Electronic Medication Management (eMM) Informatics Pharmacist

1. PURPOSE OF POSITION

This position is responsible for the day to day management of the electronic Medication Management (eMM) informatics solution set that supports clinical and business processes at Te Whatu Ora (including but not limited to ePharmacy, MedChart, MedRec SMT & Pyxis).

2. ORGANISATIONAL VALUES

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

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

3. DIMENSIONS

Reports to:	eMM Clinical Lead
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
Ministry of Health National eMedicines Programme (NeMP)	eMM Clinical Lead eMM System Supervisors Clinical Staff and Managers across

Health Quality & Safety Commission (HQSC) National eMeds User Groups Software vendors	the eMM solution set

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
1. Configuration & Maintenance of the eMM Solution Set Ensuring that the various medication management systems are appropriately configured and maintained for clinicians according to best practise and are fit for purpose from a Te Whatu Ora perspective	• Clinical configuration meets legislative requirements/ standards and is in accordance with DHB policy and recognised best practice. • A framework and method is maintained that includes an audit trail to track changes to configuration data. • Potential risks associated with clinical configuration are identified and have associated mitigation strategies.Contribute to logging enhancements to improve workflow, efficiency & patient safety • Routine system trouble shooting with regard to clinical matters • Liaise with vendor and external users or key stake holders to trouble shoot, test, optimise and stream line clinical configuration of systems • Coordinate maintenance (incl. testing & data population) of; rules, dose ranges, protocols, quick lists and formularies. • Monitor and evaluate existing clinical service, systems, procedures and practices, incorporating best practise / new evidence and making appropriate changes or additions as required • Provide clinical & operational support to the respective System Supervisors • Document key processes and procedures to carry out the role.
2. **Define and maintain clinical functional requirements** Deliver operational service outcomes, as planned for the eMM clinical configuration.	• Understand operations and processes of the eMM solution set, including knowledge of workflow, integration points and system activities. • Provide advice and input around clinical configuration when sought out by other team members to support requests or incident resolution. • Act as an expert in clinical configuration aspects of the eMM solution set landscape. • In liaison with the eMM Clinical Lead, develop and

	prioritise clinical configuration requirements based on stakeholder needs, including legislative and compliance considerations.
3. Participate in Change Acceptance and Transitioning Processes Implement solutions safely and in line with agreed expectations through change management, testing, communication and implementation planning	• Participate in implementation planning and prioritisation in accordance with agreed organisational goals and objectives. • Contribute to the development of change management requirements for deploying new or further rolling out existing solutions. • Assist in work breakdown, task planning and resource planning activities. • Complete gap analysis, readiness assessments and workflows of each area to ensure a smooth transition from paper to electronic • Act as a liaison between clinical staff and others concerning change management process • Develop materials dedicated to end-user awareness of change issues • Perform detailed problem analysis and scenarios: Making or implementing recommendations to mitigate change risk and business impact • Develop and document test strategies, plans and scripts that include: o Framework for testing of clinical configuration o assessment of risk and address clinical workflows, end user requirements and patient safety issues; o Agreed functional, integration and technical requirements/processes and testing phases; o Necessary test preparations: environments, training, development of test cases; and, o Clear criteria for measuring the success of each phase. • Execute testing in accordance with agreed plans and ensure test outcomes are in accordance with defined success criteria set out in the testing plan. • Test to ensure that all new software integration points meet functional and clinical requirements. • Liaise with software and hardware suppliers for prompt rectification of any problems or emergencies. • Assist with management of risks associated with the testing and take preventative action when any risks become unacceptable. • Log system flaws, issues, queries and enhancements

	with the vendor and internally.
4. Contribute to Quality Assurance and Improvement Ensuring consistent, high quality processes and ongoing improvements	• Participate in the development and implementation of quality improvement plans to evaluate the impact of eMM solution set. • Contribute to meeting agreed national reporting requirements. • Contribute to monitoring and evaluating existing clinical service, systems, procedures and practices. Incorporate best practise and new evidence and making appropriate and agreed changes or improvements. • Ensure utilisation of appropriate tools and methods to achieve quality improvement. • Measure and compare using agreed standard monitoring processes and associated feedback loops. • Provide agreed evidence-based reporting to the eMM Clinical Lead that informs organisational decision-making processes.
5. Develop and deliver education and training to Users/Customers Support and sustain the ongoing safe, effective and efficient use of the eMM applications by Users/Customers.	• Co-ordinate with stakeholders to assess training needs and objectives. • Create and communicate training schedules. • Design, develop and deliver orientation and training programmes and individual classes for all levels of User. • Under take follow-up assessment / training of newly trained prescribers and pharmacists and continue follow up as required • Identify lessons learnt with regard to the training work stream and learnings are incorporated into training materials. • Maintain a database to track training participants.
6. Clinical & Professional Leadership Promote evidence based practise for eMeds initiatives, fostering and promoting a multidisciplinary approach to medication safety and continuous quality improvement both within the DHB and	Work closely with the eMM Clinical lead in the areas below: • Provide support, advice and guidance to clinical areas on eMeds initiatives • Promote the use of evidence based practice • Contribute to and facilitate clinical audits, policy review, change management and quality improvement initiatives involving eMeds , in conjunction with the eMM Clinical Lead • Identify situations of clinical risk with regard to eMeds and take appropriate actions to ensure a safe environment

with external stakeholders	• Promote and engage in collaborative, multidisciplinary relationships across the DHB with regard to eMeds • Participate in appropriate local, regional, & national forums & with key stakeholders other to promote and meet Te Whatu Ora electronic Medication Management objectives and to communicate eMeds plans (project status / activities / issues)

Organisational Accountabilities	**Expected Outcome for all Employees**
Health Equity	The Te Whatu Ora 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: • the Pae Ora Framework which requires: o Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; o 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 Te Whatu Ora Pae Ora Framework, Appendix 1; o Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; o 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; o Ensuring appropriate health literacy responses are used for effective engagement with Māori; • You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Ethnicity Data Collection Policy and procedures; • You must attend the Cultural Competency training provided by and for staff of the Te Whatu Ora including

Organisational Accountabilities	Expected Outcome for all Employees
	Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	• Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	• Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

7. 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.

8. 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 **eMM** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
Effective Communication 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
Decision Making/Problem Solving 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.
Innovation/Initiative 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 innovatve solution.
Resilience/Flexibility Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinons 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.
Cultural Safety 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.
Teamwork Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

9. EDUCATION

- Registered Pharmacist (Pharmacy Council) with current APC
- Desirable to have either a Post Graduate Pharmacy, Management or Health Informatics qualification
- A minimum of three years clinical experience, preferably within a hospital
- eMedicine management experience
- Experience of audit, data analysis and project workUse of quality improvement methods & tools to carry out audit & evaluation
- Systems implementation, implementation planning & change management
- A high degree of IT literacy – clinical information systems , competent with Microsoft office suit, Excel Powerpoint etc
- Current knowledge and understanding of medication management and medication safety processes.
- Maintains professional registration, with a commitment to continuing to develop and improve own skills and practice in relation to role.
- Attends educational opportunities and forums relevant to role.

10. SKILLS

- Adaptable and flexible.
- Good listening skills.
- Time management skills.
- Seeks advice/guidance when unsure.
- Ability to self-reflect on practise.
- Ability to search and critique research and use it as the basis of practice.
- Self-motivated and able to identify key change makers within each clinical area.
- A strong commitment and genuine interest in quality and service improvement.
- Understanding of principles of quality improvement.
- A strong medication and patient safety focus.
- Ability to work independently and as part of a team.
- Good communication, negotiation and presentation skills.
- Systems thinking – ability to identify system/process improvements.
- Analytical ability –ability to interpret and evaluate diverse and complex medication safety data
- Be knowledgeable of QA and accreditation principals, with a commitment to continual quality improvement.
- A high degree of IT literacy – clinical information systems; competent with Microsoft office suite, Excel, Powerpoint and Endnote.

11. EXPERIENCE

- Experience in problem solving, priority setting, and planning.

- Experience in practicing in accordance with legal, ethical, culturally safe and professional standards.