



Chief Pharmacy Officer

Leadership Profile

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The Role or Opportunity

The Chief Pharmacy Officer (CPO) and System Administrative Officer is a highly visible, system-level position with accountability to execute MUSC Health's pharmacy strategic plan, encompassing the vision for pharmacy clinical and business services, specialty pharmacy services, centralized logistics, centralized automation and analytics, 340b, supply chain, operations and IS support.

The MUSC Health Leadership seeks a CPO capable of transforming pharmacy programs for the organization. The CPO will continue to implement an integrated, operating business line, in alignment with MUSC Health's enterprise-level journey of fully integrating facilities across the system. With support from system-level leadership, the CPO will navigate the healthcare delivery system, while establishing new standards for operational rigor in pharmacy and leading the organization through change management.

The CPO oversees clinical and operational pharmaceutical services for MUSC Health, a multi-hospital health system. The CPO oversees the management and operations over the \$300 million health-system clinical service and pharmaceutical supply chain business, the approximately \$1.5 billion system pharmacy revenue, the standardization of the clinical, operational and logistics services at the inpatient and ambulatory sites. The pharmacy directors have a reporting relationship directly to the CPO so that there can be standardized clinical and operational services and centralize/consolidate where appropriate and drive system level results.

The CPO also ensures that pharmaceutical services are provided to patients with a consistently high level of safety, quality, cost effectiveness and customer service. The CPO co-leads the system P&T committee to develop a standardized formulary for the organization, as well as identification of safety and clinical effectiveness opportunities. The incumbent also serves as the leader/sponsor for system-wide pharmacy initiatives including standardization of logistics, operations, clinical and safety programs.

This position serves a key role in facilitating communication to the senior leadership and operations leadership team and site CEOs. The CPO works closely with nursing and physician leadership to develop an integrated model for clinical and operational aspects of the pharmacy business line. In addition, this individual is a member of the Integrated Clinical Centers of Excellence Executive Committee (ICCE) and is expected to be exemplary in demonstrating MUSC Health's vision, values, and behavioral/leadership expectations.

The CPO supports the organization's educational mission, which includes a symbiotic relationship with the MUSC College of Pharmacy and a large and comprehensive ASHP-accredited post-graduate residency program. The CPO will have a faculty appointment with the College of Pharmacy at the Clinical Associate Dean level.

Organization Overview

Department of Pharmacy Services

The MUSC Health Pharmacy Integrated Center of Excellence (ICCE) provides pharmacy services for patients throughout the health system. Pharmacy facilities are based on the Charleston campus as well as at the campuses of the four community hospitals in the Lancaster and Florence divisions of the Regional Health Network.

The department provides operational and clinical services for inpatient, outpatient, and ambulatory care patients with the support of leading automation and technology. MUSC Health has five convenient on-campus retail pharmacy locations, as well as a mail-order pharmacy and specialty pharmacy. The URAC and ACHE-accredited MUSC Specialty Pharmacy provides full-range of services through the on-campus location or by mail. Pharmacists provide comprehensive medication management virtually and at 6 convenient clinic locations on the Charleston campus.

MUSC Pharmacy has a longstanding reputation for outstanding team-based care and innovation. Pharmacy staff system-wide exceeds 400 care team members and approximately \$300 million in expense and \$1.5 billion in revenue. There are 13 ASHP-accredited residency training programs including a 24-month Health System Pharmacy Administration and Leadership residency.

The department has a demonstrated commitment to the education and training of future pharmacy professionals. There is a symbiotic relationship with the MUSC College of Pharmacy which has led to an outstanding learning environment for pharmacy students and residents.

MUSC Health

MUSC Health is a multidimensional healthcare system headquartered in Charleston, South Carolina. It serves as the principal diagnostic and treatment referral center for the state of South Carolina that owns and operates the principal clinical teaching institutions for The Medical University of South Carolina (MUSC).

The Medical University of South Carolina (MUSC) has grown from a small, private medical school founded in 1824 into one of the nation's top public academic health science centers, with six colleges (Dental, Medicine, Graduate Studies, Health Professions, Medicine, Nursing and Pharmacy) as well as a distributed health system including 1600 licensed inpatient beds in the three divisions spread across South Carolina including the Charleston Division with the 790 bed University Medical Center. As South Carolina's only comprehensive academic health center providing a full range of programs in the biomedical sciences, MUSC is engaged in activities statewide. Its main campus including the academic medical center is located on more than 80 acres in the city of Charleston, with an overall population of about 13,000 clinicians, faculty and staff. Nearly 3,000 students in six colleges study for degrees at the baccalaureate, masters, doctoral and other professional levels. The university also provides residency training for more than 780 graduate health professionals. The teaching staff is comprised of more than 1,500 full- and part-time faculty.

MUSC Health, the clinical enterprise of the Medical University of South Carolina (MUSC), is dedicated to the pursuit of changing what's possible in healthcare. Nationally recognized for its innovation, patient- and family- centered care, and quality outcomes. MUSC Health is an integrated healthcare system is accessible at the downtown Charleston campus as well as four community hospitals in the Lancaster and Florence divisions of the Regional Health Network, more than 100 outreach locations, clinical affiliations with numerous health care partners, and a robust telehealth network. MUSC

Health's Charleston Division sees more than one million patient encounters annually, and its specialized care teams consistently rank among the best in the country.

MUSC Health delivers transformational care shaped by world-class clinicians, health scientists and educators who provide leading-edge care, while developing the next generation of innovative healthcare leaders.

MISSION:

We preserve and optimize human life in South Carolina and beyond through education, research and patient care.

VALUES:

Compassion - Teamwork - Diversity - Accountability – Innovation

VISION:

As one of America's most preferred academic health systems, we will change what's possible with innovation that transforms expertise, learning and discovery into unrivaled patient-centered care. Our teamwork, coordination and accountability will provide the integrated breadth and depth to improve health and value for those we serve.

BRAND MOTTO:

We change what's possible!

VALUE PROPOSITION:

We transform expertise, learning and discovery into unrivaled patient-centered care in every setting



Position Summary

Reporting Relationships

The MUSC Health Chief Pharmacy Officer (CPO) and System Administrative Officer reports to the MUSC Health Chief Operating Officer with collaborative clinical accountability to the Integrated Center for Excellence (ICCE) Chief.

The CPO oversees the clinical and operational function of pharmaceutical care for MUSC Health, a multi-hospital health system. The Pharmacy Directors on the Charleston campus and the Florence and Lancaster divisions report directly to the CPO. The CPO supports and takes a lead role with the pharmacy residency program and holds a faculty appointment as Clinical Associate Dean in the MUSC College of Pharmacy.

Responsibilities

STRATEGY

- Partners with MUSC Health Strategic Planning office to develop a multi-year strategic plan and aligned supportive operational plan that will support growth across the system
- Supports affiliation and network development efforts as they relate to Pharmacy ICCE-specific expansion
- Drives initiative development and execution as it relates to advancing Pharmacy ICCE strategic initiatives

OPERATIONAL OVERSIGHT

- Collaboratively leads or directly manages care team members; holds care team members accountable for patient experience; holds management accountable for providing a work environment that cultivates employee engagement success, accountability, and fosters career growth and/or retention
- Facilitates HR management of the Pharmacy ICCE, including recruiting of all care team members
- Monitors throughput, systems and resource needs; facilitates and oversees performance improvement initiatives
- Ensures execution of MUSC Health policies and procedures; maintains all regulatory and accreditation standards
- Serves as the registrant for Pharmacy related permits; develops and maintains open communication with pharmacy regulatory agencies
- Ensures a safe and accountable process for all aspects of the medication use system
- Accountable for Pharmacy specific initiative implementation and associated project sponsorship/management
- Continuously reviews efforts and makes necessary changes to improve care variation, ensuring performance is in line with benchmarks
- When applicable, oversees contract establishment, execution, and delivery of terms
- Ensures for timely scorecard updates concerning organization goals; develops action plans on Opportunities for Improvement (OFIs) within areas of responsibility and shares best practices within the organization
- Supports efforts to ensure best practices for patient safety and a High Reliability Organization (HRO); ensures for implementation of Just Culture principles and practices
- Staffs and supports ICCE Executive Committee for Pharmacy ICCE

FINANCIAL PERFORMANCE & GROWTH

- Responsible for overall financial performance and growth for the Pharmacy ICCE, collaborating with other health system leaders to measure and drive improvements

- Leads Pharmacy involvement in the health system's annual budgeting and quarterly forecasting processes; advises on necessary capital investments
- Monitors supply costs and routinely communicates with Chief Supply Chain Officer related to opportunities to create cost efficiencies
- Monitors and drives improvements in Finance Pillar KPIs, as measured by organizational scorecard
- Supports networking and relationship development of referring providers; focused on providing rapid access to tertiary and quaternary care
- Engages with system leaders in developing progressive payor relationships and performance programs as they relate to the Pharmacy ICCE clinical programs

ACADEMIC INTEGRATION

- Creates and maintains an environment that supports education, research, and scholarly activity across MUSC Health, collaborating with MUSC College of Pharmacy (MUSC COP) and Department Chairs and leadership to align academic priorities and initiatives
- Adheres to the mechanisms that integrate Pharmacy clinical activities and priorities with MUSC research and education initiatives
- Holds appointment as MUSC COP Clinical Associate Dean and serves on the MUSC COP Executive Committee.
- Directs the post-graduate education of pharmacy residents
- Serves as Program Director for the Health System Pharmacy Administration and Leadership Residency (ASHP-Accredited)

Candidate Qualifications

The successful candidate will be an innovative, collaborative and strategic senior pharmacy leader with a demonstrated track record of developing and implementing a strategic vision for pharmacy services.

Education/Certification

- Pharmacy degree (B.S. and/or Pharm.D.) from an ACPE accredited College of Pharmacy required; Pharm.D. preferred.
- Master's degree in Pharmacy Administration or Business Administration is preferred.
- Health System Pharmacy Administration and Leadership Residency preferred.
- An active pharmacy license is required. A South Carolina pharmacy license must be obtained within 6 months of hire.

Knowledge and Work Experience

Minimum of seven years progressive leadership experience with increasing responsibility for the management and supervision of pharmacy personnel with emphasis on pharmacy systems, practice management, pharmacy education programs and relationships with academia, operational policies and procedures, pharmacy informatics, and automation and technology.

- Experience in an academic medical center or large, complex teaching hospital is required, and an understanding of collaborative opportunities with colleges of pharmacy

- Expert financial and people management skills and a proven ability to excel in a leadership position with an emphasis on program growth
- Must be highly respected as a strategic and operational leader with a proven ability to manage and grow an integrated business unit within a highly matrixed organization
- Experience with financial operations including but not limited to P&L management, budget and forecasting preparation, etc.
- Experience with providing clinical services to appreciate the implementation of these services.
- Experience developing and supporting undergraduate and graduate education
- Ability to recruit, mentor and retain highly skilled professional staff.
- Strong communicator, being both assertive and encouraging to motivate and inspire others to achieve mutually beneficial relationships and the highest performance standards
- Effective team builder and collaborator, with proven experience managing and working with and across physician and non-physician teams
- Strong project management skills; ability to manage multiple projects at once
- Knowledge of applicable Federal, State, and Local regulatory agency guidelines and laws
- Demonstrated commitment to diversity



The Community

Charleston, South Carolina



The Charleston Area is a veritable living museum populated with expertly preserved antebellum mansions; however, it is also a bustling epicenter of culture, invigorating outdoor activity and sumptuous dining that welcomes close to four million visitors annually.

The historic peninsula is framed by the Wando, Cooper, and Ashley rivers and is home to historic churches and synagogues, museums, galleries and award-winning restaurants. The peninsula is also one of the Southeast's best shopping districts noted for local boutiques, fine art and antiques. Campuses of the College of Charleston, The Citadel, and the Medical University of South Carolina are interwoven among walkable, bikeable neighborhoods, parks and boroughs.



The Charleston metro is thriving with unprecedented business growth and economic diversification, with both multinational corporations and fast-growing startups taking advantage of our globally competitive business environment. In addition to the port, aerospace and automotive manufacturing, and other leading economic drivers include: healthcare, higher education, high tech, and tourism.

Charleston offers the workforce and talent companies need to succeed. Since 2010, our skilled labor pool has grown four times faster than the U.S. average and twice as fast as South Carolina's average. A steady stream of well-educated young talent, who come for jobs – or create their own firms

in our business-friendly community – are helping to boost that number, and in turn their entrepreneurial energy creates new job opportunities for all.

The military employs over 90,000 people in Charleston including active duty, reserves, dependents and contractors. Aside from the renowned Citadel, there are several active bases in the Charleston area including the Coast Guard Sector Charleston and Joint Base Charleston—host to over 60 Department of Defense and Federal agencies.

The Charleston metro region is comprised of Berkeley, Charleston and Dorchester counties and 27 municipalities. You can choose from beach living, golf communities, historic urban areas, suburban neighborhoods, equestrian rural areas, farms and more. This charming city is overflowing with historic landmarks, beautiful homes and some of the friendliest neighbors in the world.

How to be considered

Please direct all nominations, inquiries and resumes to Paul Bush at ASHP Consulting by e-mail, pbush@ashp.org.

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MUSC Health values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.