IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Specialist, Pharmacy	
Position Number	**Community**	**Division/Region**
48-17430	Yellowknife	Health Services/HQ

PURPOSE OF THE POSITION

The Territorial Specialist, Pharmacy is responsible for researching and recommending patient care quality standards related to pharmacy services for all age groups, from neonates to geriatrics. This position will collaborate with territorial and regional leadership to establish territorial initiatives that will impact pharmacy services.

The Territorial Specialist, Pharmacy will help guide best practices based on the shared vision of the Northwest Territories Health and Social Services Authority (NTHSSA). The incumbent will serve as the territorial lead to guide the pharmacy program and service delivery for all NTHSSA program areas that support medication management.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include the full range of primary, secondary and tertiary health services and social services, including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance

requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife and reporting directly to the Territorial Manager, Acute Care (TM AC), the Territorial Specialist, Pharmacy will provide the planning, coordinating, controlling, and evaluating of resources for the provision of pharmaceutical services throughout the NTHSSA. The incumbent supports regional pharmacy teams with maintaining and monitoring the procurement and distribution of medications and provides drug information and education within the NTHSSA. Such services, including select educational services, may be provided to NTHSSA regions, the TCSA and the HRHSSA.. The Territorial Specialist, Pharmacy will be called upon to address and resolve a variety of challenges on a daily basis. These can range from addressing client's complaints, providing briefing notes to the Director of Health Services, providing advice and direction to other Territorial Leads, Territorial Specialists, and Regional Managers, and representing the NTHSSA in meetings or conferences.

This position helps guide clinical practice based on the shared vision of the NTHSSA and will foster and sustain academic partnerships to advance professional practices and develop the territorial workforce. The Territorial Specialist, Pharmacy will role-model vigilance in ensuring the highest quality of care.

This position coordinates and leads the provision of Pharmacy services in accordance with The *NWT Pharmacy Act* and Bylaws, NTHSSA Policies and Procedures, and the Canadian Society of Hospital Pharmacists Standards of Practice to ensure safe, rational, and cost-effective drug therapy and education for patients and clients of the NTHSSA and surrounding areas. The Specialist is actively involved in developing NTHSSA policies, procedures, guidelines and quality assurance mechanisms for using and monitoring pharmaceuticals and biologicals.

The Specialist takes an active role in ensuring a high level of patient care for residents of the Northwest Territories, moving the NTHSSA Pharmacy toward its mission of providing safe, excellent, and culturally relevant health services while respecting patient dignity.

Understanding the impact of pharmaceutical services on territorial services, the Specialist, in collaboration with the regional Pharmacy Managers, will work to support the territorial hospitals, community health centres, primary care and public health in maintaining appropriate standards so that the best patient care can be delivered.

RESPONSIBILITIES

1. **Leads and implements quality-based Pharmacy Services to facilitate the best outcomes for patients/clients.**
   - Collaborates with the Director of Health Services and the TM AC to identify current and future delivery requirements in Pharmacy Services through consistent territory-wide program development.
   - Reports to the TM AC about program and service delivery, quality plans, outcomes, opportunities, risks, threats, and including but not limited to incidents affecting or potentially affecting the safety and/or well-being of Pharmacy clients/patients and/or staff, and the integrity of the NTHSSA.
   - In collaboration with the TM AC, regional and territorial managers recommend strategic initiatives and identify opportunities to sustain or improve health service delivery for review and consideration by the NTHSSA.
   - Leads the development of and implements a work plan for Pharmacy Services that aligns with the NTHSSA's strategic direction, policies and procedures for acute care, long term care, primary care, public health, community health centres, cancer care, and midwifery.
   - Works collaboratively with the NTHSSA leadership to contribute to developing and implementing performance indicators, measures for improvement, and reports on outputs and outcomes periodically as determined by the NTHSSA.
   - Collaborates with the TM AC to develop territorial procedures for Pharmacy services.
   - Communicate with the Director of Health Services, the TM AC and other members of the Clinical Integration and Corporate Support Services Teams (NTHSSA) to share program priorities and goals.
   - Collaborates with TM AC and other stakeholders to consistently deliver a quality pharmacy program across regions and jurisdictions.
   - Proactively works with regional and territorial staff to enhance the patient experience and to address concerns and complaints.
   - Collaborates with regional and territorial managers to implement standardization, consistency, and best practices.
   - Develop and implement quality plans for pharmacy program areas, with specific outcomes, measures, and regular reporting that align with the NTHSSA strategic direction.
   - Implements initiatives to measure and evaluate patient/client experience with the programs.
   - Establishes measures for improvement and evaluates the results achieved. Modify planning to improve results.
   - Ensures that staff are educated and supported to deliver quality care within their program areas and within the parameters of required standards/policies for each program area.

- Develop written territorial standards/policies/procedures to guide staff in the safe and effective implementation of Pharmacy Services and information systems; support regional teams with educating staff; and monitor staff adherence to NTHSSA policies/procedures.
- Communicates and collaborates with regions/HSSAs to ensure the effective coordination and development of programs between NTHSSA Territorial Operations and regions/HSSAs.
- Establishes and maintains ongoing communication and collaboration with NTHSSA regional managers, supervisors, Clinical Coordinators (CCs), medical and division heads, senior administrators/assistants, patients and families, and with external community resources and agencies.
- Supports and collaborates with medical practitioners in order to ensure appropriate and safe Pharmacy services.

2. Leads NTHSSA Accreditation Teams in the domain of Medication Management and Medication Management for Remote and Isolated Services

- Works collaboratively with the TM AC and TM Community Health Centre and Primary Care (CHC and PC) to implement program and policy updates to align with the Accreditation Canada Standards of Excellence.
- Communicates and ensures the integration of standards, policies and procedures for programs into day-to-day practice as they relate to the Accreditation Canada process.
- Supports the TM AC in establishing a quality management system for Pharmacy Services territorially.
- Works collaboratively with the Regional/Territorial Acute Care, Continuing Care, Public Health, Primary Care, and Community Health Centres to ensure team members receive an orientation and education on Accreditation Canada's Program and the Accreditation Process.
- Implements team action plans based on results of any work required to align with program standards and recommendations from onsite Accreditation Canada Surveys.
- Reports work plan progress to the TM AC, TM CHC and PC, and Regional/Territorial Quality and Client Experience Team.
- In collaboration with the TM AC, gathers data and information to track program indicators set by the NTHSSA leadership team.
- Promotes clients' and families' involvement in planning and service design, as well as quality and safety issues at the organization level, including quality improvement and client safety activities.
- Fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. Supports mutually beneficial partnerships between clients, families, and healthcare service providers.

- Collaborates with the TM AC, territorial, and regional management to standardize policies, procedures, metrics and program services.
- Functions as a role model for a client, patient, and family-focused care and for appropriate organizational conduct, ethical behaviour, values and principles.
- Collaborates with TM AC, Acute Care, Community Health Centre, LTC, Primary Care, and Public Health Managers, Supervisors, CCs, and staff to improve the quality of the organizational culture and ensure these areas maintain appropriate standards so that the best patient care can be delivered.
- Works collaboratively with staff to implement client, patient and family-focused care.
- Engages staff in quality improvement/work planning to support client, patient, family focused care.
- Creates an environment which supports staff engagement, creativity and innovation in the delivery of patient care services and maximizes decisions by the care team.
- Monitors medication management indicator reports for quality improvement and informs staff about results.
- Supports ongoing monitoring, coordinating and reporting of quality and utilization data within the program.
- In territory duty travel to complete Medication Management Standards education, pharmacy audits, and assist with year-end inventory counts in regional acute care sites.

3. **Champions inter-professional collaboration among pharmacy, nursing, and medical professionals to achieve optimal client care/ service outcomes and effective integration of care**
   - Establishes and maintains effective relationships with staff and regional managers.
   - Works with the Director of Health Services or TM AC to prepare briefing materials and advice on contentious issues, special client needs, program revisions, and expansions.
   - Participates on various committees including chairing the NTHSSA Pharmacy and Therapeutics Committee and NTHSSA Antimicrobial Stewards Committee to help ensure the provision of quality services and coordination of services on local, regional, and territorial level.
   - Advises the TM AC or Director of Health Services of significant developments in pharmacy services that could have implications for operations, including making recommendations for corrective actions.
   - Role models inter-professional relations for quality care and management practices.

4. **Champions safety, quality care, and evidence-based practice.**
   - Promotes evidence-based medication management interventions.
   - Promotes clinical/service and frontline management decisions that are client centered.
   - Creates and supports a professional learning environment to mobilize and enhance the clinical expertise of staff.

5. **Acts as a source of reliable and current drug information to NTHSSA staff, physicians and others (i.e. community health centers and clinics).**
   - Provides consultative services to NTHSSA, GNWT Department of Health and Social Services (DHSS) as the Chairperson of the NWT Pharmacy and Therapeutics Committee and serving on other committees (includes the NWT Advisory Committee on Immunizations, the NWT Opioid Harm Reduction Working Group, and the NWT Drug Shortage Committee).
   - Deliver educational in-services to other health professionals and students as requested; provide consult services to regional health centers by telephone, written or periodic consult visits.
   - Provide periodic memos to ensure that all staff are updated on advances in therapy aware of relevant policy changes and are notified of changes in availability of certain pharmaceuticals.

6. **Monitor the quality of pharmaceutical care delivered on behalf of NTHSSA and identify training needs of NTHSSA employees in order to effectively meet the healthcare needs of patients (and others).**
   - Receives quality assurance checks in the form of monthly chart audits for Medication Management Standards from regional managers, clinical coordinators, or pharmacy staff to ensure safe medication processes are being followed.
   - By chairing the Pharmacy and Therapeutics committee, the incumbent will collaborate with committee members to investigate medication errors and discrepancies, including reviewing monthly Incident Reporting (RL6) reports received by the Quality and Risk division and statistical data to develop quality improvement initiatives to address the medication incidents.

7. **Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**
   - All employees have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices, and procedures.
   - All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
   - A healthy workplace, where employees can prove quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

Exposure to physical strain related to sitting for long periods of time at a workstation and eye strain working with a computer.

Environmental Conditions

May be required to travel by aircraft to remote sites at various times of the year, including during cold winter months.

Sensory Demands

No unusual demands.

Mental Demands

Incumbent experiences uncontrolled workflow, overlapping demands and numerous interruptions that could cause disruption in carrying out duties in a timely manner. Under normal working conditions the mental stress is not excessive even though the incumbent must deal with many different people. However, the incumbent is often faced with very serious situations which can have dramatic effects on the health of an individual or a community.

The incumbent is also faced with situations where people may be suffering or in great pain. These situations can result in tremendous mental and emotional stress. The incumbent is also often faced with tight deadlines and emergency situations which significantly increase the stress level of the position.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Pharmacology and application of pharmaceutical care and evidence-based therapeutics for delivering Pharmacy service.
- Working knowledge of program management.
- Must have working knowledge of total quality management or continuous quality improvement processes.
- Knowledge of and an ability to network resources and maintain a positive working relationship within and outside the NTHSSA (i.e., Public Health, Community Health Centres, Acute Care, Long Term care, external clinics, elected community leaders, and community pharmacy, etc.) to communicate program information, including the ability to obtain and respond to feedback from these individuals and program areas.
- Thorough knowledge of administrative policies and practices of territorial systems.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Knowledgeable of the *NWT Pharmacy Act* and Bylaws

- Written and oral communication skills including listening, observing, identifying, and reporting.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Interpersonal skills, including effective communication, coaching, and motivation, which is essential to manage the human resources assigned to the position so human resources performance is at an optimal capacity and assisting staff and stakeholders to accept change.
- Must be computer literate with word processing programs and spreadsheets.
- Ability to develop and implement territorial policies and procedures related to the delivery and support of pharmaceutical services to meet territorial needs.
- Ability to apply knowledge of organizational behaviour.
- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and culture impacts the delivery of healthcare.
- Ability to educate staff on appropriate pharmaceutical care.
- Facilitation and presentation skills; ability to guide and mentor others.
- Ability to work cooperatively as a team member with the ability to influence team cooperation, collaboration, and respect.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Baccalaureate degree program in Pharmacy and ten (10) years of recent healthcare/clinical area setting. Must be eligible for registration under the *NWT Pharmacy Act,* meet the requirements for licensing as a pharmacist in the NWT, and must be willing to become a member of the Canadian Society of Hospital Pharmacist.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☐ No criminal records check required
☒ Position of Trust – criminal records check required
☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)
Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
READING COMPREHENSION:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
WRITING SKILLS:
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

Indigenous language: Select language

☐ Required
☐ Preferred