

## Position Description

<b>Position:</b>	Clinical Pharmacist Facilitator
<b>Location:</b>	Queenstown
<b>FTE</b>	0.4
<b>Reports To:</b>	Clinical Team Leader
<b>Responsible For:</b>	Nil

### Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 300,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees and an advisory groups comprised of Maori, Community, and Clinical representatives.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

### Position Purpose

To provide direct clinical pharmacist facilitation services, focusing on the prescribing and utilisation of medicines and the utilisation of diagnostic services, to Primary Care. The facilitator will directly support prescribing and diagnostic test ordering within general practice, promote best practice pharmacotherapy, with the aims of reducing inappropriate polypharmacy and testing, improving medicine utilisation and safety, patient outcomes and delivering sustainable savings.

### Main Objectives

- To provide independent, evidence-based advice on pharmaceutical and laboratory testing issues to the nominated general practices with the purpose of encouraging and reinforcing positive changes in medicines/laboratory test utilisation. The main components of this role will be:
- To carry out individual patient clinical medicine reviews (medicines therapy assessments).
- Implementation of best practice guidelines.

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- To undertake continuous quality improvement (CQI) activities round particular pharmaceuticals or classes of pharmaceuticals or lab tests where use has been shown to be less than optimal, or where certain goals have been set regarding utilisation or medicine safety.
- Provision of evidence-based best practice medicines/'best tests' information to primary care practitioners. This includes objective assessment of a medicine's place in therapy, assisting with queries in relation to individual patients or researching wider topics.
- To improve patients' utilisation of prescribed medicines to enable patients to achieve optimal outcomes from their medicine.

### Relationships

**Reports to:** *Clinical Team Leader*

**Internal Relationships:** *Chief Executive  
Senior Management Team  
Regional Managers  
Long Term Conditions Team  
Practice Support Team  
Mental Health Team  
Administrative Team  
Other WellSouth staff*

**External Relationships:** *Primary Health Providers  
Accredited Providers*

### Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

### Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

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#### Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	PERFORMANCE INDICATORS
<p><b>Clinical Medicines Review</b></p> <ul style="list-style-type: none"> <li>▪ The provision of clinical medicine reviews (e.g. Medicines Therapy Assessment, Comprehensive Medicines Management), medicine reconciliation or similar.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of referrals for clinical medicine reviews being received.</li> <li>• Number of clinical medicine reviews completed.</li> <li>• Number of medicine reconciliations completed.</li> <li>• The change in biological markers indicating improved disease management, e.g.</li> <li>• Blood pressure (BP).</li> <li>• HbA1c</li> <li>• Extrapolation to a reduction in preventable events such as stroke, myocardial infarction, deterioration in renal function.</li> <li>• The recording of incidence when clinical medicine review provided cost savings, e.g.</li> <li>• Avoided hospital admissions or presentations to the hospital emergency department.</li> <li>• Delayed or avoided admission to age related residential care (ARRC).</li> <li>• Falls reduction.</li> <li>• Reduction in adverse events associated with prescribed medicines.</li> <li>• Acceptance rate of recommendations (by 6-monthly sample audit).</li> <li>• Average number of medicines prescribed, per age group, per practice.</li> <li>• Change in the total cost of medicines prescribed by the practices.</li> <li>• Patients' perceptions of the service.</li> <li>• The recording of patient stories that capture the humanistic aspects of the service.</li> <li>• Underutilisation of medicines.</li> </ul>

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<p><b>Medicines Information</b></p> <ul style="list-style-type: none"> <li>▪ Providing a source of objective, comparative and unbiased medicines information, relating to efficacy, side effects, interactions and contra-indications for existing and new pharmaceuticals to prescribers and other primary care staff.</li> <li>▪ Responding to general practitioner's requests for information about the use of medicines for particular patients.</li> <li>▪ Researching specific topics when appropriate, and producing and distributing a concise summary for distribution to primary care providers, aimed at increasing awareness of all primary care practitioners when appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of queries responded to.</li> <li>▪ Medicines information queries documented in a format appropriate to the practice environment, e.g. in the practice management system.</li> </ul>
<p><b>Best Practice Meetings</b></p> <ul style="list-style-type: none"> <li>▪ Interpreting pharmacy and laboratory data analyses reports and discussing them your nominated GPs individually or at peer review group meetings to alter prescribing behaviour towards best practice.</li> <li>▪ Working with primary care practitioners to improve awareness and implementation of national or local guidelines (pharmaceuticals and laboratory tests).</li> </ul>	<ul style="list-style-type: none"> <li>• Number of best practice meetings facilitated.</li> </ul>
<p><b>Continuous quality improvement (CQI)</b></p> <ul style="list-style-type: none"> <li>▪ Organising CQI (from conception to completion) around particular pharmaceuticals or classes of pharmaceuticals where use has been shown to be less than optimal or even inappropriate, or where certain goals have been set regarding utilisation.</li> <li>▪ Support general practice to complete CQIs of regional priority or importance.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of CQI activities completed.</li> <li>▪ CQI reports are available.</li> </ul>

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<p><b>Provision of continuing professional development.</b></p> <ul style="list-style-type: none"> <li>▪ Facilitating, or contributing in other ways to the continuing professional development of primary care practitioners in consultation with the Long Term Conditions team, Clinical Advisor and relevant professional bodies. This will include engaging with general practitioners, nurses and pharmacists, and other primary and community health care practitioners.</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Adhere to all WellSouth policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ All WellSouth policies and procedures are adhered to</li> </ul>
<ul style="list-style-type: none"> <li>▪ Establish and maintain effective communication between WellSouth and external agencies and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>▪ Liaison, co-operation, and communication are effective, leading to the development of formal and informal networks with relevant external agencies and community groups</li> </ul>
<ul style="list-style-type: none"> <li>▪ Undertake on-going personal and team professional development, including the participation in educational and training programmes (both internal and external)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of professional development</li> <li>▪ Personal and professional growth is pursued, encouraged and assisted in others</li> </ul>

### Person Specification

	<b>Essential</b>	<b>Desirable</b>
<p><b>Treaty of Waitangi Responsiveness</b> (cultural safety)</p>	<ul style="list-style-type: none"> <li>▪ Demonstrates the ability to include cultural safety of the health consumer when relating to care and processes within the Service. Demonstrates ability to apply the Treaty of Waitangi within the Service.</li> </ul>	
<p><b>Qualifications</b> (eg, tertiary, professional)</p>	<ul style="list-style-type: none"> <li>• Registered as a Pharmacist with the Pharmacy Council of New Zealand holding a valid Annual Practising Certificate (APC) with no restrictions.</li> <li>• Holds a relevant clinical post-graduate qualification, is working towards this, or has work experience sufficient to demonstrate general pharmaceutical knowledge in core areas and/or specialist</li> </ul>	<ul style="list-style-type: none"> <li>• Holds a post-graduate clinical pharmacy qualification.</li> <li>• Holds Medicines Therapy Assessment (MTA) or equivalent accreditation.</li> <li>•</li> </ul>

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	<p>pharmaceutical knowledge in management of long term conditions.</p> <ul style="list-style-type: none"> <li>• Current Driver's Licence.</li> </ul>	
<p><b>Professional Experience</b></p>	<p>Demonstrates the ability in the following aspects of clinical practice:</p> <ul style="list-style-type: none"> <li>• Promotion of the quality use of medicines.</li> <li>• Medicine review services, e.g. Medicines Therapy Assessment, Comprehensive Medicines Management or similar.</li> <li>• Research, interpretation and provision of medicine information.</li> <li>• Continuous quality improvement activities.</li> <li>• Experience and ability to build, develop, and maintain professional relationships within the health sector.</li> <li>• Excellent oral and written communication skills.</li> <li>• Excellent organisational skills.</li> <li>• An ability to practice innovatively and to develop the role in line with WellSouth's evolving strategic direction.</li> </ul>	<ul style="list-style-type: none"> <li>• Member or associate of the New Zealand College of Pharmacists'.</li> <li>• Member of the New Zealand Hospital Pharmacists' Association (NZHPA) and/or Clinical Advisory Pharmacists' Association (CAPA).</li> <li>• A good understanding of primary care and the primary health care sector, including knowledge of general practice systems and processes.</li> <li>• Knowledge of the major health issues confronting the Southern Region.</li> <li>• Knowledge of relevant Government health strategies especially the Primary Care Health Strategy.</li> </ul>
<p><b>Business / Technical Skills</b> (e.g., computing, negotiating, leadership, project management)</p>	<p>Analytical skills – includes data analysis, spreadsheet manipulation, ability to set up and analyse a technical report. . Ability to read, analyse and explain clinical papers. Working competency in the use of WORD and Excel.</p>	<ul style="list-style-type: none"> <li>▪ Evidence of management experience and skills.</li> <li>▪ Experience in change management.</li> <li>▪ Project management experience.</li> <li>▪ Competency as a user of the MedTech, My Practice, Profile or Houston practice management systems.</li> </ul>