**POSITION TITLE:** SAFEMED Community Health Worker Pharmacy Technician

**JOB SUMMARY:**

Responsible for assisting the SAFEMED Pharmacist Leader in implementing the plan of care for participants in the SAFEMED program and functioning in a technical role in providing high quality patient care that extends beyond the doors of the hospital. Specifically, the SafeMed Community Health Worker Pharmacy Technician will serve as an integral member of the Project SAFEMED care team responsible for assisting in community health activities, including but not limited to: discharge medication reconciliation, comprehensive medication therapy management review, and disease management for discharged patients, and small group patient education workshops to assist participants in safe medication use. Under supervision and direction, performs a variety of technical duties related to preparing and dispensing drugs in accordance with standard procedures and techniques. Assists with scheduling of post-discharge follow-up visits in patient’s home and patient participation in SafeMed Support Sessions. Conducts post-discharge follow-up visits in patient’s home in collaboration with SAFEMED Medical Outreach Worker (LPN/MA/Health Coach) and regular telephone outreach to assess for changes in medication regimens. Conducts and documents regular telephone outreach according to the project procedures to assess for and report early signs or symptoms of chronic disease exacerbation following discharge to the Pharmacist Leaders. Participates in community-based health screenings and educational workshops to assist participants in safe medication use. Assists SafeMed Pharmacist Leader with documentation and billing for Medication Therapy Management Services. Models appropriate behavior as exemplified in the Mission, Vision and Values of the program.

**EDUCATION/TRAINING REQUIRED**:

* Must be a Certified Pharmacy Technician (CPhT).
* State Board of Pharmacy registration required within 90 days of hire.
* Must have valid TN Driver’s License and proof of insurance
* Must have a car in working order and willingness to travel to patient’s home

**RELEVANT EXPERIENCE REQUIRED**:

* Mathematical skills to perform pharmaceutical calculations which include adding, subtraction, multiplication, and division of whole numbers, common fractions, and decimals; computes rate, ratios, and percents.
* Ability to speak and communicate effectively with patients, associates, and other health professionals.
* Must be competent in the use of pharmacy based computer systems, as well as Microsoft Office program or programs (Word, Excel, PowerPoint), data entry in software, e.g., and mechanisms for digital imaging in telemedicine
* Knowledgeable of medical terminology, drug nomenclature, symbols and abbreviations associated with pharmacy practice.

**PATIENT GROUPS SERVED**

Neonates (0-28 days)  Children (2-12 years)  Adults (18-64 years)  All Patient Groups

Infants (29 days – 23 months)  Adolescents (13-17 years)  Geriatrics (65 years and older)  N/A

**PHYSICAL DEMANDS/CONDITIONS:**

* The physical activities of this position may include climbing, pushing, standing, hearing, walking, reaching, grasping, kneeling, stooping, and repetitive motion.
* Must have good balance and coordination.
* The physical requirements of this position are: medium work - exerting up to 50 lbs. of force occasionally and/or up to 25 lbs. of force frequently.
* Required to have close visual acuity including color, depth perception, and field of vision to perform an activity, such as assessing patients, preparing and analyzing data and figures; transcribing; viewing a computer terminal; or extensive reading.
* Frequent invasive and non-invasive patient contact.
* Exposure to patient body fluids as well as exposure to hazardous or poisonous materials.
* Ability to drive a car
* Ability to react quickly to emergency situations.

**INTERNAL CONTACTS:**

* Regular contact with the nursing, physician, and pharmacy staff, and physician office personnel.

**EXTERNAL CONTACTS:**

* Frequent contact with patients, patient family members, and visitors.
* Occasional contact with physician office personnel and representatives from community agencies.

**SUPERVISION PROVIDED BY THIS POSITION TITLE:**

* There are no supervisory or lead responsibilities assigned to this job.

**STATEMENT OF NON-INCLUSIVITY:**

* This job description is not to be construed as a complete listing of the duties and responsibilities that may be given to any employee. The duties and responsibilities outlined in this position may be added to or changed when deemed appropriate and necessary by the person who is managerially responsible for this position.

**JOB FUNCTIONS – Community Health Worker Pharmacy Technician**

**1. Conducts follow-up home visits with Medical Outreach Worker**

**Standards:**

* Assists in scheduling home visits with patient and/or patient’s caregiver.
* Develops rapport with patients and/or patient’s caregiver.
* Assists in calling patients before visit as a reminder.
* Travels safely to and from patient’s home.
* Conducts and documents follow-up assessment of patient according to the program protocol and procedures.
* Provide follow-up assessment documentation to Pharmacist Leader.
* Contacts Pharmacist Leader immediately by telephone for emergent and emergency situations.

**Comments/Examples:**

1. **Assists with SafeMed Support Sessons**

**Standards:**

* Assists in scheduling patients for workshop.
* Assists in calling patients before workshop as a reminder.
* Checks-in patient at support session.
* Assist in data collection during workshops.

**Comments/Examples:**

1. **Assists Pharmacist Leader with Medication Therapy Management activities**

**Standards:**

* Is readily available and rapidly responds to patients by phone.
* Receives and triages information requests; researches and provides information within scope of responsibility, locates items, or refers inquiries to pharmacist leader.
* Performs technical duties related to related to documenting patient medication history and any patient reported problems with medication therapy in accordance with standard procedures and techniques.
* Schedules patients for Comprehensive Medication Review visit.
* Calls patient before Comprehensive Medication Review visit as a reminder.
* Provides professional, efficient and courteous service to patients.

**Comments/Examples:**

1. **Follows established procedures for medication safety, ensures compliance with regulatory requirements, quality standards, compliance activities, and policies and procedures.**

**Standards:**

* Maintains and promotes compliance with all regulatory requirements, reimbursement standards, organizational standards, and policies and procedures related to area of responsibility.
* Practices principles of patient safety by following policies and procedures developed to promote medication safety and practice standardization.
* Completes annual competency and testing requirements.
* Consistently achieves high standards of accuracy in work product and documentation.
* Practices universal precaution procedures and proper safety techniques in accordance with hospital and departmental policies and procedures. Immediately reports any safety issues to appropriate person.

**Comments/Examples:**

**5. Provides direct care in a safe manner.**

**Standards:**

* Documents medications accurately and within established timeframes on Electronic Data Form.
* Performs and documents activities and procedures within established timeframes.
* Performs CLIA-waived blood glucose, cholesterol/lipid monitoring, i.e., calibrates machine, completes procedures and monitors quality control on selected units.
* Takes blood pressure according to hospital policy

**Comments/Examples:**

**6. Evaluation of the plan of care on a continuous basis.**

**Standards:**

* Provide intensive outreach via home visits within 72 hours of discharge
* Provide monthly phone follow up
* Educates patient according to program protocol and procedures during the home visit to ensure the participant can recognize and report signs and symptoms of adverse drug events through recognition of worsening symptoms and calls the appropriate agency listed in the program procedures
* Provides adherence aids and adherence counseling
* Assists in scheduling visits with the pharmacist and primary care provider
* Provides routine screenings for cholesterol/lipids, blood pressure, HbA1c, and peak flow spirometry and preparation of a healthy meal in accordance with the program procedures.
* Documents the response of the patient and family to protocol activities delivered.
* Communicates observations to the Community Health Pharmacist and Advanced Practice Nurse Outreach Director for revision of the individual plan of care, in particular with urgent needs.
* Interacts with patient/family and patient care team members in order to contribute to the revision of the medication reconciliation process.
* Teaches and reinforces any new plan of care based on the medication plan of the Community Health Pharmacist in collaboration with the study physician.

**Comments/Examples:**

1. **Effectively communicates in writing and orally with patients/families and other health team members.**

**Standards:**

* Participates in establishing and maintaining a therapeutic relationship with patient and family.
* Written documentation is legible.
* Documentation includes data, interventions, and responses.
* Implements the teaching plan according to study protocol and documents responses.
* Effectively communicates to Community Health Pharmacist changes in patient status.
* Interacts with patient/family and patient care team members in order to contribute to the revision of the medication regimen.
* Teaches and reinforces any new medication regimen plan based on the plan of the Community Health Pharmacist in collaboration with the program physician
* Effectively communicates to pharmacy, nursing, and/or provider about changes in patient status