

**Job Class Profile: Clinical Pharmacy Specialist****Pay Level: CG-46 Point Band: 1190-1253**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	8	7	2	4	8	7	7	6	4	
Points	373	117	13	19	240	152	144	129	43	1230

**JOB SUMMARY**

Provides advanced professional, administrative, clinical and supervisory pharmaceutical work with responsibility for the development and direction of specialized clinical programs, formulary management and scientific services. Provides clinical leadership in implementing and maintaining specialty pharmacy services and programs, administrative leadership in policy development, occupational health and safety, quality assurance programming, accreditation standards, and staff education and training. Maintains a specialized clinical practice and provides supervision in the operation of pharmacy services across multiple sites performing similar clinical activities as other clinical pharmacists and may be cross-appointed to the School of Pharmacy. Also acts as an advisor and liaison with the Pharmacy Board and the province's Pharmacy School for the preceptorship program, undergraduate clerkship, clinical clerkship, post graduate internship programs and with national and international Schools of Pharmacy and Doctor of Pharmacy programs.

**Key and Periodic Activities**

- Develops, administers, and recommends new regional programs and protocols such as Home IV, CIVA Parenteral Products, and specialized IV admixtures. This involves developing, implementing, administering, evaluating, and enforcing adherence to pharmacy policies, monitoring, performing audits, and providing guidance to staff.
- Plans, develops, organizes, administers, co-ordinates and provides comprehensive pharmacy services and evaluates policy and procedures for a specialized clinical program (Home Intravenous Program); implements, educates and develops communication tools and maintains related communications to all parties, participates in the development of a quality assurance program. Acts as a resource for other health professionals and community agencies including an expert for regional hospital pharmacy informatics systems (Kroll, Pyxis, EXP, and the electronic health record, etc.).
- Develops assessments, communication and education tools for the pharmacy program to be used in the evaluation and monitoring of patients referred to the specialty area. Provides liaison and communication between all stakeholders to resolve issues. Provides professional service or chairs various committees regionally, provincially, and nationally. Communicates committee discussions with other healthcare professionals and pharmacy staff.
- Acts in a senior supervisor role in the operation of inpatient and outpatient pharmacy services across multiple sites. This includes the supervisory activities included in the Clinical Pharmacist II activities, and assumes responsibility for the direction and provision of pharmacy

### Key and Periodic Activities

- services in the absence of the Pharmacy Manager.
- Implements, identifies, investigates, improves, recommends, and makes changes to Occupational Health and Safety standards, systems or procedures including the establishment of an Occupational Health and Safety (OH&S) program for the department. Also involved in the tracking of OH&S trends, statistics and audits, staff training, development of related policies, and establishment of fire drills.
  - Establishes a departmental Quality Assurance Program by developing and recommending quality indicators, policy and procedures, corporate wide quality assurance processes, provides education for staff and other healthcare employees, patients and caregivers; monitors, analyzes and assesses patients, compiles departmental statistics for quality initiative reports, conducts required audits for accreditation, and uses the data to make appropriate recommendations.
  - Develops and provides education and orientation in-services to healthcare staff; orientates and trains new pharmacy staff; monitors and determines when pharmacists and technicians must be retrained on techniques, procedures, etc., and provides orientation on policies and procedures, occupational health and safety and other education sessions.
  - Provides drug/department information on enquiry from patients, physicians, and other healthcare professionals; writes prescriptions (independently) regarding dosage/route of medication, order and review blood work; takes medication histories on patients and makes a professional recommendation of therapy; and acts as a liaison with community healthcare providers to provide information about new therapies and recommends monitoring for these. Also counsels and educates patients, families and the healthcare team on current, new, and novel therapies and may present this information through presentations, written material, or teleconference.
  - Provides specialized clinical program management, leadership and direction in the development of specialized professional and scientific services such as Home IV, Infectious Disease, Critical Care, Oncology, etc. This involves planning, developing, organizing, administering, co-ordinating, implementing, evaluating, and supervising pharmacy programs and services in specialized practice areas such as ICU/CCU, Neonatal, and PICU, In/Out patient Oncology, Oncology Toxicity Management Clinic, Dialysis, Psychiatry, Surgery, Medication Reconciliation, and Infectious Disease. Evaluates direct patient care services and programs across multiple sites to determine program goals, objectives, policies and procedures. Determines future clinical services and program activities and direction. Reviews, analyzes, and prepares reports on the function of program to assess appropriate service and staffing levels.
  - Provides direction to pharmacists in the area of clinical management, recommends approaches to pharmaceutical care, demonstrates specialized clinical skills, and acts as a resource for the program. Provides clinical consultation in complex and unique treatment situations. Acts as a professional practice co-ordinator, develops, implements and evaluates clinical education programs for staff pharmacists, determines learning needs, negotiates learning objectives with the School of Pharmacy, evaluates learning progress and clinical performances. Advises and provides consultation to external agencies regarding development of new clinical programs and services, investigational and clinical trial and education programs.
  - Manages the department's School of Pharmacy clinical placements for all levels of pharmacy students. This includes interviewing students, planning the clinical placement, arranging

### Key and Periodic Activities

- preceptors, determining learning needs; provides clinical direction, guidance, experimental knowledge, and leadership and direction as a teacher, evaluator, and resource person. Accepts professional responsibility for all students. Acts as an advisor and liaison between the Health Authority, School of Pharmacy, and the Newfoundland and Labrador Pharmacy Board and with other national and international Schools of Pharmacy in relation to pharmacy students. Develops, implements, and evaluates clinical education programs and provides in-services/lectures to staff clinical pharmacists, physicians, nurses and other healthcare professionals and the province.
- Supervises all clinical pharmacists, technicians, and clerical support. Participates in the hiring process and performance appraisals for professional pharmacy staff. Evaluates undergraduate pharmacy students and post graduate pharmacist interns. Assigns, reviews work, and initiates corrective action if required, and may approve/disapprove leave for all professional staff and technicians. Plans clinical rotations for pharmacists.
  - Develops and implements programs and services, policies and procedures for medication prescribing and maintenance of the drug formulary system. Implements, evaluates, and analyzes a quality assurance process. Develops and implements pharmacy policies and procedures. Enforces, monitors, provides guidance to staff regarding these, and makes recommendations. Develops or performs audits, compiles departmental statistics.
  - Evaluates program services for patient care, staff development, education, communication, and budget control. Interprets, evaluates, and report drug use evaluation to a variety of stakeholders. Recommends changes in policies and procedures and provides regulatory or educational action. Plans, evaluates, and designs specialized facilities (i.e. pharmacy layout and design taking into account workflow patterns, staffing, safety, and work practices). Develops, implements, manages and controls pharmacy based investigational drug services and a corresponding quality assurance program to assess the quality of activities in the area of drug acquisition, inventory control, and availability of drug data sheets and dispensing guidelines. Implements a fee structure for pharmacies participating in pharmaceutical industry funded investigational drug studies and clinical trials. Evaluates investigational drug proposals and protocols to assess and develop a pharmacy budget and the commitment of the department's personnel and resources for participation.
  - Develops, implements, and maintains communication between the programs by interacting with directors, clinical chiefs, managers, etc. to establish new direct patient care clinical programs and services. Manages, co-ordinates, negotiates, implements and oversees the Accreditation Canada's Standards and required organization practices and interacts with all stakeholders to implement standards and practices. Represents the department on various interdisciplinary committees, co-ordinates and acts as the liaison with various departments related to renovations, equipment, and working conditions. Participates and chairs local and regional committees.
  - Evaluates and verifies physician prescribed orders for appropriateness of drug, dose, and route of administration, assesses patient therapy for drug interactions and allergies, and clarifies questionable/unclear orders with the nurse or physician. Identifies, monitors, and makes changes or recommendations to prevent adverse drug reactions. Enters patient medication orders on patient's computer profile, screens orders for pharmacy technician, and performs the final check of the medication for accuracy.

### Key and Periodic Activities

- Maintains inventory control and oversees the acquisition of medications including investigational medications and narcotic/control medications (this may be outside the usual formulary). Organizes, co-ordinates, and carries out annual drug physical inventory count and makes recommendations to the medication utilization budget.
- As part of the regional Clinical Safety Reporting System (CSRS), investigates incident reports, conducts and finds out cause, analyzes, identifies systems errors or procedures, develops and implements practices, policies, or provides recommendations for change or improvement.
- Oversees the preparation of intravenous chemotherapy drugs through the checking of orders for accuracy, appropriate dosage, chemical compatibility, and sterility. Supervises pharmacy technicians when mixing drugs, checks and assumes legal and professional responsibility for their work.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Prescription and nonprescription drugs in Canada.
- Departmental operations and strategic objectives.
- Application of collective agreement administration.
- Current pharmaceutical/medical literature.
- Provincial and federal legislation.
- Safety guidelines, practices, and accreditation standards.
- Departmental and organizational policies and procedures.
- Specialized knowledge of drugs, therapy, and clinical practice information.
- Budget processes.

#### 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.
- PhC (Designation).
- Complete continuing education requirements annually as a requirement of licensure.

#### Years of Experience:

- Minimum: 10 years of experience.

#### Competencies:

- Strong verbal and written communication skills.
- Evaluation and interpretation skills.
- Understanding of ethical, legal and professional responsibilities.
- Professional collaboration and team work.
- Mastery of pharmaceutical systems such as computerized dispensing systems and internet research techniques to educate and train staff.

- Quality Control and Occupational Health and Safety Standards.
- Ability to understand and apply clinical evidence to practice.
- Expert resource and educator.

### **Interpersonal Skills**

- Interpersonal skills are used to listen, ask questions, and gather information with directors/clinical chiefs/division managers, professional practice co-ordinators, educators, and risk managers to discuss clinical program management, implementation of accreditation standards, quality assurance, and health and safety standards. Skills are also used with pharmacy staff to provide information and direction regarding the development, implementation and operation of specialized clinical services and programs, application of policies and procedures, budget utilization, gain the co-operation of others, and to mentor and coach. Interpersonal skills are also used with patients and their families regarding clinical assessment, education, advice, and care/comfort/nurture. Other skills are required to communicate complex information, deal with upset or angry people, resolve disputes between others, provide expert advice or counselling, facilitate/moderate meetings, make formal presentations, instruct/teach/train students in the School of Pharmacy and Faculty of Medicine, and to discuss services and/or contracts with contractors, vendors, drug companies, and supplies.
- Communications occur with patients, physicians and healthcare employees within the immediate work area and department (pharmacy technicians, other pharmacists), students, supervisor/manager. Outside the department, but within the organization contacts are with other healthcare workers and providers, and outside the organization with suppliers/contractors, internal/external executives, educators from the School of Pharmacy, and other professionals. Less often there is communication with sales representatives, municipal, provincial or federal government representatives, professional associations, advisors, and the School of Pharmacy.

## **EFFORT**

### **Physical Effort**

- The demands of the job do not result in considerable, fatigue requiring periods of rest.
- Occasionally, there is a requirement to lift objects (i.e. boxes or drugs) less than 10 lbs.
- Occasionally uses hand tools or machinery with controlled movements, and to work in awkward or cramped positions (when preparing chemotherapy drugs over a flow hood), and to drive to other sites.
- Regularly uses fine finger/precision movement to work on a computer (i.e. preparing duty schedules, committee work, staffing functions, department statistics, etc.) and to mix drugs.

### **Concentration**

- **Visual** concentration is constantly required to ensure accuracy of the final product or when reading and making recommendations on drugs or dosage information, dispensing medications, checking prescriptions, checking and verifying the accuracy of others, reviewing lab work, assessing patients, reading charts, reading prescriptions, checking calculations, calibrating pump scales and machinery, and when reviewing and developing policies and procedures and investigating medication incident reports and occurrences.

- **Auditory** concentration is constantly required to listen attentively when interviewing and assessing a patient's response to treatment, during clinical rounds, and when taking verbal instructions and orders from physicians.
- **Touch** is occasionally required for fine manipulations when preparing sterile preparations and when handling cytotoxic drugs, using electronic balances or torsion when weighing out small quantities of powders or crystals. **Smell** is used to recognize and identify liquid preparations and whether some drugs and mixtures have expired.
- **A higher than normal level of alertness and concentration** is required when applying occupational health and safety standards around the mixing and preparation of toxic drugs, when dealing with unusual requests for compounding drugs not normally available, and when filling prescriptions and checking the work of others.
- **There is lack of control over the work pace** due to unpredictability of STAT or emergency orders and a multitude of requests for audits, to prepare reviews, and reports.
- There are often tight **time pressures when there are deadlines**, or situations regarding missing meds/narcotics, dealing with back orders on drugs temporarily unavailable, filling prescriptions, preparing IV chemotherapy, drug reviews, investigation of a medication occurrence and direct patient care activities.
- **Exact results and precision** are required when preparing IV solutions, compounding using scales and pumps balances, when filling prescriptions, calculating medication dosages (i.e. millilitres, milligrams, grams), when providing drug and dosage information, and when putting drugs and dosages in the dictionary database for the computerized prescription and dispensing systems.

### Complexity

- Tasks and activities are constantly different/unrelated and require a broad range of skills and a diversity of knowledge.
- Tasks range from repetitive/well defined to a wide variety of responsibilities and situations where problems arising require creative problem solving and resolution. Some of these activities are highly technical or unique and have strategic or policy significance.
- Typical problems involve activities related to developing and implementing a new service, which requires new practices/policies to meet national standards and requires proposal and report development for a diverse regional organization which may have many patient populations. As well, there is a requirement to problem solve issues with multiple vendors for various computer systems and troubleshoot operational problems, make decisions on policies and procedures, handle inquiries from the multidisciplinary team and respond to questions and make recommendations related to patient's response to treatment.
- A wide range of resources such as drug manuals, websites, written guidelines/policies, code of ethics, Provincial and Federal legislation, coworkers or other healthcare professionals, and medical literature are used to interpret and make recommendations.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work is generally not prescribed or controlled and decisions are made independently regarding



the daily operation of the department. In the area of human resources, decisions are made independently such as reassignment of work on a multisite basis, approve leave and overtime, addressing corrective behaviour, assign staff on various committees and clinical pharmacists as preceptors for pharmacy students, decide which pharmacist will be trained for specialized clinical areas, decide how many student placements the department can take. Can also implement Accreditation Canada required organizational practices, make policy and procedure changes, make edits to the drug dictionaries and dose perimeters, and decisions involving direct patient care and their treatment plan. In addition, clinically can decide whether or 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. In addition, can order and purchase drugs locally or from across the country, and in emergencies contact Health Canada for a supply of emergency drugs; arrange delivery of drugs from around the country from different airlines, or have the various airlines deliver these drugs to the province.

- Approval is required for the overall number of staff required to run the department, the overall budget for casual staff, decisions on what drugs will be carried in the pharmacy and that are available in the hospital, and budgets for new programs or services.
- Exercises some discretion within predetermined limits regarding the security of narcotics, Standards of Practice, and in discussing confidential patient information with other healthcare professionals.
- There is the ability to exercise a high degree of discretion and judgement regarding human resource issues, making decisions/recommendations on dosage changes, the ordering of some drugs, changes to doses, purchasing of drugs and narcotics, processing of a prescription, department functions, establishing ad hoc committees, and teaching medical staff and residents.
- Provides information, advice, and recommendations for decisions around the standards of practice, new programming, human resources, quality control, policies and procedures, and clinical pharmaceutical issues.

### Impact

- Tasks and decisions have a significant impact within the immediate work area, department/group, outside the department, in and outside the organization, and an extreme impact on patients.
- The result of the decisions impact patients, information (as it must be correct and timely), material and human resources (implementation of Accreditation Canada, changes to work assignments), health and safety (auditing and monitoring safety practices) and corporate image.
- There can be both a positive and negative impact on a patient's well-being, staff morale, and corporate image as a result of decisions made regarding the standards of practice, quality assurance, education and clinical issues.
- Work activities impact resources such as information (to ensure it is correct and timely), material and human resources (incorrect staffing levels affect the operation of the department and morale), equipment (that it is working properly and for quality control purposes), health and safety (by auditing and monitoring safety practices), and finances (ensuring services are billed appropriately).
- Types of errors that can occur are medication errors resulting in adverse events for a patient, financial implications, and staff morale. Other types of errors include incorrect application of

the collective agreement resulting in grievances possibly causing extra workloads and a decrease in staff morale. It could also result in delays in drug delivery and preparation of medications and extra workloads and extra billing to third party payers. Errors could have an extreme impact on the patient (i.e. medication preparation error).

- There are checks and balances in place regarding pharmaceutical dispensing which could mitigate 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.

#### **Development and Leadership of Others**

- Responsible for the supervision of a large size work group (> 10 employees).
- Provides on the job advice, guidance, direction, co-ordination, orientation, on the job training and formal classroom type training. Acts as a technical mentor or advisor, builds morale and employee relations, provides input into staffing levels, checks the work of contractors, students, and colleagues and functions as a technical lead. Functions as a team leader for investigational clinical drug trials and performs project management responsibilities for new services.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- Occasionally exposed to toxic drugs and is required to wear a specialized gown, gloves, and to use equipment under a fume hood (biological safety cabinet). Other requirements, recommendations and/or precautions that are considered when handling these toxic drugs, include reassignment of duties for those pharmacists who may be pregnant, breast-feeding, or are trying to conceive, annual blood work and physician check up, and completion of a drug handling certification program every two years.
- There is limited likelihood for job-related injury or illness, other than stress, due to the demands of the job.
- Occasionally prepares compounds or dispenses toxic drugs, IV mixtures, etc. 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 or gathering a patient's medical history. Occasionally, when performing clinical responsibilities, is exposed to toxic or poisonous substances, infectious diseases when interviewing or consulting with patients, odours, wet or slippery surfaces, awkward or confining workspaces, limited ventilation, dirt, dust or garbage, physical dangers or threats, glare from the computer screen and having to travel during adverse weather conditions.