



# Job Description

<b>Job Title:</b> Exec Dir Retail Pharm Network Job Code: 1914		<b>Reports To (Title):</b> VP of Pharmacy	<b>Creation / Revision Date:</b> 9/23/2014 / 5/2015, 11/5/2019
<b>Dept Number</b> 100-7070700	Dept WellStar Pharmacy Administration		
If this is a supervisory position, please complete these items			
<b>Job Titles Reporting Directly to this Position:</b> Retail Pharmacy Managers		<b>Responsible for the following:</b> Annual Budget \$\$      # FTE's	

A job description defines the job to be performed by a fully qualified employee who possesses the knowledge, skills, and experience required for the position. This is not designed to be an exhaustive list of all activities performed in the job. This document should be reviewed and signed by the employee prior to or during department orientation and the original signed copy should be forwarded to Human Resources.

**JOB SUMMARY: a brief description of the job.**

The Executive Director of Retail Pharmacy shall plan, organize, and supervise all pharmaceutical and financial activities occurring in the WellStar Pharmacy Network. Responsible for success and operational effectiveness of the retail pharmacy departments including, but not limited to, departmental KPIs, building sales, driving profitability, and the execution of all pharmacy clinical programs. This position will develop talent and create a culture of providing a high level of professionalism and customer service by demonstrating operational best practices. This role works with the VP Pharmacy for day to day execution and overall strategy and guidance. This role requires an in depth and practical knowledge in the practice of retail pharmacy functions.

**JOB QUALIFICATIONS: minimum requirements to be considered qualified to do the job.**

Required Minimum Education: BS degree in Pharmacy. PharmD or MBA preferred.

Required Minimum Licensure/Certification: Current Georgia Pharmacy Licenses required upon hire or attainment immediately afterward.

Required Minimum Experience: 7 years retail pharmacy experience with at least 3 years in a management role with Multi site pharmacy supervisory responsibilities.  
 340b experience required  
 Experience in specialty pharmacy operations preferred  
 Contracting and pharmacy managed care experience preferred

Required Minimum Skills: Excellent communication, ability to use Microsoft excel, people management skills, form relationships to cultivate new business.

**PHYSICAL DEMANDS AND WORKING CONDITIONS: typically found in this job.**

*Please List Physical Demands:*

Work involves moderate physical activity: frequently moving about the office, building, or other facilities within the service area; frequently positioning self to access files, computers, equipment, and other objects; performing repetitive motions with wrists, hands and fingers in using the keyboard and other office equipment; and regularly exerting up to 25 pounds of force to move objects. Must demonstrate the ability to communicate, speak, and enunciate to express / exchange ideas and detailed information in person and on the telephone. Expressing or exchanging ideas by means of spoken or written English to impart oral or written information to others and to convey detailed spoken instructions to others. Work requires a minimum standard of visual acuity, with or without correction, with the ability to adjust the eye to bring an object into sharp focus, i.e. shift gaze from viewing a computer monitor to forms that are closer to compare data at close vision. Frequent/routine walking, standing, stooping, Exposure to anesthetic gases, hospital grade cleaning solutions, flammable solutions: ie: alcohol, latex, etc.Ability to push/pull/transport materials of at least 20 pounds.. Periodic travel between office sites.  
 Check one to indicate exposure to blood, body fluid, or tissues: (double click box and select "checked")

- Category 1: This job poses the potential of occupational exposure in routine tasks performed.
- Category 2: This job may pose the potential of occupational exposure. Regular job tasks do not involve exposure, but the employee may have potential exposure in some tasks.
- Category 3: This job does not pose the potential of occupational exposure in any duties.

**WELLSTAR CORE COMPETENCIES (apply to all WellStar Team Members):**

**Communication:** Communicate well both verbally and in writing. Use good listening skills and listens attentively. Build strong relationships. Shares information and ideas with others. Solicit feedback and handles constructive criticism. Ask clarifying questions. Stay open to other viewpoints. Creates accurate and punctual reports when needed and delivers presentations effectively when asked. Examples in Clinical Areas: Use of SBAR, RBAC, ARCC, Effective Patient Report/Handoff.

**Customer Focus:** Create a memorable and positive customer/patient experience. Build customer and patient confidence. Commit to increasing customer and patient satisfaction. Set achievable customer expectations. Assume responsibility for solving customer problems. Ensure commitments to customer are met. Solicits opinions and ideas from customers. Contribute improvement ideas.

**Quality/Safety:** Be attentive to detail and accuracy. Commit to excellence. Monitor quality levels, identify root cause. Own/act on quality problems. Promote a culture of safety and mutual respect. Demonstrate consistent application of Safety First. Keep workplace clean and safe. Promote a respectful, inclusive clinical environment. Report care concerns and critical values immediately.

**Teamwork/Dependability:** Meet all team deadlines and responsibilities. Listen to others and value opinions. Helps team leader to meet goals. Welcome newcomers and promotes a team atmosphere. Meets commitments. Work independently. Accept accountability. Handle change. Set personal standards. Stay focused under pressure. Meet attendance/punctuality requirements. In the patient care areas: Coordinate the delivery and documentation of safe quality patient care that promotes the professional care delivery model. Promote diverse and inclusive interdisciplinary communication methods (interdisciplinary rounds, case review, etc); completion of timely documentation and promotion of a respectful, inclusive clinical environment. Engage in improvement activities that support enhancement in patient centered care and workflow

**ROLE SPECIFIC COMPETENCIES, RESPONSIBILITIES, ROLES, AND FUNCTIONS:** A set of competencies and functions that define the job's reason for existence and the competencies needed to perform the job. Not to be confused with core competencies. 3-8 role specific competencies and add supporting functions/responsibilities. Provide the normal percentage of time spent on each major responsibility.

% of Time Spent  
Total 100%

1 . Supervising / Managing

70%

- Responsible for day to day pharmacy operations for the entire retail operation which could include :
  - Inventory management
  - Complete P&L responsibility
  - Retail pharmacy technology
  - Meds to beds program
  - Retail 340b contracts
  - Specialty Pharmacy
  - Compliance and accreditation requirements
  - Managed care contracts
  - Clinical programs
- Understand competitive landscape and market, develop plans to off-set competitive intrusion, identify potential acquisitions and grow overall market share. Leverage synergies between the Pharmacy and other departments.
- Trains/instruct (or delegates responsibility thereof) pharmacy personnel on their required duties upon hire or modification of programs and systems.
- Manage pharmacy operations in order to maintain patient safety by following policies, standards and workflow expectations in order to ensure quality outcomes and delivering high levels of customer satisfaction
- Supervise pharmacy managers in the performance of their duties.
- Provide distributive services during pharmacists' vacations, illnesses, LOAs, etc, as well as, during short-staffed periods resulting from resignations and/or volume increases.
- Counsel or takes disciplinary action as necessary when pharmacy personnel violate established policies, procedures, rules, regulation or accepted standards.

<ul style="list-style-type: none"> <li>• Assist the Manager/Director of Pharmacy in writing and implementing department and system policies and procedures pertaining to drug distribution, use and control.</li> <li>• Help manager establish work schedules to provide sufficient personnel to meet the needs of the facility (as approved by WellStar's Senior Management and Board through the budgetary process).</li> <li>• Ensure the dispensing of controlled substances (DEA C<sub>II</sub> – C<sub>V</sub>) are properly monitored and documented. Investigates and reports substitutive variations to appropriate personnel.</li> <li>• Interview/hires personnel as required.</li> <li>• Assist Managers and leadership in preparing the annual operating and capital budgets.</li> <li>• .</li> <li>• .</li> <li>• Participate in prescription record audits requested by management, internal audit, third party payors, etc.</li> <li>• Supervise the drug purchasing program to include negotiating rebate contracts, GPO contracts, 340b contracts Assumes other responsibilities as required to maintain high quality pharmacy services.</li> <li>• Negotiate with vendors and external partners to create additional value for the retail network</li> <li>• Develop new programs and develop personnel and sites to serve as pilot sites to advance the retail pharmacy network.</li> <li>• Be involved in the community and various professional organizations to promote Wellstar retail pharmacy network and increase scope of practice for the profession.</li> <li>• Ensure all pharmacies are operating according to company and legal standards through regular documented store visits.</li> <li>• This position will interface with the Board of Pharmacy, DEA, FDA, CMS, TJC, Georgia Board of Pharmacy and other state and Federal Agencies ad should always maintain the pharmacy network at a state of readiness for inspections and accreditation.</li> </ul>	
<p>2. People Development</p> <ul style="list-style-type: none"> <li>• Must complete midyear and annual performance reviews in the WellStar system on all direct reports.</li> <li>• Develop direct reports to independently operate and make sound business decisions.</li> <li>• Provide mentorship to student interns and develop advanced clinical/administrative practice programs in collaboration with Schools of Pharmacy or pharmacy organizations.</li> <li>• Coaching, Recruiting, Performance Management</li> <li>• Recruit, coach and develop a team of skilled world class pharmacy managers to meet and exceed company expectations.</li> <li>• Identify succession candidates for promoted positions.</li> <li>• Develop and support college relations in order to improve our pharmacist talent pool and keep abreast of new developments in pharmacy. Lead pharmacy teams through goal setting process and provide regular performance feedback. Provide oversight of Undergrad and Graduate Intern Program.</li> </ul>	30%
<p><b>Trust/Engagement</b> (Mandatory Content)</p> <ol style="list-style-type: none"> <li>a. Builds a culture of trust and engagement as reflected in the Great Place to Work Trust Index Survey at a direct report, workgroup and hospital/entity level.</li> <li>b. Holds leaders accountable for behaviors that create trust and engagement.</li> <li>c. Performs all duties and responsibilities of this position in a manner that reflects the values of WellStar.</li> <li>d. Maintains and strengthens relationships with physicians and assures their involvement in developing systems to assure the growth of the service and the cost effective delivery of quality patient care in a manner that fosters patient and employee satisfaction.</li> </ol>	
<p><b>Results Oriented Leadership</b> (Mandatory Content)</p> <ol style="list-style-type: none"> <li>a. Sets challenging and productive goals for team.</li> <li>b. Holds team accountable for actions while providing leadership and motivation.</li> <li>c. Provides resources and support,</li> <li>d. Uses checkpoints and data to track progress, setting up system and processes to measure results.</li> </ol>	

**Collaboration and Partnership** (Mandatory Content)

- a. Works collaboratively and as a team member with hospital leadership. Partners with Human Resources to achieve desired organizational culture, staffing and workforce metrics.
- b. Fosters positive working relationships between staff and physicians across the Health System.
- c. Fosters a culture that focuses on patient satisfaction, safety, customer service, staff participation, collaboration, motivation, and effective communication.

Printed Name: \_\_\_\_\_ Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Employee ID Number: \_\_\_\_\_

The employee's signature documents the opportunity to review and clarify the information outlined above.

Job Description	
Original Creation Date	9/23/2014
Revision Dates	05/2015 ; 11/01/2019
Final Approver(s)	Doshi Snehal, VP Pharmacy
Date Approved	11/4/2019
Education Requirement	BS degree in Pharmacy
Certification Requirements	(no minimum certification required)
License Requirements	
Evidence-based Practice References	
<i>This job description replaces all previous job descriptions for the same job code/job title.</i>	