



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Lead Pharmacy Professional for ePMA & Digital Medicines Systems
Pay Band:	8b
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Medical Directorate
Department:	Medicines Management/Pharmacy
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Head of Community Services Medicines Management/Pharmacy
Professionally Accountable to:	Chief Pharmacist
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

Provide pharmacy professional leadership and expertise for the scoping, planning, implementation and ongoing development of an optimal Health Board wide electronic Prescribing and Medicines Administration (ePMA) solution and other digital medicines systems.

Responsible for providing the highly specialist knowledge required to ensure that the Powys Teaching Health Board (PTHB) ePMA system promotes the safe and effective and optimised use of medicines.

Support a wide range of healthcare staff during a period of significant change and provide expert advice regarding pharmaceutical issues to clinicians and the project team to ensure patient safety.

Support the Chief Pharmacist and wider team in developing the overall strategy for a digital medicines agenda across PTHB.

Represent the Health Board at a national level at appropriate meetings when necessary.

Line manage designated Pharmacy and other staff associated directly with PTHB digital medicines systems

Provide regular updates and reporting on progress with the project(s) including exception reports and escalation if necessary.

DUTIES & RESPONSIBILITIES

EPMA Pre-Implementation

Pharmacy Lead for the scoping, procurement and implementation of an appropriate ePMA system for PTHB.

Act as the main interface and point of contact between Pharmacy and PTHB and DHCW Digital Teams and Medical, Nursing and Pharmacy teams around the ePMA programme.

Provide expert pharmaceutical advice and opinion to scoping ePMA system and service specification requirements to meet the needs of PTHB services and with a view to the national framework agreements and stipulations.

Provide expert pharmaceutical advice and opinion to finalising a detailed PTHB ePMA service specification and be Pharmacy Lead representative in procurement and tender processes to 'call off' from the national framework agreement.

Ensure scoping process includes assessing interoperability requirements between ePMA systems and other PTHB digital medicines or other relevant systems, including assessing any cross-border opportunities and local requirements around pharmacy system arrangements.

Ensure scoping process includes any support package requirements re potential system access issues or troubleshooting with consideration of the 24/7 nature of medicines prescribing and administration and the geography of PTHB.

Analyse and document ward, outpatient clinic, theatre, admission, discharge, transfer and other relevant workflows around medicines management and prescribing to assist in the scoping process.

Actively engage with wider pharmacy and health care teams to establish their ideas on system and implementation needs for PTHB.

Represent Pharmacy at any framework supplier meetings and demonstrations to critically review and analyse the system and package to ensure best fit system and support for PTHB.

Represent PTHB Pharmacy at any national or local procurement or tender meetings or processes.

Represent PTHB at national ePMA Board meetings and other relevant local or national groups or meetings.

Network with Pharmacy and other leads across Wales and cross border to mutually share learning and experiences.

Work closely with DHCW colleagues around implementation requirements needed from them.

Provide regular progress reports locally and nationally as required.

Liaise with Careflow (Wellsky) Pharmacy System Leads in DHCW and Aneurin Bevan University Health Board (ABUHB) to ensure effective interface between the Pharmacy and ePMA systems or if alternative solutions are needed, which may include setting up a PTHB 'instance' of the pharmacy system.

Work with medical and nursing teams and pharmacy colleagues to draw up plans to safely transfer medication for inpatients from the paper to electronic systems ensuring seamless patient care on system implementation.

Agree and detail all requirements that must be in place to be 'go live' ready.

Exception reporting and working with the wider team and supplier to support resolution or alternative acceptable options, where necessary.

EPMA Implementation

Work closely with local and national digital and ePMA project teams and agreed system supplier to plan, and coordinate ePMA implementation. This includes robust training and rollout processes and will require close liaison with relevant medical and nursing staff, and all intended teams, staff and departments.

Participate in ePMA system implementation test runs to ensure all resources and contingency plans are in place for an effective 'go live'.

Work closely with digital colleagues to ensure that the ePMA system is protected by a robust and tested fall-back system, which is designed to ensure that the prescribing and administration of medicines can continue without significant interruption in the event of: software/cloud failure, hardware failure, network failure, power interruption, planned maintenance and software upgrades.

Provide and evaluate education and training of other members of the multidisciplinary team and other healthcare professionals on all matters regarding ePMA.

Update relevant sections of training material and quick reference guides in response to feedback to training sessions or changing needs.

Perform regular liaison ward and department visits around ePMA implementation and support staff with any questions, concerns, or ideas.

Write and authorise and implement relevant PTHB wide policies, procedures and guidelines to support ePMA implementation.

Provide the pharmacy authorisation for 'go ahead' if satisfied all agreed requirements for implementation are met or alternative acceptable solutions are in place. Escalating non authorisation within the agreed process and identifying potential resolution options where possible.

Ensure that safe and accurate transcribing of paper drug charts on to the ePMA system has been undertaken at a suitable time prior to 'go live' ensuring a safe and effective process. Work with medical, nursing and pharmacy teams to ensure no duplicated or omitted medicines at the point of transfer onto the electronic system.

Attain and maintain expert ePMA user status – including configuration access.

Ensure a system for incident/issue recording is established during the implementation phase to enable the project to report on change impact and to monitor system supplier and DHCW delivery against agreed specification expectations.

EPMA & Digital Medicines Systems Ongoing Maintenance & Support

Maintain and develop medicines components of ePMA and other digital medicines systems.

Working with wider Pharmacy team ensure that systems contain medicines information which is current, accurate and clinically appropriate, including maintaining the medicines file (including appropriate nomenclature, formulary status, agreed formulations, routes of administration, doses, frequencies, administration details etc.).

Maintain treatment protocols/regimes (approved by the Area Prescribing Group) which retain the links to the clinical data file responsible for generating warnings relating to potential allergies, drug interactions, therapeutic duplication, inappropriate doses and other decision-support systems.

Work closely with digital teams and system providers to ensure that the ePMA system contains patient information which is current and accurate, thus ensuring the correct operation of the interface between the ePMA and the PAS system (maintaining the patient file including demographics, current location, out-patient appointments, clinical information [allergy status) and ensuring there are no duplicate records for patient prescribing.

Collect feedback from clinical users of the ePMA and other digital medicines system to improve functionality and support.

Working with local and national digital teams to ensure continued effective interfaces between all relevant medicines systems e.g. the pharmacy system, EPMA and MTeD discharge system and that any new systems are interfaced appropriately.

Liaise with the clinical pharmacy team to identify how best digital medicines systems can be utilised and developed to meet patient needs and manage risk.

Provide expert pharmaceutical opinion to IT forums in relation to medicines system updates, ongoing maintenance, planned downtime, major incident planning, disaster recovery planning and policy development.

Liaise with the selected ePMA system provider to influence further development of the ePMA solution and support offered.

Continually optimise digital systems in terms of configuration, through the development of prescribing and administration tools, and in response to local incidents, national best practice or relevant research results.

Observe and support medication rounds and admission and discharge processes to assess impact on change and if improvements required.

Provide pharmacy professional responses and investigation on matters involving digital medicines systems e.g. managing Datix incidents.

Policies & Procedures

Develop relevant policies and procedures to support safe medicines practice and good governance with ePMA and digital medicines systems.

Continually review policies and procedures to ensure they remain fit for purpose as systems develop and learning from incidents or feedback.

Ensure that digital medicines system considerations are reflected in any PTHB policies around medicines prescribing or administration.

Ensure the PTHB drug formulary and antimicrobial prescribing guidance is reflected in any digital medicines systems to ensure that all prescribers, including non-medical prescribers and pharmacy staff, are aware of items available on the formulary.

Ensure a robust ePMA business continuity plan is developed and widely shared and communicated to assure that patients can continue to be treated safely in the event of ePMA system failures.

Financial Management

Ensure that delegated responsibility around digital medicines systems and support and associated resources are managed in accordance with activity and defined budget.

Establish the additional pharmacy and other resources required to enable the ePMA project implementation stage and longer term 'business as usual' requirements, producing business cases to support call down of Welsh Government (WG) funding as needed.

Ensure reporting requirements around WG financial funding release are met around digital medicines projects to allow further project funding release.

Authorise payments on Oracle relevant to role and to a level agreed within PTHB standing financial instructions.

Authorise staff expenses within the team line management structure.

Co-ordinate and prepare business cases for new medicines related digital systems and projects as appropriate, reflecting invest to save opportunities where possible.

Facilitate the safe and cost-effective use of medicines, reducing clinical risk and unwarranted variation through the best use of ePMA and other digital medicines systems.

Provide information on formulary adherence from the ePMA and other systems and monitor specified drugs as requested.

Provide analysis of drug expenditure and usage with interpretation and recommendations to enable effective control of expenditure and use.

Identify and contribute to the delivery of any cost improvement programmes associated with opportunities from digital medicines systems.

Maximise the functionality of the ePMA and other digital medicines systems to be able to provide reports in respect of drug expenditure and usage and analysis of change within PTHB hospital and other services.

Be an active member of the procurement team ensuring appropriate procurement and tender processes are followed to select the most appropriate framework ePMA system for Powys.

Leadership and Management

Able to influence and motivate other healthcare professionals to change where there may be barriers or resistance to implementation of a new digital system that will significantly change practice and workflows around the prescribing and administration of medicines within PTHB services.

Pharmacy Lead for a strategic development plan for digital medicines services for PTHB in line with NHS and WG priorities and input into a regional and national strategy for providing digital medicines systems.

Keep up to date with developments around digital systems available to support effective and optimised prescribing and medicines administration, including devices for use by patients. Advising PTHB (and where appropriate Powys County Council) on options and place in the PTHB strategic development plan.

Assess and appropriately respond to daily operational issues around prescribing and medicines administration, responding to staff and patient concerns.

Develop and monitor performance indicators to ensure that system suppliers are delivering agreed requirements and responding to concerns and exceptions within acceptable timeframes.

As a senior pharmacy professional within the team contribute to the wider shaping and developing of the pharmacy and medicines management team, with a particular focus around developing the team to optimise use of digital systems.

Act as a mentor and role model to other pharmacy professionals.

Line manage pharmacy and other agreed staff associated directly with the ePMA and other digital medicines projects, and to be responsible for their recruitment and selection, appraisals, objective setting and personal/professional development.

Ensure that strategy and requirements around ePMA and other digital medicines services are incorporated into the Pharmacy section of the PTHB Integrated Medium Term Plan (IMTP)

Communication

Communicate highly complex and sensitive medicines-related information to the ePMA delivery team and health care professionals as well as patients/carers and members of the public.

Able to critically challenge system providers to establish ability to deliver requirements needed for PTHB.

Ability to challenge and hold suppliers and other partners to account for delivery of system requirements to a satisfactory level and within agreed and acceptable timescales.

Report regularly on project progress internally and externally to relevant groups/committees, including WG using a variety of oral and visual presentation skills to ensure effective and clear reporting.

Ensure that the ePMA and other digital medicines systems supports Controlled Drug and antimicrobial requirements and provides data on usage and reporting of relevant information and intelligence to the Controlled Drugs Accountable Officer or antimicrobial stewardship group.

Demonstrate a high level of competency in the use of presentation aids (e.g spreadsheets, PowerPoint, graphical and other visual aids) and communication skills in the delivery of training to small and large groups of staff from a variety of professional backgrounds to promote high quality prescribing and the safe and effective use of digital systems.

Manage individual patient prescribing or administration incidents arising from system issues which may require dealing with distressing or emotional circumstances or conflict situations.

Provide responses to Freedom of Information requests where these relate to digital medicines systems.

Research

Propose and participate in collaborative or local research relating to ePMA and digital medicines systems and where feasible publish the results of this research.

Design and undertake surveys or audits to establish effectiveness, safety, or user satisfaction with digital medicines systems.

Design and undertake audits to establish baseline and post implementation impacts on workflows and time, establishing if further change is required to improve efficiency and reauditing as appropriate.

Produce audit reports including any recommendations or escalations to relevant PTHB or national groups to ensure system safety or to improve practice and re-audit to ensure compliance with any recommendations.

Other duties

Work as a designated authorised witness for the destruction of controlled drugs.

As a Pharmacy team representative ensure that all areas working in are meeting professional obligations and standards around the safe and secure handling of medicines, escalating to the Head of Community Services Pharmacy or Chief Pharmacist as necessary.

Lead on specific projects as requested by the Chief Pharmacist or Head of Community Services MM/Pharmacy and deputise for the Chief Pharmacist or Head of Community Services MM/Pharmacy as appropriate.

Participate in 'On-Call', weekend and flexible working arrangements as required. Work closely with the Trust IT department, the ePMA Project Team and to plan, coordinate and (at least initially) participate in an out-of-hours On-Call support service for the ePMA project, in order to resolve any ePMA-related issues which could otherwise potentially compromise patient care.

Play an active part in recruitment and selection.

Induct new staff into the MM/Pharmacy team as appropriate.

Any other duties as agreed with the Chief Pharmacist or Head of Community Services MM/Pharmacy.

Professionalism

Promote the profession of pharmacy at all times within all aspects of work.

Take professional accountability for own activity and decisions, guided by national protocols and legislation.

Highly self-motivated and able to motivate and inspire others within all areas of work.

As lead for area of work responsible for managing own time, planning, and organising workload or projects, and dealing with tasks and requests in a timely manner. This will necessitate the ability to manage multiple competing demands of day-to-day work with longer term priorities.

Work within the Information Governance Framework regarding patient confidentiality in line with GDPR requirements.

Maintain professional skills and knowledge by ensuring through self-directed learning, research and attendance at courses that would help in personal and service development.

Uphold values of GPhC, and work with others to ensure such values are maintained in local healthcare settings.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Registration with the General Pharmaceutical Council as either a Pharmacist or Pharmacy Technician</p> <p>Degree level qualification in a relevant health, digital or leadership/management discipline</p> <p>Postgraduate diploma or Masters level qualification in a relevant health, digital or leadership / management discipline or significant and demonstrable equivalent level experience of working at a senior level in a digital or pharmacy area</p> <p>Evidence of continuing professional development</p> <p>Competent in Microsoft Office applications and virtual platforms</p> <p>Leadership and/or management qualification or equivalent experience</p>	<p>Project Management experience</p> <p>Member of the Faculty of Clinical Informatics</p>	<p>Pre-employment checks</p> <p>Application Form</p>
Experience	<p>Significant post registration experience in Pharmacy</p> <p>Experience of working in an NHS hospital setting</p> <p>Significant experience of working with digital systems or on digital projects</p> <p>Experience of detailed policy and procedure development</p> <p>Experience in producing and presenting high level reports</p> <p>Experience of working in a multidisciplinary environment</p>	<p>Experience of implementing service change</p> <p>Experience of implementing an ePMA system</p> <p>Experience of NHS procurement processes</p> <p>Experience of training staff on digital systems</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Experience of providing training sessions</p> <p>Experience of leading, managing, and supervising staff/teams</p>		
Aptitude and Abilities	<p>Excellent communication skills and ability to communicate on highly complex matters and difficult situations, varying interpersonal skills to meet the audience needs</p> <p>Able to build stakeholder relationships and networks</p> <p>Ability to provide and receive, convey, and present highly complex and/or contentious information to large groups, responding openly to questions to ensure full understanding and engagement</p> <p>Excellent organisational skills</p> <p>Able to prioritise multiple competing demands</p> <p>Highly motivated, able to work alone as well as part of a team</p> <p>Ability to design effective audit and reporting tools</p> <p>Able to analyse, interpret and present data, where information is limited/ open to differing opinions - and provide specialised pharmaceutical advice</p> <p>Able to influence change in practice amongst a wide range of stakeholders</p> <p>Able to plan and coordinate development of plans with long term horizons</p> <p>Able to communicate and influence best practice with clinicians and managers</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Values	Demonstrate PTHB Values		Interview Application Form
Other	<p>Ability to travel throughout Powys to attend meetings, events, seminars, etc, to meet the service needs</p> <p>Ability to adapt to different working environments rapidly</p> <p>Able to work at weekends, Bank Holidays and On Call, particularly during the implementation phases</p>		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **direct contact** with patients / service users / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



