

Job Description

Informatics Pharmacist

Medical and Elder Services

Position Title:	Informatics Pharmacist
Organisation Unit:	Medical and Elder Services
Location:	Whangarei Hospital, Te Whatu Ora Te Tai Tokerau
Responsible to:	Pharmacy Manager, Pharmacy, Te Whatu Ora Te Tai Tokerau
Primary Functions of the Position:	Responsibility for the day to day management of the electronic medicines management informatics systems at Te Whatu Ora. Representation of Te Whatu Ora in relation to regional management of these systems. Oversight of the testing and implementation of any new releases (or further roll out) of these systems and coordination with all relevant stakeholders. Development, introduction, support and maintenance of new eMedicines Management (eMM) solutions.

Functional Relationships

The Informatics Pharmacist will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> • General Managers • Service and Business Managers • Pharmacy Manager • Pharmacy Staff • Te Whatu Ora information systems staff • Clinical Directors and all Medical Staff • Operations managers, regional hospitals • Nursing staff in all wards and departments 	<ul style="list-style-type: none"> • External information systems partners and vendors • Informatics staff and groups of the Northern region and NZ wide • Community pharmacies • PHARMAC, Ministry of Health and other relevant national groups • Pharmaceutical Company representatives /suppliers • Clients and their whanau

Key Responsibilities and Expected Outcomes

Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Informatics Pharmacist encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Day to day management of Te Whatu Ora electronic Medicines Management systems
- Clinical Leadership
- Oversight of the implementation process for new releases of the software
- Representation of Te Whatu Ora in relation to regional management of the systems
- Medico-legal responsibilities
- General pharmacist duties
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none">• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner• Attend Te Whatu Ora Te Tiriti o Waitangi Training

Key Responsibility Area	Expected Outcomes
Day to day management of Te Whatu Ora electronic Medicines Management systems	<ul style="list-style-type: none"> • Ensures day to day functioning of electronic Medicines Management (eMM) systems • Works closely with pharmacy and information systems staff on all components of an eMedicines Management (eMM) solution set (existing and future) • Is a subject matter expert in relation to eMM solutions • Ensures that all system testing is of an appropriate standard and documented appropriately • Ensures that any National reporting requirements are delivered • Ensures utilisation of appropriate tools and methods to achieve quality improvement • Maintains and improves own knowledge to be the primary source of expert technical knowledge for Te Whatu Ora • Works collaboratively with northern region eMM users and follows governance principles to ensure safe, efficient and effective system maintenance to agreed processes • Maintains excellent relationships with software vendors and information systems partners and providers • Supports and provides education and training (and associated materials) on eMM systems to Te Whatu Ora staff • Supports and ensures the appropriate processing of PCT claims, monthly NZULM updates, Pharmac updates, supplier price updates • Actively identifies issues and quality improvements, and problem solves and escalates appropriately • Provides ongoing configuration support and user maintenance • Provides advice and support regarding reporting capabilities and creation and maintenance of reports • Liaises with the Pharmacy Manager and governance and steering groups regarding issues of legislation, clinical pharmacy or medication safety relating to eMM systems • Develops links and maintains productive working relationships with the other informatics staff and operational and governance groups at Te Whatu Ora sharing the northern region eMM systems • Membership of and attendance at the national eMM user groups and sharing of this information • Recommends and actions changes, additions, deletions and enhancements to eMM systems in the interest of quality improvement, efficiency, safety and rationalisation of data • Develops and reviews standard operating procedures relating to eMM system processes
Clinical Leadership	<ul style="list-style-type: none"> • Ensure issues are escalated to appropriate Governance and Steering groups for discussion/ratification • Champion the use of eMM solutions across Te Whatu Ora

Key Responsibility Area	Expected Outcomes
Oversight of the implementation process for new releases of the software	<ul style="list-style-type: none"> • Be primarily responsible for the coordination of local testing and implementation of new versions, upgrades and patches of systems, and feedback of concerns and issues to agreed processes
Representation of Te Whatu Ora in relation to regional management of the systems	<ul style="list-style-type: none"> • To be the key contact between Te Whatu Ora pharmacy and senior management, other northern region Te Whatu Ora pharmacies, software vendors and information systems partners • Attendance at steering group and governance group level regarding eMM management • Act as representative for pharmacy and subject matter expert when regional eMM systems may be affected by local or regional developments
Medico-legal responsibilities	<ul style="list-style-type: none"> • Maintenance of a current Annual Practising Certificate from the Pharmacy Council of New Zealand • Participation in a professionally recognised continuing professional development programme • Ensure that all activities within the pharmacy and informatics services will be conducted within the parameters of appropriate legislation, professional standards of practice and Te Whatu Ora policies • Confidentiality of all patient information will be maintained

Key Responsibility Area	Expected Outcomes
Quality Assurance	<ul style="list-style-type: none"> • Ensure solutions are implemented safely and in line with agreed expectations through change management, testing, communication and implementation planning. Potential risks associated with clinical configuration are identified and have associated mitigation strategies. • Support and sustain the ongoing safe, effective and efficient use of the overall eMM solution set by Users/Customers • Ensure testing is carried out using a method that minimises risk and maximises the benefit of the investment • Ensure consistent, high quality processes and ongoing improvements are delivered across the eMM solution set • Ensure clinical configuration meets legislative requirements and standards • Contribute to the establishment and maintenance of an effective process for tracking configuration data changes, bugs and issues, enhancement requests, decision support modifications • Apply quality improvement principles to identify process inefficiencies and safety issues and provide recommendations to address these • Ensure that end user requirements are identified and subsequently rationalised and prioritised through a robust, transparent and collaborative process • Contribute to monitoring and evaluating existing clinical service, systems, procedures and practices. Incorporate best practise and new evidence and making appropriate and agreed changes or improvements • Provide information for monitoring the service and participate in audit and quality improvement activities required by pharmacy, informatics, and Te Whatu Ora • Provide advice and support for adverse medication event reviews
General pharmacist duties	<ul style="list-style-type: none"> • Participation in dispensary service provision • Completion of Te Whatu Ora mandatory training • Participation in pharmacy stocktake processes • Participation in team/pharmacy service quality improvement activities • Participation in variation of standard hours worked as need dictates • Attendance at educational and role-related courses and conferences where appropriate • Establishment of annual goals, objectives, performance targets and strategies to meet these

Key Responsibility Area	Expected Outcomes
Health & Safety	<ul style="list-style-type: none"> Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> Practicing and observing safe work methods; The use of safety equipment; Reporting unsafe conditions or equipment; and Reporting and documenting all accidents or incidents
Privacy and Confidentiality	<ul style="list-style-type: none"> Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Te Tai Tokerau Complete mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> Registration with the Pharmacy Council of New Zealand Holder of a current annual practising certificate 	<ul style="list-style-type: none"> Post graduate qualification in a relevant clinical or health informatics area

Experience

Essential	Desirable
<ul style="list-style-type: none"> At least three years post-registration experience as a practising pharmacist Proven experience with diverse teams and achieving goals Experience in educating and supporting others A high degree of IT literacy – clinical information systems, Microsoft office suite Strong medication safety and patient safety focus 	<ul style="list-style-type: none"> Previous hospital pharmacy experience Experience in leading and developing a team approach Knowledge of audit and research Previous experience of projects and quality improvement initiatives

Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> • Te Tiriti o Waitangi and its application to the health setting • Privacy Act (2020) and Health Information Privacy Code (2020) • Health and Safety at Work Act 2015 	<ul style="list-style-type: none"> • Te Tiriti o Waitangi and its application to the health setting • Privacy Act (2020) and Health Information Privacy Code (2020) • Health and Safety at Work Act 2015 • Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996) • New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> • Excellent computer skills • Excellent written and verbal communication skills • Ability to lead and motivate others • Ability to educate others effectively • Shows initiative and works proactively to achieve personal and team goals • Demonstrates a high level of current technical and professional skills and knowledge in electronic systems • Ability to work well alone, self-motivate and be proactive and be responsible for meeting own targets and managing own time and resources • Considers options, develops options, identifies the pros and cons and makes effective decisions within appropriate timeframes and levels of responsibility. Recognises critical factors and weighs up risks appropriately. • Ability to manage a challenging and complex workload and prioritise tasks appropriately • Excellent organisational skills

Personal Attributes
<ul style="list-style-type: none"> • Outcome focused • Self-motivated • Ability to influence others effectively and diplomatically • Commitment to personal professional development and that of others

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by:

Signature:

Date:

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title Informatics Pharmacist

Signature of employee:

Date: