AlfredHealth

POSITION DESCRIPTION – Alfred Health / The Alfred / Caulfield Hospital / Sandringham Hospital

DATE REVISED:	**August 2021**
POSITION:	**Pharmacy - Digital Health Business Analyst**
AWARD/AGREEMENT:	**VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2016-2020**
CLASSIFICATION TITLE:	**Grade 4 (HS4)**
DEPARTMENT/UNIT:	**Pharmacy**
DIVISION:	**Medical Services**
ACCOUNTABLE TO:	**Pharmacy - Digital Health Senior**

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR VALUES

Our staff are expected to demonstrate and uphold our values of:

Integrity, Accountability, Collaboration and Knowledge.

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

DEPARTMENT

The Pharmacy services are well recognised nationally and internationally for high quality, innovative, patient-focused services, education and training programmes as well as significant research output.

The Pharmacy services operate over 4 sites (including providing services to the statewide Melbourne Sexual Health Centre) within Alfred Health, and involves in-training interns, undergraduate and overseas research students. Pharmacists are essential members of all clinical teams and have a critical role in patient management. Their understanding of Pharmaceutics, Pharmacology and Medicine Management ensures Alfred Health patients receive the best pharmacy care possible. The service has 3 key priorities:

- Medication Safety

- Cost effective use of medicines

- Delivery of specialist pharmacy expertise at critical points in the patient care pathway

Clinical pharmacy services are aligned with the Alfred Health clinical program structure. Clinical pharmacists are attached to medical units and work alongside medical, nursing and allied health teams to achieve the best medication outcomes for patients. Each team of clinical pharmacists is supported by a Senior Clinical Pharmacist team leader who has expertise in the speciality. This unit and team based structure underpins the excellence in patient care of our clinical pharmacy services.

Further information is available at www.alfredhealth.org.au/Department.aspx?ID=180

POSITION SUMMARY

In association with the strategic priorities of the Alfred Health pharmacy department, the post holder will provide support to the Pharmacy Digital Health team to help deliver the Pharmacy Digital Health strategy within Alfred Health pharmacy services. This involves the maintenance and reporting of Pharmacy Digital Health systems across Alfred Health, including the implementation of innovative and modern edge information technology within the department's pharmacy services and medication management processes.

KEY RESPONSIBILITIES

Main Duties:

- Support the Pharmacy Digital Health team in the development and maintenance of Pharmacy Digital Health systems which includes (but not limited to) the electronic medication management system (Cerner), pharmacy dispensing systems (iPharmacy), infusion pump software (Alaris Smart Pumps) and automated dispensing cabinets (Omnicell).

- Assist with education of and reporting from Pharmacy Digital Health systems for Pharmacy Executive and Senior Leadership to support business processes/improvements.

- Assist in co-ordinating Information Technology (IT)/Digital Health Services for the pharmacy department including data base management, IT reports, programming, installation and upgrades with the support of the Pharmacy - Digital Health Senior.

- Provide information to other health professionals within limits of job role and refer appropriately to the Pharmacy - Digital Health Senior.

- Where required, provide support to the pharmacy operations team to ensure the ongoing delivery of pharmacy services across the organisation.

DIRECT REPORTS (if applicable):

- None

Safety

- Raise issues relating to Pharmacy Digital Health system problems to the Pharmacy - Digital Health Senior.
- Feedback and report incidents in a constructive manner according to procedure.
- Assist with the identification and implementation of recommendations to improve medication safety at a pharmacy level.

Personal and People Development

- Take part in own annual performance review and development.
- Undertake all required initial and ongoing training and competency assessments within agreed times.
- Assist with the training and orientation of new staff.
- Participate in Pharmacy Digital Health team meetings and clinical learning and development programmes
- Assist with the supervision of student and intern pharmacists.

Reporting and Quality Assurance

- Generate and analyse reports on medication usage
- Collect data for quality initiatives, audits, research and KPI analysis.
- Ensure records are maintained as per local standard operating procedures.
- Ensure all filing is kept up to date and archived as necessary, following legal requirements for the retention of pharmaceutical and other records.
- Actively contribute to the review and development of procedures and services.
- Present information to colleagues and other health professionals as needed.

Health and Safety

- Undertake relevant health and safety training and follow relevant guidelines.
- Minimise hazards in the working area and report any identifiable hazards to the Pharmacy - Digital Health Senior.

General

- Assist the Pharmacy Digital Health team with general administrative responsibilities.
- Represent the Pharmacy Department at relevant internal and external meetings as required.
- Attend and actively contribute to pharmacy department meetings and educational forums.
- Ensure that the relevant legislative requirements, hospital guidelines and accreditation and professional standards are followed.
- Participate in late shift, weekend and public holiday roster as rostered.
- This job description is not intended to be a complete list of duties, but to highlight the current main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder and the Pharmacy - Digital Health Senior.
- The job description is intended as a guide to the principal duties and responsibilities of the post and complements individual objectives set in line with the department's annual business objectives.

- Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder.

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES:

Capabilities

Skills:

- Ability to demonstrate decision making skills
- Proficient presentation and publication skills
- Ability to liaise with individuals from other departments including medical, nursing and administrative staff
- Ability to communicate in spoken and written English
- Proficient computer skills in Access database and SQL environment

Core attributes:

- Commitment to service development
- Commitment to patient care
- Customer focused
- Courtesy, reliability and thoroughness

- Motivated, enthusiastic and initiative
- Commitment to continuing education and professional development
- Attention to detail and accuracy
- Demonstrated teamwork, initiative and innovation

QUALIFICATIONS/EXPERIENCE REQUIRED

Qualifications:
- Relevant post-graduate qualification
- Formal qualification in information technology highly desirable

Experience:
- Experience in hospital highly desirable
- Experience in the critical evaluation of medical literature highly desirable
- Experience in use and application of relational databases highly desirable

Position Description authorised by: Deputy Chief Pharmacy Information Officer

Date: 03/08/2021