

PHARMACARE SERVICES

Job Description Standards of Performance

(Revised 02-10)

Position: Director of Pharmacy

Reports to: Pharmacy Accounts Director

License: Current license as required by State Board of Pharmacy

Status: Salaried Exempt

Job Summary:

Plans, directs, and monitors all financial, operational, professional, and clinical activities of the department. Implements Policies and Procedures that ensure the pharmacy department provides optimal pharmaceutical services that meet all legal, accreditation, and certification requirements. Ensures that all pharmacy staff is currently licensed/certified/registered and have adequate Continuing Education credits. Develops competence assessment programs that ensure all pharmacy staff performs all duties and responsibilities with utmost efficiency and safety, as well as, complies with all applicable policies, procedures and standards of the hospital and PharmaCare Services. Provides hospital staff with timely information relative to new drugs, policies and standards of care that relate to medication use/safety. Keeps current with State regulations regarding the practice of Pharmacy and implements changes as necessary to maintain compliance.

Knowledge/Skills Required:

1. Computer-literate
2. Communication (verbal and written)
3. Knowledge of dosage requirements for pediatric, adolescent, adult and geriatric patients

Attitude/Traits/Appearance:

1. Courteous
2. Cooperative
3. Mature
4. Punctual
5. Neat and professional
6. Accurate
7. Detail-oriented

Physical/Mental Requirements:

1. Adequate range of motion and mobility required
2. May require lifting/carrying moderate loads (40 pounds)
3. Must be physically able to operate the equipment used for the job
4. Sitting, standing, bending, stooping, and the ability to carry items weighing up to 40 pounds
5. Talking and the ability to express and exchange ideas by means of language
6. Hearing and the ability to perceive sound
7. Near acuity with clarity of vision at 2 feet or less required
8. Ability to read, record, or type data quickly and accurately
9. Ability to collect and analyze data and verbal information to reach logical conclusions
10. Ability to determine the time, place, and sequence of operations or actions required
11. May be required to stand for long periods of time (4 to 8 hours)
12. May be required to handle a heavy work volume

Environmental/Working Conditions:

1. Working long hours between breaks or meals may be required
2. Ability to appropriately cope with stress
3. May be exposed to noise of varying intensities
4. Constant contact with co-workers
5. Exposure to fluctuations in temperature may be required
6. Exposure to outdoor environment

Equipment Requirements:

Ability to use fax, telephone, copy machine, computer, calculator, balance and/or scale, IV hood, and automated dispensing machine

Occupational Demands:

1. Awareness of the possible exposure to hazardous and/or biological materials
2. Ability to appropriately handle hazardous and/or biological materials

Critical Demands:

1. Ability to prioritize, work independently and handle stress
2. Ability to work cooperatively as a team member of the hospital management staff
3. Ability to meet the pharmaceutical care needs of the patients served by the facility
4. Ability to manage the professional, technical and clerical staff assigned to the department

Basic Requirements:

1. Regular attendance is required to perform the essential duties and responsibilities of this position.
2. Maintains performance levels and competencies that support the mission and philosophy of PharmaCare Services of providing exceptional patient care and satisfaction
3. Maintains confidentiality of patient and employee information, as well as all PharmaCare Services proprietary information at all times.
4. Attends compliance-related in-services (evidenced by attending mandatory corporate compliance in-service, and/or hospital orientation, and/or mandatory staff in-services)
5. Creates an environment that encourages staff to report/resolve complicated issues

Duties and Responsibilities:

1. Develops and maintains policies, procedures and processes that promote safe, efficient and cost-effective medication use and that comply with TJC standards, as well as, federal and state regulatory agencies.
2. Develops programs that ensure all pharmacists are competent to perform their professional duties and responsibilities. Verifies that licenses/certifications are current and valid.
3. Develops and monitors duties and responsibilities for all pharmacy personnel; evaluates and counsels employees in their performance in a professional and timely manner.
4. Ensures that the pharmacy department is clean, neat and well-organized; ensures that all documents are filed in a manner that allows for prompt retrieval
5. Establishes and maintains strict controls and accountability for all medications stored in the hospital and dispensed or administered to patients.
6. Develops and implements a process which ensures that the Pharmacy and Therapeutics Committee efficiently and effectively promotes the efficacious, safe and cost-effective use of medications within the institution; ensures that agendas are prepared in a timely manner and reviewed with the Chairperson of the Committee prior to the meeting whenever necessary.
7. Directs all aspects of monthly financial data; analysis of end-of-month drug utilization data and purchasing information for appropriateness prior to submitting to the corporate office. Ensures that patient billing is accurate.
8. Implements and monitors purchasing program that ensures no significant inventory build with monthly utilization approximating purchases. Ensures that best pricing is attained; contract pricing within corporate limits. Ensures that Product Master contains accurate data.
9. Directs all inventories to ensure that they are accurately and correctly conducted; works cooperatively with Purchasing Manager to ensure that the inventory process is adequately staffed and efficiently carried out

10. Implements process that ensures bi-weekly payroll data is accurate and complete; ensures timely transmission to corporate office
11. Maintains competence required for current job position and demonstrates knowledge in the following areas:

a.) safety	h.) medication safety
b.) hazardous substances	i.) age/disease specific drug therapy
c.) compounding sterile products *	j.) Patient confidentiality
d.) medication order/review	k.) disasters/emergencies
e.) controlled substances	l.) medication errors
f.) infection control	m.) ADRs
g.) pharmacy security	n.) crash cart
12. Prepares work schedules and workload statistics; maintains an appropriate staffing level to ensure that the services and responsibilities of the department are provided in a timely and quality manner. Ensures that Over Time does not exceed budget.
13. Actively participates in committees, meetings and functions as required by the corporate office and/or hospital administration
14. Performs duties and responsibilities of support staff (pharmacists and technicians) in their absence
15. Implements clinical programs designed to promote rational, cost-effective drug therapy. Identifies high-cost drug use that may be inappropriate and develops corrective strategies with support of Clinical Manager.
16. Performs other duties as assigned:
 - * Must include written test for compounding sterile products PLUS the assessment forms for hand hygiene and garbing, aseptic technique and related practices, and cleaning/disinfecting of I.V. Room.

Elements of Performance:

This section identifies certain elements of performance that relate to the same number in the Duties and Responsibilities Section. These are not intended to be all inclusive and the evaluator may add others as necessary.

- 1 a. The Director of Pharmacy has updated the Policy and Procedure Manual to reflect all revisions.
- 1 b. The Director of Pharmacy has brought the P and P Manual to the P and T Committee for approval and does so annually.
- 1 c. The Director of Pharmacy has coordinated all sections of the P and P Manual with nursing leadership to ensure that the hospital's Policies on Medication Management are compatible with pharmacy's Policies.
- 1 d. The Director of Pharmacy demonstrates knowledge of all revisions in the Policy and Procedure Manual and initiates timely steps to implement them.
- 1 e. The Director of Pharmacy demonstrates knowledge of Policies dealing with safe and appropriate storage, labeling, prepackaging, and dispensing of medications.

- 1 f. The Director of Pharmacy demonstrates knowledge of the Policy on Medication Errors and ADR's and can articulate his/her role in each Policy.
- 1 g. Other
- 2 a. The Director of Pharmacy verifies validity of staff's license/certification renewals and has the documentation.
- 2 b. The Director of Pharmacy implements training programs/in-services to staff regarding updates in Policies, Procedures, and information received from PharmaCare Services Corporate.
- 2 c. Other
- 3 a. The Director of Pharmacy evaluates staff's performance and competencies in a timely manner and provides Corporate with the necessary documentation.
- 3 b. The Director of Pharmacy counsels employees in accordance to PharmaCare Service's Human Resources Policies and Procedures.
- 3 c. Other
- 4 a. The Director of Pharmacy maintains the pharmacy department in a neat and organized manner.
- 4 b. The Director of Pharmacy maintains all corporate manuals, reference books, journals, and other documents in an organized manner. All manuals and references are current.
- 4 c. The Director of Pharmacy maintains all invoices, records, and other required documents properly filed and readily retrievable.
- 4 d. Other
- 5 a. The Director of Pharmacy implements and monitors procedures that ensure Floor Stock Areas/ADM's contain authorized list of medications with par levels. Establishes procedure that ensures there are no out dated medications.
- 5 b. The Director of Pharmacy routinely monitors/audits controlled substances from receipt of the drug by Pharmacy to administration to the patient to ensure there was no diversion throughout the various steps. Maintains readily available documentation of this information.
- 5 c. Implements procedures that ensure all medications stored throughout the facility are secure (CMS definition). Monitors for verification and documents.
- 5 d. Ensures that Controlled Substance inventories are accurate and comply with Federal and State Regulations.
- 5 e. Ensures that Controlled Substance invoices are properly filed and readily retrievable.
- 5 f. Ensures all wastage of Controlled Substances are in accordance with Federal and State Regulations.
- 6 a. Ensures that the P and T Committee meet in accordance with facility policy; at least quarterly.
- 6 b. The Director of Pharmacy provides a leadership role in the P and T Committee; prepares Agenda and coordinates timely attendance of members.

- 6 c. Develops Agenda using PharmaCare Services Guidelines and includes development of criteria for the effective, safe and costly use of drugs which account for high utilization dollars. Examples include LMWHs, epoetin alfa, albumin, parenteral antifungal agents, parenteral antibiotics, and others.
- 6 d. The Director of Pharmacy provides comprehensive review of new drugs for Formulary addition that addresses efficacy, safety and cost. The information must contain references from current medical literature (Should solicit support of Clinical Manager).
- 6 e. The Director of Pharmacy develops a Therapeutic Intervention Program approved by Clinical Manager and facility Medical Staff.

- 7 a. The Director of Pharmacy provides PharmaCare Services Corporate with timely, complete and accurate EOM financial data-----drug utilization and purchasing.
- 7 b. The Director of Pharmacy implements procedures that ensures patient and client billing is accurate.

- 8 a. The Director of Pharmacy assumes responsibility for implementing and monitoring purchases so as to ensure proper inventory turns and no significant inventory build.
- 8 b. The Director of Pharmacy monitors Product Master routinely to ensure correct data is loaded and data is current, and accurate.
- 8 c. The Director of Pharmacy implements and monitors procedures which ensure that contract compliance meets or exceeds PharmaCare Services expectations.

- 9 a. The Director of Pharmacy prepares staff and pharmacy for successful drug inventory.
- 9 b. The Director of Pharmacy ensures the pharmacy is adequately staffed to conduct the drug inventory as well as conduct business as usual.

- 10. The Director of Pharmacy ensures that payroll data is accurate and complete, and sent to PharmaCare Services Corporate in a timely manner.

- 11. Competencies as identified in Job Description.

- 12 a. The Director of Pharmacy develops work schedules and staffing levels that ensure that the pharmacy department operates professionally and efficiently at all times.
- 12 b. The Director of Pharmacy manages staffing and scheduling such that Over Time does not exceed budget.

- 13 a. The Director of Pharmacy satisfactorily participates in committees, meetings, and functions requested by the facility and PharmaCare Services Corporate.
- 13 b. The Director of Pharmacy performs all duties in a professional manner and is viewed by hospital leadership as a team player.

- 14. Performs duties and responsibilities of support staff (pharmacists and technicians) in their absence.
- 15 a. The Director of Pharmacy submits EOM Clinical Summary (EOMCS) report to Corporate Clinical Manager in timely manner. Information in EOMCS report is complete and accurate.

- 15 b. The Director of Pharmacy reviews EOM drug utilization or monthly purchases to identify high-cost drugs as Targets. (Target drugs require an evaluation of its usage to determine if appropriate and cost effective.) The Director of Pharmacy works with Clinical Manager to develop criteria for use which can be presented to P and T Committee to address inappropriate use of the Target drug(s).
 - 15 c. The Director of Pharmacy monitors all lab values that interface with medication use including C and S reports. Recommends to prescribers more cost effective medication use when clinically appropriate. Maintains proper documentation of these activities.
 - 15 d. Manages drug Formulary process in accordance to PharmaCare Services Policies.
 - 15 e. Develops comprehensive Therapeutic Substitution Program.
 - 15 f. Demonstrates successful cost-containment clinical initiatives which have lowered drug costs.
16. Performs other duties as assigned:
 * Must include written test for compounding sterile products PLUS the assessment forms for hand hygiene and garbing, aseptic technique and related practices, and cleaning/disinfecting of I.V. Room.

Behavioral Expectations:

- 1. Compassion - Demonstrates sensitivity for the needs of others by showing appreciation and respect for the dignity of all persons. Shows concern for the feelings of others through actions that express thoughtfulness, attentiveness and confidentiality
- 2. Service - Anticipates and responds to the needs of patients, visitors, physicians, employees, volunteers and the community. Recognizes the needs of others and takes appropriate steps
- 3. Communication - Expresses and receives, through word, body language and listening skills, all information needed for job performance. Presents information (verbal and/or written) in a clear and concise manner that is easy to hear or read and understand
- 4. Fairness - Displays open-mindedness and objectivity in relations with patients, visitors, physicians, employees, volunteers and the community. Treats all persons justly acting without self-centeredness, prejudice and favoritism
- 5. Courtesy - Demonstrates the hospitality of PharmaCare through words and behavior. Displays friendliness, kindness and appropriate manners in interactions with patients, visitors, physicians, employees, volunteers and the community.
- 6. Teamwork - Promotes a spirit of unity which enables the group to work together to achieve a common goal. Takes initiative to perform job and/or assist co-workers, supporting the work of others in accomplishing the mission of the Company
- 7. Stewardship - Demonstrates efficient and careful use of materials and human resources to carry out the mission of the department and PharmaCare, in a resourceful and creative manner. Effectively utilizes and is not wasteful of human and financial resources, equipment, supplies, building, and property

8. Flexibility - Displays open-mindedness and adaptability by adjusting to meet the needs of the department and PharmaCare. Receives in a positive manner suggestions for improvement and necessary changes in scheduling, procedures and assignments
9. Professionalism - Presents a positive image of himself/herself and of PharmaCare. Exhibits behaviors, which demonstrate competence, reliability, self-control, honesty, and appropriate overall appearance while rendering service
10. Concern for Environment - Demonstrates responsibility for maintaining an environment, which is conducive to the work of PharmaCare. Takes necessary measures to assure work area and the Company, as a whole is kept safe, neat, quiet and clean

Marginal Functions:

A review of this job description may have omitted some of the marginal functions of the position that are incidental to the performance of the job duties and responsibilities. This position description, in no way, states or implies that these are the only duties and/or responsibilities to be performed by the employee in this position. The employee in this position will be required to follow any other job-related instructions and to perform any other job-related duties requested by his/her supervisor.

I acknowledge that my employment relationship with PharmaCare Services, unless otherwise provided in writing, shall be defined as “employment-at-will” where either party may dissolve the relationship at any time.

I have reviewed this job description and understand that it is my responsibility to perform up to the high standards set forth by PharmaCare Services.

I realize that I may have to handle hazardous drugs and may also have to compound hazardous products. I attest that I understand the adverse risks associated with handling and compounding these drugs.

Director of Pharmacy Printed Name

Director of Pharmacy Signature

Date

PharmaCare Services Manager Signature

Date