

## Emergency Department Pharmacist

### 1. PURPOSE OF POSITION

This position is responsible for providing a clinical pharmacy service to the Emergency Department (ED) at Taranaki Base Hospital, contributing to a seven-day, extended hours service. The Emergency Department Pharmacist will provide advanced pharmaceutical advice to patients and staff and be responsible for ensuring safe and effective use of medicines in ED. The ED pharmacist will provide patient-centred care to optimize patient outcomes and continuity of care as they transition between community and hospital settings.

### 2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKA	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

### 3. DIMENSIONS

<b>Reports to:</b>	Pharmacy Manager or Equivalent
<b>Number of people reporting to you</b>	-
<b>Financial limits authority</b>	-
<b>Operating Budget</b>	-

### 4. WORKING RELATIONSHIPS

External	Internal
Pharmac Other DHBs Community Pharmacies	Other Emergency Department staff members Pharmacy Department staff

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<p>GPs PHO Pharmaceutical Suppliers Pharmacy Council of NZ Pharmaceutical Society of NZ (Inc) NZ Hospital Pharmacists' Association Ministry of Health Aged Residential Care Other Community Healthcare providers</p>	<p>eMedication Management team Junior and Senior Medical staff Nursing staff Antimicrobial stewardship (AMS) committee Medication Safety Committee and sub-committees Allied Health professionals Patients and caregivers / whānau / support person Maori Health Unit Clinical Governance Unit/ Medication Safety Advisor Other TDHB staff as appropriate</p>
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### 5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p><b>1. Emergency Department Clinical Pharmacy Service</b></p> <p>To effectively provide a clinical pharmacy service to the Emergency Department</p>	<ul style="list-style-type: none"> <li>• Takes responsibility for providing day to day clinical pharmacy leadership in the Emergency Department, including providing clinical advice, support and guidance to others.</li> <li>• Provide expert advice to medical and other clinical staff on safe prescribing and administration practice.</li> <li>• Facilitate documentation of best possible medication history &amp; medicines reconciliation early in the ED presentation</li> <li>• Ensure rational and timely therapeutic decision making</li> <li>• Facilitate timely supply of medication from pharmacy to patients in ED</li> <li>• Screen / assess patient medication harm risks (including adherence and health literacy) and prioritise need for medicine services</li> <li>• Provide education to patients and caregivers to ensure safe and effective use of medicines</li> <li>• Adhere to any applicable recognised best practice and any relevant clinical policies and practice guidelines</li> <li>• Contribute to and facilitate clinical audits, guideline review, change management and quality improvement initiatives involving the pharmacy service, electronic medicines management and medication safety in ED</li> <li>• Identification / documentation of medication related risks, with involvement in mitigation strategies and management</li> <li>• Report and undertake evaluation of medication safety</li> </ul>

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	<p>events in ED, investigating and taking action to prevent further medication safety events.</p> <ul style="list-style-type: none"> <li>• Act as a liaison between clinical staff and others concerning safe medication management processes at this key transition of care (across disciplines, departments and external providers)</li> <li>• Promote and engage in collaborative, multidisciplinary relationships across the DHB &amp; Community</li> <li>• Promote safe medication practises and safe use of medication systems (including allergy management)</li> <li>• Prioritisation of work in accordance with agreed organisational goals/ objectives, including participation in implementation of medication safety &amp; model of care change initiatives</li> </ul>
<p><b>2. Training and learning</b></p> <p>To contribute to the training and education of pharmacy staff and other health professionals on safe and effective medicine use and processes within the Emergency Department</p>	<ul style="list-style-type: none"> <li>• Maintains competency to practice through identification of learning needs and continuing professional development activities</li> <li>• Leads and fosters a learning environment for staff including teaching and participating in the running of training within the Emergency Department</li> <li>• Co-ordinate with stakeholders to assess training needs and objectives.</li> <li>• Supervises, educates and assesses the performance of pharmacy students, interns and other pharmacists</li> <li>• Provides mentoring and clinical support and / or professional supervision</li> <li>• Undertake follow-up assessment / audit of the training programmes and education delivered</li> </ul>
<p><b>3. Quality Assurance and service Improvement</b></p> <p>Ensuring consistent, high quality processes and ongoing improvements</p>	<ul style="list-style-type: none"> <li>• Contribute to monitoring and evaluating existing clinical pharmacy service, systems, procedures and practises within ED. Incorporate best practice and new evidence in making appropriate changes or improvements</li> <li>• Participate in the development and implementation of quality improvement plans to evaluate the impact of the ED Pharmacy service</li> <li>• Ensure utilisation of appropriate tools and methods to achieve quality improvement</li> <li>• Actively participates in national, regional and sub-regional working groups / clinical networks to identify and implement innovative practice and or service improvements as appropriate.</li> <li>• Establishes collaborative partnerships with external organisations to promote integrated working that improve the outcomes and experience of patients/clients.</li> <li>• Develop / update competency-based frameworks for clinical pharmacy staff in ED as agreed to by the Pharmacy Manager</li> </ul>
<p><b>Other areas of responsibility</b></p>	<p><b>Expected outcomes</b></p>

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<p><b>1. Clinical Pharmacist Service</b></p> <p>To be skilled and able to assist in contributing to the provision of a ward-based pharmacy service, medicine and clinical information services, medicine utilisation review and protocol development/maintenance</p>	<ul style="list-style-type: none"> <li>• Medication chart review to ensure the appropriate, safe and rational use of medication(s)</li> <li>• Play a significant role in an Electronic Medicines Reconciliation process to capture an accurate picture of patients' medication &amp; allergy status immediately prior to admission</li> <li>• Documentation of Clinical Interventions to quantify clinical tasks performed on the ward</li> <li>• Provide assessment of and counselling for patients identified as potential candidates for Self-Medication</li> <li>• Provision of yellow medication cards and/or patient counselling</li> <li>• Provision of anti-coagulation counselling clinics</li> <li>• Documentation of medication safety events as per DHB policy</li> <li>• Have a working knowledge of Pharmac's Hospital Medicines List including DHB policy on funding restrictions and Named Patient Pharmaceutical Assessment procedures</li> <li>• Provision of On-Call services dealing with clinical and /or stock queries</li> <li>• Provision and documentation of medicine information using DHB standards and guidelines</li> <li>• Provision and documentation of Medicine Use Review services if required</li> </ul> <p>Provision of in-service training to pharmacy department staff, other health professionals and/or specific patient groups as required</p>
<p><b>2. Preparation of Pharmaceuticals</b></p> <p>To be skilled and able to assist in extemporaneously compounded nonsterile pharmaceuticals are prepared in accordance with recognised protocols/ guidelines</p>	<ul style="list-style-type: none"> <li>• Complete In-house training and validation in order to be competent to prepare extemporaneous compounds</li> <li>• Prepare extemporaneously compounded nonsterile pharmaceutical products as required</li> </ul>
<p><b>3. Medicine Distribution Service</b></p> <p>Medicines are provided to hospital inpatients and outpatients, safely and efficiently and in accordance with legislative requirements.</p>	<ul style="list-style-type: none"> <li>• All statutory, legislative and DHB requirements must be met when medication is dispensed and/or supplied</li> <li>• Carry out ward/department imprest reviews as required</li> <li>• Promote / optimise the safe use of Pyxis by ED staff</li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
<b>Health Equity</b>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• The Pae Ora Framework which requires:               <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework;</li> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> </ul> </li> <li>• You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures;</li> <li>• You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintains a safe and healthy environment</li> <li>• Complies with health &amp; safety policies and procedures</li> <li>• Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>• Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>• Contributes to hazard identification and management process</li> <li>• Reports accurately near misses/incidents/accidents in a timely manner</li> <li>• Participates in health and safety matters</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>• Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>• Participates in the performance appraisal process where</li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
	personal performance and development is reviewed. <ul style="list-style-type: none"><li>• Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li></ul>

### 6. VARIATION TO 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 can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

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### 7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the Pharmacy Department team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p><b>Effective Communication</b></p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p><b>Decision Making/Problem Solving</b></p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p><b>Innovation/Initiative</b></p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p><b>Resilience/Flexibility</b></p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p><b>Cultural Safety</b></p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p><b>Teamwork</b></p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success</p>

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### 8. EDUCATION

- Must have a Bachelor of Pharmacy (NZ) or equivalent
- Hold a current practising certificate in the Pharmacist Scope of Practice issued by the Pharmacy Council of New Zealand.
- Desirable to have a Post Graduate Diploma in Clinical Pharmacy (or equivalent) or be working towards this.
- Desirable to have a non-medical prescribing qualification or be working towards this.

### 9. SKILLS

- Strong verbal, written and interpersonal communication skills
- Effective time management skills
- Ability to prioritise work efficiently and effectively
- Problem solving skills
- Ability to work under pressure in an acute, fast-paced environment.
- Ability to work independently and as part of a multidisciplinary team
- A strong medication and patient safety focus.
- Ability to train and supervise other members of staff
- Commitment to personal development and continuing education
- A strong commitment to quality and service improvement
- A high degree of IT literacy – clinical information systems; competent with Microsoft office suite.

### 10. EXPERIENCE

- Previous hospital pharmacy work experience
- A minimum of three years clinical experience
- Broad clinical pharmacy experience across general medicine, surgery and other specialist areas
- Desirable to have previous experience working in an ED setting