

**EXEMPT POSITION DESCRIPTION
SOUTHERN ILLINOIS UNIVERSITY SCHOOL OF MEDICINE**

FOR THE PERIOD: June 1, 2023 – May 31, 2024

INCUMBENT NAME: _____

TITLE: Director of Pharmacy Standards & Operations **WORKING TITLE:** _____

ADMINISTRATIVE UNIT: Office of Correctional Medicine

GENERAL DUTIES:

The Director of Pharmacy Standards & Operations position serves as the subject-matter expert in pharmacy enterprise operations, providing information and advisory services based on evidenced-based literature, compliance regulations, data analysis and leading practices for pharmacy and pharmaceutical administration to OCM partner and stakeholder organizations. This position provides support and identification of medication use strategies that will improve clinical and economic performance; provides subject-matter expertise on policies, procedures, protocols, etc., to assure that safe, reliable and consistent processes are embedded into the delivery of correctional pharmaceutical administration, development of a culture which values patient safety, clinical excellence, evidence-based pharmaceutical practices, and continuous learning. This position will lead collaboration with all disciplines, correctional leadership, and various and appropriate medical staff to promote identification of pharmaceutical administration vulnerabilities, pharmaceutical process design using human factors and system principles, reduce human error, increase productivity, enhance safety, and develop learning strategies to understand and prevent adverse events, achieve high reliable processes, and outstanding clinical outcomes.

The position has the authority to make policy and procedural recommendations to the administration of the SIU SOM OCM and its partners and stakeholders. This position is an integral part of the OCM leadership team.

ORGANIZATIONAL RELATIONSHIPS:

The Director of Pharmacy Standards & Operations reports to the Executive Director of the OCM, who in turn reports to the Associate Provost for External Relations, who in turn reports to Dean and Provost of the SIU School of Medicine/Chief Executive Officer of SIU HealthCare, who in turn reports to the President of the SIU System and Chancellor of SIU Carbondale. The Pharmacy Standards & Operations Section is comprised of constituent units of Pharmacy Standards and Pharmacy Operations. This position also represents SIU SOM Office of Correctional Medicine’s interest in administrative and business operations.

CONTROLS:

Control over the position shall be by written and oral directives according to the statutes, regulations, and policies of Southern Illinois University, SIU Carbondale, SIU Board of Trustees, SIU HealthCare, and the SIU School of Medicine; as well as by direction of the Dean and Provost/Chief Executive Officer and the laws of the State of Illinois.

CHARACTERISTICS DUTIES AND RESPONSIBILITIES:

The following information is intended to be representative of the work performed by incumbent in this position and is not all inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related or a logical extension of the position responsibilities.

I. Administration: 90%

- A. Serves as the principal administrator and champion of the Pharmacy Operations & Standards unit of the SIU School of Medicine’s (SIU SOM) Office of Correctional Medicine (OCM) with responsibility for the oversight, planning, organizing, managing, evaluating, and enhancing partner and stakeholder pharmacy processes, functions and program development. Provides subject matter expertise in the field of pharmacy operations and standards to OCM leadership, partners and stakeholders.

- B. Summarizes and evaluates pharmaceutical safety activities in the correctional health clinics and compiles comprehensive reports and recommendations of the results of such reviews of patient medical records, adverse events, grievances, complaints and lawsuits. Recommends policies, procedures, processes, guidelines, and standards and progress with their implementation and measurement of improvement. Advises on necessary corrective actions needed to improve patient safety. Conducts practical assessments of pharmacy and medication management programs for partners and stakeholders.
- C. Serves as a correctional pharmaceutical operations and standards expert to staff, vendors and non-medical facilities that work both inside and outside of the organization and utilizes pharmaceutical and quality management knowledge to participate in review, audit, performance improvement and pharmaceutical administration design, including mortality. Assists in development of an approach to incorporate quality, patient safety, performance improvement, and risk management into correctional pharmaceutical programming. Designs and develops clinical and analytical capabilities and instruments that will support comprehensive quality management and patient safety programming within correctional health care teams, working closely with OCM leadership and clinical resources as well as with key regional stakeholders.
- D. Assures continual assessment of space, staff and resource requirements to maintain the highest quality of pharmaceutical care; develops long-term facilities planning in conjunction that places the pharmacy as an integral part of patient care; ensures that information systems and technology used in the pharmacy and patient care environments maximize safety, effectiveness of order entry and efficiency of medication prescribing, physician ordering, dispensing, and administration; actively develops programs and processes to connect and integrate pharmacy enterprises; consults on physical environments and job structures to assure that the design will promote employee safety; recommend the proper tools to accomplish the mission of high-quality patient care.
- E. Utilizes accepted leading practices, pharmaceutical care standards and benchmark comparisons to develop strategic operating plans that will position the pharmacy program for optimal value, efficiency and service excellence. Directs the development and implementation of evidence based practice guidelines. Participates in orienting OCM and correctional staff members to policies and procedures related to pharmaceutical administration and patient safety. Supports and enforces behavior standards and procedures for quality and medical staff as they relate to factors that contribute to pharmaceutical near misses, adverse events and quality of care improvement.
- F. Communicates with OCM QMOE Director, IDOC Office of Health Services Chief and/or other appropriate and involved parties regarding pharmacy services and clinical enhancements necessary to maintain or achieve a safe, high quality patient care environment. Provides appropriate direction in accordance with all applicable OCM and partner policies and procedures.
- G. Assures compliance with regulatory agencies in the design and execution of pharmacy programs and operations. Oversees investigation and internal reporting of sentinel events and serves as pharmacist champion in efforts related to patient safety and industry standard pharmacy operations. Serves as the primary investigator for medical staff interviews for sentinel events related to pharmaceutical programming and other pharmacy care questions.
- H. Recommends up-to-date drug information resources to patients, medical staff, nursing staff, and ancillary department personnel. Provides educational and training needs concerning medications to health care professional, patients
- I. Collaborates in the governance and development of correctional health pharmaceutical order entry, bar coding, clinical decision support, safe medication delivery, and other devices in the delivery of pharmacy and clinical care. Identifies areas of over or under clinical utilization via healthcare analytics and other supporting documentation and information.
- J. Serves as supervisor of direct reports; assigns and reviews work; provides guidance and training; approves time off and reassigns staff to meet operating needs; counsels staff regarding work performance; recommends and imposes discipline; establishes objectives and prepares performance evaluations; determines staffing requirements. Manages Pharmacy Operations staff to ensure that employees are complying with company policies and industry and best practice health care standards when providing services on behalf of the OCM. Guides larger, cross-divisional teams outside of direct span of control within the correctional facility or facilities in which OCM provides correctional health care services. Mentors and develops a team of managers and/or directors, managing work allocation, systems training, performance evaluations, and the building of an effective and efficient team dynamic. Works with senior leadership to develop and implement corrective action plans resulting in required process changes and outcomes when aberrant trends are identified.
- K. Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

- L. Consistently supports compliance by maintaining privacy/confidentiality of information, displaying ethics and integrity, reporting non-compliance and adhering to applicable federal, state and local laws and regulations, accreditation and license requirements (if applicable) and to current IDOC and SIU School of Medicine policies and procedures. Maintain a HIPPA compliant environment for patients.
- M. Participates in meetings, training and other environmental, health and safety activities as required by SIU School of Medicine.

II. Research: 5%

- A. Utilizes medical knowledge to participate in appropriate pharmacy operations training; provides advice and consultation to staff, partners and stakeholders.
- B. Publish research or Correctional Medicine business or clinic model findings in peer reviewed journals and other suitable media.
- C. Present research at local, regional, national or international platforms.

III. Teaching: 5%

- A. Utilizes pharmaceutical and Correctional Medicine care knowledge to teach residents, students and partners.
- B. Supervises resident rotations and student clerkships in correctional health activities.
- C. Participates in education conferences, seminars, and lectures for resident physicians and medical students.
- D. Educate physicians and other health care providers on systems, structure, processes and outcomes that are necessary for assurance of regulatory compliance related to correctional health pharmaceutical and quality management activities.

IV. Service: 0%

ENVIRONMENTAL, HEALTH & SAFETY RESPONSIBILITIES

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

WORKING CONDITIONS/PHYSICAL DEMANDS

See attached Physical and Environmental Requirements form. Travel required; must have current and valid drivers' license and required insurance.

QUALIFICATIONS:

Minimum Requirements:

- 1. Requires a doctorate of pharmacy and valid Illinois license to practice which must be maintained
- 2. Experience with correctional medicine
- 3. Requires substantive and proven administrative experience in directing, planning and evaluating pharmacy operations
- 4. At least one (1) year experience in training others on pharmaceutical administration and/or delivery

Knowledge, Skills & Abilities

- 1. Knowledge of state and federal laws pertaining to the dispensing of controlled substances, drugs, and poisons
- 2. Sound judgment and expert decision making abilities
- 3. Knowledge of clinical support services, business and management principles involved in strategic planning, resource allocation, leadership techniques, and the coordination of people and resources.
- 4. Strong understanding of quality management programming
- 5. Must have executive presence and ability to work and communicate effectively internally and externally, be a strategic thinker with excellent problem solving and organizational skills as well as a visionary and proactive approach. Excels in communicating sensitive and/or adverse information. Must possess excellent oral and written communication skills.
- 6. Analytical thinker and complex problem solver. Must be responsible and trustworthy and possess strong ethics, sound judgment and expert decision-making abilities.

7. Sensitive to the needs of underrepresented and minority populations and has non-judgmental approach to servicing these populations. Must be compassionate and approachable and have respect for patient's confidentiality.
8. Significant experience working with quality management, external auditors, internal controls and compliance-related issues.
9. Evidence through professional activities that demonstrates intelligence, flexibility, creativity, and "quickness" in the understanding (analysis and synthesis) of complex concepts and models. Ability to be progressive and proactive in planning and organizing major initiatives; visionary and forward thinking.

Desirable Qualifications:

1. Experience with oversight of major pharmacy projects or transitions (i.e., pharmacy automation implementation, GPO/wholesaler conversion, expansive pharmacy staff model change, etc.) preferred
2. Experience with 340B rules and regulations
3. Bi-lingual (Spanish-speaking or American Sign Language)

Incumbent

Date

Executive Director, Office of Correctional Medicine

May 5, 2023
Date