

# PHARMA CARE SERVICES

## Job Description Standards of Performance

(Revised 09-15-03)

**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 and professional activities of the department. Prepares and submits annual budget to Corporate office in a timely manner. Develops policies, procedures and processes that ensures the pharmacy department provides optimal pharmaceutical services and meets all legal, accreditation and certification requirements. Develops competence assessment programs that ensure all pharmacy staff performs at utmost efficiency and safety, as well as complies with all applicable policies, procedures and standards of the health-system organization and PharmaCare Services.

### **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

### **Age-Specific Statement (Check One):**

( ) Individual has regular, clinical contact with patients and must demonstrate knowledge and skills in caring for patients (or assisting in caring for patients) of different age groups. Individual must demonstrate the ability to care for and utilize resources for patients to promote a cost-effective and efficient environment for patients in the following age groups:

- ( ) Newborn
- ( ) Child
- ( ) Adolescent
- ( ) Adult
- ( ) Geriatric

( ) Individual has contact with patients in a non-clinical setting and must understand and demonstrate appropriate behavior when interacting with patients in the following age groups:

- ( ) Newborn
- ( ) Child
- ( ) Adolescent
- ( ) Adult
- ( ) Geriatric

( ) Individual has no contact with patients.

### **Basic Functions:**

1. Regular attendance is required to perform the essential duties and responsibilities of this position.
2. Maintains performance levels that support the mission and philosophy of PharmaCare Services of providing exceptional patient care and satisfaction
3. Employee must maintain 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. Audits and monitors his or her department for compliance issues
6. Creates an environment that encourages staff to report/resolve complicated issues

### **Duties and Responsibilities:**

1. Develops and monitors policies and procedures that promote safe, efficient and cost-effective medication usage
2. Develops, implements, and maintains a program that ensures the quality of pharmaceutical services, provided it satisfies all JCAHO standards and other regulatory agencies
3. Develops and implements a strategic plan for the pharmacy department that supports the goals and mission of the hospital
4. Develops a program which ensures that all pharmacists are qualified to provide quality pharmaceutical care to the patients serviced

5. Develops and revises job descriptions and performance standards for all pharmacy personnel; evaluates and counsels all employees on their performance in a professional and timely manner
6. 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
7. Establishes and maintains strict controls and accountability for all medications stored in the hospital or dispensed to patients; ensures that patient billing is accurate
8. 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
9. Directs all aspects of monthly financial computations; analyzes financial results and resolves discrepancies prior to submitting end-of-month data to the corporate office
10. Directs purchasing program and implements purchasing processes that satisfy corporate policy
11. 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
12. Implements process that ensures bi-weekly payroll data is accurate and complete; ensures timely transmission to corporate office
13. Works cooperatively and professionally with members of PharmaCare Services administrative team to ensure that all aspects (drug procurement, storage and distribution) support the institution's budgetary constraints
14. Sustains professional competence in rational drug therapy and contemporary pharmacy practice in order to provide for effective educational needs of the facility's medical, nursing and ancillary health-care professionals
15. 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
16. Actively participates in committees, meetings and functions as required by the corporate office and/or hospital administration
17. Performs duties and responsibilities of support staff (pharmacists and technicians) in their absence
18. Performs other duties as assigned

**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.

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Director of Pharmacy Printed Name

\_\_\_\_\_  
Director of Pharmacy Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrative Manager Signature

\_\_\_\_\_  
Date