



## POSITION DESCRIPTION

### Pharmacy Manager

Reports To: Vice President of Administrative    Position Status: Exempt  
Operations & External Relationships

Supervises: Pharmacy Technicians  
Clinical Pharmacists  
Clinical Pharmacist - Lead

Effective Date: 12.01.15

### **GENERAL SUMMARY**

The Pharmacy Manager is responsible to the Vice President of Administrative Operations and External Relationships for provision of quality and cost-effective Pharmacy services for all NKC facilities and programs. Responsibilities include: the overall planning and management of Pharmacy services; pharmacist oversight of patient prescription services and clinical services; pharmacy information system management and direction and supervision of all daily work activities of personnel involved in clinical and distribution services of the Pharmacy. The Pharmacy Manager is responsible to the NKC Medical Staff for drug utilization review and Pharmacy policies and practices, which address quality assurance or quality-of-care issues. This position will act as a resource person to medical staff and clinical staff for the drug management of ESRD patients and to financial staff for the administration of patient Pharmacy accounts.

### **DUTIES and RESPONSIBILITIES**

Perform all duties and responsibilities of a Northwest Kidney Centers Clinical Pharmacist. The Pharmacy Manager also:

1. Works with the NKC Administration and Medical Staff to establish and monitor appropriate pharmacy services, establish short- and long-range plans, and develop work plans for completion of department goals and objectives. Establishes policies and procedures to implement and maintain approved plans.
2. Develops the department budget and monitoring systems in conjunction with the Vice President.

3. Directs daily department activity and supervises Pharmacy Technicians, Clinical Pharmacists, and the Clinical Pharmacist Lead.
4. Working with the NKC Medical Executive Committee, establishes and implements in-center drug product selection and drug utilization policy. Responds to NKC Medical Staff inquiries regarding drug product selection, drug policy, and the availability of special request medications.
5. Performs purchasing function for all pharmacy items and develops appropriate inventory control procedures (quantity, quality, segregation, reconciliation, etc.) Sets inventory management goals and objectives (e.g. turnover, percentage stock-outs).
6. Manages the pharmacy information system.
7. Oversees the Maintenance of pharmacy patient profiles, and associated databases (physician, medication, interaction, allergy, diagnosis, etc.) to ensure regulatory compliance and high quality pharmacy care.
8. Provides NKC Accounting, Billing and Patient Finance Departments with appropriate account information in an agreed upon format and with established time intervals.
9. Works with clinical staff to establish appropriate practices for floor stock drug use at all NKC facilities, works with Materiel Management staff to establish appropriate practices for distribution of solutions to home patients, establishes a quality assurance program to monitor all such practices in order to meet or exceed legal requirements for pharmacist participation in ESRD solution and drug distribution.
10. Oversees medication inventory and medication room audit and inspection procedures at all locations.
11. Provides information, education, and guidance to NKC Medical Staff, clinical staff, NKC patients, transplant and CKD patients, and employees.
12. Promotes effective communications both within the department and among all NKC departments, attends NKC leadership meetings, represents the Pharmacy on other committees as needed, and disseminates pertinent information to other departments in a timely fashion.
13. Coordinates pharmacy-related research activities with the Kidney Research Institute.
14. Develops pharmacy student curriculum and coordinates with University of Washington School of Pharmacy for program development and implementation. Participates in the education of students, interns and new employees from other disciplines (nursing, dietetics, social work, etc.).
15. Keeps informed of current local, state, and federal regulations, which govern all Pharmacy activity, and is responsible for Pharmacy and Pharmacy staff licensure.

## **PLANNING**

The position is responsible for short- and long-range planning, or planning required for day-to-day activities, for preparing the department budget, and for working to initiate and develop programs consistent with the needs of the patients and NKC.

Typical planning responsibilities include:

Developing the Pharmacy Department's goals and objectives, which involves projection and consideration of patient needs and services.

## **SUPERVISION and COORDINATION**

The position supervises up the pharmacy staff. Direct subordinates include the Clinical Pharmacist Lead, Clinical Pharmacists, and Pharmacy Technicians.

The position also is responsible for coordinating efforts with clinical dialysis services and administrative departments within NKC.

## **EXTERNAL CONTACTS**

The position has contacts with physicians, nurses, medical assistants, patients and patient families, NKC employees, vendors, KRI researchers and staff, insurance companies, pharmacy benefit managers, drug manufacturers, and pharmacists and pharmacy technicians from other organizations.

## **DECISIONS**

The position is responsible to the Vice President of Administrative Operations and External Relationships for decision-making required in Pharmacy operations.

Decisions will typically be required in these areas:

- Formulary decisions
- Computer problems
- Patient noncompliance
- Drug abuse
- Drug interaction
- Clinical utilization problems
- Patient account/bad debt problems

## **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in a Pharmacy

environment. The Pharmacy Manager is not substantially exposed to adverse environmental conditions.

4. Physical activities require the ability to reach, sit, and stand for extended periods of time; use of fingers to manipulate items; talk, hear; and repetitive motions of the wrists, hands, and fingers.
5. The physical requirements include the ability to lift/move objects weighing up to 10 pounds occasionally, and lift/move objects weighing up to 5 pounds frequently.
6. Visual acuity is required to read, inspect prescriptions, and work with data on a computer monitor.

### **CUSTOMER SERVICE STANDARDS**

All staff is responsible for demonstrating good customer service and professionalism.

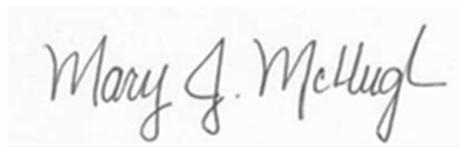
1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

### **EDUCATION and EXPERIENCE**

- The Pharmacy Manager must have at least a Bachelor of Pharmacy degree from an accredited college of Pharmacy, two years of graduate training in the advanced practice of Pharmacy/management leading to an advanced degree (Pharm. D., M.S., M.P.H., M.B.A.) or the equivalent in experience, and licensing as a registered pharmacist in the State of Washington.
- The Pharmacy Manager should have the equivalent of two years previous supervisory experience following increasing responsibilities as a pharmacist.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

**REVIEW and APPROVAL**

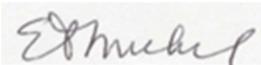


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12.1.15

Date

Vice President of Administrative  
Operations and External Relationships



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12.1.15

Date

Vice President of Human Resources