



Dilkon Medical Center

Job Vacancy Announcement #DDH-23-66

Closing Date: Open until filled

POSITION TITLE: Pharmacy Informaticist

DEPARTMENT: Medical Staff

Position Summary:

Under general supervision of the Director of Clinical Informatics. The Pharmacist Informaticist is responsible for the implementation and ongoing pharmacy support of inpatient and outpatient pharmacy software applications used for DMC and Winslow Indian Health Care Center (WIHCC). The position supports the daily interface between pharmacy systems and the electronic health record. Duties involve development of the inpatient IV package, and inpatient pharmacy orders in the Electronic Health Record, as well as consulting with the facility leadership, IT staff, and clinical departments in customizing software and altering workflow processes in the daily operation of the pharmacy department. Incumbent also works with other RPMS package coordinators and end users with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated pharmacy information system. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Position is 20% clinical pharmacy and 80% pharmacy informatics.
- Is responsible for the implementation and support of pharmacy systems such as pharmacy automated dispensing equipment, pharmacy dispensing cabinets (e.g. Omnicell/Pyxis), Bar Coded Medication Administration (BCMA), and other systems.
- Manages the customization of the site parameters and addresses integration issues with other software packages.
- Assists with research and integration of new technologies into clinical workflow including, but not limited to automated refill reminder systems, dispensing systems, inpatient and outpatient, inpatient RPMS pharmacy package setup/maintenance, electronic prescribing of controlled substances, provider token management, pharmacy workflow systems (e.g. will call, BCMA).
- Assists in the implementation of new software products obtained by the facility that cover these functions including training of end users.
- Analyzes and evaluates processes related to information flow and presents outcomes to facility leadership.
- Serves on multiple teams, wherever and whenever management determines the skills and talents of the incumbent would be best utilized.
- Acquires a comprehensive knowledge of the software involved to determine what procedural issues versus system/application deficiencies are.
- Assists staff in the efficient use of the current software and provides guidance on implementation of new software and systems that relate to patient care.
- Provides ongoing training to clinical staff on current software applications and new features, and conducts training for new users.
- Emphasizes timeliness, accuracy, security and the importance of these functions on every other clinical application.
- Promotes an awareness of the importance of data validity and data security.
- Promotes improvements in the revenue cycle as it pertains to electronic systems.
- Coordinates efforts to correct deficiencies and errors that occur in the electronic record.
- Coordinates with IT staff and other informatics coordinators to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and ensure smooth operations in areas where package scope overlaps or is integrated with other services' functions.
- Works with programmers in local testing of software, identifying software problems and requesting enhancements.
- Logs all problems, referring those requiring a higher level of technical support to the appropriate person or team.
- Establishes effective interpersonal relationships with all levels of personnel.
- Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.

- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Bachelor of Science in Pharmacy or Doctor of Pharmacy. Minimum four years' experience in direct patient care and a valid pharmacy license in the United States required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Knowledge of current healthcare industry Privacy Act and security requirements.
- Knowledge and expertise in current Indian Health Service RPMS clinical software applications is required.
- Knowledge of a broad range of patient care activities, working knowledge of the hospital environment and how the different services and functions interact.
- Skilled at RPMS and EHR and how it integrates into other systems.
- Skilled in problem solving, interpersonal relationships in the workplace and conflict resolution.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.
- Ability to work independently, to plan, coordinate and implement projects and to complete projects on schedule.
- Ability to operate and communicate effectively while under pressure is essential.
- Ability to communicate effectively with peers and superiors, to speak in front of groups and to communicate in writing policies, procedures, memoranda and training materials.
- Ability to serve as a liaison between groups within an organization, as an effective member of organizational teams and in coordinating software implementation projects.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.