

## Department of Pharmacy Services

Job Title:	Pharmacy Business, Information Systems and Operations Manager	Date:	07/13/2016
Job Code:	421B Grade:	FLSA Status:	Exempt
Unit/Section:	Administration	Reviewed by:	
Reports to:	Director of Pharmacy Business and Finance	Date Description Last Revised:	07/13/2016

### GENERAL SUMMARY/ OVERVIEW STATEMENT:

Receiving general direction from the Executive Director of Pharmacy and Director of Pharmacy Business and Finance, the Business System and Operations Manager is responsible for setting direction and coordinating the business operational, and technology activities of the Department of Pharmacy. Drawing on a broad understanding of Hospital practices, the Epic electronic health record (EHR), and displaying a high degree of initiative and independent judgment, the incumbent will collaborate closely with departmental and organizational leadership to continually assess and direct a wide range of issues, including operational, personnel, budgetary, facilities, information technology, EHR systems issues, EHR program development, long-range planning and project development. The incumbent will work with clinical and non-clinical staff members to optimize operational and cost efficiencies wherever possible. The Business, Information Systems and Operations Manager possesses a thorough knowledge of the health care environment as it relates to information systems, reimbursement, regulatory, compliance, and contract management. Requires discretion and judgment to organize priorities, complete tasks and handle confidential information.

The Department of Pharmacy Services includes over 215 staff members within multiple cost centers. The department has combined gross revenue of over \$452 million dollars, an expense budget of approximately \$145 million dollars and a salary and wage budget of over \$18.8 million. While the Business, Information Systems and Operations Manager has a total of 5 direct reports, he/she will be responsible for directing pharmacists, technicians, and pharmacy interns when dealing with business, operations, clinical, information technology and EHR system issues.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:** Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

## Analytics

- Works with the eCare and Epic teams to identify, solve, or improve business (billing, reporting, etc.) operational (data processing, alerting, etc.) functions.
- Works with Finance analysts on operational, financial, and drug utilization data management and reporting.
- Generates performance EHR dashboards that support the pharmacy leadership team, department, and organization.
- Utilizes EHR functions and data analytic tools to report regularly to both internal and external customers as needed.
- Responsible for comparative analysis for department level multi-year financial strategic plans.

## Budget:

- Prepares annual operating and pharmaceutical budgets.
- Utilizes existing healthcare and Pharmacy industry, and the EHR financial information to forecast drug expense for purposes of revenue and expense budget planning.
- Utilizes EHR functionality to analyze, monitor and reports on financial performance both internal to the department and within the organization.
- Through EHR manages pharmacy cost centers; complying with budgetary target goals for revenue, supply and wage expenses.
- Utilizes EHR and other support software to prepare monthly performance audits and summaries of budget variances.
- Oversees the finance management policies and procedures.
- Works other hospital departments, and interdepartmental ambulatory clinics on EHR projects and financial projections.

Responsible for leading department planning, submission, and implementation of capitol request process.

## Drug and Vendor Contracting

- Assists in negotiating contracts as needed either independently or with the pharmacy division leader.
- Works with the Materials Management, Office of General Counsel, Finance, and outside agencies to ensure that contracts are appropriate.
- Oversees pharmaceutical drug manufacturer rebate assessment and processing

## Supply chain, auditing, charges, revenue, and accounting

- Directly oversees the acute care, outpatient and ambulatory care inventories, charges, and revenue

through the EHR and other support systems.

- Utilizes EHR and support software ensures the integrity, efficiency and effectiveness of the revenue cycle.
- Directs activities of pharmacy personnel, utilizing information technology required for purchasing, receiving, and billing.
- Provides management oversight for information technology controlling medication storage areas.
- Ensures full compliance with state, federal and TJC regulatory requirements.
- Maintains adequate control and accountability of all drugs.
- Oversees inventory management policies and procedures.
- Oversees the general management of the inventory, including but not limited to:
  - Supporting technologies and software for procurement of product from hospital approved vendors
  - Accurate receipt of product into the pharmacy computer systems and appropriate assignment to cost centers
  - Provider oversight receipt and accounting for products ensuring accuracy of electronic records and compliance to regulatory requirements and standards.
  - Management of the receipt ensures that the correct pricing is in the EHR system.
  - Provide monitoring and tracking of appropriate drug cost rates and subsequent charges in the EHR system.
  - Performs trend analysis and other pharmacoeconomic reviews.
  - Conducts annual and periodic inventories.
  - Acts as liaison with other departments, other institutions, and organizations regarding technology, financial, and pharmacoeconomic issues.

#### General Administrative Duties:

- Leads on special projects for the Executive Director of Pharmacy and Director of Pharmacy Business as required.
- Budgetary oversight of personnel.
- Recruiting, interviewing, hiring, corrective action, payroll, performance evaluations, equity reviews.
- Provides support for development of business plans and financial impact analysis for new programs, automation and technology equipment, staff, and new business ventures. Identifies risks and opportunities, understanding base assumptions for strategic growth of the departments.
- Translate information from budget, accounting, and analytic processes into effective communication tools for multiple audiences including senior leadership and physicians. Mentors own staff and other

departmental staff on projects to assist with their professional growth and development.

- Maintains pharmacy records and transactions as required by law.

#### Other

- Participates in the Chief Pharmacy Officers subcommittee and system-wide pharmacy initiatives.
- Serves as the liaison for items relating to pharmaceutical business and finance.
- Expert knowledge of a variety of operational, finance, and HR systems including Vision, Hyperion, PeopleSoft, Kronos, Solucient, Lazarus, TraceLink, Consortiex, RASMAS (Risk and Safety Management Alert System), MS Access and NS Excel.

### **SKILLS & COMPETENCIES REQUIRED:**

#### Information Technology

- Sound understanding of computer system design and working knowledge of the EPIC EHR system
- Experience with software platforms supporting financial management
- Working knowledge of software support programs (dBase, Office, Firefox, etc.)

#### Time Management:

- Exceptional organizational skills and ability to organize time and priorities effectively, asking for direction when appropriate.
- Flexibility to handle deadlines and multiple tasks.

#### Personnel Management:

- Ability to skillfully handle issues of sensitive nature with respect to confidentiality, abiding by institutional guidelines.
- Ability to recruit, train and supervise staff and to ensure that performance evaluations, payroll, employee changes and other HR transactions are completed in an accurate and timely manner.
- Ability to provide support, direction and development to staff.

#### Leadership:

- Ability to identify issues/projects and initiate plans to address.
- Demonstrates forthrightness and integrity.
- Ability to develop a common vision for diverse constituents, communicates effectively, sell ideas, and take ownership and responsibility for activities.

#### Discretion and Confidentiality:

- Ability to handle sensitive and confidential matters discreetly and to ensure confidentiality guidelines are maintained by staff.

#### Analytical Skills:

- Ability to conceptualize and conduct complex analysis (financial and operational).

Critical Thinking/Decision Making:

- Ability to appropriately evaluate all aspects of a situation and to independently make appropriate and timely decisions.

Interpersonal/communication:

- Excellent interpersonal/communications skills

Information Systems/Technology Skills:

- Exceptional computer skills (including operating systems, word processing, electronic mail, Internet, spreadsheets, and other office management systems).

Project Management:

- Ability to initiate a project, set timelines, determines scope, design and plan, monitor and track progress, implement, and evaluate.

Safety/Compliance:

- Knowledge in all aspects of safety and ability to ensure a safe environment for patients and staff.
- Is knowledgeable and compliant in all hospital, State, and Federal regulatory requirements, including hospital policy and procedures (where applicable to the performance of the job), TJC, HIPAA, OSHA, etc.

Fiscal Responsibility:

- Effective financial and analytical skills, including ability to develop and monitor budgets.
- Ability to ensure timely submission and review of budgets and performance evaluations.

Professional knowledge:

- Sufficient knowledge to improve, enhance, or upgrade complex financial, operational and technical systems.

Quality Assurance:

- Ability to effectively manage day-to-day operations, establish and maintain policies and procedures, monitor service statistics, manage patient flow, coordinate space and infrastructure issues, and ensure effective coordination of training programs.
- Ability to engender these skills among staff.

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**SUPERVISORY RESPONSIBILITY:**

Direct: Directly supervises a purchasing manager, purchasing agent, purchasing coordinator, payroll manager and receiving technician.

Indirect: Provides support, supervision, and direction to pharmacists, pharmacy technicians, pharmacy interns, and eCare team using EHR applications

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**FISCAL RESPONSIBILITY:**

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Responsible for projections, planning, monitoring, reporting, and accountable for the pharmacy operating and drug budgets totaling approximately \$452 million.

Responsible for an expense budget of over \$145 million and a salary and wage budget of over \$18.8 million dollars for 215 FTE's.

Responsible for multiple cost centers.

Responsible for the ongoing collating, analyzing, and presenting sensitive fiscal information and participating in various aspects of fiscal management. Responsible for strong fiscal management of department resources (e.g. productivity, employee overtime, supplies, etc.) as well as drug and vendor contracting.

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**WORKING CONDITIONS:**

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Office located in the Central Pharmacy. May be required to attend meetings outside of regularly scheduled hours and is available by cell phone outside of normal business hours. May be required to report to the hospital outside of normal business hours to assist with events that require emergency management.

Fast-paced office environment with time-sensitive deadlines.

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**Qualifications**

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CPA, MBA, BS in Healthcare Management with five to seven years of management experience in healthcare, information technology, and business environment.

Exhibits exceptional judgment and discretion in interacting with physicians and senior management on sensitive financial, political, and confidential issues.

Previous financial operations management required.

Previous management of finance staff required as are the initiative and ability to work independently and contribute to the management team.

*The information contained in this document is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an*

exhaustive statement of all duties, responsibilities or skills of individuals so classified.

**APPROVAL:**

Department Manager: Title: Executive Director of Pharmacy Services

Date: \_\_\_\_/ \_\_\_\_/ 2016

Signature: \_\_\_\_\_

**REVIEWED:**

Subsequent to approval, job description has been reviewed to confirm it continues to accurately reflect the general contents and requirements of the position.

Date

Reviewer

**PHYSICAL/ENVIRONMENTAL REQUIREMENTS OF JOB**

Indicate requirements and frequency by placing an "X" in the appropriate box.

**Work Environment:**

Activity	Amount of Time Spent				
	None	1 - 25%	25 - 50%	50 - 75%	Over 75%
Outdoor weather conditions		x			
Extreme cold (non-weather)		x			
Work in high place(s)	x				
Work in confined space(s)			x		
Risk of electrical shock		x			
Risk of radiation exposure	x				

Exposure to blood borne pathogens		x			
Flammable/explosive gases		x			
Toxic / caustic chemicals			x		
Dust or other irritants			x		
Grease or oils	x				
Hazardous specimens		x			
Exposure to lab animals	x				
Infectious / contagious disease		x			
Cleaning agents/chemicals		x			
Hot equipment	x				
Noisy equipment		x			
Humid or wet conditions (non -weather)	x				
Other					

**Lifting/Carry Requirements of this job**

<b><i>No Lifting required</i></b>								
<b><i>No Carrying required</i></b>								
<b>Number of pounds</b>	<b>Amount of Time</b>							
	<b>1 - 25%</b>		<b>25 - 50%</b>		<b>50 - 75%</b>		<b>Over 75%</b>	
	<b>Lift</b>	<b>Carry</b>	<b>Lift</b>	<b>Carry</b>	<b>Lift</b>	<b>Carry</b>	<b>Lift</b>	<b>Carry</b>
Up to 10 pounds								
Up to 25 pounds							x	x
Up to 50 pounds								
Up to 100 pounds								
Over 100 pounds								

**Push/Pull Requirements of this job:**



<b>No Pushing required</b>								
<b>No Pulling required</b>								
<b>Number of pounds</b>	<b>Amount of Time</b>							
	<b>1 - 25%</b>		<b>25 - 50%</b>		<b>50 - 75%</b>		<b>Over 75%</b>	
	<b>Push</b>	<b>Pull</b>	<b>Push</b>	<b>Pull</b>	<b>Push</b>	<b>Pull</b>	<b>Push</b>	<b>Pull</b>
Up to 10 pounds								
Up to 25 pounds								
Up to 50 pounds							x	x
Up to 100 pounds								
Over 100 pounds								

**Physical Activity requirements of this job:**

<b>Activity</b>	<b>Amount of Time Spent</b>				
	<b>None</b>	<b>1 - 25%</b>	<b>25 - 50%</b>	<b>50 - 75%</b>	<b>Over 75%</b>
Stand			X		
Walk			X		
Sit				X	
Use of hands requiring fine motor skills and sense of touch				x	
Move / rotate / bend wrist(s)					x
Type / use keyboard or other data entry device					x
Reach with hands & arms					x

Climb stairs					x
Climb ladder or other equipment	X				
Drive / operate motor vehicle	x				
Balance		x			
Stoop, kneel, crouch, bend, crawl			X		
Speak					x
Hear					x
Taste	x				
Smell	x				
Other					

**Vision Requirements of this job:**

Vision Requirement	Required	Not Required
Close vision	x	
Distance vision	x	
Color vision		x
Peripheral vision		x
Depth perception	x	
Ability to adjust focus	x	
Other		

**Safety equipment used while performing this job:**

Safety eye glasses		Gowns	x
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Filter lens (welding/soldering)		Scrubs	x
Face shields		Boots	
Ear plugs or Mufflers		Hard hat	
Surgical mask / dust mask	x	Coveralls	x
Self-contained breathing apparatus (SCBA)		Gloves	x
Other			

**Level of noise typical in this work environment:**

Very quiet	
Quiet	
Moderate	x
Loud	
Very loud	