

POSITION DESCRIPTION

POSITION: Pharmacist Facilitator – Marlborough Adult Mental Health

PROFESSIONAL and MANAGEMENT RESPONSIBILITY:

Professional - Pharmaceutical Services Manager

Managerial – Manager Operational Support Marlborough

OPERATIONAL LINKS to

Clinical Director, Mental Health and Addictions

Mental Health Pharmacist Facilitator

LIAISE WITH:

Wāhi Oranga - Mental Health Admission Unit Multidisciplinary team

Marlborough Community Mental Health team

Mental Health and Addictions Managers and Advisors

Wairau Hospital service providers

Wairau Hospital Pharmacy team

Primary Health Care (e.g. PHO, GP practices, Community Pharmacy)

Te Piki Oranga, Maori Health Provider

Mental health, addictions agencies

Service users and families

Health New Zealand | Te Whatu Ora Nelson Marlborough

Our vision | Tō tātou manako: All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

Our mission | Tō tātou kaupapa: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

Our Values – Ō tātou whanonga pono

Respect | Manaakitanga: We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

Innovation | Auaha: We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākonga, me ngā mahi ki tēnei hāpori.*

Teamwork | Whakarāmemene: We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora kātoa.*

Integrity | Ngākau tapatahi: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi kātoa.*

PURPOSE OF POSITION

To provide pharmacist support to community based adult mental health service users, working collaboratively with and within the multi-disciplinary teams.

RESPONSIBILITY	EXPECTED OUTCOMES
<p>Service Users</p> <ul style="list-style-type: none"> • Ensure pharmacist input at a clinical level is provided on the drug therapy of residential mental health service users including participation in any relevant MDT meetings. • At least annually, carry out a comprehensive review of residential mental health service users' medications ensuring any concerns regarding mental health medications are discussed with their mental health prescriber without delay. • Provide service user medication counselling/ education as part of these reviews where appropriate. • Ensure timeliness of these reviews so that (once any mental health medication issues are resolved) each service user's GP receives a current and relevant report with recommendations regarding medication therapy changes where appropriate. • Ensure each service user's mental health prescriber/s receive a copy of this report and that the report is added to the service users' clinical record. • Keep a record of any metrics informing KPI's related to these reviews as required. 	<p>Overall care is improved as a result of input from this role and regular attendance at and contribution to MDT meetings is noted and valued.</p> <p>All mental health service users in residential care (except any specifically excluded) have been reviewed at least annually. Feedback from mental health prescribers is positive.</p> <p>Service users requiring counselling support are provided with this service and this service is valued by service users.</p> <p>GP's have a service user's report at least 48 hours, but no more than one month, prior to an appointment with that service user.</p> <p>All reports are available in the service user's medical records and all prescribers have been sent a copy.</p> <p>The Pharmaceutical Services Manager and/or the GM of LLDSS/Mental Health have the information they require.</p>
<p>Clinical Advisory/Facilitator Role</p> <ul style="list-style-type: none"> • Provide in-service training to other Health Professionals and specific service user groups as required. • Provide input into service model relating to medication (e.g. clozapine) or any other medication based initiatives within community adult MH services. • Provide continuing education to pharmacists and other health professional groups in the community where this is requested. • Offer advice for GPs re medication issues related to MH&A. • Phone advice for primary care based complex service user e.g. chronic pain, LLDSS, behaviour issues and other co-morbidities. 	<p>Positive feedback from these groups regarding delivery of training.</p> <p>Relevant community pharmacies and Mental Health staff members give positive feedback regarding consultative approach taken and fewer errors /delays occurring for service users.</p> <p>Positive feedback from Groups regarding delivery of education.</p> <p>Responsive, friendly and helpful.</p> <p>Positive feedback from GP's.</p> <p>Review and adapt relevant Health</p>

<ul style="list-style-type: none"> Support development of Health Pathways to ensure relevant for community pharmacists. 	<p>pathways.</p>
<p>Quality Improvement</p> <ul style="list-style-type: none"> Pharmacist review of outcome data from metabolic screening for all Adult Mental health service users with recommendation to prescribers both primary and secondary on best practice. Ongoing review of prescribing related practises and opportunities for improvement in prescribing and compliance, e.g. blister packing of medications. 	<p>Audit of reviews completed and screened, audit of recommendations made and followed / not followed.</p> <p>Promotion and Audit and promotion of Medication Use Review (MUR).</p>
<p>Internal and External Networks</p> <ul style="list-style-type: none"> Liaise with hospital and community pharmacy colleagues and other members of the MDT. Participate in medication-related committees as required. 	<p>Feedback that positive engagement has been undertaken.</p> <p>Participation as required.</p>
<p>Professional and Organisational Development</p> <ul style="list-style-type: none"> Contribute and adhere to the objectives set in the Pharmacy Service Policies, Procedures and Quality Plan. Identify and pursue opportunities for developing new knowledge and skills. 	<p>Positive feedback from hospital Pharmacy Team Leaders.</p> <p>All quality assurance and legislative requirements are adhered to.</p> <p>Keep up to date with current best practice by reading journals, attending meetings and conferences.</p> <p>Participates in Enhance program to maintain APC.</p> <p>Participation in annual performance review process including review of performance goals and identification of areas for professional development.</p>
<p>Quality Improvement</p> <p>A quality, customer-focused service, based on best practice, is provided at all times.</p>	<p>Participation in quality improvement processes in your area of work.</p>
<p>General</p>	<p>Obligations contained in Appendices 1 & 2 are met.</p> <p>Other duties as negotiated with your Manager.</p>

PERSON SPECIFICATION

QUALIFICATIONS

- Current registration with the Pharmacy Council of New Zealand
- Post Graduate qualification in Clinical Pharmacy an advantage

EXPERIENCE

- Previous hospital pharmacy experience an advantage.
- Recent or current experience in Community Pharmacy in New Zealand essential

Desirable

- Passion for improving quality of care in Mental Health service provision
- Medicine information
- Medication reconciliation and clinical review
- Service user counselling
- Broad clinical skills base

KNOWLEDGE AND SKILLS

- Knowledge of implementing and /or working with new informatics technology such as e-prescribing, e-Med Reconciliation, Medimap, HealthOne.
- Evidence of continued professional and personal skill development
- Intermediate and/or advanced knowledge of Microsoft Office applications i.e: Word, Excel, PowerPoint and Outlook
- Understands and complies with Health NZ Information Technology policies

PERSONAL ATTRIBUTES

- Passionate about service user care
- Innovative and adaptable
- Proficient computing skills
- Problem solving ability & quick to learn.
- Excellent time management skills and ability to multitask
- Ability to carry out assigned tasks efficiently and effectively with a minimum of supervision
- Accuracy in measurement and record keeping
- A sense of humour
- Ability to work within a team and to contribute positively to team spirit and team morale.
- Excellent interpersonal communication skills, both verbal and written
- Ability to interact effectively with the customer (service users, clinicians, house surgeons, nursing staff) and promote a positive image
- A total commitment to the philosophy of quality, service user orientated care
- Tactful and sensitive in dealing with people and able to maintain confidentiality

APPENDIX 1

General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough

1. Professional Responsibilities

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Health, Safety and Wellbeing

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

3. Right to Raise Concerns

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

7. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

8. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

9. Treaty of Waitangi

Health NZ Nelson Marlborough 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.

10. Smokefree

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.

APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none">• a chronic skin condition• been working in an overseas healthcare facility in the last year• been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.