PHARMACY CLINICAL COORDINATOR'S HANDBOOK

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Dedication

This book is dedicated to all of the pharmacy clinical coordinators who have worked tirelessly to develop and provide high-quality pharmacy services. Keep up the great work and strive for your best.

Thank you to my extremely supportive husband, Stephen, and my caring and loving children, Audrey, Madison, and Sloane. You encourage me and inspire me to be the best that I can.

Thank you to ASHP for providing so many opportunities for leadership and to advance our profession to provide the best care possible for our patients. All patients deserve a pharmacist as part of their care, and we need to continue to demonstrate our ability to impact patient care and advocate for our involvement.

Lynn Eschenbacher

Table of Contents

Contributors x

Preface x

List of Tables and Figures .....

1 - Getting Started .....
Noelle R. M. Chapman, PharmD, BCPS, FASHP

2 - Building and Leveraging Key Relationships .....
Scott Knoer, PharmD, MS, FASHP; Sam Calabrese, BS Pharm, MBA

3 - P&T Committee, Formulary Management Basics, and Medication-Use Evaluations .....
Bob Lobo, PharmD; Mark Sullivan, PharmD

4 - Finance: Focusing on the Bottom Line .....
Robert P. Granko, PharmD, MBA

5 - Medication Safety Essentials for the Clinical Coordinator .....
Lynn Eschenbacher, PharmD, MBA, FASHP

6 - Accreditation, Medication Management, and the Clinical Coordinator .....
Trista Pfeiffenberger, PharmD, MS

7 - Human Resources and People Management .....
Jennifer Burnette, PharmD

8 - Staff Development: 10 Factors to Guide Performance .....
Jean Douglas, PharmD

9 - Development and Assessment of Competency .....
Lynn Eschenbacher, PharmD, MBA, FASHP; Rhonda Zillmer, PharmD

10 - Strategic Planning and Project Management .....
Jennifer M. Schultz, PharmD, FASHP

11 - Implementing New Clinical Pharmacy Programs—Step-by-Step .....
Jenna Huggins, PharmD, BCPS-AQ Cardiology; Laurimay Laroco, PharmD

12 - Programs That Work: Clinical Pharmacy Services 101 .....
Carrie A. Berge, PharmD, MS; Steven S. Carlisle, PharmD, BCPS

13 - Evaluation and Monitoring of Clinical Interventions .....
Kate M. Schaafsma, PharmD

14 - Leadership from the Clinical Coordinator's Perspective .....
David Hager, PharmD, BCPS

15 - Incorporating Students and Residents into It All .....
Antonia Zapantis, PharmD, MS, BCPS

16 - Putting It All Together: The Effective Clinical Coordinator .....
Lynn Eschenbacher, PharmD, MBA, FASHP

Index x

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Preface

The pharmacy clinical coordinator is a valuable member of the healthcare team. If you are an experienced clinical coordinator, this book will help enhance your practice. If you are just starting on your journey as a pharmacy clinical coordinator, this book can be your step-by-step guide to succeeding in this essential and demanding position. There is much to learn and master to be an effective and high-performing pharmacy clinical coordinator. First, *clinical* is just the start. You have discovered, or soon will discover, that you are also a coach, mentor, innovator, visionary, and an expert in human resources, operations, logistics, finance, safety, and risk management. Use this book to help you generate the ideas you will need as a pharmacy leader to impact your staff's lives in a positive way and ensure optimal patient care outcomes.

The *Pharmacy Clinical Coordinator's Handbook* will be your guide for practical tools and tips on just about everything related to being a pharmacy clinical coordinator or clinical manager. We have brought together top experts from our profession to provide you with real-life, practical information. The tone of the book is conversational, as if you had one of these experts sitting right with you all the time providing knowledge and expertise just for you. We hope this book will be the go-to resource for coordinators or managers who want to take their practice to the next level and make a difference in healthcare and patient care.

Have you ever asked these questions as a clinical coordinator?

- Who should I get to know in my organization so that if I need something I have already developed that relationship?
- How does pharmacy provide value to the healthcare team?
- How do I build my team and inspire them to achieve high-quality outcomes for patient care?
- What can I do to advance practice?
- There is so much to do. Where do I start, and how do I even know what to do?
- I have been a coordinator for many years. Is there more that I can do?

We have provided answers to all of these questions and many more. The book includes many charts, checklists, protocols, processes, diagrams, references, and websites for you to generate ideas on how you can improve what you are doing and how you can impact your team.

Enjoy what you do as a clinical coordinator or clinical manager. You are in a position in which you can positively impact the lives of your staff as well as the patients that you serve. Being in middle management can be tough, but if you have a clear vision and strategy and set clear expectations for your team members and hold them accountable, you can achieve anything!

> If your actions inspire others to dream more, learn more, do more and become more, you are a leader.
>
> —*John Quincy Adams*

> I shall pass this way but once; any good that I can do or any kindness I can show to any human being; let me do it now. Let me not defer nor neglect it, for I shall not pass this way again.
>
> —*Stephen Grellet, Quaker Missionary*

These two quotes will help you remember the great power that you have as a clinical coordinator to do your best and to lead others to do their best. Our patients count on us as pharmacists to touch their lives in such a way that they either stay healthy or get better as a result of our involvement.

Go forward, and do great things for yourself, your employees, and your patients.

Lynn Eschenbacher

List of Tables and Figures

Chapter 1. Getting Started
Figure 1-1. Delegation Flow Chart
Figure 1-2. Idealized Time Balance Chart
Figure 1-3. Realistic Time Balance Chart
Table 1-1. Skill Assessment Chart

Chapter 2. Building and Leveraging Key Relationships
Table 2-1. Empowering and Disempowering Words

Chapter 3. P&T Committee, Formulary Management Basics, and Medication-Use Evaluations
Figure 3-1. Sample P&T Committee Meeting Agenda
Figure 3-2. Sample SBAR
Figure 3-3. Sample Charter
Figure 3-4. Sample Nonformulary Request Form
Figure 3-5. Sample Format P&T Committee Formulary Monograph
Figure 3-6. Process for Handling Nonformulary Drug Requests
Figure 3-7. SAFE Tool
Figure 3-8. SAFE Tool Scoring System
Figure 3-9. Example of MUE Ideas Submitted To P&T Committee
Figure 3-10. MUE Presentation Template

Chapter 4. Finance: Focusing on the Bottom Line
Figure 4-1. Sample Typical Budget Schedule
Figure 4-2. Common Internal Benchmarking Productivity Monitoring Ratios

Chapter 5. Medication Safety Essentials for the Clinical Coordinator
Figure 5-1. IRS Document Template
Figure 5-2. ISMP Quarterly Action Agenda
Figure 5-3. ISMP Self-Assessment
Figure 5-4. Joint Commission Sentinel Event Gap Analysis

Chapter 6. Accreditation, Medication Management, and the Clinical Coordinator
Figure 6-1. Medication Management Checklist for Sweeps
Appendix 6-A. Medication Areas Inspection Form
Appendix 6-B. Medication Management Mock Survey Tracer

Chapter 7. Human Resources and People Management
Figure 7-1. Your Style Under Stress Test
Figure 7-2. Score Sheet for Style Under Stress Assessment
Figure 7-3. 10-Minute Daily Huddles
Figure 7-4. Weekly Huddle Communications
Figure 7-5. How Do You Like to Be Recognized?

Chapter 8. Staff Development: 10 Factors to Guide Performance
Figure 8-1. Ten Performance Factors
Figure 8-2. Basic Career Options for Pharmacists
Table 8-1. Clinical Pharmacist Major Work Activities in an Integrated Practice Model
Table 8-2. Example of Writing a Goal with Specific Steps to Achieve an MWA
Table 8-3. Summary of Lencioni's Five Dysfunctions of a Team

Chapter 9. Development and Assessment of Competency
Figure 9-1. Balance Scorecard
Figure 9-2. Educational Plan
Figure 9-3. Sample Questions for an Educational Needs Assessment
Figure 9-4. Pharmacokinetic Questions
Figure 9-5. What Would You Do?
Figure 9-6. Observational/Side-by-Side Assessment Example
Figure 9-7. Annual Competency Checklist example
Figure 9-8. Demonstration of Skills Assessment Checklist

Chapter 10. Strategic Planning and Project Management
Figure 10-1. Sample Charter
Figure 10-2. Initiative Review Session Form
Figure 10-3 Performance Improvement Project Planning Form
Table 10-1. Environmental Assessment
Table 10-2. Organization Strategic Plan
Table 10-3. Pharmacy Department Strategic Plan 2014–2016
Table 10-4. Pharmacy Project List Year
Table 10-5. Characteristics of Our Leaders
Table 10-6. A Chair's How-To-Guide
Table 10-7. Project Team Roles and Responsibilities

Chapter 11. Implementing New Clinical Pharmacy Programs—Step by Step
Figure 11-1. Overall Flow Diagram in the Creation of a New Pharmacy Service
Figure 11-2. Sample Benchmarking Checklist
Figure 11-3. Example SWOT Analysis for Code Blue Response
Figure 11-4. Elements of the Layout of a Business/New Pharmacy Service Plan
Figure 11-5. Hard Versus Soft Savings (Cost Avoidance)

Figure 11-6. Financial Planning
Figure 11-7. Communication Checklist of New Pharmacy Service

Chapter 12. Programs That Work: Clinical Pharmacy Services 101
Table 12-1. Checklist for Creation of a TDM Program
Table 12-2. Examples of TDM Information and Decision Support Resources
Table 12-3. Recommended External Sites for Anticoagulation Service Resources
Table 12-4. Resource and Toolkits for Transitions of Care

Chapter 13. Evaluation and Monitoring of Clinical Interventions
Figure 13-1. 5W2H Problem Definition Tool —Example: Completing Medication Reconciliation
Figure 13-2. Process Map Development
Figure 13-3. Process Map Development—Example: Pharmacist Warfarin Dosing
Figure 13-4. SIPOC Diagram
Figure 13-5. SIPOC Diagram—Example: Process a Medication Order
Figure 13-6. Examples of Pharmacist-Driven Clinical Interventions to Create Value
Figure 13-7. Stakeholder Analysis Template—Example: Pharmacist Discharge Reconciliation
Figure 13-8. Value Proposition Example—Medication Reconciliation
Figure 13-9. Pareto Analysis—Incomplete Intravenous to Oral Conversions
Figure 13-10. Histogram—Type of Medication Errors
Figure 13-11. Control Chart—Average Discharge Prescription Capture per Week
Figure 13-12. Clinical Intervention Monitoring Scorecard
Table 13-1. Work Measurement Table
Table 13-2. Clinical Intervention Measurements—Example: Code Response
Table 13-3. Data Collection Plan—Medication Reconciliation
Table 13-4. Control Plan— Example: Medication Reconciliation

Chapter 14. Leadership from the Clinical Coordinator's Perspective
Figure 14-1. Evolution of Priorities Through a Career
Figure 14-2. Kotter's Eight-Step Change Management Process
Figure 14-3. DiSC Assessment Model
Table 14-1. How to Determine Priorities
Table 14-2. Time Study for Coordinators Form
Table 14-3. Distinguishing Self-Promotion from Selfless Promotion

Chapter 15. Incorporating Students and Residents into It All
Table 15-1.Types of Services
Table 15-2. By-products of Pharmacy Extenders
Table 15-3. Topics to Cover During Orientation
Table 15-4. Mapping Goals to Learning Activities
Figure 15-1. Layers of Learning with Respective Goals

Appendix 15-1. Sample Yearly Schedule
Appendix 15-2. Sample APPE Calendar

Chapter 16. Putting It All Together: The Effective Clinical Coordinator
n/a