

UW HEALTH JOB DESCRIPTION

OUTPATIENT PHARMACY COORDINATOR

Job Code: 702004A 702004B 702004C 702004D 702004E	FLSA Status: Exempt	Mgt. Approval: C. Boeckelman	Date: May 2024
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Department: Pharmacy	HR Approval: D. Ripp	Date: May 2024
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JOB SUMMARY

The Outpatient Pharmacy Coordinator, under the direction of the Pharmacy Manager will be accountable for the operations of the assigned retail pharmacy site, including pharmacy technician supervision. Responsibilities may include but are not limited to management of daily operations, maintaining status as managing pharmacist per the Wisconsin Pharmacy Examining Board (PEB) leadership and supervision of technician staff, ordering and maintenance of schedule II medications, ensuring compliance with controlled substance policies and procedures, and quality assurance of services offered.

The Outpatient Pharmacy Coordinator acts independently within the scope of their license and areas of expertise with the help of general policies and procedures and practice guidelines.

This position has responsibility for organizing and planning their work and the work of others in order to accomplish daily responsibilities. The incumbent acts in collaboration with the Ambulatory Pharmacy Leadership Team to ensure strategic goals for the department are achieved, and operational initiatives are communicated appropriately to other employees within their scope of practice. The Outpatient Pharmacy Coordinator reports to the Pharmacy Manager for guidance as needed.

MAJOR RESPONSIBILITIES

Clinical Pharmacy Practice:

- Review prescriptions for appropriateness and compatibility with current therapy, drug allergies, adverse drug effects, duplication of therapy, compliance, etc. before the dispensing process begins.
- Coordinate information with physician and clinic staff as necessary, with corresponding documentation of clinical information and outcomes within the patient profile.
- Maintain competency in drug therapy, disease management, drug information, state and federal laws which pertain to the dispensing of pharmaceuticals, and technical dispensing procedures.
- Participate in continuing education to meet pharmacist licensure requirements.
- Serve as a resource for ambulatory clinic staff with regard to clinic drug distribution and medication-related questions.
- Assist pharmacy residents with Patient Safety Net (PSN) investigations and follow-up.

Pharmacy Site Management

- Serve as the pharmacist-in-charge with the PEB for the pharmacy location.
- Ensure compliance with record keeping and documentation as required by state and federal law, UWHC policy, and relevant contracts.
- Supervise the drug use process and assure high-quality pharmacy services at the pharmacy location.
- Manage pharmacy operations and drug distribution systems at the assigned pharmacy location.
- Ensure timely completion of routine pharmacy audits
- Ensure compliance with The Joint Commission (TJC) standards, Medicare requirements, and other accreditation standards or regulations that apply to the assigned pharmacy location.
- Ensure monthly tasks are completed in a timely fashion. These include, but are not limited to: Veriform audits, narcotic audits, expiration date checks, and drug audits.
- Ensure compliance with UW Health dress code for all pharmacy staff at assigned location.
- Communicate clinic holiday hours to pharmacy scheduler.
- Maintain overall appearance and cleanliness of the assigned pharmacy.
- Communicate worksite issues or concerns with direct supervisor

Practice and Project Management

- In collaboration with the Ambulatory Pharmacy Leadership Team and departmental subcommittees, set goals and objectives to advance service, clinical practice, and operations at the assigned pharmacy location.
- Actively participate in at least one ambulatory pharmacy subcommittee (-

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- Support and participate in student and resident projects that relate to the assigned pharmacy location
- Participate in other relevant projects or committees that impact pharmacy practice at the assigned pharmacy location

Human Resource

- Provide supervision and leadership for pharmacy technicians at the assigned pharmacy location.
- Provide continuous and constructive feedback, and conduct annual performance appraisals for direct reports.
- Work in collaboration with the Ambulatory Pharmacy Leadership Team to develop behavioral and performance-related attributes of direct reports
- When necessary, follow progressive discipline guidelines to correct and improve any performance or behavioral deficiencies.
- Ensure completion of staff orientation, training and competency assessment for direct reports.
- Foster teamwork and collaboration between pharmacy technicians and other members of the care team, and ensure a positive culture for staff and employees at the assigned location.
- Monitor the progress of assignments and performance of daily responsibilities for all direct reports.
- Participate in the interviewing and selection process for pharmacy staff at assigned location.
- Ensure staff compliance with organization and department policies and procedures. This includes policies on tardiness, dress code, food and drink in pharmacy locations, and customer service standards.

Drug Distribution:

- Coordinate drug distribution services for areas of responsibility. This includes patient profile review, product dispensing, labeling, compounding, and product verification for legend and non-legend drugs.
- Ensure prescription compounding is performed using aseptic technique, with appropriate application of metric weights and measures, expiration dating, and evidence-based practice
- Maintain proper records for prescriptions, controlled substances, investigational drug records, manufacturing logs, etc. as required by state and federal law and UWHC policy.
- Direct the work of pharmacy technicians to optimize safe and accurate prescription dispensing, and provide high-level customer service.
- Coordinate the ordering, receiving, and documentation components of inventory management. This includes ensuring timely signing and payment of invoices.
- Communicate and coordinate the drug use process for patients in ambulatory care settings with outpatient clinic visits, home care, long-term care, and acute care facilities.

Fiscal and Reimbursement:

- Understand the financial metrics of the assigned pharmacy, and collaborate with direct supervisor to explain budget variances for the cost center.
- Ensure compliance with pricing & Fiscal policies, and third party pharmacy provider contracts.
- Verify patient eligibility for third party payment plans, and facilitating payment options for patients who have limited resources.
- Understand and apply fiscal knowledge of reimbursement and third party payment systems, government pharmacy benefit programs, point of sale processes, prior authorization procedures, and billing requirements.
- Ensure Bill After Release (BAR) exception queue is monitored, and POS discrepancies are addressed in a timely fashion

Drug Information / Education / Training / Scholarly Activities:

- Provide patient consultation in accordance with state law and Wisconsin Pharmacy Quality Collaborative standards. Communicate the purposes and potential outcomes of therapy to individuals and provide adequate information to achieve proper drug use.
- Educate Pharm. D. students in experiential rotations.
 - Maintain preceptor status with the UW-Madison School of Pharmacy.
 - Precept one or more students per year. This includes project assignment, day-to-day oversight, and grading of student projects.
 - Precept and evaluate pharmacy interns per Wisconsin Board of Pharmacy requirements. This requires teaching and review of pharmacy regulations, compounding, and patient consultation.
- Supervise and help train pharmacy technicians, student technicians, pharmacy interns, internship students, outpatient clerkship students, and new pharmacists working in ambulatory pharmacies.
- Participate in scholarly activity through problem identification, literature review, data collection and analysis, independently or in cooperation with other medical and pharmacy staff.

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- Provide drug information to physicians, nurses, and the general public who inquire with information on drugs as requested.

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

JOB REQUIREMENTS

Education	Minimum	Graduation from School or College of Pharmacy
	Preferred	Completion of an ASHP Accredited Residency training program
Work Experience	Minimum	Three (3) years of practice as a licensed pharmacist or completion of residency training program. Pharmacy practice experience within a retail or ambulatory care setting.
	Preferred	
Licenses & Certifications	Minimum	Licensed or eligible for licensure to practice pharmacy in the State of Wisconsin. Please see license and certification table below for BLS, ACLS and PALS. These are required or must be obtained within 90 days for BLS and 180 days for ACLS/PALS
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Pharmaceutical knowledge and skills to provide care to adult and adolescent age groups in general and to a specific patient population. • Knowledge and skills related to computerized pharmacy systems, special prescription delivery systems, third party payer and fiscal reimbursement knowledge related to retail pharmacy practices. • English communication skills, both verbal and written.

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

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	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#
List any other physical requirements or bona fide occupational qualifications:				

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.

LICENSES AND CERTIFICATIONS		
Job Title	Job Code	License/Certifications
Clinical Pharmacist	702004A	• No lifesaving certifications
	702004B	• BLS
	702004C	• BLS + ACLS
	702004D	• BLS + PALS
	702004E	• BLS + ACLS + PALS