Eastern Health

POSITION DESCRIPTION

Position Title:	Senior Pharmacist Medication Management at Transitions of Care (MMToC) Stewardship
Award Classification:	Pharmacist Grade 3 / Pharmacist Grade 4
Award / Agreement Name:	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Position reports to:	Associate Program Director of Pharmacy – Quality Use of Medicine & Angliss, Peter James, Wantirna

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.

1. POSITION PURPOSE

The Senior Pharmacist Medication Management at Transitions of Care (MMToC) Stewardship leads the implementation, monitoring and continuous improvement of MMToC stewardship across Eastern Health. The position provides senior clinical and strategic pharmacy leadership to promote safe, effective and consistent medication management across transitions of care and support compliance with the National Safety and Quality Health Service Accreditation Standards and the Medication Management at Transitions of Care Stewardship Framework. The position coordinates the MMToC Stewardship Committee, supporting effective governance, quality improvement, performance monitoring and reporting to the Medication Management Clinical Risk Governance Committee (MM CRGC).

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Lead the implementation and coordination of Medication Management at Transitions of Care (MMToC) Stewardship across Eastern Health, aligned with governance frameworks, policies, standards and quality improvement priorities.
- Develop, implement and evaluate risk stratification processes to identify patients at high risk of medication-related harm during transitions of care and prioritise stewardship interventions.
- Facilitate effective medication-related communication and clinical handover between hospital, primary care, community pharmacy and aged care providers to support continuity of medication management.
- Lead the development and implementation of discharge medication management models of care, including referral pathways for HMR and other appropriate community or aged care follow-up services.
- Provide expert advice to clinicians on medication management at transitions of care, including medication reconciliation, discharge planning, communication, medicines information and post-discharge follow-up.
- Develop, review and implement policies, procedures, guidelines and resources to support safe, consistent and evidence-based medication management across transitions of care.
- Establish, monitor and evaluate MMToC stewardship performance indicators, audits and outcome measures to identify risks, trends, variation and opportunities for improvement.
- Analyse and report MMToC stewardship performance, risks, outcomes and improvement initiatives to the MMToC Stewardship Committee and Medication Management Clinical Risk Governance Committee.
- Provide education, feedback and capability building for multidisciplinary clinicians using audit findings, case reviews and stewardship outcomes to improve medication safety and transitions of care practices.
- Lead and evaluate quality improvement initiatives addressing identified medication management risks, system gaps and unwarranted variation across transitions of care.
- Provide secretarial support to and coordinate the governance functions of the MMToC Stewardship Committee, including agenda preparation, meeting papers, minutes, action tracking and implementation of the Committee's improvement initiatives.
- Support the MMToC Stewardship Committee to establish priorities, review emerging risks and coordinate implementation of agreed improvement strategies across Eastern Health.
- Engage relevant internal and external stakeholders to support implementation, standardisation and continuous improvement of MMToC stewardship practices across Eastern Health.
- Incorporate patient, carer and consumer perspectives into the development and evaluation of MMToC processes and improvement initiatives, where appropriate.
- Provide pharmacy input into the design and optimisation of digital systems, workflows and tools supporting safe medication management at transitions of care.
- Lead pharmacy preparation and response to accreditation requirements relating to MMToC
- Develop and contribute to quality improvement and practice-based research relevant to MMToC stewardship, including evaluation, dissemination through presentations and publications.
- Supervise, mentor and performance manage pharmacy staff rostered to relevant MMToC stewardship activities.
- Assist the APD to conduct staff performance appraisals and provide feedback regarding staff performance.
- Ensure relevant pharmacy staff compliance with organisation policies, procedures and guidelines.

- Participate in weekend, public holiday, late-shift and on-call rosters as required.
- Carry out other duties requested by Associate Program Director of Pharmacy or delegate as required.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of

employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.
Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.
Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____ Date: ____/____/____
Manager

INCUMBENT STATEMENT
I _____(Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: ____/____/____

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 1

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KEY SELECTION CRITERIA

Essential:

- Registered or eligible for registration as a Pharmacist with the Australian Health Practitioner Regulation Agency (AHPRA)
- Sound knowledge and understanding of all relevant aspects of hospital pharmacy, with demonstrated ability to practise in accordance with Advanced Pharmacy Australia (AdPha) Guidelines
- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Pharmacy Board of Australia, other relevant professional bodies and Eastern Health policies, standards and practice guidelines
- Understanding of National Safety and Quality Health Service Standards and relevant accreditation standards
- High-level communication, written and verbal, with demonstrated high-level interpersonal skills when working with consumers, their families and health care professionals
- Demonstrated commitment to optimum patient-focused care, medication safety and professional practice
- Developed staff supervision and interpersonal skills, with the ability to facilitate open discussion, negotiate and resolve conflict
- Demonstrated ability to perform under pressure, meet time constraints, determine work priorities and maintain a high level of organisational skills
- Demonstrated leadership, negotiation, critical thinking and decision-making skills
- Demonstrated ability to lead and implement change and quality improvement activities in complex healthcare environments
- Demonstrated ability to work collaboratively as part of a team, build effective relationships and work in partnership with internal and external stakeholders
- Commitment to participate in personal and departmental ongoing professional development, continuing education and peer review. Presentation/poster presented at an AdPha or equivalent conference
- Proficient computer and data management skills, including a minimum of intermediate knowledge of Microsoft Office programs
- Current Victorian driver's licence
- Minimum 5 years post-registration for Grade 3 (or 10 years for Grade 4)
- For Grade 4 classification, meets the Hospital Pharmacists Grade 4 reclassification criteria

Desirable:

- Experience in Medication Management at Transitions of Care (MMToC) stewardship service development or delivery, particularly experience in medication safety, quality improvement or transitions of care initiatives (*highly desirable*)
- Completion of Stage 3 Advancing Practice credentialing or ANZCAP Consultant level recognition or equivalent Board of Pharmacy Specialties Certification (*highly desirable*)
- Relevant postgraduate qualifications such as Master of Clinical Pharmacy or equivalent (*highly desirable*)
- Knowledge and skills in computing systems relevant to hospital pharmacy and therapeutics
- Experience in team management, business case development and a working understanding of change management and budget management
- Experience in developing, implementing or evaluating clinical governance, medication safety or quality improvement initiatives

- Involvement in undergraduate (i.e. student placement) and postgraduate clinical education
- Recent ClinCAT completed to a specified satisfactory level; AdPha ClinCAT-trained accredited evaluator
- Experience with Merlin dispensing program and the Victorian Health Incident Management System (VHIMS)
- Active participation in the affairs of relevant professional associations, which may include membership of a Special Interest Group, Specialty Practice Leadership Committee or similar relevant to portfolio
- Exhibits and role-models behaviour which reflects the Eastern Health values