

SAMPLE JOB DESCRIPTION

Clinical Coordinator

I. JOB SUMMARY

The Specialty Pharmacy Services (SPS) Clinical Coordinator assists with maintaining the specialty pharmacy business in accordance with departmental standards, internal and external reporting requirements, accreditation standards, and pharmacy laws and regulations. The Coordinator has the qualifications to perform clinical oversight for the services provided. The Coordinator supports the SPS objective to have qualified clinicians accountable to SPS for decisions affecting patients and delivery of optimal medication therapy. The Coordinator oversees the SPS Patient Management Program to meet all specialty pharmacy accreditation standards and requirements from payers and manufacturers.

The Coordinator provides oversight of pharmacy practice programs, medication use systems, and quality initiatives to detect, mitigate, and prevent medication adverse events and work to ensure medication use is aligned with evidence-based best practices and regulatory standards. They also work with interdisciplinary programs to deliver medication therapy management within patient care services and to ensure pharmaceutical care programs are appropriately integrated throughout the institution.

II. DUTIES AND RESPONSIBILITIES

Administration

- Responsible for and has the qualifications to provide oversight of SPS clinical operations and services.
 - Provide guidance for the clinical operational aspects of SPS.
 - Provide oversight of the clinical decision-making aspects of SPS.
 - Periodically consults with specialty pharmacy practitioners in the field.
- Develop, implement, and oversee the SPS Patient Management Program.
 - Maintain an updated Patient Management Program policy and procedure as well as updated templates for the Specialty Pharmacy Care Plan.
 - Provide guidance to SPS staff regarding all patient management decisions and operations.
 - Interact with embedded clinical pharmacists to coordinate patient care activities for SPS patients.
- Develop Quality Improvement Programs (QIP) that relate to SPS patient care.
 - Identify and implement quality improvement programs and continuous quality assurance initiatives to advance the medication use systems and promote optimal patient outcomes.
 - Develop an outline of the QIP. Collect quarterly data to evaluate the progress of the QIP and report results to the Quality Management Committee.
 - Oversee QIP data collection activities that may be performed by student externs or SPS clinical pharmacists.
- Oversee the initial and ongoing disease and medication training of SPS staff.
 - Identify medications and disease states that need initial and ongoing training to meet accreditation, certification, and payer requirements.
 - Prepare a schedule for onboarding and ongoing training of SPS staff.
 - Work with faculty to provide the training. Maintain a database to document completion of training.

- Oversee the SPS Drug Card Program.
 - Monitor FDA reports of new specialty drugs and label changes.
 - Work with pharmacists, pharmacy resident, and students to prepare new drug cards and drug card updates on a regular basis.

Staffing

- Provide direct patient care in SPS and perform in an exemplary manner all duties outlined in SPS policies.
- Work as an active member of multidisciplinary team and collaborate with healthcare providers within decentralized patient care areas.
- Make appropriate evidence-based, patient-centered medication recommendations.

Continuing Education

- Remain current through participation in departmental continuing education and through reading professional literature and/or attending professional continuing education conferences and professional meetings.

Committee Participation

- Provide quarterly updates on patient management program activities and clinical QIPs to the Quality Management Committee for review and approval.
- Consult with specialty pharmacy practitioners, such as the embedded clinical pharmacists or other clinic personnel when feedback is necessary regarding patient management program updates and submit reports to the Quality Management Committee for review and approval.

Educational

- Participate in the education of nursing staff, medical staff, and all members of the health care team.
- Participate in site specific and departmental staff development by designing, evaluating and providing in-services and continuing education programs and by serving as a preceptor and role model.
- Participate in the education of Pharm.D. students, PGY1 and PGY2 residents, international pharmacists, and other pharmacy staff by serving as preceptor and role model as defined by the guidelines and requirements of the Department of Pharmacy Practice.
- Provide education on pipeline and new specialty drugs to members of the Specialty Pharmacy team.

Research and Scholarship

- Attend and actively participate in departmental and team meetings.
- Participate in public service events (e.g. brown bags, community education, etc.).
- Identify research or demonstration grant opportunities for Specialty Pharmacy. Prepare the grant applications and lead or participate in the research or demonstration project if the grant is awarded.

III. QUALIFICATIONS

Education and Training:

- Graduate of an Accreditation Council for Pharmacy Education (ACPE) accredited pharmacy program.
- Current, unrestricted license as a registered Pharmacist.
- Has completed a PGY1 residency and/or fellowship. Board Certification in Ambulatory Care or Pharmacotherapy is desired.
- Minimum of 3 years post-graduate experience in patient care is mandatory.
- Extensive knowledge of or previous experience with a specialty pharmacy services is preferred.

Experience and Knowledge

- The knowledge base, clinical background, pharmacy practice and specialty pharmacy experience, and initiative to make accurate and independent decisions.
- Strong verbal and written communication skills.
- Prior experience or demonstrated ability to effectively participate in didactic and/or clerkship teaching.
- Interpersonal skills necessary to effectively function with the specialty pharmacy team, the Ambulatory Care Pharmacy Department, and the health system.
- Desire to conduct scholarly writing and research.