



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Manager, Pharmacy Services	
Position Number	Community	Division/Region
48-4039	Yellowknife	Outpatient Specialty and Support Services/ Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Manager, Pharmacy Services, (Manager) the Stanton Territorial Hospital (STH) pharmacy program, service delivery, staff, and budget and is responsible for STH pharmacy operations and operational planning. The incumbent may also function to provide support to the Territorial Manager, Allied Health Services, and work closely on territorial initiatives that may impact pharmacy services.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.



Located in Yellowknife and reporting directly to the Director Inpatient Specialty and Support Services (Director), the Manager will provide the planning, coordinating, controlling and evaluating of resources for the provision of pharmaceutical services within STH. The incumbent maintains and monitors the procurement and distribution of medications, and provides drug information and education within STH. Such services, including select educational services, may be provided to NTHSSA regions, the TCSA and the HRHSSA as required. The incumbent supervises Staff Pharmacists and Pharmacy Technicians to facilitate the delivery of pharmaceutical services. The incumbent will lead and participate in teaching and in-servicing hospital staff.

The Manager is responsible to research and recommend patient care quality standards as they relate to Pharmacy Services provided to all age groups ranging from neonate to geriatrics. The pharmacy team will collaborate with Territorial, Regional, and professional practice leadership to establish performance improvement activities, and work to ensure the competency of pharmacy personnel is maintained. This position helps guide clinical practice, based on the shared vision of the NTHSSA, and will foster and sustain academic partnerships to advance professional practices and develop the territorial work force. The Manager is a role-model, demonstrating vigilance in ensuring the highest of quality care.

This position coordinates and leads the provision of Pharmacy services in accordance with The *NWT Pharmacy Act* and Bylaws, STH Policies, and the Canadian Society of Hospital Pharmacists Standards of Practice to ensure safe, rational, and cost-effective drug therapy and education for patients and clients of STH and surrounding areas. The Manager is actively involved in the development of STH procedures, guidelines and quality assurance mechanisms for use and monitoring of pharmaceuticals and biologicals. These standards will then be assessed for its impact on territorial services and appropriately submitted to NTHSSA for review.

The position manages a budget of approximately \$3.2M and approves all pharmaceutical purchases and disbursements on behalf of the division. Pharmacy services are provided 365 days per year with on-site services provided Monday through Friday on par with the standard work week and all other services is provided on an on-call basis.

The incumbent leads and directs the day-to-day operations, as well as long term planning, of the STH Pharmacy.

The Manager takes an active role in patient care and is an integral member of the patient care team moving the STH Pharmacy forward toward its mission of providing safe, excellent and culturally relevant health services while respecting patient dignity. In addition to administrative and supervisor responsibility for the Pharmacy division, the Manager will provide pharmaceutical care to selected patient groups through the continuum of their treatment. As an active member of the interdisciplinary healthcare team the incumbent will



apply knowledge of drug therapy in addressing patient drug related problems (i.e. can recommend different medications to address the individual needs of different patients).

The incumbent acts as a resource for other members of the healthcare team by advising on the maintenance of pharmaceutical and supply inventories and by providing relevant information to on utilizing medications.

STH Pharmacy division manages and maintains medication inventory in the acute care units through Automated Medication Cabinets (ADC). ADCs are computerized drug storage devices that allow medications to be stored and dispensed near the point of care while controlling and tracking drug distribution. The Manager, Pharmacy Services will support the pharmacy team in the management of the ADC system and assure medications are accessible to healthcare staff in a safe and efficient manner. The incumbent will be required to lift boxes full of medications and other supplies while stocking and restocking shelves (often lifting items above the shoulder and head) once a week for approximately 10 minutes.

In addition to providing medication distribution services and drug information to inpatient and select outpatient populations, this position provides support to ambulatory care services (i.e. Dialysis Clinic, Medical Daycare) in regards to pharmaceutical care. The incumbent will be involved in the preparation of sterile and non-sterile compounds for STH inpatients and ambulatory care patients.

STH Pharmacy supports key territorial projects designed to improve healthcare across the NWT, including but not limited to Take Home Naloxone Kit distribution, function as the dispensary for medications listed in the Medical Assistance in Dying Protocol and lead the implementation of a new Pharmacy Information System.

In collaboration with the Population Health Division, STH Pharmacy also facilitates the distribution of vaccines to select health centres and public health units in the NWT. Pharmaceutical supplies for certain health centres are also processed and distributed from STH Pharmacy. The Manager, Pharmacy Services will support the pharmacy team in these distribution workflows.

Understanding the impact of pharmaceutical services on territorial services, STH Pharmacy will work to support the territorial health centres maintain appropriate standards so that best patient care can be delivered.

The Manager is ultimately responsible for the procurement, storage, distribution, and destruction of Narcotics and Controlled Substances within STH.



The incumbent will be required to attend an average of 7 standby shifts every 4 to 6 weeks, where it would be typical for the individual on standby to be called back into work (almost every standby period).

RESPONSIBILITIES

1. Leads, implements, and manages the delivery of quality-based Pharmacy Services to facilitate the best outcomes for patients/clients.

- Provides leadership and direction to STH staff and programs to ensure that all clients/patients served by this program area receive equitable, efficient, appropriate, accessible, timely, and safe care.
- Collaborates with the Director, and the Territorial Manager, Allied Health Services (TM, AHS) to identify current and future delivery requirements in Pharmacy Services through consistent territory-wide program development.
- Reports to the Director with regard to program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or well-being of Pharmacy clients/patients and/or staff, and the integrity of STH and the NTHSSA.
- In collaboration with the Director, regional, and territorial managers, recommends strategic initiatives, and identifies opportunities to sustain or improve health service delivery, for review and consideration by the NTHSSA.
- Leads the development of and implements a work plan for the Pharmacy that aligns with the NTHSSA's strategic direction, policies and procedures for acute care.
- Works collaboratively with the NTHSSA leadership to contribute to the development and implementation of performance indicators, measures for improvement, and reports on outputs and outcomes on a periodic basis as determined by the NTHSSA.
- Collaborates with the Territorial Manager, Allied Health Services (TM, AHS) to develop territorial procedures for Pharmacy services.
- Communicates with the Director, the TM, AHS and other members of the Clinical Integration and Corporate Support Services Teams (NTHSSA) to share program priorities and goals.
- Collaborates with the TM, AHS, and other stakeholders to ensure a quality Pharmacy program that is delivered consistently across regions and jurisdictions.
- Proactively works with the patient, family and other regional and territorial staff to enhance the patient experience and to address concerns and complaints.
- Collaborates with regional and territorial managers for standardization, consistency and best practices implementation.
- Develops and implements quality plans for their program areas, with specific outcomes, measures, and regular reporting, that align with the NTHSSA strategic direction.
- Implements initiatives to measure and evaluate patient/client experience with the programs.



- Establishes measures for improvement and evaluate the results achieved. Modify planning to improve results.
- Ensures that staff is educated and supported to deliver quality care within their program areas and within the parameters of required standards/policies for each program area.
- Develops written STH procedures that align with territorial standards/policies, and guides staff in the safe and effective implementation of Pharmacy Services, and information systems; educates staff, and monitors staff adherence to STH procedures.
- Communicates and collaborates with regions/HSSAs to ensure the effective coordination and development of programs between STH and regions/HSSAs.
- Ensures appropriate consultation and coordination with quality and risk management, occupational health and safety (OHS), infection prevention and control (IPAC), and other specialists to facilitate safe, quality care.
- Teaches and engages staff to develop and implement quality processes and to practice quality improvement on a routine basis.
- Works collaboratively to ensure operational readiness of Pharmacy Services during any hospital-wide project or initiative.
- Functions as a role model for client, patient, family focused care, and for appropriate organizational conduct, ethical behavior, values and principles.
- Visits staff/patient areas on a frequent basis, personally observing patient/client care, and monitoring to ensure that staff feel supported.
- Creates an environment which supports engagement, creativity and innovation in the delivery of patient care services and maximizes decisions by the care team.
- Establishes and maintains ongoing communication and collaboration with STH managers, supervisors, Clinical Coordinators (CCs), unit staff, medical and division heads, senior administrators/assistants, patients and families, and with external community resources and agencies.
- Provides supervision, support, guidance and direction to supervisors and staff. Troubleshoots complex issues in Pharmacy Services and regularly meets with staff to ensure they are supported.
- Supports and collaborates with medical practitioners in order to ensure appropriate and safe Pharmacy services.

2. Leads STH Accreditation Teams in the domain of Pharmacy Services.

- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates and ensures the integration of standards, policies and procedures for programs into day to day practice, as they relate to the Accreditation Canada process.
- Supports the TM, AHS, in establishing a quality management system for Pharmacy Services territorially.



- Works collaboratively with the Regional/Territorial Quality and Client Experience Team to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans, based on results of any work required to align with program standards, and recommendation from onsite Accreditation Canada Surveys.
- Reports work plan progress to the Director, Regional/Territorial Quality and Client Experience Team, and TM, AHS.
- In collaboration with the Director, gathers data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and healthcare service providers.
- Collaborates with the Director, territorial, and regional management to standardize policies, procedures, metrics and program services.
- Functions as a role model for client, patient, family focused care, and for appropriate organizational conduct, ethical behavior, values and principle.
- Works collaboratively with Director, Managers, Supervisors, CCs, and staff to improve the quality of the organizational culture.
- Works collaboratively with staff to implement client, patient and family focused care.
- Engages staff in quality improvement/work planning to support client, patient, family focused care.
- Creates an environment which supports staff engagement, creativity and innovation in the delivery of patient care services and maximizes decisions by the care team.
- Monitors health indicator reports for quality improvement and informs staff about results.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.

3. Provides leadership and management to the Pharmacy division to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- Maintains an effective organization structure that reflects STH's service needs and prescribes the authority and responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
- Develops and maintains a strong team that is accountable and ensures that activities are consistent with the mission, vision, values of the NTHSSA and STH.



- Takes a proactive approach to succession planning by identifying key members of the division and providing opportunities for growth and development.
- Provides coaching and mentoring to staff.
- Ensures that staff has the resources and support they require in order to care for and support their clients/patients.
- Effectively and efficiently manages a budget, human and capital resources in order to facilitate a successful acute care program and service delivery in the STH. Variance reporting as required.

4. Represents the NTHSSA STH in Labour Relations to ensure working relationships with the bargaining unit, Union of Northern Workers (UNW) and management are maintained. Represent STH Territorial Hospital and the NTHSSA to promote the working relationships with internal and external groups.

- Provides effective and timely feedback.
- Completes E-Performance including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- Addresses performance issues in a timely manner and in accordance with GNWT Labour Relations practices in collaboration with Human Resources (HR).
- Manages first level grievances in coordination with Human Resources and UNW.
- Meets with the UNW local representatives as the need arises to discuss issues/concerns and work together to resolve same.
- Collaborates with HR to assist staff with accommodation plans and progress.
- Recruits, selects and hires direct reports in collaboration with Human Resources.

5. Monitor the quality of pharmaceutical care delivered on behalf of STH and identify training needs of staff within the unit in order to effectively meet the healthcare needs of patients (and others).

- Monitors drug therapy for appropriateness, contraindications, interactions, and allergies by reviewing physician orders, clarifying problems, maintaining a computerized and/or manual profile, and appropriately documenting interventions.
- Performs Quality Assurance checks to ensure safe medication distribution and therapy through scheduled verification of patient MARs and, verification of medications packaged/prepared by the Pharmacy Technician(s).
- Investigates medication errors and discrepancies, collects statistical data, and reports finding to the Pharmacy and Therapeutics Committee and the Risk Management division.
- Conducts audits on the delivery of pharmaceutical services and identify learning needs, and facilitate or arrange for the delivery of training identified.
- Coordinates and provides off-unit consultations (i.e. physicians).
- Ensures QA and Risk Management programs for the division are maintained, as well as develops and monitors performance indicators.



- 6. Acts as a source of reliable and current drug information to NTHSSA staff, physicians and others (i.e. community health centers and clinics).**
 - Provides consultative services to NTHSSA, GNWT Department of Health and Social Services (DHSS) as the Chairperson of the STH Pharmacy and Therapeutics Committee and serving on other committees (includes the NWT Pharmacy and Therapeutics Committee, the NWT Advisory Committee on Immunizations and the NWT Opioid Harm Reduction Working Group).
 - Deliver in-services to other health professionals and students as requested; provide consult services to regional health centers by telephone, written or periodic consult visits.
 - Provide periodic memos to ensure that all staff are updated on advances in therapy aware of relevant policy changes and are notified of changes in availability of certain pharmaceuticals.
- 7. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**
 - All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
 - All stakeholders (management, staff, UNW, and Workers' Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
 - All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
 - A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do and makes good business sense.
 - Plan, develop, implement and evaluate new and continuing services as well as programs in the Pharmacy division to facilitate the provision of quality patient care.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions



The incumbent will be required to process, package, compound, and prepare IV admixtures of a variety of medications. These workflows have the potential to expose the incumbent to oral solid and parenteral hazardous medications, biological toxins and non-hazardous medications (i.e. many residual traces are present and difficult to avoid or detect); occurs daily for up to 4 hours.

Sensory Demands

The incumbent will need to focus in on a variety of components when mixing medications and compounds as well as when reviewing prescriptions that must be 100% accurate; occurs daily for up to 4 hours.

Mental Demands

The Manager, Pharmacy Services experiences constant demands from nursing staff, physicians, pharmacy staff and other divisions/units, as they attempt to influence clinical decision making and NTHSSA policies, practices and work flow. The position must deal with these situations on a daily basis (approximately 3 hours) with a high degree of intensity.

In addition, within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions (work is often dictated by external factors).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Pharmacology, the principles of Hospital Pharmacy Practice and the application of pharmaceutical care, and evidence-based therapeutics in the delivery of a Pharmacy service.
- Knowledge to total quality management or continuous quality improvement processes.
- Knowledge of and an ability to network resources within and outside STH (i.e. Public Health, Community Health Centers, external clinics, etc.) in order to ensure support of patients, their families and the operation of clinics.
- Ability to compound sterile preparations using aseptic technique, such as in a Centralized IV Admixture program or Parenteral Chemotherapy program.
- Ability to develop and implement operational policies and procedures related to the delivery of pharmaceutical services
- Interpersonal communication skills; both written and verbal.
- Ability to apply knowledge of organizational behavior.
- Computer proficiency.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impacts the delivery of healthcare.
- Analytical skills.
- Ability to educate patients and their family on appropriate pharmaceutical care.
- Facilitation and presentation skills; ability to guide and mentor others.



- Ability to work cooperatively as a team member with the ability to influence team cooperation, collaboration and respect.
- Management skills in a unionized environment.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Baccalaureate degree program in Pharmacy and five (5) years of management in a healthcare/clinical area setting.

Completion of a recognized management program is an asset.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

The incumbent must be eligible for registration under the *NWT Pharmacy Act*, meet the requirements for licensing as a pharmacist in the NWT, and must be willing to become a member of The Canadian Society of Hospital Pharmacists.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Prevention and Control, Workplace Hazardous Materials Information System (WHIMS) and others directly related to the incumbent's scope of practice.

Position Security (check one)

No criminal records check required
 Position of Trust – criminal records check required
 Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)



READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Select language

Required

Preferred