

Employee Name & Date _____
Employee Signature _____

**HOUSTON METHODIST JOB DESCRIPTION**

<b>Job Code:</b> D043	<b>Job Title:</b> Director Pharmacy Business Services
<b>FLSA Status:</b> Exempt	<b>Reports To:</b> System Director Pharmacy
<b>Exemption Test:</b> Choose an item.	
<b>Date Initiated:</b> April 3, 2014	<b>Date Revised:</b> November 6, 2015
<b>Comp Review:</b> November 11, 2015	<b>Approved By:</b> Dan Metzen, Sys. Dir.

**JOB SUMMARY**

The Director of Pharmacy Business Services is responsible for providing to the overall strategic direction for the management of the pharmaceutical supply chain across Houston Methodist. The director will work in conjunction with other pharmacy directors and pharmacy buyers to optimize supply chain management of pharmaceuticals. He/she will align inventory practices, optimize contract compliance, maximize inventory controls, oversee drug shortages and so on across the system. The director will cultivate an environment of collaboration and teamwork. He/she will provide oversight and direction for all pharmacy related finances including but not limited to operating budget, capital budget, business analytics, cost accounting, and revenue cycle across the system. The director will oversee the pharmacy drug replacement and patient assistance programs across the organization

In addition to system level accountability, the Director of Pharmacy Business Services may have oversight accountability for other pharmacy service areas at his/her host/primary site.

**PATIENT AGE GROUP SERVED**

- |   |   |
|---|---|
| <input type="checkbox"/> Not applicable                                     | <input checked="" type="checkbox"/> School Age (6-12 years)           |
| <input checked="" type="checkbox"/> Neonate (Birth to 28 days)              | <input checked="" type="checkbox"/> Adolescence (12-18 years)         |
| <input checked="" type="checkbox"/> Infants/Toddlers (29 days to 18 months) | <input checked="" type="checkbox"/> Young Adult (19-40 Years)         |
| <input checked="" type="checkbox"/> Toddler (18 months to 3 years)          | <input checked="" type="checkbox"/> Middle Adult (40-65 Years)        |
| <input checked="" type="checkbox"/> Preschooler (3-6 years)                 | <input checked="" type="checkbox"/> Mature Adult (65 years and older) |

**HOUSTON METHODIST EXPERIENCE EXPECTATIONS**

- I. Provide personalized care and service by consistently demonstrating our I CARE values:

**INTEGRITY:** We are honest and ethical in all we say and do.

**COMPASSION:** We embrace the whole person including emotional, ethical, physical, and spiritual needs.

**ACCOUNTABILITY:** We hold ourselves accountable for all our actions.

**RESPECT:** We treat every individual as a person of worth, dignity, and value.

**EXCELLENCE:** We strive to be the best at what we do and a model for others to emulate.

- II. Focuses on patient/customer safety
  - III. Delivers personalized service using HM Service Standards
  - IV. Provides for exceptional patient/customer experiences by following our Standards of Practice of always using Positive Language (AIDET, Managing Up, Key Words)
  - V. Intentionally rounds with patients/customers to ensure their needs are being met
- Involves patients (customers) in shift/handoff reports by enabling their participation in their plan of care as applicable to the given job

## **PRIMARY JOB RESPONSIBILITIES**

### **PEOPLE (20%)**

1. Maintains appropriate working relationships with pharmacy leaders and executive leaders across the organization.
2. Ensures the highest level of customer service and develops plans to continually upgrade service level.
3. Serves as a primary contact for pharmaceutical sales representatives, vendors, and distributors.
4. Allocates and assigns staff to meet departmental, institutional and organizational service needs.

### **FINANCE (20%)**

1. Directs and oversees the day to day pharmacy financials including but not limited to budgeting, benchmarking, purchasing, variances etc.
2. Ensures effective compliance with the pharmacy budgets across the organization.
3. Participates in development of annual pharmacy budgets and manages resources within budget guidelines.
4. Establishes goals and objectives regarding continuous cost reduction initiatives through inventory management.

### **QUALITY/SAFETY (20%)**

1. Reviews, analyzes and recommends changes/enhancements to programs, processes, and policies to increase efficiency and effectiveness of pharmaceutical supply chain management across the system.
2. Identifies inventory performance standards and ensures those standards are maintained throughout all pharmacies.
3. Works collaboratively with the pharmacy management team and others across the organization to design and implement financial controls, analysis, operating systems, and internal controls in a manner consistent with corporate policies, procedures and compliance guidelines.

### **SERVICE (20%)**

1. Directs and oversees the supply chain management of pharmaceuticals across the system.
2. Provides consultative support to planning initiatives through financial and management information analyses, reports, and recommendations.
3. Participates in relevant internal and external committees.
4. Coordinates the flow of financial and supply chain information throughout the pharmacy to ensure the appropriate individuals are involved in all matters.
5. Maintains drug wholesaler data and manages pharmacy supply chain productivity indicators, and benchmarks.

6. Ensures full participation in GPO agreements to maximize price savings, rebates, and commitments.
7. Conducts pharmaceutical contracting for the organization.

#### **GROWTH/INNOVATION (20%)**

1. Identifies opportunities to improve processes and enhance revenue capture.
2. Oversees drug replacement and patient assistance programs.

This job description is not intended to be all inclusive; the employee will also perform other reasonably related business/job duties as assigned. Houston Methodist reserves the right to revise job duties and responsibilities as the need arises.

#### **EDUCATION REQUIREMENTS**

Bachelor's Degree in Accounting/Finance or related area and Master's Degree – Business Administration or Healthcare Administration required

#### **EXPERIENCE REQUIREMENTS**

Five years experience in healthcare, hospital pharmacy management, finance, and supply chain management.

#### **CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED**

None

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Advanced knowledge of computer database systems, Excel spreadsheet applications and Access required.
- Thorough knowledge of supervisory/managerial techniques and skills.
- Must have a demonstrated ability to apply critical thinking skills in solving problems and situations and come to independent conclusions.
- Current working knowledge of organization policies, procedures, and labor agreements.
- Ability to manage multiple projects simultaneously and establish effective and efficient priorities.
- Strong interpersonal skills and the ability to work well with others. Ability to collaborate with management and employees at all levels within the organization.
- Must possess excellent verbal and written communication skills in English.
- Must be proficient in the use of personal computers and related software.
- Sufficient proficiency in speaking, reading, and writing the English language necessary to perform the essential functions of this job, especially with regard to activities impacting patient or employee safety or security.
- Ability to effectively communicate with patients, physicians, family members and co-workers in a manner consistent with a customer service focus and application of positive language principles.

#### **PHYSICAL REQUIREMENTS**

Activity Checklist attached (see below)

#### **WORKING ENVIRONMENT**

## ACTIVITY CHECKLIST

### Work Environment

% of Time Spent Inside: 100%

% of Time Spent Outside: 0%

### General                      Yes      No

#### Vision

- General                           

- Depth Perception             

- Color Perception             

Smelling                           

Hearing/Listening             

Speaking Clearly

- Simple                           

- Complex                         

- English                          

- Foreign Language            

#### Touching

- Hand                             

- Finger                           

- Dexterity                       

- Sensitivity                     

(Heat, texture, etc.)

### Physical Activities

Sitting                             

Standing                          

Twisting                           

Bending                           

Stooping                          

Squatting                        

Kneeling                          

### Strength Requirements

Heaviest weight lifted na

Heaviest weight push/pulled na

Distance pushed/pulled na

### Lifting Requirements

Does the job require lifting weight?

Weight	Above	At	Below
	Shoulder		
01 - 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10 - 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
25 - 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
over 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Mobility Requirements

Yes      No

Walk                                 

Run                                   

Climb

- Stairs                             

- Ladders                          

- Inclines                          

- Objects/Equipment           

Crawl                               

Carrying (30 lbs.)             

### Occupational

### Environmental Conditions

Extreme Cold                     

Extreme Heat                     

Noise                               

Dust                                 

Fumes/Odors                     

Confined Spaces                 

High Places                      

Mechanical Equipment         

Electronic Equipment          

Pressurized Equipment         

### Equipment Used

Keyboard                          

Computer                         

Telephone                         

TV Monitor                       

Mechanical Equipment         

Mobile Equipment

- Non Motorized                 

- Motorized                       

(Includes cars, trucks, forklifts, etc.)

### Tools

Hand                                 

Long Handle                     

Precision/Surgical Inst.        

Power                               

Power Precision