiality of all patient and employee information.	
2.	Educates and communicates to all staff the hospital and department confidentiality policies and procedures to include HIPAA requirements.	

<i>Safety Key Responsibilities</i>		[0] = Does not meet standard [1] = Meets Standard
1.	Develops, maintains, and monitors safety policies, practices, and procedures including safety, fire safety, electrical safety, proper body mechanics and material handling, office/ergonomic safety and other employee safety measures.	
2.	Educates and communicates to staff, all hospital and department safety policies and procedures including the National Patient Safety Standards as mandated by JCAHO.	

Legal Compliance Key Responsibility: Takes initiative to insure that department/function and employee transactions and activities are in full compliance with all laws, rules, standards and Compliance Program Policies.

<i>Legal Compliance Key Responsibilities</i>		[0] = Does not meet standard [1] = Meets Standard
1.	Updates continually own knowledge of laws, rules, standards and Compliance Program Policies related to department/function and hospital activities.	

2.	Communicates laws, rules, policies, standards and expectations to employees on a regular basis and provides training, as needed.	
3.	Conducts periodic audits of department/function systems, processes, transactions and employee activities to verify that activities conform with law, rules, standards and policies.	
4.	Sets example as a leader who complies fully with all laws, rules, standards and Compliance Policies including, avoiding conflicts of interest or the appearance of such conflicts.	
5.	Creates an environment in which employees are encouraged to discuss and report potential non-compliance issues, transactions and activities.	
6.	Reports, or joins employees in reporting, potential non-compliance issues, transactions and activities to the Corporate Compliance Officer.	

<i>Service Excellence Key Responsibilities</i>		[0] = Does not meet standard [1] = Meets Standard
1.	Upholds XXXXX Health’s commitment to Service Excellence through positive behaviors and actions; serves as a role model to others.	
2.	Uses feedback skillfully (descriptive, specific, timely) and often to coach employees on appropriate service behaviors, philosophy, goals and objectives, and results.	
3.	Confronts, counsels and disciplines service offenders; is honest, firm and constructive in criticism.	
4.	Evaluates each employee’s compliance with Service Excellence standards as an integral part of conducting regularly scheduled and special performance evaluations.	
5.	Maintains open, honest, and appropriately confidential communications with all customer groups in order to foster an effective service environment.	
6.	Displays commitment to Service Excellence through the use of frequent, sincere, and creative reward and recognition techniques, both individuals and group, as appropriate.	
7.	Creates and sustains an environment in which employees are empowered to independently solve problems and to actively participate in problem-solving activities.	
8.	<p>Understands the “<i>We Project Pride</i>” initiative and holds self and others to the highest possible standards of conduct, professionalism and exceptional care.</p> <ul style="list-style-type: none"> - Consistently adheres to <i>Project Pride</i> standards by respecting the privacy of others. - Treats all people with respect and is never rude or abrupt with customers (patients, physicians, employees, visitors and the general public). - Says “Hello”, introduces self and ends any patient or customer encounter with “Is there anything else I can do for you – I have the time”. - Dresses in a professional manner in accordance with the XXXXXX dress code. - Follows proper etiquette when transporting patients, giving directions and escorting patients as needed. 	
9.	Adheres to and follows all hospital policies & procedures.	
10.	Demonstrates initiative and creativity to continuously improve services, processes and other activities that affect quality. Works effectively with other members of the management team.	

<i>Development Areas/Training Needs</i>	
Development Plans/Goals:	
Action Plan Required:	
Training (Optional):	
<i>Comments (attach additional sheet if necessary)</i>	

LICENSES/CERTIFICATIONS VERIFIED (if applicable)? _____

OVERALL PERFORMANCE/COMPETENCY RATING:

_____ **Does not meet standard** _____ **Meets standard** _____ **Exceeds standard**

<i>SIGNATURES</i>

CONFIDENTIALITY AGREEMENT

I understand that all patient, employee and hospital information is private and confidential and that unauthorized disclosure is prohibited. Any violation of confidentiality, security, and privacy policies can result in disciplinary action up to and including discharge. My signature below signifies acceptance of such responsibilities.

Employee Signature **Date** _____

 Department Director/Vice President Date _____

 Human Resources Approval Date _____