

**XXXXXXX HEALTH**

Job Description/Performance-Based Competency Assessment Form

<b>Position Title:</b>	<b>Pharmacy Informatics Support Specialist</b>	<b>Job Code:</b>	3635
<b>Department:</b>	Pharmacy	<b>Department #:</b>	101.63700, 102.63700
<b>Reports to:</b>	<b>Pharmacy Informatics Manager</b>	<b>FLSA Status:</b>	Non-exempt
Please check:	<input type="checkbox"/> Initial Assessment	<input type="checkbox"/> Annual Review	HH-10

**Position Summary:** Performs a wide variety of duties under the direct supervision of a Registered Pharmacist relating to the preparation, distribution, and storage of pharmaceuticals for neonatal, infant, pediatric, adult and geriatric patients. Works with computerized and automated systems for dispensing medications. Must have the ability to work independently and assume responsibility for implementation of special projects. Responsible for managing medications in Pyxis machines, running reports, maintaining all electronic and database aspects of Pyxis machines. Responsible for developing and promoting collaborative and collegial relationships with nurses, physicians and interdepartmental personnel as they relate to the pharmaceutical care of patients. Responsible for teaching and training technicians and assisting in administrative duties. Must be able to work at multiple sites.

<b>Essential Duties &amp; Responsibilities</b>		[0] = Does not meet standard [1] = Meets Standard [2] = Exceeds Standard
1.	Assists in the preparation and dispensing of medications and admixtures according to policies and procedures.	
2.	Accurately and aseptically prepares sterile products properly utilizing the laminar air flow hood and performs complex procedures utilizing all equipment in the Pharmacy including balances, calculators and PC's.	
3.	Fills floor stock orders, i.e., Operating Room, Emergency Room, etc. accurately (as determined by pharmacist check).	
4.	Selects medication for Pyxis Med station replenishment accurately as determined by QA check) and with reasonable speed.	
5.	All assigned work is completed accurately by the end of each shift and all necessary quality control paperwork is completed accurately and with reasonable speed.	
6.	Ensures that sterile preparation area is kept clean observing Pharmacy Infection Control Policies and Procedures.	
7.	Receives and stores drug supplies according to procedure. Maintains storeroom areas throughout the Pharmacy including removal of outdated medication. Inspects assigned medication storage areas in the hospital.	
8.	Receives prime vendor (wholesaler), secondary wholesaler and direct account orders accurately, labeling containers with the Pharmacy's cost where appropriate.	
9.	Stores each item received in the proper location in the pharmacy (i.e., refrigerated drugs in the refrigerator, cancer drugs) in the chemotherapy storage area, etc., including rotation of stock. Items shipped incorrectly or in excessive quantities are immediately processed for credit.	
10.	Maintains storeroom areas assuring that supplies in short supply are ordered and that outdated medication is removed from stock immediately.	
11.	Replenishes active stock from back-up stock prior to bin filling time.	

12.	Assists in keeping the Pharmacy neat and clean by caring for equipment and cleaning after compounding prescriptions, manufacturing bulk medications, unit dosing, etc.	
13.	Inspects assigned medication storage areas monthly maintaining adequate records of inspection. All assigned areas must be inspected every month to meet standard.	
14.	Delivers medication to Pyxis Med stations accurately and in a timely manner.	
15.	Delivers floor stock controlled drugs to Pyxis Med stations in appropriate areas according to procedure within a forty-five minute time frame.	
16.	Delivers other medication to Pyxis Med stations in appropriate patient care areas when requested with reasonable speed.	
17.	Effectively maintains Pyxis Automated Dispensing machines including monitoring the system to measure its overall use.	
18.	Effectively reviews medication use for appropriate inventory levels and inclusion within individual Pyxis machines, seeking and responding to feedback from pharmacy and nursing staffs.	
19.	Reviews the inventory for expiration dates monthly.	
20.	Develops and validates policies and procedures in collaboration with Pharmacy Administration.	
21.	Reviews and modifies the daily routine as necessary to optimize the systems.	
22.	Effectively runs quality monitoring reports from the Pyxis Console in the Pharmacy and enters data needed to complete reports for pharmacist review and action.	
23.	Maintains records as required by applicable laws and regulations.	
24.	Contacts Pyxis Technical Support in a timely manner to help solve Pyxis problems.	
25.	Demonstrates familiarity with all aspects of Pyxis machines and provides in-service and training of new staff on procedures.	
<b>Other Duties &amp; Responsibilities</b>		[0] = Does not meet standard [1] = Meets Standard [2] = Exceeds Standard
1.	Must demonstrate ability to work alone as well as with others. Supports the teamwork concept. Demonstrates pride in self and workplace.	
2.	Handles stressful situations in a professional manner. Knows when to seek assistance or refers matters requiring administrative or professional judgment i.e. inquiries (telephone and in person), concerning prescriptions, drug orders, or any professional matters directly to the Pharmacist.	
3.	Accepts special assignments and instructions from supervisor willingly. Routinely volunteers for special assignments. Completion of at least one special project required for a rating of "exceeds standard".	
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.	Attend department/hospital meetings as needed.	
10.	Other duties as requested.	

<b>Knowledge, Skills, and Abilities Required</b>
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**EDUCATION:** 2 years of college or 5 years of experience in related field. Experience with computers and windows based system. A pharmacy technician currently licensed by the Board of Pharmacy who is PTCB (or other Board-approved entity) certified. Must be at least 18 years old (certified not required, just registered).

**EXPERIENCE:** Pharmacy student or previous experience as a Pharmacy Assistant (especially in a hospital) desired.

**SKILLS/ABILITIES:** Must have good organizational skills. Able to identify scope of task and perform it in a timely and efficient manner. Must be able to communicate effectively and work as a team member. Must have good telephone etiquette.

<b>Working Conditions</b>
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**Physical Environment:** Frequent standing or walking, and lifting of 10-15 lbs.

**Manual Dexterity:** Requires manual dexterity using fine hand manipulation to handle small bottles and medications, and to operate computer keyboard.

**Audible/Visual Demands:** Requires ability to see medications, computer screen and reports.

<b>Scope of Position Responsibilities</b>
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**For Supervision:** N/A

**For Internal/External Relationships:** Frequent contact with Pharmacists, patients, and co-workers.

**Limits of Authority:** Brings problems to the attention of the department manager.

CREATED: 6/1/00

REVISION DATE: 5/10/02, 3/10/04

*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 NON-SUPERVISORY STAFF**

<b><i>Legal Compliance Duties &amp; Responsibilities</i></b>		[0] = Does not meet standard [1] = Meets Standard
1.	Reads, understands and complies with all <i>Standards of Conduct</i> policies and all laws related to position responsibilities and employment at XXXXX Health.	
2.	Reports all possible criminal activities or <i>Standards of Conduct</i> policy violations to the Compliance Integrity <i>Help Line</i> , supervisor or the Corporate Compliance Officer.	

<b><i>Service Excellence Responsibilities</i></b>		[0] = Does not meet standard [1] = Meets Standard
1.	Upholds the Hospital's commitment to Service Excellence through positive behaviors and actions; serves as a role model to others.	
2.	Maintains open, honest, and appropriately confidential communications with all customer groups in order to foster an effective service environment.	
3.	Understands the " <i>We Project Pride</i> " initiative and holds self and others to the highest possible standards of conduct, professionalism and exceptional care. <ul style="list-style-type: none"> <li>- Consistently adheres to <i>Project Pride</i> standards by respecting the privacy of others.</li> <li>- Treats all people with respect and is never rude or abrupt with customers (patients, physicians, employees, visitors and the general public).</li> <li>- 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".</li> <li>- Dresses in a professional manner in accordance with the XXXXX dress code.</li> <li>- Follows proper etiquette when transporting patients, giving directions and escorting patients as needed.</li> </ul>	
4.	Consistently adheres to and follows all hospital policies & procedures.	
5.	Demonstrates initiative and creativity to continuously improve services, processes and other activities that affect quality. Works effectively with other members of the team.	

<b><i>Safety Responsibilities</i></b>		[0] = Does not meet standard [1] = Meets Standard
1.	Upholds 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.	Understands and upholds the National Patient Safety Standards as mandated by JCAHO as well as the hospital policies & procedures regarding patient safety.	

<b><i>Confidentiality Responsibilities</i></b>		[0] = Does not meet standard [1] = Meets Standard
1.	Upholds procedures and systems to safeguard the confidentiality of all patient and employee information. Understands and adheres to HIPAA requirements.	

<b><i>Age Specific Competencies</i></b> <i>(If Applicable)</i>		[0] = Does not meet standard [1] = Meets Standard
1.	Able to successfully deliver competent care to patients in a continuum of ages from infancy to adult. Understands and integrates into the delivery of patient care the needs of specific ages in regard to their growth and development process. Utilizes the following procedures:	

	<u><b>Neonate:</b></u> - Smiles at infant, uses soft gentle voice. - Comforts child after stressful procedures. Encourages parent to comfort child. - Physically assesses in usual head-to-toe direction, performing traumatic procedures last (eyes, ears, and mouth).	
	<u><b>Pediatric:</b></u> - Explains procedure in simple terms and in relation to how it affects the child. - Comforts child after stressful procedures. Encourages parent to comfort child. - Physically assesses in usual head-to-toe direction, performing traumatic procedures last (eyes, ears, and mouth).	
	<u><b>Adolescent:</b></u> - Respects and provides for adolescent's privacy needs. - Allows adolescent control and choice when appropriate.	
	<u><b>Geriatric:</b></u> - Provides for communication needs of geriatric patients with identified disabilities (i.e., hearing loss, poor vision). - Changes geriatric patients position slowly to compensate for decreased circulatory force. - Provides warming measures to compensate for geriatric patient's decreased thermoregulation abilities.	
<b><i>Development Areas/Training Needs</i></b>		
<b>Development Plans/Goals:</b>		
<b>Action Plan Required:</b>		
<b>Training (Optional):</b>		
<b><i>Comments (attach additional sheet if necessary)</i></b>		

**LICENSES/CERTIFICATIONS VERIFIED (if applicable)?** \_\_\_\_\_

**OVERALL PERFORMANCE/COMPETENCY RATING:**

\_\_\_\_\_ **Does not meet standard** \_\_\_\_\_ **Meets standard** \_\_\_\_\_ **Exceeds standard**

<b>SIGNATURES</b>
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*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 Manager/Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Approval

\_\_\_\_\_  
Date