Clinical Informatics Pharmacist

Job Title: Clinical Informatics Pharmacist
Reports to: Chief Operating Officer
FLSA Status: Full-Time, Exempt

Summary
The Clinical Informatics Pharmacist will oversee and direct the development and implementation of multi-year electronic prescribing and medication management support strategies and initiatives for Arizona Health-e Connection (AzHeC). The e-prescribing initiative will be focused on improve e-prescribing rates in Arizona through education, outreach and technical assistance. The medication management support strategies will ensure that AzHeC’s HIE products and services are responsive to and support the medication management-related analytic and reporting needs of AzHeC HIE participants. These strategies and initiatives will support AzHeC efforts to improve the quality of patient care and patient safety, drive associated participant and AzHeC revenues, and enhance provider-based quality programs.

This position will coordinate efforts with Arizona Health Care Containment System (AHCCCS, Arizona’s Medicaid agency) and their contracted health plans, AzHeC’s data management staff and key clinical representatives of HIE participating organizations. The responsibilities will generally include identifying and gathering relevant data, developing appropriate strategies to address the identified needs, identifying required vocabularies and data normalizations, and designing relevant analyses, reports and dashboards necessary to support HIE participant clinical and medication quality programs. This position will partner with internal and external stakeholders and vendors to ensure effective and efficient delivery and execution of approved e-prescribing and medication related initiatives. This position is based in Phoenix, Arizona.

Duties and Responsibilities

- Lead development and implementation of e-prescribing improvement strategies, including but not limited to outreach and education to promote e-prescribing adoption and use and development of related resources, technical and troubleshooting assistance to address key e-prescribing issues and data analytics to identify and prioritize target areas

- Provide strategic leadership and direction to AzHeC management in the identification of opportunities for medication related products and services, development of appropriate strategies and plans, and the execution of relevant strategies and objectives

- Coordinate the implementation and administration of objectives including short-range and long-range e-prescribing and medication management service plans; ensure the communication of operational and strategic plans to appropriate stakeholders, including senior staff, middle management, and external stakeholders
• Assist HIE participants in the review, evaluation, and/or development of their medication management programs to ensure that Network services provide the required data management services, support services and application functionality

• In cooperation with technical team, ensure that all aspects of the medication management and medication analytics services are operational, up-to-date and meet the requirements of HIE participants

• Coordinate with AzHeC data management staff regarding the design, development and delivery of clinical analytics and population health products and services ensuring that these meet participant expectation for support medication management activities

• Develop and implement mechanisms for data collection, information dissemination and report preparation intended for medical staff and clinical support personnel, related to e-prescribing and medication management activities

• Partner with internal and external analytics teams to monitor the utility and performance of AzHeC clinical quality and medication management products and services across all HIE participants; identify issues through analysis of data and evaluation of participant clinical, medication management, or business processes; provide consultation to internal and external stakeholders to address identified issues.

• Coordinate with AzHeC data management staff to oversee vendor commitments to ensure optimal execution and delivery of key performance metrics (e.g. clinical, service delivery, quality) and application functionality, related to e-prescribing activities and medication management services

• Assist with the establishment and work of any councils, committees and workgroups related to e-prescribing and/or medication management initiatives and strategies, to ensure related products and services meet participant and community requirements, are appropriate for their needs, are delivered in a timely basis, and provide effective and efficient solutions.

• Identify and implement industry best practices related to utilization of clinical, medication management, financial and operational data to optimize care delivery and provider operational performance

• Serve as organization representative to key internal and external constituents on issues related to e-prescribing, medication management, medication quality measurement and performance, and provider value based contracting requirements and programs

• Lead teams comprised of staff members, participants, and possibly subcontractors and vendors charged with evaluation, acquisition, implementation and delivery of e-prescribing and medication management products and/or services

• Recommend staff development, training and mentoring opportunities to enhance staff competencies as it relates to provider recruitment programs, goals and objectives

• Work collaboratively with other departments, key stakeholders and strategic partners to ensure that provider recruitment goals and objectives are successfully accomplished

• Perform other related duties as assigned

Qualifications
To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
**Education/Experience**

3-5 years of experience in hospital or related clinical pharmacy practice. 2+ years of experience in participating on teams charged with clinical quality improvement, care delivery improvement and/or clinical quality measurement and reporting. 2+ years’ experience related to e-prescribing and/or e-prescribing of controlled substances. Health Information Exchange (HIE) and Health Information Technology (HIT) implementation experience and knowledge preferred. Graduate of an ACPE accredited College of Pharmacy. Doctor of Pharmacy or other advanced degree highly preferred. Registered pharmacist in the State of Arizona or eligible for State licensure. Informatics certification preferred.

**Skills**

- Knowledge of contemporary hospital/clinical practice and service and understanding of general hospital operations.
- Knowledge of e-prescribing and EPCS technologies, processes, workflows and related solutions to drive improved e-prescribing utilization and related quality improvement
- Experience in development of clinical quality measurement programs and clinical quality education and coaching programs preferred
- Advanced program and project management skills and experience, including experience managing multiple, concurrent, high priority tasks, meeting timeframes and maintaining quality standards required
- Excellent interpersonal, communication and public relations skills, including the ability to relate to all levels of the user community and ability to prepare clear, comprehensive written reports and deliver engaging oral presentations required
- Experience leading teams; comfortable with a hands-on role and willing to do the essential tasks required to meet organizational goals
- Strong understanding of health information technology, health information exchange and EHR Meaningful Use preferred
- Ability to embrace change and adjust quickly to work demands and shifting priorities required
- Detail oriented, especially as it relates to time management, project management and external communications required
- Ability to work in a fast-paced environment and consistently meet strict deadlines required
- Familiarity with the Arizona healthcare provider landscape preferred
- Advanced knowledge of Microsoft Office toolset (Outlook, Word, Project, Excel and PowerPoint required, Visio) preferred
- Working knowledge of CRM tools preferred (Salesforce.com, Infusionsoft, NetSuite, etc.)
- Proven ability to work independently as well as ability to effectively work in a team environment and maintain strong working relationships required
- Ability to plan, organize, manage and prioritize multiple tasks and projects efficiently and effectively required

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This includes availability to work non-
regular hours as necessary, ability to periodically drive to and from clients, conferences and events, and limited travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. An employee must occasionally lift and/or move up to 20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.

Salary and Benefits
Salary offered will be commensurate with experience. Medical, dental and 403(b) benefits are available. No relocation assistance available.

AzHeC Overview
Arizona Health-e Connection (AzHeC) is a non-profit, public-private partnership that drives the adoption of health information technology (HIT) and advances the secure and private sharing of electronic health information exchange (HIE). Through statewide education, coordination and collaboration, AzHeC promotes the innovative use of HIT and HIE to achieve the Triple Aim of better care, better outcomes and lower costs. AzHeC operates The Network, Arizona’s statewide HIE that enables improvements in care coordination and quality by electronically linking health care organizations through a single connection, filling gaps in patient information across the state. The Network serves as a community data trustee and a network of networks that allows participants to save time and resources and create a more comprehensive patient record, providing the right information at the right time and place. For more information, visit www.azhec.org.

To Apply
To apply for this position, send your cover letter and resume to resumes@azhec.org. Please include subject line “Clinical Informatics Pharmacist.” No phone calls please. If contacted for an interview, additional requirements will include professional references.