



Benewah Medical Center Job Description/Performance Evaluation

- I. POSITION: PHARMACY MANAGER** - An exempt employee serving Indian and non-Indian patients.
- II. QUALIFICATIONS:** Current licensure as a registered Pharmacist required. Minimum of Bachelor of Science degree in pharmacy required. PharmD preferred. Idaho license required. Three (3) years of Community Health and/or Indian Health Service (IHS) experience required.
- III. PERSONAL CHARACTERISTICS**
 1. Must have exceptional patient relations and solid communication skills.
 2. Ability to be a team player in a multi-disciplinary environment.
 3. Well-organized and able to set priorities, able to handle conflict and crisis in a professional manner.
 4. Strong commitment to serve minority population in a culturally sensitive practice.
 5. Ability to maintain complete confidentiality.
- IV. SUPERVISION:** The Pharmacy Manager is directly supervised by the Director Patient Care Services. Other supervisors include a Physician Advisor, Licensing Board, and the Executive Director.
- V. ADA ESSENTIAL FUNCTIONS**
 - A.** Hearing: within normal limits with or without use of corrective hearing devices.
 - B.** Vision: adequate to read 12-point type with or without use of corrective lenses.
 - C.** Must be able to verbally interact with staff, clients and public.
 - D.** Manual dexterity of hands/fingers for writing, computer input.
 - E.** Able to lift up to 40 lbs.
 - F.** Sitting 25 to 75 % of the day.
 - G.** Stand/Walking 25% of the day.
 - H.** Pushing, up to 30 lbs.
 - I.** Pulling, up to 20 lbs.

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MAJOR RESPONSIBILITIES

DUTY	STANDARD	RATING
	PHARMACY MANAGER	
Productivity	<ul style="list-style-type: none"> A. Responsible for staff productivity with a goal of processing 300 plus scripts per day while being error-free as possible (no more than .05% error rate). B. Responsible for staff scheduling continuing with goal of “patient comes first” and then allowing staff time for administrative duties. C. Responsible for safekeeping and correct count of all medications and controlled substances including medication errors. 	
Budget/Purchasing	<ul style="list-style-type: none"> A. Responsible for monitoring and staying within yearly budget. B. Responsible for keeping forms, equipment, and supplies in stock and updated including assuring availability, preparation and control of medication. C. Responsible for updating and renewing purchasing agreements with outside pharmacies (warehouse). D. Responsible for keeping Pharmacy Inventory supplies adequate but not over-stocked. 	
Manual/QI Activities	<ul style="list-style-type: none"> A. Updates Pharmacy Manual yearly. B. Conducts QI interdepartmental audits twice a year. C. Meets accreditation requirements for Pharmacy, including monitoring poly-pharmacy and pharmacy & therapeutic updates and evaluations. D. Develops “Standards of Care” for visit planning and processing of patients. 	
Evaluations	<ul style="list-style-type: none"> A. Responsible for written evaluations of Pharmacy Staff, including regular supplemental staff, at least once per year. Recommends merit raises based on meeting job description expectations. B. Responsible for privileging of all 	

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	staff that enters Pharmacy work area, including pharmacists, techs, and accounting staff.	
Supervision	<p>A. Meets with Director of Patient Care Services every week, giving monthly updates verbally and in writing as requested.</p> <p>B. Ability to effectively and positively interact with supervisor. Involves supervisor in decision-making process.</p> <p>C. Other</p> <ol style="list-style-type: none"> 1. Comprehensive knowledge of job and related functions. 2. Multitasked – ability to adapt and handle stress. 3. Appropriate use of time – a self-starter and innovative. 	
Interpersonal Skills	<p>A. Communication</p> <ol style="list-style-type: none"> 1. Verbal and written communication is professional and appropriate for attaining desired outcomes of team building and resolving conflicts. 2. Non-verbal communication and listening skills are professional and appropriate. 3. Good patient and public relations. 4. Team building – involves staff in problem solving, asks for input, and provides feedback. 5. Meets with Medical Advisor once a month to help problem solve, promote development and assist with establishment of Standards of Care. 	
Reports	<p>A. Prepares written quarterly reports reflecting productivity, outcomes, and complete department activities/progress.</p> <p>B. Develops yearly goals and objectives that reflect BMC Strategic Plans and Priorities.</p>	
Staffing	<p>A. Reviews job descriptions yearly and updates as needed. Assists in Pharmacy hiring. Supervises all</p>	

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	<p>Pharmacy staff.</p> <p>B. Coordinates/develops Pharmacy staff work schedules.</p> <p>C. Sign Pharmacy time sheets, leave approval, and provide coverage.</p> <p>D. Recommends and documents personnel issues, discipline, and incident reports to Admin and HR according to BMC P & P manual.</p> <p>E. Provides training, orientation and continuing education to Pharmacy staff in methodology and changes of existing procedures.</p> <p>F. Per BMC policy sees that all staff, including self, has a current CPR card.</p>	
Meetings	<p>A. Attends meetings as assigned.</p> <p>B. Chairs P & T and departmental meeting once a month, sending copies of meeting minutes to QI and DPCS.</p>	
Tasks	<p>A. Works 32 hours per week hands on in Pharmacy department and 8 hours per week doing administrative duties (unless otherwise approved or directed).</p> <p>B. Reviews standing orders that include medications annually.</p> <p>C. Interfaces with other BMC departments and outside agencies in matters related to departmental functions including vendors.</p> <p>D. Communicates regularly with medical providers, nursing, and community health staff regarding patient concerns.</p> <p>E. Consults with providers on the appropriateness of drug therapy. Develops and conducts drug utilization for the medical staff.</p> <p>F. Provides teaching and verifying that patients understand their medications and appropriate outcomes of their drug therapy.</p> <p>G. Provides drug info, drug therapy consultation, and staff education relating to drug therapy.</p> <p>H. Manages therapy for selected</p>	

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	<p>patients when drugs are the primary method of treatment.</p> <p>I. Consults with the Business Office Manager about third party billing and assists in developing integrated billing software package and fee increase.</p> <p>J. Implements and oversees peer review system.</p> <p>K. Monitors quality indicators and conducts/coordinates required audits and reviews of program activities.</p>	
Other:	Performs other duties that may be necessary in the best interest of the organization.	

EVALUATOR'S COMMENTS:

EMPLOYEE'S COMMENTS:

INDIVIDUAL GOALS/OBJECTIVES:

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I understand that by signing this review, I am not indicating agreement with the rating, but I am acknowledging that my supervisor has reviewed and discussed this performance evaluation with me.

Employee's Signature:	Date:
Evaluator's Signature:	Date:
Evaluator's Supervisor:	Date: