

JOB DESCRIPTION

Pharmacy Manager of Supply Chain and Financial Services

Job Code:	FLSA Status:	Mgt. Approval:	Date:
Department :		HR Approval:	Date:

JOB SUMMARY

The Pharmacy Manager of Supply Chain and Financial Services will manage and control all aspects of medication-related supply chain and financial management for the health-system, including medication and supply purchasing, inventory management, vendor management, group purchasing organization (GPO) and wholesaler relationships, standardization, supply-chain related information systems and technology, preparation of the capital and operating budgets, preparation of the workload budget, and monthly variance reporting . They must have a thorough understanding of supply chain and Drug Supply Chain Security Act (DSCSA) best practices. Additionally, they will service as the primary contact within pharmacy for the Finance Team. The management of supply chain is critical to our success and goals of ensuring that we supply the right product to our patients at the right time. The Manager of Supply Chain and Financial Services will report to the Director of Pharmacy Business Services and Informatics and work collaborative with Pharmacy Directors and Managers in the areas of drug policy, information technology, business management, ambulatory services, specialty pharmacy and inpatient operations.

The Pharmacy Manager of Supply Chain and Financial Services will directly manage the inventory management and mitigation of medication shortages by leveraging technology and predictive ordering processes. Additional areas of oversight include automation related to pharmacy stockroom inventory management, pharmaceutical contracting and GPO optimization activities, evaluation of outsourcing needs for high-risk compounded sterile products, and ensuring compliance with DSCSA provisions. In addition to supply chain functions, the Manager will oversee the pharmacy's obligations in the order-to-pay process and will work closely with finance to assure the process is completed in an accurate and timely fashion.

The Manager of Supply Chain and Financial Services will be responsible for the development and implementation of innovations in health system pharmacy automation support, pharmacy technology support, and medication distribution systems. Responsibilities include the analysis, identification and implementation of opportunities to improve quality, cost, and productivity within all aspects of department and health-system medication supply chain. All responsibilities are accomplished in collaboration with the pharmacy leadership/management team under the direction of the Director of Business Services and Informatics.

The scope and complexity of the position requires successful incumbents to possess a diverse and highly developed skill set including but not limited to: time-management, communication, creativity, vision, teamwork, management, leadership, clinical knowledge base/skills, mentorship, change management, scholarship, and teaching.

The manager must be a team leader and strive to generate a vision, establish direction and motivate members, create an atmosphere of trust, leverage diverse views, coach staff, and encourage improvement and innovation.

MAJOR RESPONSIBILITIES

A. Supply Chain Management

1. Purchasing
 - i. Oversight and supervision of pharmaceutical purchasing staff and coordination of purchasing activities for the Pharmacy Enterprise.
 - ii. Lead contracting efforts to:
 1. Evaluate and negotiate contracts related to pharmaceutical cost, distribution, technology, and automation.
 2. Optimization of contract compliance through evaluation and audit of wholesaler pricing systems.
 3. Ensure systematic and timely audit of GPO contract changes to ensure accurate and timely pricing updates.
 4. Leverage contracting relationships with pharmaceutical manufacturers, vendors, and suppliers to achieve improved cost of goods.
 - iii. Manage purchasing activities to ensure timely and efficient coordination with appropriate committees (P&T, DPSS, Pharmacy Operations, etc) to support prescribing and distribution processes.
 - iv. Manage outsourced pharmacy purchasing.
 - v. Assure integrity of the specialty pharmacy long buy purchasing system including inventory control, cost account and transfer systems, and auditing, in coordination with the Manager of Specialty Pharmacy.

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2. Inventory
 - i. Establish and monitor inventory tracking systems for all products to ensure product availability and supply integrity.
 1. Oversee and audit computerized inventory systems for the transfer of product, maintenance of item master files, and perform quality control of system output records.
 2. Oversee and audit medication inventory systems to ensure inventories are stocked to meet the needs of patient care while minimizing costs, outdates and to promote efficiency.
 3. Manage high cost/low use inventory stocking processes to reduce cost and coordinate inventory across all sites of utilization.
 - ii. Support inpatient controlled substance distribution systems.
 - iii. Manage reverse distribution procedures throughout the health-system and monitor returns to ensure adequate credit is issued.
 - iv. Lead annual inventory counts in coordination with Internal Audit Department.
 - v. Manage new or alternative product intake and the barcode validation process for EHR and automation systems.
 - vi. Lead influenza vaccine purchasing, distribution, and inventory maintenance for the health-system.
3. Cost management
 - i. Serve as an expert advisor on supply chain forecasting related to:
 1. Pharmacy spend and trend budgeting
 2. Vendor market intelligence
 3. New pharmaceutical launches
 4. GPO pricing intelligence and trend reporting
 - ii. Perform analysis of contracting opportunities, calculate savings and communicate savings analysis to pharmacist peers and physicians.
 - iii. Establish and achieve cost reduction goals.
 1. Perform cost/financial analysis and forecasting for wholesaler, vaccine, acute and non-acute facilities and specialty vendor purchases.
 2. Collaborate with wholesaler representatives to advantage contract and rebate opportunities.
 - iv. Collaborate with Drug Policy Program to lead department-wide drug cost reduction project management and implementation including maintenance of ongoing tracking systems and service line presentation linking drug cost, utilization, and patient outcomes data.
 - v. Provide expertise and recommendations to Drug Policy Program on cost and optimal pricing per dosage.
 - vi. Lead wholesaler account maintenance to ensure alignment of expense classes, cost centers, and cost accounting for purchasing and inventory transactions.
 - vii. Monitor variances from operating statements related to purchases, returns, inventory issues, and vendor credits.
 - viii. Lead the automated financial accounting interfaces supported by the purchasing supervisor and senior pharmacy informatics analyst.
 - ix. Serve as the liaison to the fiscal office in matters related to supply chain accounting.
 - x. Review non-medication supplies to identify alternative sources of supply and cost management.
4. Drug shortage systems
 - i. Monitor local and national drug shortages and implement tactics to maintain supplies.
 - ii. Monitor critically short items and the emergency medication supply.
 - iii. Provide supply chain expertise to Drug Policy Program to mitigate drug shortages and work with pharmacy managers to implement necessary changes to purchasing and automation systems.
 - iv. Work with clinical staff to determine alternatives to critical stock shortages and assist with determining and implementing therapeutic substitutions.
 - v. Work with Central Supply Purchasing for fluid or other medication related shortages.
5. Recall management
 - i. Serve as the account manager for the electronic drug recall system (RASMAS).
 - ii. Manage the drug recall system, ensuring all affected product is identified, quarantined and returned for manufacturer credit.
6. Miscellaneous
 - i. Serve as a liaison to wholesalers and vendors for issues related to contract prices, performance, fill rates, contract compliance, and supply adherence.
 - ii. Evaluate FDA licensing and/or regulatory certification is performed on all authorized pharmaceutical suppliers.
 - iii. Represent the health-system on the Vizient Academic Medical Center Pharmacy Network Supply

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Chian Optimization Committee, and other Vizient Committees as appropriate.

B. Medication Use Systems Management

1. Collaborate with the drug policy program and medical staff leadership to assure optimal performance of associated pharmacy programs and implement drug policy initiatives (e.g. cost-avoidance, cost-savings, optimized utilization).
2. Participate as a member of pharmacy department and health system multidisciplinary teams and committees, including but not limited to the following:
 - i. Drug Product Purchasing Supply Committee
 - ii. Pharmacy Operations
 - iii. Pharmacy Managers
 - iv. Inpatient Managers
 - v. Operating Room Asset Committee
 - vi. Immunization Task Force
 - vii. Drug Budget/Target Committee
 - viii. Residency Advisory Committee
 - ix. Supply Chain Optimization Committee
 - x. P & T Committee (voting member)
3. Review all adverse drug events (medication errors, adverse drug reactions) and coordinate necessary investigation and follow-up.
4. Develop and maintain relationships with medical leadership in areas of responsibility to partner in maximizing safe, efficient, cost-effective, evidence-based, rationale medication use.
5. Lead the measurement/monitoring of internal and external quality metrics for medication use and related quality improvement initiatives as necessary.
6. Shared responsibility for directing the drug use process and assuring its quality in areas of responsibility.
7. Shared responsibility for operational systems to assure appropriate prescribing, distribution, administration, and monitoring outcomes of drug therapy process.
8. Manage assigned inpatient (decentral and central) pharmacy operations and drug distribution systems.
9. Write and/or review policies and procedures.
10. Assure proper operational systems are in place to support the drug use process in areas of responsibility.
 - i. This includes information/data management, order entry process and smart system technology.
11. Analyze work flows, organizational design, and the impact of technology and automation to develop new systems for automation and improved efficiency within all aspects of the pharmaceutical supply chain.
12. Analyze and implement quality improvement measures for improving organizational performance.
13. Implement new delivery systems for more cost-effective delivery of pharmaceutical care.
14. Serve as the expert for state and federal laws, regulations as well as standards governing pharmacy Distribution.
15. Manage key aspects of pharmacy department routine regulatory monitoring programs (e.g.; refrigerator temperature monitoring programs, expiration date checking programs).

C. Planning and project leadership

1. Participate in department's strategic plan development and execution of assigned goals.
2. Identify and develop business cases for pharmacy services based upon anticipated future needs, practice advancement, and organizational priorities for inclusion in the department strategic plan.
3. Work independently and guide others in the design, development and implementation of innovative solutions, or design and implement improvements to existing pharmacy processes.
4. Develop and implement initiatives to increase efficiency of the pharmacy supply chain workforce.
5. Lead space planning, remodeling and moves for assigned areas and staff in collaboration with Facilities.
6. Mentor and develop residents and pharmacists in planning/project management as members of the project team via direction, supporting, coaching, and delegating as appropriate.
7. Participate and/or lead, as pharmacy representative, organization quality improvement initiatives/projects.
8. Maintain an expertise in the selection and use quality improvement methodologies/tools to maximize project outcomes.
9. Provide leadership and oversight to resident major projects.
10. Develop and maintain an expertise in change management tools and theories.
11. Lead development of resources to assist pharmacists with strategies to advance innovative research, education and project ideas.

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D. Financial Management

1. Manage the month to month variance reporting for the operating budget.
2. Manage the month to month preparation and monitoring of pharmacy workload reports.
3. Lead the development of monthly financial reports for senior leadership.
4. Serve as the pharmacy liaison for the finance department.
5. Lead the development of the capital and operating budgets.
6. Manage the invoice process between pharmacy and accounts payable to assure bills are accurate and paid.
7. Lead pharmacy's use of PeopleSoft financial system.
8. Lead pharmacy's use of the PeopleSoft contracting module.
9. Maintain all finance related policies and procedures for the department.

E. Human Resource Management

1. Manage purchasing, contracting, receiving and inventory control pharmacy staff.
2. Manage assigned coordinators or supervisors.
3. Evaluate performance of assigned personnel.
4. Coordinate and lead team and staff meetings for assigned areas of responsibility.
5. Work with staff on an ongoing basis to improve performance and attain their professional development goals by directing, coaching and supporting.
6. Monitor the progress of assignments and performance of daily responsibilities for all assigned personnel, coaching and disciplining staff as necessary.
7. Communicate operational changes to affected pharmacy and non-pharmacy staff affected by proposed changes.
8. Identify and deal with personnel issues in a proactive and timely manner, with appropriate follow-up as necessary.
9. Manage labor expenses.
10. Manage employee leaves of absence and family medical leaves.
11. Measurement of employee engagement and implementation of improvement initiatives.
12. Participate in the recruitment, interviewing and hiring of professional and technical staff.
13. Staff orientation, training and competency assessment.
14. Work with other department managers to revise training programs for new employees as our systems change; proactively monitor system changes and identify needed changes and assess outcomes of training program.
15. Work with department training staff to ensure education and training of new and existing department employees as it relates to medication use process changes.

F. Teaching/Scholarship

1. Serve as preceptor for pharmacy students, interns, and residents.
2. Serve as research, project, and career advisor to pharmacy residents.
3. Coordinate scholarship (posters, presentation, and publishing) efforts of all areas of oversight.

G. Direct Patient Care (Staffing)

1. Works under the responsibilities outlined in the Clinical Pharmacist Acute Care Services position description

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in pharmacy from an accredited institution
	Preferred	Pharm D degree from an accredited institution; Master's degree in pharmacy administration, healthcare administration, business or other relevant subject area or MBA
Work Experience	Minimum	<ul style="list-style-type: none"> • PGY2 or equivalent work experience • Prior experience with pharmacy inventory management systems • Pharmacy distributing management experience

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	Preferred	<ul style="list-style-type: none"> • Has held administrative positions in a large academic or complex health system for at least five years • Previous experience in pharmacy supply chain or preoperative supply chain
Licenses & Certifications	Minimum	Licensed as a pharmacist in the state or eligible (licensed in another state)
	Preferred	Licensed as a pharmacist in the state Board certified through the Board of Pharmacy Specialists
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to learn computer and application skills as applicable to role including medium to advanced skill levels in Microsoft Access and Excel • Strong interest in clinical pharmacy services leadership • Knowledge of educational methods and experiential training • Ability to work in a complex team environment and to collaborate with both external and internal professionals and other customers • Appreciation of age specific needs of pediatric to geriatric populations with regards to drug therapy and services • Excellent verbal and written communication skills • Familiarity with various software, equipment and technology necessary to provide pharmacy services • Able to demonstrate skills in prioritization, problem solving, team building, decision making, time management and strategic planning • Knowledge of pharmacy services within an acute care environment of an integrated health system and an ever changing environment • Knowledge of laws and regulation regarding pharmacy • Knowledge of external medication related quality metrics • Planning and problem solving • Developing goals and objectives, and establishing priorities • Inspires confidence, appropriate risk taking and achievement of high standards • Self-starter with a willingness to try new ideas • Positive, can-do attitude coupled with a sense of urgency • Good judgment and ability to act decisively at the right time • Ability to persuade others and develop consensus • Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility and understanding. • Ability to effect collaborative and promote teamwork • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders <p>Ability to create win/win solutions and relationships</p>

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

JOB FUNCTION

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
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as	Up to 10#	Negligible	Negligible

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	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.			
X	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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 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
	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#
	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:				