Job Description

Job Title: **ePMA Specialist Pharmacist**
Band: **8a (p)**
Job Evaluation Reference Number: **1041/JE/19**
Division: **Diagnostics & Professional Services**

Responsible to: **Chief Pharmacist**

Overview

This role will be key to ensuring that electronic prescribing and medicines administration (ePMA) contributes to the provision of excellent and innovative medicines management in the Isle of Man Hospitals. Medicines management is the whole process that ensures the patient receives the most appropriate medicine for their condition. It encompasses the selection, procurement, dispensing, delivery, prescribing, administration and review of medicines to optimise the contribution they make to produce informed and desired outcomes of patient care. It includes all the processes, activities and systems inside and outside of pharmacy undertaken by Hospital Doctors, Nurses, General Practitioners, Pharmacy Staff, and Porters. The Pharmacy Department is committed to the provision of excellent and innovative medicines management.

CARE

In the DHSC we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

- To have a key role in the development and strategic delivery of medicines management with respect to the use of the electronic prescribing and medicines administration (ePMA) system.
- To use specialist pharmacy technical experience and knowledge to contribute to the design of new ways of working with electronic systems and processes to ensure maximum levels of safety and quality.
- To report any pharmacy technical risks and issues that could be generated by the change from the current to the future state; working closely with the project implementation team
- To assist in the clinical configuration and development of the system, specifically ensuring that the configuration is safe and meets necessary standards and legal requirements for medicines safety, delivering maximum benefit to DHSC.
- To work closely with stakeholders to ensure that the solution delivers the strategic and operational goals of DHSC, which include patient safety, quality of care, efficient use of staff

resources and cost effective prescribing.

- To act as a liaison between the Pharmacy and Government Technical Services (GTS) ensuring that issues related to pharmaceutical care and medicines management are appropriately represented in ongoing discussions regarding ePMA; to represent the Pharmacy Department on appropriate GTS committees.
- To contribute to the support of a wide range of healthcare staff during a period of rapid change.
- To describe the scenarios required to demonstrate a wide range of practical skills for training materials, which will enable the clinical teams to effectively and efficiently deliver clinical care using the ePMA solution.
- Provide practical knowledge around the prescribing and administration of a wide range of therapeutic treatments.
- To contribute to the clinical governance process by reducing medication errors, through analysis of administration patterns of high-risk drugs in order to identify any issues.
- Within normal working hours the post holder will organise and provide first line advice and support to staff using the system, dealing with both user errors and some technical problems. The post holder will assist in supporting the system.
- In areas where the system has been implemented the post holder will assist in managing and monitoring the impact and effective use of the system.
- The post holder will contribute to the clinical, dispensing and pharmaceutical advice service.
- To perform the professional role of a Practising Registered Pharmacist, including the supervision of dispensing and provision of advice for all the patients of the Hospital Service and all other agencies that the Pharmacy supplies e.g. Isle of Man Hospice, General Practitioners Surgeries, Dental Surgeries and other Primary Care organisations.
- To act as a role model for excellence as a committed practising pharmacist, ensuring that ePMA activities are in context of contemporary clinical work.
- To facilitate and support the efficient and cost effective use of medicines and optimise medicines use in individual patient care.
- To contribute to enhancing patient safety and ensuring a positive patient experience.

Duties and Responsibilities

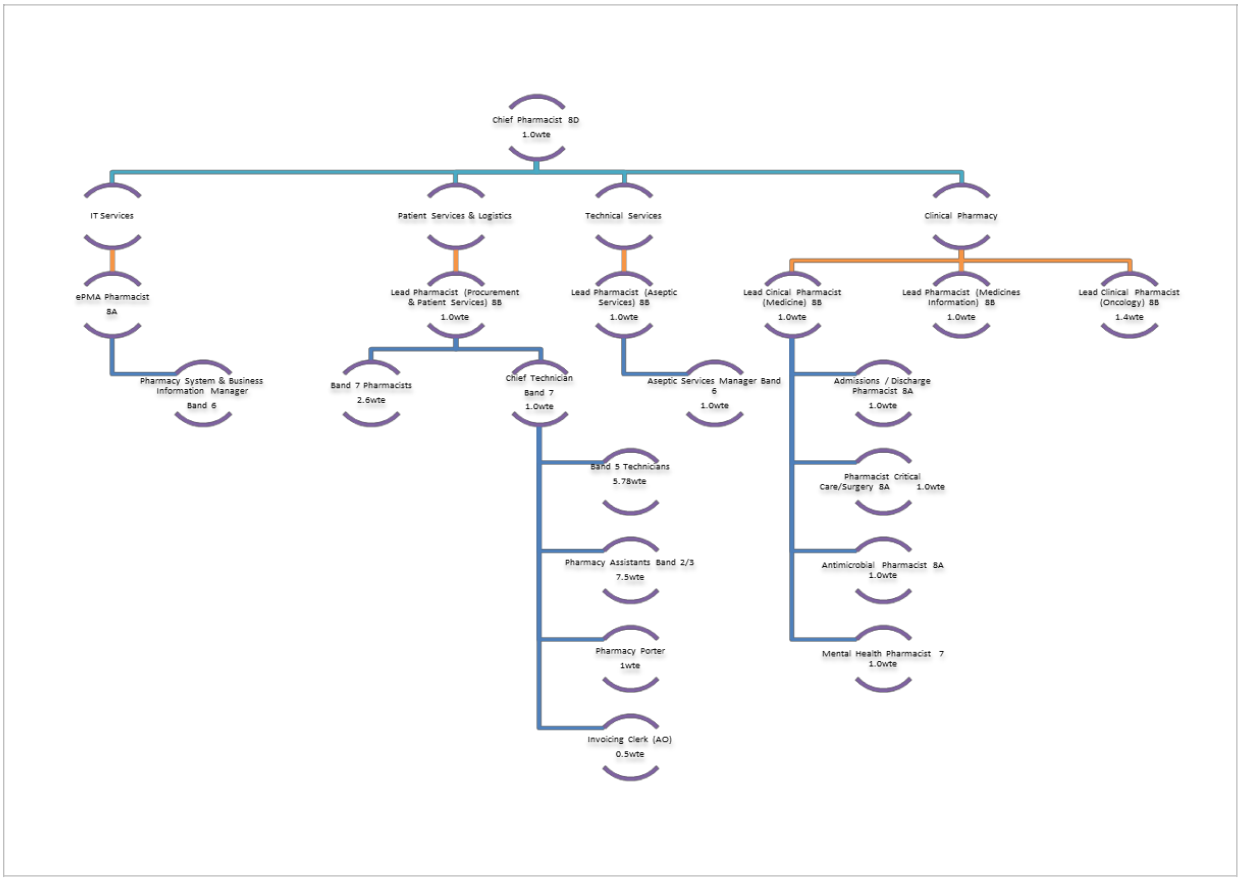
- To act as the clinical pharmacy lead for Electronic Prescribing and Medicines Administration (ePMA), working closely with team members in related digital programme projects (for example, electronic discharge project, electronic patient record project)
- User engagement and communications – with Doctors, Nurses, Pharmacy staff and Allied Health Professionals – to determine the clinical requirements for ePMA
- Establishing and managing a user group to ensure involvement of end-users and stakeholders in the management and development of the ePMA system
- Ensuring the clinical configuration of the ePMA system meets user, commissioner and statutory (e.g. Medicines and Healthcare Products Regulatory Agency [MHRA]) requirements, delivering maximum benefit to the DHSC, including:
    - A comprehensive and up-to-date medicine template database, including administration regimens, prescribing restrictions, formulary restrictions and additional guidance for users

    - Development and management of order sets (i.e. groups of medicines prescribed together for a given purpose)
    - Managing clinical searching and filtering rules
    - Defining requirements for the ePMA Decision Support System
    - Definition of ePMA and related Pharmacy workflow requirements
- Make use of appropriate organisational change management strategies to prepare, manage and support the change processes, ensuring that clinical benefit is a key driver for innovation
- Analysis of clinical risks and issues related to ePMA: committed to reporting and proactively managing these as required, utilising the appropriate DHSC mechanisms
- Ensuring an appropriate support framework exists for end user clinical ePMA requirements
- Contribute to the development of training materials for end users and assisting in the provision of end user training, working jointly with members of DHSC Digital Training Team – through the provision of specialist clinical knowledge

The post holder will also carry out the functions of a Practising Registered Pharmacist within the Department and will have the following responsibilities, in common with other Pharmacists:-

- To participate in the delivery of medicines management by the staff within the Pharmacy Department to the Wards/Departments and external agencies which are served by the Pharmacy.
- To maintain high standards of pharmaceutical care
- To maintain good working relationships with all Healthcare professionals who receive pharmaceutical services; to help to promote the profile of the Pharmacy Department
- To participate in the Ward Pharmacy Service, providing clinical checking of prescriptions and pharmaceutical advice on allocated wards
- To participate in multidisciplinary meetings, case conferences and discharge planning meetings, as necessary
- To promote, and adhere to, all applicable Organisational and Departmental policies and procedures
- To encourage adherence to the Hospital Formulary, local protocols and national guidelines
- To provide cover for colleagues as necessary
- To observe regulations in respect of Fire, Health and Safety at Work Act, COSHH and Data Protection Act and to promote safe working practices of staff under your control
- To undertake risk management and clinical governance activities as appropriate
- To attend meetings, forums and committees as required, in order to provide expert pharmaceutical advice and opinion and to represent the Department as appropriate
- To action Drug Alerts as necessary from the Medicines and Healthcare Products Regulatory Agency (MHRA) during normal working hours and “out of hours” as the On-call Pharmacist
- To be responsible for the clinical screening of prescriptions according to locally agreed standards.
- To assist with the clinically agreed strategy, aims and objectives for pharmaceutical services
- To contribute to the clinical pharmacy service and take an active role in the relevant multidisciplinary meetings / ward rounds
- To contribute to the development of risk management and clinical governance strategies

Organisational Structure



Communication and Relationship Skills

The communication and relationship skill requirements of this role are:

- To communicate and engage with Doctors, Nurses, Pharmacy staff and Allied Health Professionals – to determine the clinical requirements for ePMA
- To advise on the suitability of patients' own medicines for re-use within the hospital, in accordance with the Medicines Policy
- To communicate and negotiate with software suppliers and GTS where system incidents have occurred or where proposed system or hardware changes may impact on patient outcomes or the clinical safety of the system.
- To negotiate with Directorates, Specialty, Chief Pharmacist or Pharmacy team in order to achieve desired outcomes, from an individual patient level to a directorate-wide level when policy needs to be changed or implemented
- To communicate advice on medicine dosage, method of administration and side effects which may be anticipated together with suitable preventative measures
- To present either verbal or written reports, or formal presentations to the Chief Pharmacist, directorate, speciality or financial managers (e.g. Management Accountant).
- To participate in the education and training of Pharmacy staff, other disciplines and patients if required to ensure the communication and understanding of the safe use of medicines and safe use of the ePMA system.
- To communicate highly sensitive and highly complex specialist medicines-related

information and advice to consultants and their medical teams, other healthcare professionals and patients and carers. Types of sensitive and complex specialist medicines and pharmaceutical information may include: choice of therapy (including formulary issues), choice of formulation and route of administration, side effects, adverse drug reactions, use of drugs where their action and effects may be influenced by patient disease state, biochemical parameters, liver and kidney function, diet, gender, ethnicity, pregnancy, breast feeding, age related problems (very young or old) and missed doses. This could be in sensitive situations including cancer treatment, terminal illness, drug overdose, withdrawal from alcohol and the effect of drug administration, prescribing errors or other drug misadventures. Discussions may be on a one-to-one basis with patient, doctor or other healthcare professional, or by telephone, e-mail or letter. One may have to negotiate outcomes with individuals who could be aggressive, disagree with or challenge one's view – this requires a high level of influencing and negotiating/ persuasion skills.

- To counsel patients and carers about their medicines and treatment. Complex information relating to medicines may need to be translated into simple language appropriate for the individual
- To advise medical staff from the multi professional team on the actions, properties and safe, cost effective use of drugs, making recommendations about medication to improve patient outcomes
- To complete drug information enquiries as necessary; to respond to enquiries from Doctors, nurses and the general public which may occasionally be urgent
- Work with the Drug and Therapeutic Committee (DTC) or medicines safety group to develop a system to effectively capture and communicate information to health care professionals and the DHSC on areas such as prescribing patterns, missed doses and formulary compliance

Knowledge, training and experience required to do the job

The essential knowledge, training and experience requirements of this role are:

- To be in possession of Pharmacy degree (BPharm, BSc (Pharm), MPharm or equivalent) plus specialist knowledge acquired through diploma level training and/or experience
- To have undertaken one year's pre-registration training
- To be registered as a Pharmacist with the General Pharmaceutical Council (GPhC)
- To be able to provide evidence of continuing professional development and revalidation which meets the requirements of the General Pharmaceutical Council
- To possess working knowledge of legislation relating to medicines (particularly The Medicines Act and The Misuse of Drugs Act).
- To possess postgraduate qualification and/or significant relevant experience, e.g. at least 3 years post-registration working in hospital pharmacy
- To possess IT skills to European Computer Driving Licence (ECDL) or equivalent experience
- To have experience of working with ePMA or pharmacy related IT systems

The desirable knowledge, training and experience requirements of this role are:

- To have specialist training in aspects of ePMA systems and /or other IT-related aspects of medicines management

Analytical and Judgement Skills

The analytical and judgement skill requirements of this role are:

- To analyse, interpret and evaluate highly complex specialist medicines-related information or data, using clinical and professional judgement. This includes interpretation of reports from the Pharmacy computer system e.g. about drug usage and expenditure, clinical intervention reports, data from clinical trials and published papers or evaluation of new drugs and therapies: this information could be about an individual patient's drug treatment, or protocols and guidelines developed for a directorate or specialty
- To use professional experience and judgement to analyse pharmacy, prescribing and medicines administration processes to identify ways in which ePMA may resolve problems or ways in which the ePMA system may need to be improved or assist users in better use of the system.

Planning & Organisational Skills

The planning and organisation skill requirements of this role are:

- To contribute to planning the implementation and roll-out of the ePMA system
- To evaluate and implement changes in the ePMA system
- To evaluate and implement changes in medicines legislation and medicines related policies (local and national)
- Ability to identify, plan & deliver change as necessary to bring about organisational effectiveness within their own area of management
- To manage own time effectively, prioritising workload to meet objectives within agreed timescales

Physical Skills

The physical skill requirements of this role are:

- To possess IT skills to European Computer Driving License (ECDL) or equivalent experience
- Able to maintain standards and accuracy whilst working under pressure.
- Combination of sitting, standing, walking; occasionally lifting and moving pharmacy boxes and cartons of intravenous fluids weighing over 15kg
- There is a requirement to stand for long periods (two hours or more) within the dispensary whilst completing prescription validation
- There is a requirement to use a computer keyboard and VDU for long periods regularly throughout every working day
- There is a requirement to work on the wards, which will necessitate movement between locations throughout the hospital and the Pharmacy Department and off-site
- To maintain clinical skills and understanding of clinical work patterns to ensure ePMA accurately reflects patient flow and care

Patient/Client Care

The patient/client care requirements of this role are:

- To facilitate and support the efficient and cost effective use of medicines and optimise medicines use in individual patient care especially through the use of ePMA
- To contribute to the day to day operational running of the Pharmacy Department e.g. by assuming statutory professional responsibility whilst working in the Dispensary. Professional responsibility includes addressing issues of co-existing medical diseases and conditions such

as kidney and liver impairment, pregnancy, breastfeeding, and checking for interactions with other medications. Also assessment of each prescription for clinical appropriateness and legal accuracy prior to dispensing and a final accuracy check of the dispensed medication.

- Develop and maintain appropriate policies and procedures on the use and clinical management of the system, to ensure safe medication practice and respect for patient confidentiality
- To take part in an out of hours on-call rota.
- To take part in the rota for working on Saturday mornings

Policy and Service Development

The policy and service development requirements of this role are:

- To have a key role in the development and strategic delivery of medicines management with respect to the use of the electronic prescribing and medicines administration (ePMA) system.
- To use specialist pharmacy technical experience and knowledge to contribute to the design of new ways of working with electronic systems and processes to ensure maximum levels of safety and quality.
- To maintain knowledge and communicate any changes in national policy requirements and guidance, to enable the development and continuing improvement of the ePMA system
- To assist in the development and implementation of new Departmental policies and to contribute suggestions and ideas for the development of the service
- In areas where the system has been implemented the post holder will assist in managing and monitoring the impact and effective use of the system
- Develop and maintain appropriate policies and procedures on the use and clinical management of the system, to ensure safe medication practice and respect for patient confidentiality
- To assure that the policies and procedures relating to the administration of medicines are in accordance with national Standards and relevant to ePMA
- To be responsible for the development of relevant clinical guidelines, drug related policies and procedures as part of the clinical effectiveness programme
- Ensuring ePMA is developed in line with DHSC Medicines Policies, updating policies as necessary for approval by the relevant bodies

Financial and Physical Resources

The financial and physical resource requirements of this role are:

- To assist the Pharmacy Department in achieving good financial management of all allocated budgets.
- To be a delegated signatory for Pharmacy orders to external suppliers.
- To promote the safe use and security of Pharmacy computer equipment.
- To use data provided by the ePMA and Pharmacy stock control systems to promote efficient use of stock and other Pharmacy resources.
- To be a designated “code holder” to allow access to the Pharmacy Department, having responsibility for opening up the Department when necessary and ensuring that the premises are secure, including setting the alarm system, when leaving
- To be responsible on a day to day basis for the receipt, secure storage and issue of Controlled Drugs and to ensure that correct procedures are followed for receipt, storage,

checking and administration of Controlled Drugs on Wards and Departments
- To carry out Controlled Drug stock checks on allocated Wards and Departments when necessary

Human Resources

The Human resource requirements of this role are:
- To ensure that that the appropriate arrangements are in place for the training and supervision of pharmacists and technicians allocated to ePMA work
- To participate in the education and training of Pharmacy staff, other disciplines and patients if required to ensure the communication and understanding of the safe use of medicines.
- To participate in the recruitment of relevant staff
- To participate in the management of staff absence
- To participate in staff appraisal through PDR/PDP
- To be responsible for ensuring that applicable Hospital and Departmental policies and procedures are adhered to within the Pharmacy Department

Information Resources

The information resource requirements of this role are:
- Lead the clinical User Acceptance Testing (UAT) for system developments, including supplier upgrades to the system, within a UAT framework managed by GTS.
- To use the reports system within the Pharmacy computer system to analyse data.
- To be responsible for the security of data within the Departmental IT system
- To be responsible for the security of confidential patient information within the Pharmacy Department
- Support GTS in managing the clinical aspects of the ePMA contract with the system supplier, including logging, monitoring and escalating ePMA system incidents.
- To participate in Clinical Governance by contributing to the investigation of complaints, incidents and errors raised on the incident reporting system (particularly in relation to the use of ePMA)

Research and Development

The research and development requirements of this role are:
- Providing regular reports to appropriate DHSC and Hospital committees on the use of ePMA, and associated issues and benefits delivered
- To support research, development and evaluation of the electronic prescribing and medicines administration system.
- Establishing and managing an ePMA audit programme, including accuracy of templates and order sets, ease of use and patient safety
- To assist in the development, review and implementation of the ePMA system, audits of the ePMA system and strategies to improve medicines management, aiming for excellence through use of the ePMA system.

Freedom to Act

The freedom to act requirements of this role are:

- To act as the clinical pharmacy lead for Electronic Prescribing and Medicines Administration (ePMA).
- The post holder will work independently with minimal supervision.
- The post holder has the authority to identify, plan & deliver change as necessary to bring about organisational effectiveness within their own area of management
- To work unsupervised on daily basis and make decisions as appropriate in the interests of patient care and safety

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure and safe environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.
Staff must work in accordance with all health and social care policies relating to safeguarding.

Job Description Appendix 1

Physical, mental and emotional demands of the job and working conditions

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

Physical Effort

- Combination of sitting, standing, walking; occasionally lifting and moving pharmacy boxes and cartons of intravenous fluids weighing over 15kg.
- There is a requirement to stand for long periods (two hours or more) within the dispensary whilst completing prescription validation.
- There is a requirement to sit at a desk for long periods (two hours or more) to perform computer based tasks.
- There is a requirement to use a computer keyboard and VDU regularly throughout every working day.
- There is a requirement to work on the wards, which will necessitate movement between locations throughout the hospital and the Pharmacy Department

Mental Effort

- There is a regular requirement to concentrate whilst creating, checking or approving ePMA prescription templates and order sets.
- There is a regular requirement to concentrate whilst analysing system and user problems to provide appropriate advice and assistance.
- There is a regular requirement to concentrate whilst performing statistical analyses and producing reports and policy documents. There will be frequent interruptions for urgent requests for advice.
- There is a regular requirement to concentrate whilst checking patients' prescriptions, performing calculations and occasionally measuring volumes/quantities accurately.
- There are frequent interruptions by requests for advice or medical information and service related enquiries.
- Whilst working within the role there will be frequent unpredictable interruptions which require that task prioritisation is altered to meet service demands.
- To teach small groups of staff, using Microsoft PowerPoint and other visual aids, and providing hand outs.
- To have a working knowledge of Word, Excel and PowerPoint software, in order to produce reports and other documents.

Emotional Effort

- There will be direct exposure to patients, on the wards and patients attending the Dispensary, some of whom may have terminal illnesses and other distressing conditions.
- There may be a requirement to discuss adverse drug reactions with distressed patients.
- There may be rare exposure to verbal aggression from patients and carers when carrying out duties in the Dispensary and on the Wards/Departments (when solving issues and problems with medication supply and the Pharmacy Service).
- There may be a requirement to deal with patients or staff who may have complaints

concerning Pharmacy service.
- There will be a requirement to provide peer support to colleagues.

Working Conditions

- Work in artificial light for the whole of the working day, reading hand-written prescriptions which may be poorly written and which demand a high degree of interpretation (where these have not been replaced by ePMA).
- Potentially exposed to body fluids, foul linen etc. e.g. MRSA patients on wards.
- Requirement to use visual display units daily.
- Occasional exposure to odours from aseptic unit.
- Potential exposure to cytotoxic drugs, which are used for the treatment of cancer.
- Potential exposure to monoclonal antibodies, which are used for the treatment of cancer, rheumatic disorders and Crohn's disease.
- Potential exposure to sharps e.g. needle-stick injury.
- Working alone as the On-call Pharmacist out of hours.

Agreement of above description

I have read and agree with the above description

Job Holder's Name (please print) _____ **Date:**

Job Holder's Signature _____

Line Manager's Name (please print) _____ **Date:**

Line Manager's Signature _____

Person Specification	
Job Title:	ePMA Specialist Pharmacist
Department:	Health and Social Care
Division:	Diagnostics & Professional
Band:	8a

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Qualifications		
To be in possession of Pharmacy degree (BPharm, BSc (Pharm), MPharm or equivalent) plus specialist knowledge acquired through diploma level training and/or experience	E	CV
Postgraduate Diploma or Master's degree in Clinical Pharmacy	D	CV
Registration as a pharmacist with the General Pharmaceutical Council	E	CV
Evidence of continuing professional development and revalidation	E	CV/Interview
Experience		
Pre-registration training experience in hospital or community pharmacy	E	CV/Interview
A minimum of 3 years' relevant hospital pharmacy experience	E	CV/Interview
Experience working with ePMA systems	E	CV/Interview
Experience of project leadership	D	CV/Interview
Project working and task management	D	CV/Interview
Previous experience of audit	E	CV/Interview
One-to-one and small group teaching	D	CV/Interview
Computer literate	E	CV/Interview
Ability to tackle routine tasks accurately	E	CV/Interview
Able to use a variety of computer software to organise and present information.	E	CV/Interview
Able to work independently, prioritise, set goals and meet deadlines.	E	CV/Interview
Able to identify issues and use own initiative to address them.	E	CV/Interview
Able to maintain standards and accuracy whilst working under pressure	E	CV/Interview

Good interpersonal skills Excellent team working skills Excellent communication skills. Excellent negotiating skills. Ability to teach and give presentations to healthcare professionals and others. Knowledge of DHSC structure Demonstrable leadership skills Ability to negotiate a positive outcome with senior pharmacy, medical, nursing staff and patients.	E E E E D D D D	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
Attributes Ability to communicate effectively with patients and their families, and colleagues. Trustworthy and respectful of confidential information about both patients and colleagues. Adaptable to change in working practices and flexible in terms of working hours on an occasional basis. Enthusiastic and committed. Positive attitude to ongoing training and development. Clear logical thought Ability to contribute to change management	 E E E E E E D	 CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
Circumstances Isle of Man Worker A satisfactory Police Check	 D E	 Application Form Pre-employment checks