

UW HEALTH JOB DESCRIPTION

Anticoagulation Specialist - Pharmacy

Job Code: 700022	FLSA Status: Non-Exempt	Mgt. Approval: A Rose	Date: 06.2024
Department: Pharmacy		HR Approval: D Ripp	Date: 6.2024

JOB SUMMARY

The Anticoagulation Specialist – Pharmacy supports the business and operations of the UW Health Anticoagulation Clinic and programmatic activities of the Anticoagulation Stewardship Program. This position is responsible for analytical and program support in business, program planning and operational improvement. The Anticoagulation Specialist - Pharmacy will have access to Enterprise Analytics tools, data warehouse resources, and other information resources that are aligned with overall UW Health strategic information, data stores, analytical methods, and products.

This role is expected to identify problems and assist with developing resolutions with moderate direction. A wide variety of internal and external stakeholder relationships are involved in the performance of the duties of this position and the incumbent will interact with employees at all levels of responsibility. The incumbent will also assist in the education of internal stakeholders and operational coverage for the anticoagulation clinic when needed.

MAJOR RESPONSIBILITIES

- A. Business/Program Support:
 - a. Assists with the program planning process for short-term and long-term projects, programs, and business opportunities.
 - b. Completes ad-hoc reporting and analysis as needed to support ongoing management and decision making.
 - c. Supports leadership regarding projects, programs, and business opportunity planning.
 - d. Ensures that leadership is aware of any potential optimization opportunities that are identified.
 - e. Assists with implementation and monitoring of optimization opportunities.
- B. Operational Improvement
 - a. Assists with the development and implementation of new policies, protocols, and procedures.
 - b. Provides input on continuous process improvement initiatives.
 - c. Collects data to assist with the development of targets for improvements in productivity and control of costs.
 - d. Participates in the processes used for monitoring or tracking performance of programs.
 - e. Ensures compliance with regulatory requirements for the UW Health anticoagulation clinic and anticoagulation stewardship program.
- C. Training and Education
 - a. Develops training and competency materials for all staff who work in the anticoagulation clinic.
 - b. Regularly communicates with staff to address any issues and updates or trains them on upcoming Healthlink upgrades, new or changing workflows, policies, procedures, etc.
 - c. Trains new clinic Technicians on all aspects of the job.
- D. Compliance and Auditing
 - a. Conducts ongoing monthly audits of Clinic Statistics, Enter/Edit Results, Critical INRs, Deceased Patient and Inactive Provider Episodes of Care, Resolved or Deleted Episodes of Care to assist with anticoagulation stewardship metrics.
 - b. Conducts biannual audits for primary care clinics to assess compliance with expected protocol management.
 - c. Communicates results to primary care clinic leadership and Anticoagulation Stewardship program leadership.
- E. Operations
 - a. Provides clinical patient care.
 - b. Participates in interviews, selection, orientation, and training of new employees.
 - c. Provides input on staff performance including providing feedback for performance evaluations.
 - d. Participates in staff meetings and huddles to communicate changes and addresses issues that need to be discussed.
 - e. Covers clinic duties for technician vacations and sick calls.
 - f. Completes Home International Normalized Ratio (INR) Monitoring Billing.

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ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High school diploma or equivalent
	Preferred	Bachelor's degree in health care, business administration or other healthcare related field
Work Experience	Minimum	Two (2) years experience in ambulatory health care clinic setting or related experience
	Preferred	Four (4) years experience in ambulatory health care clinic setting or related experience
Licenses & Certifications	Minimum	
	Preferred	Certified pharmacy technician
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of Microsoft Excel and other database software. Ability to learn other software packages. Ability to integrate data from a variety of sources. • Strong organizational skills. • Ability to work with diverse groups and stakeholders. • Ability to work independently and have attention to detail. • Ability to develop and analyze options and recommend solutions to solve moderate to complex problems and issues • Flexibility and receptiveness to new and different opinions/ideas • Good judgment and ability to act decisively and escalate issues at the right time • Ability to build collaborative alliances and teams • Ability to effectively deal with conflict management and the skill to anticipate and bring issues to resolution. • Excellent interpersonal, written and verbal communication skills.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

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.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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.	Up to 10#	Negligible	Negligible
Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight

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	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.