

SAMPLE JOB DESCRIPTION

Pharmacy Operations Coordinator

I. JOB SUMMARY

The Pharmacy Operations Coordinator functions as an operations and program leader dedicated to providing support of medication use systems and delivery of optimal medication therapy. The Pharmacy Operations Coordinator is responsible for coordinating specialty pharmacy services, and operation components for accreditation. They coordinate 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.

The Pharmacy Operations Coordinator may have different assignments or functional roles based on experience, training, and skills. These assignments include direct patient care, operational services, or administrative leadership. Pharmacy Operations Coordinators with direct patient care roles proficiently provide clinical pharmacy services and integrated pharmacy operational services in a variety of practice settings in collaboration with pharmacists, physicians, nurses, and other personnel. 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. Pharmacy Operations Coordinators with operational services roles adeptly function in and provide leadership for pharmacy operational areas, including but not limited to the call center, retail and specialty pharmacy areas. They also are responsible for active utilization of pharmacy automation, involvement in and oversight of medication dispensing programs, ensuring that medication preparation, prescription filling, dispensing, and computerized systems are in accordance with established policies and procedures. Pharmacy Operations Coordinators with administrative leadership roles directly oversee training and competency, medication safety systems, patient quality and outcomes programs, and regulatory compliance assurance.

Pharmacy Operations Coordinators all provide support of centralized and decentralized medication use systems as well as deliver optimal medication therapy to patients with a broad range of disease states. They participate in all necessary aspects of the medication use system while providing comprehensive and individualized pharmaceutical care to the patients in their assigned areas. Pharmacy Operations Coordinators serve as practice leaders for pharmaceutical care activities, assume special responsibility for drug utilization programs, and actively track and benchmark the outcomes of the pharmacy programs they coordinate in order to assure operational, clinical quality, and financial efficiency. Pharmacy Operations Coordinators actively identify practice related issues which require evaluation and facilitate improvement projects, quality initiatives, or healthcare provider education as needed to advance practice. They also facilitate the development of student, resident, and pharmacist training experiences and competencies and serve as primary preceptors for doctor of pharmacy students and pharmacy residents.

II. DUTIES AND RESPONSIBILITIES

- Coordinates assigned pharmacy programs, patient service lines, and practice areas
 - Coordinates and oversees the pharmacy operations, direct patient care programs, medication utilization and case management systems within assigned services and care areas to assure drug utilization activities are aligned with patient care needs, evidence-based best practices, and regulatory standards
 - Designs and implements new pharmacy workflows, quality improvement changes to operations, and continuous quality assurance initiatives to advance the organization's medication-use systems and promote optimal patient outcomes

- Tracks and evaluates assigned pharmacy programs for operational, quality, and financial efficiency and routinely benchmarks against local and national best practices
- Responsible to oversee at least one quality improvement project related to operations.
- Provides departmental and institutional leadership for medical staff committees/meetings, hospital groups/task forces, and approved external programs/organizations
- Participates in the development of short and long-term goals of Pharmacy services in consideration of its mission, values, and its key business objectives.
- Promotes collaborative planning, coordination and integration of Pharmacy operations and systems, as well as with other clinicians, departments, affiliates, and outside agencies.
- Responsible for operational processes relating to the Specialty Drug Patient Management Program and its compliance with URAC and other acquired accreditation standards. Also responsible for compliance with 340B drug purchasing program.
- Provides input and assists in the development of effective budgeting and utilization of resources locations to achieve agreed upon goals and objectives.
- Delivers direct patient care and clinical practice for pharmacy services
 - Participates in development and implementation of customer-focused and coordinated delivery of ambulatory and specialty pharmacy services.
 - Places practice priority on the delivery of evidence-based patient-centered care
 - Collects and documents accurate patient medication histories and reconcile discrepancies versus orders within case management and EMR systems
 - Educates patients regarding safe and effective use of medications, possible medication side effects, and the role of prescribed medications in the overall therapeutic care plan
- Facilitates staff training and competency, experiential education, and practice advancement
 - Maintains a training and competency program for all pharmacy staff that meets accreditation standards for operations
 - Maintains proficiency in the preceptor roles and actively emulates education/mentorship skills
 - Develops student, resident, and staff training experiences/competencies and creates new relationships for teaching and training opportunities

III. QUALIFICATIONS

Education:

- Graduate of an ACPE accredited College of Pharmacy.
- Doctor of Pharmacy or other advanced degree highly preferred.

Experience and Knowledge

- Completion of ASHP accredited PGY-1 Pharmacy Residency and PGY-2 Specialty Pharmacy Residency.
- Clinical pharmacy experience in a specialty pharmacy setting required.
- Pharmacy leadership experience required, with formal leadership training or supervisory experience preferred.
- Knowledge of and proficiency with general specialty pharmacy operations and regulatory compliance.
- Ability to integrate specialty pharmacy services with quality improvement, teaching, research, and professional development activities.
- Significant knowledge and expertise in advanced pharmacy practice, specialty medication therapy management, and specialty evidence-based medicine in area appropriate for clinical assignments.