

Job Class Profile: Clinical Pharmacist I**Pay Level: CG-36 Point Band: 790-813**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	4	5	5	5	1	2	
Points	280	83	13	19	150	108	103	21	21	798

JOB SUMMARY

The Clinical Pharmacist I provides professional advisory and consultation work with the Department of Health and Community Services. Responsible for assessing requests for special authorization medications, developing drug utilization protocols, reviewing/controlling drug utilization, reviewing drug product submissions, and monitoring abuse and inappropriate medication use.

Key and Periodic Activities

- Reviews and processes special authorization requests which involves preparing, maintaining and monitoring drug profiles, reviewing drug coverage, selecting the rationale and dosage of drugs, and identifying any duplication or conflicting therapy. Assessment of the request may involve acquiring additional information from healthcare professionals, researching for clinical evidence, providing a professional recommendation, and communicating with prescriber or client regarding the process for special authorization and criteria for coverage.
- Reviews drug profiles to identify individuals possibly having a drug dependency/abuse problem and monitors their subsequent drug utilization. This involves responding and taking appropriate action on drug utilization inquiries, making requests to the medical audit staff to review client's MCP use, and sending correspondence to prescriber and client restricting their drug card usage to one pharmacy.
- Responds to questions from support staff and external stakeholders (i.e. clients, health professionals), concerning medication coverage and the Newfoundland and Labrador Prescription Drug Program (NLPDP) policies.
- Conducts medical literature research of therapy options related to special authorization requests, including non-funded requests.
- Reviews and maintains current drug information files and provides consultative and advisory services to medical, nursing, and other professionals in house, or within the community, and/or general public.
- Develops pharmacy related projects in specialty areas, performs departmental research activities, and may coordinate and/or implement pharmaceutical research pertaining to drugs and therapies.
- Prepares and presents educational information to medical and other health professional staff.
- Represents the Pharmaceutical Services Division on a variety of departmental (internal and external), Atlantic Provinces, and federal/provincial/territorial committees and may write

Key and Periodic Activities

- briefing notes regarding these activities.
- Develops, implements, and reviews a comprehensive drug utilization review program for prescription drug claims that are paid to retail pharmacies and dispensing physicians by the NLPDP.
- Prepares comprehensive reports on drug utilization which includes examination of profiles and highlighting inappropriate or overuse of drug therapies in these reports.
- Identifies drug classifications to be reviewed with the intent to establish protocols for drug usage and selection.
- Liaises with a variety of internal and external stakeholders on drug utilization related matters.
- Consults with the claims processing provider regarding the drug database in order to make changes to the benefit list, the web posting of bulletins to pharmacists, to update information of the Newfoundland and Labrador Interchangeable Drug Products Formulary (NIDF), and pharmacy adjudication concerns.
- Contributes to the report of the annual budget forecast of new drugs covered under the NLPDP; this involves consulting with manufacturers, estimating the number of beneficiaries that could be affected; contributing information to the budget's briefing note, inputting data on the budget spreadsheet, and responding to any subsequent questions.
- May prepare and/or contribute to a number of communication activities (i.e. NLPDP newsletter).

SKILL

Knowledge

General and Specific Knowledge:

- New medications and indications.
- Provincial and Federal legislation.
- Computerized databases.
- Administrative processes and procedures (Communication briefs and budgets).

Formal Education and/or Certification(s):

- Minimum: Bachelor of Science (Pharmacy).
- Completion of Pharmacy Examining Board of Canada National Exam.
- Registration and licensure with the Newfoundland and Labrador Pharmacy Board.
- Annual continuing education requirements for licensure.

Years of Experience:

- Minimum: 1- 2 years' experience.

Competencies:

- Strong ability for verbal and written communication skills.
- Understanding of ethical, legal and professional responsibilities.
- Professional collaboration and team work.
- Ability to understand and apply clinical evidence.
- Computer skills .

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listen, ask questions and gather information from healthcare professionals for the purpose of assessing special authorization requests and with providers and clients regarding the process for special authorization criteria for coverage; provide information and direction, gain the co-operation of others, provide expert advice and counselling and deal with upset or angry people. Skills are most frequently used to listen and provide information, deal with angry and upset people, and provide support and care to clients.
- Communications occur with clients/general public, employees within immediate work area and department, professional advisors, advocacy groups, and supervisor/manager; and with internal executives to provide briefing notes, etc.
- The most significant contacts are with clients, healthcare providers, and other healthcare professionals (i.e. other pharmacists).

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue requiring rest periods.
- Occasionally lifts binders and mail less than 10 lbs.
- The majority activities are performed sitting, but occasionally required to walk and stand to consult with members of the department or attend meetings.
- Constantly uses fine finger movement to work on the computer conducting research or answering or making telephone calls.

Concentration

- **Visual** concentration is constantly required to read requests for drug authorization, review client profiles, read drug monographs and scientific studies, enter data into spreadsheets, proof read documents and to do research on the internet.
- **Auditory** concentration is regularly required to listen attentively while on the telephone, receiving and interpreting information and replying to questions or receiving direction from supervisor/manager.
- Reviewing client medication claims, assessing special authorization requests and entering details of request into the computer are examples of tasks that are **repetitive**, but require **alertness**.
- **Do not have control over the pace of the work** as requests for special authorization are unpredictable.
- There are **time pressures** due to urgent requests and inquiries, and **deadlines** when preparing information for education bulletins, and working with priority requests.
- **Alertness and concentration** is used when reading and assessing special authorization requests and entering information into the computer.
- **Higher than normal levels of attentiveness** are required when assessing requests, especially when there are critical situations to consider.
- **Exact results and precision** is required when determining if the special authorization criteria has been met to ensure that the right drug and the right dose is approved for the client and when

making decisions around special authorization requests, entering client information into a database, and in preparing correspondence to a variety of people.

Complexity

- The tasks completed are different/unrelated and require a broad range of skills and a diversity of knowledge.
- Tasks range from repetitive/well defined to problems requiring development of solutions.
- The most typical challenging problems relate to requests for medications not considered for coverage under the NLPDP and from requests for special authorization of drugs from physicians and clients. Assessment of the request may involve acquiring additional information from healthcare professionals, researching for clinical evidence, providing a professional recommendation, and communicating with prescriber or client regarding the process for special authorization and criteria for coverage.
- The resources that are available to assist are special authorization criteria, various drug manuals, references guides, the Drug Information Center, web searches, colleagues, and the supervisor/manager.

RESPONSIBILITY

Accountability and Decision-Making

- Decisions are made independently regarding special authorization coverage, whether to restrict or remove a client's drug card, and the content of letters sent to drug manufacturers acknowledging receipt of drug submission.
- Approval is required for benefit listing decisions, policies and procedures, purchases, travel, non-funded special authorization requests, addition of medications to the NLDP formulary, and communications in newsletters.
- Has some discretion in making decisions regarding special authorization. A high degree of discretion and judgement is used related to decisions to place or remove drug card restrictions, and when participating on various committees to ensure items are consistent with the department's objectives.
- Provides information, advice and recommendations for decisions made in the special authorization process, medication coverage, and NLDP policies and procedures.

Impact

- Tasks and activities have impact within the immediate work area, department or group, clients, and outside the organization.
- Resources directly impacted are processes and systems, information when details are provided in bulletins, newsletters and website, finances for budget expenditures, health and safety, and corporate image.
- There can be both negative and positive impact on a client's well-being.
- Types of errors that can occur are incorrect decisions made regarding approvals or disapprovals of requests for special authorization, and publishing incorrect information related to the NLDP services. Requires licensure to practice and professional activities are monitored through a professional association. Mistakes or errors are rare, however, can be identified within hours of identification. The consequences of errors can result in a privacy breach, or that a client may

not receive, or is delayed in receiving medication.

Development and Leadership of Others

- Not responsible for the supervision to staff.
- Provides job advice and guidance to new employees and other pharmacists.

WORKING CONDITIONS

Environmental Working Conditions

- Does not require the use of any special precautions or safety equipment.
- There is no likelihood of receiving job-related injury, illness, and partial or total disability.
- Regularly exposed to unusual or distracting noise and glare from the computer. Occasionally required to travel which may be during adverse weather conditions, and may be exposed to physical dangers or threats from upset clients.