

COMMUNITY HOSPITAL RETAIL PHARMACY DIRECTOR

REPORTS TO: Community Health Systems Director
DEPARTMENT: Community Health Systems
FLSA STATUS: Exempt

PURPOSE:

Effectively and efficiently manage a retail pharmacy. Responsible for supervising workflow and staff. Compound and dispense prescribed drugs in a retail environment. Responsible for transferring prescriptions, logging data and Drug Utilization Review. Provide medication use education to customers and healthcare providers. Responsible for communication with healthcare providers and insurance carriers.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee Partner contributes to improved performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability. Report to work as scheduled, be 100% honest and get along with others.

1. Responsibilities that make this pharmacy a great place to work (the People domain)
 - a. Defines roles and responsibilities of department employees, completes and updates job descriptions.
 - b. Identifies staffing needs, completes Request for Position, conducts interviews and selects new employees.
 - c. Coordinates a complete orientation for employees new to the department
 - d. Assesses competence – 90 day and annual competencies completed on time
 - e. Directs workflow of pharmacy to ensure cost efficiencies and effectiveness. Schedules department work load and employees to work based on customer need, productivity goals and employee talents and availability.
 - f. Provides training/in-service opportunities based on identified competence needs, regulatory requirements and employee interest
 - g. Creates an environment of high employee satisfaction. Retains employees, employee turn over rate as agreed upon annually.
 - h. Conducts annual evaluations, completed by the deadline.
 - i. Identifies employee conduct in need of praise, encouragement or improvement; counsels employees, applies discipline, documents efforts.

2. Responsibilities that make this a great pharmacy to fill prescriptions (patient satisfaction, Quality domain)
 - a. Maintains strict confidentiality of customer and employee information. Complies with the HIPAA Privacy Rule standards.
 - b. Assures clinical quality by conducting quality monitoring, performance improvement, Tracks and reports performance data including monthly misfilled orders noting the appropriate corrective action taken.
 - c. Assures equipment appropriate to complete pharmacy tasks. Completes work orders, and recommends capital expenditures,
 - d. Creates an environment of high patient satisfaction.
 - e. Department is compliant with regulatory requirements. Responsible for completing annual physical inventory count including controlled substances. Deficiencies are addressed and corrected within specified timeframes.

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3. Duties that make the department and organization financially sound (growth and financial domains)
 - a. Prepares department operating budget. Monitors and justifies all expenses exceeding budgeted targets.
 - b. Manages inventory to appropriate levels
 - c. Stays within department budget
 - d. Department growth goals met as agreed with Sr. Leader.

- 4) Provides services of clinical pharmacist.
 - a) Prepares and dispenses medication orders per physician request according to established policies, procedure, and protocols and in accordance with local, state and federal regulations.
 - b) Issues controlled substances and maintains records as required by law.
 - c) Provides medication use education to customers and healthcare providers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Interpersonal Skills. Builds relationships and respects others by a courteous attitude and professional demeanor. Communicates accurately and effectively. Demonstrates ability to work as a team member. Demonstrates attention to detail.

Decision-Making Ability. Understands and meets physician and customers' needs and expectations, demonstrating sound professional judgment. Unusual situations are reviewed with senior leadership.

Analytical Ability. Apply professional, business, and technical knowledge in innovative ways. Computer knowledge required.

Required Physical Effort. Concentrates and pays close attention to detail with frequent interpersonal contact. Requires adaptability. Push, pull, move, load, or regularly lift between 20 and 50 pounds and/or 10-25 lbs of force frequently.

Leadership or Management Responsibility. Fosters a team environment by providing orientation and training to team members, assisting coworkers in tasks and customer service skills.

Risks and Undesirable Workplace Conditions. May be exposed to hazardous or toxic substances, punctures and falls.

Special Knowledge Required. Possess a B.S. degree in Pharmacy. Advanced pharmacy degree (PharmD) or residency training preferred. Requires current, unrestricted Colorado Pharmacy licensure.