**JOB DESCRIPTION**

**TITLE: Director of Clinical Pharmacy**

**REPORTS TO: Chief Medical Team**

**FLSA: Exempt**

**General Purpose**: The Director of Clinical Pharmacy (DCP) is responsible for the operation and management of the Pharmacy Department. The director plans, organizes, and implements hospital pharmacy policies and procedures in accordance with established Federal, State laws and regulations and [CHC] policies, The Colorado State Board of Pharmacy, DEA, and any other regulatory, and accrediting agencies. With consideration of mandates of the Centers for Medicare and Medicaid Services (CMS), and the National Committee on Quality Assurance (NCQA). The DCP will have the qualifications and ability to provide the full scope of pharmacy services which fall under his/her field of training and licensing. The DCP is a member of the [CHC] Health Care Team. Under the supervision of the designated Chief Medical Team member, the DCP will develop, implement and oversee a medication management/therapy approach to care. The DCP will ensure processes meet or exceed regulatory and industry standards and meet requirements of our contractual relationships with accountable care organizations and other health insurance entities.

**ESSENTIAL DUTIES/RESPONSIBILITIES** (Listed in descending order of importance)

1. **Clinical Pharmacy**
2. Embrace the mission, vision and values of the Board of Directors of [CHC].
3. Chair the Pharmacy and Therapeutics Committee
4. With QI/Compliance ensure proper audits and standards are met.
5. Collaborate in processing insurance claims
6. Computer data entry to facilitate computerized billing services.
7. Assist in claims reconciliation and claims rebilling.
8. Participate in investigating rejected claims, and correcting data input to insure maximum return on insurance claims.
9. Collaborate in the participation in insurance adjudication.
10. In collaboration with billing director assist in processing of computerized insurance billing.
11. Adhere to Patient Centered Medical Home (PCMH) standards by observing a team-based approach to care and supporting each member of the team to their highest level of function allowed by law.
12. Perform direct patient care at times designated by [CHC] at each of the four hub locations in the form of the provision of Medication Therapy Management that includes a comprehensive medication review and medication action plan for patients.
13. Maintain knowledge and understanding of [CHC] Clinical Guidelines for chronic disease states and participate in developing and revising clinical guidelines as needed.
14. Consult with physicians and other members of the health care team as necessary.
15. Demonstrate flexibility, open communication, and close cooperation with providers to develop and follow individualized patient care plans, even when they vary from the Clinical Guidelines
16. Educate providers and staff regarding appropriate level of care/utilization issues.
17. Ensure that a quality of care is maintained or surpassed by collecting quality indicators and variance data and reporting the data to the appropriate department; reports and identifies data that indicates potential areas for improvement of care and services provided within the system.
18. Participate in data management plan, reporting priorities and develop/establish dashboards with IT for reporting and monitoring outcomes.
19. Ensure correct & complete processing of patient information into the Electronic Health Record when working with patients.
20. Attend Clinical team meetings and all staff meetings
21. Participate in the [CHC] Quality Improvement Committee, Provider Leadership Committee, Nurse Leadership Committee, and Interdisciplinary Team.
22. Assist patients/families with understanding medications
23. Assess and address barriers to care when identified
24. Professionally represent [CHC] at meetings, community events, etc. as indicated/assigned
25. Work with contracted community partners to continue grants and monitor progress towards deliverables in the most efficient manner.
26. Serve as a highly visible supporter for population health management via risk stratification.
27. Perform other necessary duties to meet the goal of providing primary health care services
28. **340b Program Oversight**
29. Oversee [CHC]’s 340b contracts and contractors, including evaluation of options for new or modified contractual relationships.
30. Oversee the in-house pharmacy or pharmaceutical outlet to be managed by a contracted company.
31. Ensure the completion of an annual audit of [CHC]’s 340b program.
32. Review prescribing practices and educate providers on ways to improve patient outcomes and maximize 340b opportunities.
33. Arranging new contracts with insurance providers as needed. While coordinating with the Director of Operations and arranging implementation of work flows.
34. Maintain all records in accordance with State and Federal laws.
35. Complete monthly financial report, making necessary adjustments to cost to reflect accurate costs, price per prescription, profit per prescription and profit for the month
36. Follow Universal Precautions
37. Work with Chief Operating Officer (COO) & Chief Financial Officer (CFO) to ensure targets are met for the annual operating plan/financial management.

**C. Service Excellence**

1. Maintain a positive, helpful attitude to patients/family, and co-workers.
2. Foster trusted working relationships that enhance open communication and a safe and supportive environment.
3. Use skills of self-awareness, social awareness, self-management and relationship management to interact with and provide excellent service to all.
4. Creative problem-solving skills and innovation.
5. Communicate clearly and professionally with patients, providers, other nursing staff and clinic personnel, and consulting providers and their staff

**D. Safety/Risk Management**

1. Adhere to health center safety, infection control, and hazardous waste procedures.
2. Always Maintain patient confidentiality in accordance with HIPAA regulations.
3. Assist with training when needed and engage in continuous quality improvement activities using a PDSA, (Plan, Do, Study, Act) system of change.
4. Chart ALL patient/family interactions in the EMR using appropriate, structured data

E. Professionalism

1. Participate in internal/external educational opportunities.
2. Appropriate use of [CHC] leave time within policy parameters.
3. Follow through on assignments to completion and take responsibility for own actions.
4. Utilize appropriate chain of command.
5. Consistently demonstrate strict adherence to policies and procedures concerning patient/ confidentiality and release of information.
6. Take and return from scheduled breaks and meal breaks in a timely manner.
7. Maintain a professional appearance and good hygiene.
8. Share expertise with all health center staff at every level in a positive manner.

**F. General Employee Responsibilities**

1. Competent and appropriate use of internet and electronic media for communication within the health center: electronic health record, electronic practice management software, e-mail, and instant message.
2. Maintain CEU’s as necessary for licensure

**ADDITIONAL DUTIES/RESPONSIBILITIES**

1. Comply with all [CHC] Credentialing requests in a timely manner, including allowing access to NPI, and CAQH websites.
2. Comply with all Human Resource processes and programs
3. Complete all Human Resource assigned trainings
4. Ability to operate standard office equipment including computer keyboard, calculator, copy machine, fax and multi-line telephone.
5. Ability to organize and prioritize workload in a sometimes-hectic environment with frequent interruptions.
6. Cultural sensitivity and compassion to serve low income, ethnic minority community.

**Miscellaneous Duties as Assigned**

Perform such other duties or projects as determined by this position’s supervisor.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties requested by their supervisor.

**JOB QUALIFICATIONS**

1. Education or Formal Training & Experience:
2. A Doctor of Pharmacy degree (Pharm.D.) from an accredited pharmacy program is required. Bachelor’s degree in Pharmaceutical Science, Biology or a related field preferred.
3. Licensed Pharmacist in the [State]
4. More than 7 years’ experience as a Pharmacist
5. Current on CPR Certification
6. Verbal and Written Communication, Reporting Skills, Scheduling, Microsoft Office Skills, Organization, Time Management, Knowledge of Basic Office Equipment
7. Travel Logistics required.
8. Ability to establish and maintain effective, courteous working relationships with staff team members and Board members.
9. Ability to work under pressure in a fast-paced environment and to work flexible hours to meet job requirements
10. Two-years direct patient care experience in hospital or ambulatory care setting preferred. Medicaid and Medicare experience preferred.
11. Two-year experience at a supervisor or manager level with team-based care, Primary Centered Medical Home (PCMH) model or population health management.

1. Knowledge, Skill & Ability: (include materials and equipment directly used)
   1. Commitment to cultural competence serving underserved and ethnically diverse populations.
   2. Ability to work independently and provide brief solution focused interventions.
   3. Ability to understand and present verbal/written instructions and to exchange verbal/written information.
   4. Working knowledge of Windows based computer applications to include Microsoft Word, Microsoft Excel, Microsoft Outlook, and Internet access.
   5. Ability to work under pressure in a fast-paced and dynamic environment.
   6. Ability to prioritize and perform multiple tasks.

1. Physical Requirements and Workplace Environment:
   1. Requires ability to use routine office equipment such as computer and telephone.
   2. Requires enough near-vision to be able to read documents and computer screen.
   3. Requires the ability and willingness to travel to different clinic sites regularly
   4. O.S.H.A. Category 1: All procedures or other job-related tasks involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissues or a potential for spills or splashes of these fluids.
   5. HIPAA Classification: Unrestricted Access: A workforce member with unrestricted access will have full access to patient’s protected health information, including the patient’s entire medical record, for patient care purposes.