

Job Class Profile: Clinical Pharmacist IIA**Pay Level: CG-43 Point Band: 1038-1081**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	7	5	3	5	7	5	6	6	4	
Points	327	83	19	24	210	108	124	129	43	1067

JOB SUMMARY

The Clinical Pharmacist IIA provides professional supervisory pharmaceutical work in the operation of specific Pharmacy services and sites in a regional health authority. In addition to the supervisory work, provides clinical and administrative advice and guidance, makes recommendations regarding medication budget expenditures, serves and/or chairs interdisciplinary committees, and in the absence of the manager, or other senior clinical positions assumes the responsibility of the provision of pharmacy services. Also provides comprehensive pharmaceutical care to patients in a specialized medical discipline and may perform similar activities as other clinical pharmacists.

Key and Periodic Activities

- Provides direct supervisory pharmaceutical work in the daily operation of specific Pharmacy services and sites. Co-ordinates daily assignments and allocates or assigns shift coverage to other pharmacists, pharmacy technicians and students. Oversees the purchase and acquisition of medications, and provides clinical and administrative advice and guidance to staff. Completes performance appraisals and gives advice and documents performance issues. Responsible for the administration of leave requests, movement of staff between sites, overtime, and replacement staff; prepares and schedules staff, monitors and authorizes payroll. May also provide orientation and mentor new staff. Responsible for resolving any staffing issues (i.e. temporary excessive workloads). In the absence of the Pharmacy Manager and other senior pharmacy staff assumes responsibility for the direction and provision of pharmacy services.
- Interacts with divisional managers, physicians, nurses, and other healthcare employees to resolve issues affecting the relationship between pharmacy services and other programs or services. Directs activities of pharmacy services by participating on various interdisciplinary, local, and regional committees.
- Develops, implements and/or makes recommendations and enforces adherence to policy and procedures; monitors, audits and directly intervenes and provides guidance to staff regarding pharmacy policies and procedures. Compiles departmental statistics and quality initiative reports and conduct audits.
- Ensures a safe work environment by observing Occupational Health and Safety standards and recommendations. Identifies, investigates, improves, and makes changes to systems or procedures for pharmacy personnel.

Key and Periodic Activities

- Maintains inventory control and oversees the acquisition of medications including investigational medications and narcotic/control medications (that may be outside the usual formulary). Organizes, co-ordinates and carries out annual physical inventory count of all drugs in the department and makes recommendations on the medication utilization budget.
- Develops and provides education and orientation in-services for medical, nursing, pharmacy and other professional staff. Orients and trains new staff, monitors and determines when pharmacists and technicians must be retrained, provides orientation to policies and procedures, occupational health and safety and mandatory corporate education sessions as part of quality and risk process. Schedules, tracks and keep statistics and audits on staff education and training.
- Writes prescriptions (independently) regarding dosage/route of medication, orders, and reviews blood work, takes medication histories on patients and makes a professional recommendation of therapy. Acts as a liaison with community healthcare providers to provide information about new therapies and recommends monitoring for these. Submits requests to third party payers for medications requiring special authorization. Arranges for compassionate supplies of medications from manufacturers as per the company's clinical criteria.
- Performs comprehensive assessment of patient's medication therapy which involves consulting, evaluating, reviewing patient medical profiles, changing dosage/route of medication, orders and reviews blood work, writes prescriptions (independently) and/or makes professional recommendation. May involve arranging for drugs through hospital or community pharmacies or for medications not available in Canada provide clinical information to Health Canada's Special Access program to obtain the drugs.
- Evaluates, clarifies questionable/unclear orders, and verifies the accuracy of physician written orders. Also assesses patient's therapy for drug interactions and allergies, identifies, monitors, makes changes or gives medication recommendations, or denies access to a medication, if deemed harmful to a patient.
- Participates in local and regional committees. Organizes and runs staff meetings.
- Conducts medication histories on patients, conducts chart review; discusses and acts as a liaison with community pharmacists/physicians therapy options. Counsels and educates patients and families, and the healthcare team on current, new, and novel therapies and may develop, plan, and conduct in-services/lectures to staff, students, general public, and other health professionals.
- Oversees the preparation of intravenous drugs. Supervises pharmacy technician's work in these or other distributive activities. Checks and assumes legal and professional responsibility for the work of pharmacy technicians. Responsible for the quality assurance program within these specialized areas and ensures that national, provincial, and health authority policies regarding biohazard safety standards are followed.
- Provides drug/department information on enquiry from patients, physicians and other healthcare professionals. Makes recommendations concerning appropriateness and alternatives to drugs and drug therapies, assesses patient, and acts as an authoritative resource for drug information.
- Acts as a preceptor, mentor, and clinical advisor for undergraduate students, clinical clerkship, and postgraduate interns, and evaluates students as appropriate. Develops, organizes and

Key and Periodic Activities
<p>evaluates training of entry-level pharmacists.</p>

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Prescription and nonprescription drugs in Canada. — Departmental strategic objectives. — Collective agreement administration. — Current pharmaceutical/medical literature. — Provincial and Federal legislation. — Safety guidelines and practices. — Specialized knowledge of drugs, therapy, and practice information. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Bachelor of Science (Pharmacy). — Completion of Pharmacy Examining Board of Canada National Exam. — Registration and licensure with the Newfoundland and Labrador Pharmacy Board. — Complete continuing education requirements annually as a requirement of licensure. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 6 - 7 years of experience. <p>Competencies:</p> <ul style="list-style-type: none"> — Strong verbal and written communication skills. — Understanding of ethical, legal and professional responsibilities. — Professional collaboration and team work.

- Mastery of computerized dispensing systems and internet research techniques.
- Quality Control and Occupational Health and Safety Standards.
- Ability to understand and apply clinical evidence to practice.

Interpersonal Skills

- A range of interpersonal skills are used to listen, ask questions and gather information (discussing confidential issues with divisional managers and nursing staff), provide information, communicate complex information and give direction to others (i.e. pharmacy students, physicians, nursing staff), conduct assessments (histories on patients), provide care/comfort/nurturing, gain the co-operation of others, deal with upset or angry people, resolve disputes between others, provide expert advice or counselling, facilitate/moderate meetings, make formal presentations, and instruct/teach/train students and others. Skills are most frequently used to listen and provide support and care, provide medication counselling, to communicate information (policies, procedures, budget utilization, payroll) to team members, to perform quality assurance audits, and to monitor policies.
- Communications occur with patients, physicians (to clarify orders, inform of interactions and allergies), and healthcare employees within the immediate work area and department (pharmacy technicians, other pharmacists, clerical staff to prepare letters, presentations, etc.), students, supervisor/manager, outside the department (stock handler to ensure receipt of medication supplies) and with suppliers/contractors, sales representatives, professional advisors and the School of Pharmacy.
- The most significant contacts are with patients and other healthcare professionals (i.e. Physicians and Nurses).

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.

- Regularly lifts boxes of IV solutions over 10 lbs., and physically handles materials on a constant basis.
- Occasionally there is a requirement to use gross motor skills, hand tools (for accurate control and steadiness, machinery with controlled movements, and to work in awkward or cramped positions when preparing chemo drugs over a flow hood. Occasionally required to drive to other sites.
- Standing and walking is also required.
- There is a constant requirement for fine finger/precision work when performing activities using a computer (i.e. doing research, reviewing medication profiles, working on staff schedules, payroll, and department statistics).

Concentration

- **Visual** concentration is required to read information and interpret drug orders, to calculate dosages, to ensure medications are dispensed properly, to read clinical studies, drug monographs, patient specific laboratory results, and to inspect and check drug amounts and preparations.
- **Auditory** concentration is required to listen attentively to verbal instructions and orders from physicians, when interviewing and assessing patient's response to treatment, and during clinical rounds.
- **Touch** is also required for fine manipulations when preparing sterile preparations and when weighing out small powders or crystals and **smell** is used to recognize whether some drugs and mixtures have expired.
- Processing of medication orders and entering orders into the computer are examples of tasks that are **repetitive requiring alertness**. A **higher level of alertness and concentration** is required to prepare IV and chemotherapy solutions, when handling unusual requests for compounding various drugs not normally available, and when filling prescriptions and checking the work of technicians. Also, the pharmacist must be diligent to avoid contamination of the product or work environment when mixing cancer drugs.
- **There is lack of control over the work pace** when there are pressing audits and reports to be completed, multiple sick calls from staff who have to be replaced, when there are emergencies in medication preparation, and there are unpredictable patient admission rates.
- **Works under tight time pressures** when preparing daily schedule assignments, inventory counts, and situations around missing meds/narcotics and during emergencies (have to process medication orders very quickly).
- **Exact results and precision** are used when preparing staff schedules and work assignments, approving leave to ensure all areas are staffed appropriately, accessing, and keying payroll to ensure staff are paid properly. It is also required when calculating medication dosages (i.e. mls, milligrams, grams), and to ensure amounts of drugs are administered carefully.

Complexity

- Tasks and activities are different/unrelated which require a broad range of skills and a diversity of knowledge.
- Work ranges from repetitive/well defined tasks to problem solving where there are limited opportunity for standardized solutions and require consideration of a wide range of factors and

their interdependencies to resolve.

- Typical problems are handling daily duty assignments of a large number of staff, across multiple sites to ensure coverage of all duties, as well as making scheduling changes due to various leaves, absences, etc., and troubleshooting issues. There is also a requirement to investigate incident reports and develop a process for prevention, and to solve issues around medication orders requiring consultation with nursing staff or physicians. Interacts with divisional managers, physicians, nurses, and other healthcare employees to resolve issues affecting the relationship between pharmacy services and other programs or services. A wide range of factors and their interdependencies must be considered.
- A wide range of resources exist to solve problems, such as drug manuals (Compendium of Pharmaceuticals and Specialties (CPS), databases, handheld drug databases, guidelines/policies, code of ethics, Provincial and Federal legislation, on-line subscriptions/resources (Pubmed, Cochrane), medical literature, manufacturers information, coworkers or other healthcare professionals, research websites, medical literature and collective agreements.

RESPONSIBILITY

Accountability and Decision-Making

- Work activities are generally not structured and decisions are made independently regarding the daily operation of the department in the areas of human resources such as approve overtime, movement of staff from site to site (other pharmacists and technicians), work assignments and schedules, call back, and leave requests. Also, financial/material decisions such as changes in ward stock of drugs on inpatient units, ordering and purchasing drugs locally, or from across the country, contacting Health Canada for emergency and special access to drugs, contacting airlines to provide emergency delivery of drugs to the province, ordering medications that are not normally stocked when requested by physicians, and approving the ordering of supplies not normally stocked in the department.
- In addition can make changes in processes that can improve efficiency or relations with other departments. Clinically can decide not to process an order, fill or change a prescription, contact a physician/nurse for clarification, provide drug information/medication advice and substitute drugs, or change the route of administration, and order blood work on a patient.
- Approval is required for the addition of new staff or commitments requiring extra resources outside the norm, casual staff budget, leave requests outside normal circumstances, changes in existing health authority policy, new drugs to the hospital formulary, ordering large scale equipment, and significant policy and procedure changes.
- Some discretion within predetermined limits regarding the daily operation of the department, training of staff, discussing confidential patient information with healthcare professionals, completing performance appraisals, application of collective agreements, and developing and maintaining patient drug profiles.
- Exercises a high degree of discretion and judgement given regarding human resources decisions, purchasing special access or emergency release drugs and narcotics, establishing ad hoc departmental committees, providing emergency drugs to patients upon discharge from hospital, and clinical issues.
- Provides information, advice, and recommendations for decisions around the daily operation of

the department including policies and procedures, staffing, and clinical pharmaceutical issues.

Impact

- Work has a significant impact within the immediate work area, department, outside the organization (the work being performed is often dispensed throughout a number of sites, and clinics across the organization) and extremely on patients.
- Resources impacted are information (it must be correct and timely), material and human resources (changes to work assignments, additional staff), health and safety (auditing and monitoring safety practices), and finances (mistakes in payroll, loss of costly medications and treatments).
- There is both a negative and positive impact on patient's well-being, staff morale, and corporate image.
- Types of errors that could occur are medication errors resulting in adverse events for a patient and financial implications; incorrect payroll administration which affects staff individual pay and benefits and incorrect scheduling of staff affect the work flow and turn around times which result in delays in drug delivery and preparation of medications and extra workloads.
- Checks and balances are in place to avoid potential errors. Requires licensure to practice and professional activities are monitored through a professional association. The patient is the most affected by any errors which are usually identified within hours of problem identification. Once identified, the pharmacist along with the physician identifies a course of action immediately, however, this could also affect the organization, as it could cause delays in services. Errors in staff schedules and/or payroll are again are detected within a short time frame.

Development and Leadership of Others

- Responsible for the supervision of a large size work group (> 10 employees).
- Provides on the job advice, guidance, direction, coordination, orientation, on the job training and formal classroom type training. Also acts as a technical mentor or advisor, builds morale and employee relations, provides input into recruitment and staffing functions, checks the work of contractors, students, and colleagues and functions as a technical lead.
- May function as a team leader and perform project management responsibilities such as implementing required organizational practices, setting up and delivery orientation programs to new staff.

WORKING CONDITIONS

Environmental Working Conditions

- When exposed to toxic drugs, there is a requirement to wear a specialized gown, gloves, and to use equipment under a fume hood (biological safety cabinet). Other requirements, recommendations and/or precautions include reassignment of duties for those pharmacists who may be pregnant, breast feeding, or are trying to conceive, annual blood work, physician check up, and completion of a drug handling certification program every two years.
- There is limited likelihood of receiving minor cuts, bruises or illness, and a total disability; however, there is some level of stress due to the demands of the job.
- Occasionally prepares compounds or dispenses toxic drugs, IV mixtures. When performing

these activities, there is constant exposure to hazardous chemicals and sharp objects (i.e. needles, syringes). Regularly exposed to unusual/distracting noise when working in the pharmacy and lack of privacy when interviewing patient's medical history. Occasionally is exposed to toxic or poisonous substances, infectious diseases and bodily fluids and waste when interviewing or consulting with patients, odours, fumes, wet or slippery surfaces, awkward or confining workspaces, limited ventilation, dirt, dust, garbage, physical dangers or threats, and travel during adverse weather conditions.