POSITON SPECIFICS

Title: Pharmacy Manager, Operations  
Department/Number: Pharmacy, 13650

Reports to: Assistant Director, Pharmacy Services

Job Code: 701002  
FLSA Status: Exempt

Manager Approval: B Ludwig 3-17  
HR Approval: CMW 3-17

POSITON SUMMARY

The Pharmacy Manager, Operations will be an expert in pharmacy operations and medication-use systems. This Manager will take on advanced responsibilities in the areas of pharmacy operations, technology and automation, medication safety, quality improvement, compliance, technician oversight and training, medication compounding and preparation, and education related to all aspects of pharmacy operations. The Pharmacy Operations Manager will report to the Assistant Director of Pharmacy to provide safe, timely, efficient, equitable, effective, and patient-centered medication use.

Areas of focus for this position will include all UW Health inpatient pharmacies and patient and procedural care areas where medications are used. This includes all hospitals, clinics, and other sites of care within UW Health as well as any entity in which the Department of Pharmacy is contracted to provide services. The breadth of responsibilities will vary widely and require a thorough understanding of the UW Health medication use process.

Project management, oversight and involvement will range from independent work on small projects, to leading teams on large scale system-wide changes. Many projects will involve departments external to pharmacy and the Pharmacy Operations Manager will be required to use advanced communication and project management skills lead quality and efficiency improvement efforts. An understanding of and the ability to apply lean principles is important to success in this position.

The Pharmacy Manager, Operations is responsible for leading and managing associated personnel, programs, services, and operations. Additionally, the incumbent will be responsible for providing direction and leadership to pharmacists, pharmacy technicians, pharmacy students, pharmacy interns and pharmacy residents who provide inpatient pharmacy patient care and operational services. Furthermore, the incumbent will partner with other Department Managers to ensure pharmacy purchasing, receiving, inventory management, and overall supply chain management systems are operating efficiently. Finally the incumbent will lead, manage, and coordinate pharmacy operations, medication use systems, planning and project management, human resource management, teaching, scholarship, and community service in associated areas of responsibility.

All responsibilities are accomplished in collaboration with the pharmacy leadership/management team under the direction of the Assistant Director of Pharmacy.

The scope and complexity of the position requires successful incumbents to possess a diverse and highly developed skill set including but not limited to: time-management, communication, creativity, vision, teamwork, management, leadership, clinical knowledge base/skills, mentorship, change management, scholarship, and teaching.

MAJOR RESPONSIBILITIES

The Pharmacy Manager, Operations is responsible for the following:

I. Medication Systems and Operations Coordination and Implementation
   1. Manage and lead the provision of safe, timely, efficient, equitable, effective, and patient-centered pharmacy patient care services and operations for areas of responsibility
   2. Responsible for operational systems to assure appropriate prescribing, distribution, administration, and monitoring outcomes of drug therapy process.
   3. Manage technology and automation to allow for optimum resources.
   4. Evaluate new automation that may bring additional value to UW Health.
   5. Assure that existing automation is being utilized at the highest level of efficiency, and develop efficiency standards for each.
   6. Assure compliance within sterile compounding (USP 797) and non-sterile compounding practices (USP 795).
   7. Review reports for medication errors, adverse drug events, ineffective service, or other problem identification. Analyze and implement quality improvement measures for improving organizational performance.
   8. Manage peri-operative care pharmacy services. Includes management of pharmacy staff and medication management workflows in these areas. Coordinate programs to support efficient and cost effective use of medications within the OR. Liaison to the OR medical staff.
8. Assist and coordinate efforts to ensure operations meet compliance and quality improvement standards and initiatives.
9. Identify opportunities to redesign operational systems to maximize labor and operational efficiency.
10. Planning and project management for specific projects and new services related to departmental goals.
11. Assure proper training for end users.
12. Coordinate and monitor pharmacy internal and external workload and productivity monitoring systems.
13. Conduct post-implementation assessment of pharmacy automation enhancements and new pharmacy programs to ensure desired changes are achieved. Change systems to achieve desired results.
14. Prepare work plans, identifying steps involved, resources required and parties who should be involved both within and outside the department.
15. In collaboration with Pharmacy Managers and Technician Supervisors assist in oversight of day to day operations while identifying and resolving problems which occur.
16. Develop and/or maintain patient care services and operational policies and procedures.

II. **Practice Advancement and Optimization**
   a. Advance the UW Health comprehensive pharmacy practice model and define the roles/practice standards of pharmacists, technicians, residents, and students.
   b. Monitor staff performance and recognize high-performers and hold poor performers accountable to department and institutional standards.
   c. Actively participate in the ongoing professional development of individual pharmacists via education, mentorship, and competency development.
   d. Develop, lead, implement and manage advanced inpatient pharmacy patient care services and practice standards.
   e. Actively participate in the education of the next generation of pharmacists via pharmacy student clerkships, pharmacy internships, and post-graduate residency training programs.
   f. Lead pharmacist participation in meaningful scholarship (e.g. podium presentations, posters, publications) by example and through mentorship of department pharmacists and residents.
   g. Lead and manage ongoing quality improvement projects related to preceptor development and learning experience delivery.
   h. Lead and develop pharmacists to be eligible for and attain available professional certifications and recognition of knowledge, skills and abilities.
   i. Actively participate in professional pharmacy organizations (e.g. Pharmacy Society of Wisconsin, American Society of Health-System Pharmacists, American College of Clinical Pharmacy).
   j. Hold direct reports accountable for active participation in professional organizations.
   k. Serve as an advisor and/or preceptor for students/interns/residents on patient care and administrative rotations/residencies.
   l. Demonstrate a passion for the profession of pharmacy and value pharmacists and technicians provide to patients.
   m. Maintain and foster a practice culture that embraces change and innovation with a positive attitude.
   n. Develop technician role and workforce to support pharmacist clinical services and medication use system.
   o. Participate as a member of pharmacy department and hospital multidisciplinary team and committees, including but not limited to the following:
      I. Pharmacy Operations, Pharmacy Managers, Training and Education Committee, Pharmacy Practice, Residency Advisory Group
      II. Member, various standing department and hospital multidisciplinary committees, ad hoc committees, and improvement teams as appropriate.
      III. Oversee assigned staff performance and participation on their assigned department and hospital committees.

III. **Planning and project leadership**
   1. Participate in department’s strategic plan development and execution of assigned goals.
   2. Identify and develop business cases for pharmacy patient care services based upon anticipated future needs, practice advancement, and organizational priorities for inclusion in the department strategic plan.
   3. Mentor and develop residents and pharmacists in planning/project management as members of the project team via direction, supporting, coaching, and delegating as appropriate.
   4. Participate and/or lead, as pharmacy representative, organization quality improvement initiatives/projects.
   5. Maintain an expertise in the selection and use quality improvement methodologies/tools to maximize project outcomes.
   6. Provide leadership and oversight to resident major projects.
7. Develop and maintain an expertise in change management tools and theories
8. Lead development of resources to assist pharmacists with strategies to advance innovative research, education and project ideas.

IV. Human resource management
1. Management of personnel supporting pharmacy operations.
2. Evaluate performance of assigned personnel.
3. Coordinate and lead team and staff meetings for assigned areas of responsibility.
4. Work with staff on an ongoing basis to improve performance and attain their professional development goals by directing, coaching and supporting.
5. Monitor the progress of assignments and performance of daily responsibilities for all assigned personnel, coaching and disciplining staff as necessary.
6. Identify and deal with personnel issues in a proactive and timely manner, with appropriate follow-up as necessary.
7. Manage labor expenses.
8. Manage employee leaves of absence and family medical leaves.
9. Measurement of employee engagement and implementation of improvement initiatives.
10. Participate in the recruitment, interviewing and hiring of professional and technical staff.
11. Staff orientation, training and competency assessment.

V. Teaching/Scholarship
1. Serve as preceptor for pharmacy students, interns, and residents
2. Serve as research, project, and career advisor to pharmacy residents
3. Coordinate scholarship (posters, presentation, publishing) efforts of all areas of oversight
4. Coordinate UW Health pharmacist participation in UW School of Pharmacy Elective

VI. Direct Reports
1. AFCH pharmacists, technicians, students, and interns
2. Nutrition Support Team pharmacists

VII. Direct patient care (staffing)
1. Works under the responsibilities outlined in the Clinical Pharmacist Acute Care Services position description
2. Staffing commitment of 10%

All duties and requirements must be performed consistent with the UWHC Organizational Performance Standards.

<table>
<thead>
<tr>
<th>POSITION REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education</strong></td>
</tr>
<tr>
<td>Minimum</td>
</tr>
<tr>
<td>Preferred</td>
</tr>
<tr>
<td><strong>Work Experience</strong></td>
</tr>
<tr>
<td>Minimum</td>
</tr>
<tr>
<td>Preferred</td>
</tr>
<tr>
<td><strong>Licenses &amp; Certifications</strong></td>
</tr>
<tr>
<td>Minimum</td>
</tr>
<tr>
<td>Preferred</td>
</tr>
<tr>
<td><strong>Required Skills, Knowledge, and Abilities</strong></td>
</tr>
<tr>
<td>• Strong interest in clinical and operational pharmacy services leadership</td>
</tr>
<tr>
<td>• Knowledge of educational methods and experiential training</td>
</tr>
<tr>
<td>• Ability to work in a complex team environment and to collaborate with both external and internal professionals and other customers</td>
</tr>
<tr>
<td>• Appreciation of age specific needs of pediatric to geriatric populations with regards to drug therapy and services</td>
</tr>
<tr>
<td>• Excellent verbal and written communication skills</td>
</tr>
<tr>
<td>• Computer skills – word processing, spreadsheets, PowerPoint®, drug databases</td>
</tr>
<tr>
<td>• Familiarity with various software, equipment and technology necessary to provide pharmacy services</td>
</tr>
<tr>
<td>• Able to demonstrate skills in prioritization, problem solving, team</td>
</tr>
</tbody>
</table>
# UW HEALTH POSITION DESCRIPTION

- Building, decision making, time management and strategic planning
- Knowledge of pharmacy services within an acute care environment of an integrated health system and an ever changing environment
- Knowledge of laws and regulation regarding pharmacy
- Knowledge of external medication related quality metrics
- English communication skills, both verbal and written

## AGE – SPECIFIC COMPETENCY

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

| X | Infants (Birth – 11 months) | X | Adolescent (13 – 19 years) |
| X | Toddlers (1 – 3 years) | X | Young Adult (20 – 40 years) |
| X | School Age (6 – 12 years) | | Middle Adult (41 – 65 years) |
| | | | Older Adult (Over 65 years) |

## JOB FUNCTION

Review the employee’s job description, and identify each essential function that is performed differently based on the age group of the patient.

## PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sedentary:</strong> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
</tr>
<tr>
<td><strong>Light:</strong> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td><strong>Medium:</strong> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td><strong>Heavy:</strong> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td><strong>Very Heavy:</strong> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

List any other physical requirements or bona fide occupational qualifications:

- None