

**Oibríochtaí Gnó, Foireann**

**Teicneolaíocht & Tarfhoirmiú**

FSS, Ospidéal Dr. Steevens’,

Baile Átha Cliath 8, D08 W2A8

Business Operations, HR Team
Technology & Transformation

HSE, Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8

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|  | **Pharmacy Informatics Lead, Chief II Pharmacist****Technology & Transformation****Job Specification & Terms and Conditions** |

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| **Job Title and Grade** | **Pharmacy Informatics Lead, Chief II Pharmacist****(Grade code: 3271)** |
| **Campaign Reference** | T&T/23/24 |
| **Closing Date** | 12 noon, Monday 11th November 2024 |
| **Proposed Interview Date (s)** | Interviews will be held as soon as possible after closing date. Candidates will normally be given at least one weeks' notice of interview. The timescale may be reduced in exceptional circumstances |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | The line manager is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability at Dr Steevens’ Hospital and/or for relevant Dublin based meetings.Technology and Transformation currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.* Dublin
* Kells
* Sligo
* Manorhamilton
* Cork
* Kilkenny
* Galway
* Limerick
* Tullamore
* Drogheda
* Kerry
* Ardee

A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled.Currently there is one permanent whole time post available, which will initially be assigned to the Technology and Transformation Critical Care Programme to support the rollout of the Critical Care Clinical Information System (CCiS). |
| **Informal Enquiries** | Derek Cribbin, Director of Nursing, Project Lead, Critical Care Services, Access & Integration. Email: Derek.Cribbin@hse.ieKlaire Trench-Morris, Technology and Transformation, Critical Care Programme Manager. Email: Klaire.trenchmorris@hse.ie  |
| **Details of Service** | The Critical Care Technology and Transformation Programme was formed with the purpose of focusing and coordinating the activities of several interrelated and interdependent Technology and Transformation projects to enhance their delivery and augment the benefits for patients and staff over time.Current active projects under the remit of the Critical Care Programme include:* Critical Care Clinical Information Systems (CCiS)
* Bed Information System (BIS)
* Clinical Audit System (CAS)

In scope of the CCiS project is the implementation of a clinical information system in to 18 critical care sites across 5 hospital groups/Regional Health Areas. The implementation focuses on hospitals not currently using a CCiS, with an implementation team per Hospital Group. The implementation is delivered in partnership with the local and regional teams and the vendor.The CCiS project facilitates the implementation of a multi-tenancy CCiS that is supplied by one vendor. A scalable model for implementation is underway to allow each area to build on their experiences and leverage learning. This is reinforced with a cohesive agile approach to support Health Regions and the programme team to flex and adapt to change and emerging demands. The project is delivered using PRINCE II methodology, enhanced with Agile techniques. The CCiS provides a continuous, integrated electronic patient record which supports the information needs of the critical care environment and can be used by members of the multidisciplinary team caring for the patient. A national clinical standard configuration will be developed, involving clinical protocols, formulary etc. with capacity for local arrangements. Optimising the benefits of a CCiS is dependent on the standardisation of practice across disciplines, hospital sites and hospitals groups, which requires input and support from a diverse range of stakeholders.The project is in line with the strategic aims of the Digital for Care – A Digital Health Framework for Ireland (2024-2030), HSE Digital Health Strategic Implementation Roadmap (2024-2030), The HSE National Service Plan 2024, Strategic Plan for Critical Care Programme (2020), Sláintecare and HSE Corporate Plan(s) (2021-2024).  |
| **Reporting Relationship** | The post holder will initially be part of the Technology and Transformation division and will be assigned to the Critical Care Programme. They will report jointly to the Director of Nursing, Project Lead, Critical Care Services, Access and Integration, and the Critical Care Technology and Transformation Programme Manager. The post holder will maintain a professional working relationship with the National Pharmacy Programme and the National Pharmacy Lead and Access and Integration.  |
| **Purpose of the Post**  | To provide professional / clinical leadership in the implementation and roll out of the Pharmacy, medicines management and electronic prescribing aspects of the Critical Care Clinical Information System Project to adult critical care units within a number of hospital groups across the country. |
| **Principal Duties and Responsibilities** | * The successful candidate will be required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree.
* Performance management systems are part of the role, and you will be required to participate in the HSE’s performance management programme.

*The successful candidate will:***Professional / Clinical*** Act as the National Clinical Lead for all medicine related aspects of the CCiS for the prioritisation and implementation of the programme and its on-going management within the hospital groups.
* Responsible for project managing and leading the pharmacy aspects of the implementation, development, testing/validation and maintenance of the CCiS to ensure patients receive a comprehensive, safe and timely service.
* Manage all medicine related aspects of the CCiS Implementation Project.
* Provide support to Pharmacists in Critical Care units within scope of the project through agreed Governance structure.
* To provide subject matter expertise regarding pharmaceutical issues to both clinicians and managers to ensure compliance with Pharmacy, medicines management and electronic prescribing policies, regulations and legislative requirements.
* Support the development and evaluation of the CCiS project and related digital transformation projects.
* Design and ongoing development of change control processes and procedures for medicine related aspects of the CCiS.
* Act as a subject matter expert for medicine related aspects of the National CCiS Change Advisory Board.
* To support a range of healthcare staff who will be impacted by the CCiS project and other associated projects through the change control processes.
* To work with Regional Pharmacy colleagues to represent the local Pharmacy department’s interests and needs for the CCiS product.
* Contribute to the clinical safety through analysing prescribing and medicines administration patterns of high-risk drugs to identify any issues to reduce medication errors.
* Provide practical knowledge around the prescription and administration of a wide range of therapeutic treatments.
* Participate in the ongoing development of training materials to upskill clinical staff to deliver effective and efficient patient care using the CCiS.
* Provide clinical input into the identification, presentation, mitigation and management of risks arising from process changes.
* Provide input to system configuration, testing and training on the CCiS system.
* Ensure that the CCiS supports best clinical pharmacist practice in the validation of medicines.
* Support the assessment and evaluation of new care pathways and systems, and how they are implemented by pharmacy, prescribing and nursing staff, and make recommendations on process and decisions.
* Support the application of clinical informatics to provide quality improvement and enhanced clinical care.
* To work with suppliers, Digital Services project teams, Digital Services Training Team (as required) and Pharmacy Informatics team to plan and implement training programmes, feedback sessions and ward kick-off meetings.
* To work on units showing practical application of the CCiS system and providing demonstrations and a training resource for Pharmacy staff.
* Maintain drug dictionary standards, the drug database files, the nationally agreed and locally maintained order sets and general configuration, in line with national standards and legislation ensuring interoperability with national drug files e.g. the National Medicinal Product Catalogue.
* Oversight of the quality assurance and quality control processes associated with medicines, configuration and build of the medicines data within the CCiS working together with Regional CCiS Pharmacy colleagues.

**Health Informatics*** Responsible for process redesign for the introduction of the CCiS. This will include the redesign of clinical processes working jointly with clinical staff, including challenging existing work practices and responsibilities.
* Define and seek approval for the system design and specifications to ensure the system meets operational and clinical objectives
* Enable interfacing, interoperability and integration with national systems (through standardisation) e.g. Clinical Audit System, Bed Information System and the Acute Floor Information System
* Identify and analyse the reporting requirements for each site/group/area, and design and implement standardised electronic processes.
* Design processes that include the intelligent use of information and technology to provide better care for patients.
* Lead in the development of streamlining data collection in collaboration with key stakeholders.
* Support the development and evaluation of electronic acute hospital projects and related digital transformation projects.

**Education/Training*** Deliver training and education to medical, nursing and pharmacy staff through induction days, study days, journal club and other educational events.
* Participate in continuing education and research activities consistent with the post. Attend such study days and continuing education courses as may be deemed necessary for the development of both the service and the individual.
* To support a culture of continuous learning, development and innovation by promoting and encouraging knowledge transfer as part of a shared learning process.
* Engage in performance review processes including personal development planning e.g. by setting own and staff objectives and providing and receiving feedback.
* To present and participate at conferences to promote the CCiS and other associated Technology and Transformation initiatives.

**Performance Management*** The identification and development of Key Performance Indicators (KPIs) which are congruent with implementation plans and targets.
* The development of Action Plans to address KPI targets.
* Driving and promoting a Performance Management culture.
* Assist in the development of a Performance Management system for your profession.
* The management and delivery of KPIs as a routine and core business objective.

**Management/Administration*** Develop and implement policies, standard operating procedures, Quick Reference Guides and guidelines relating to Pharmacy, medicines management and electronic prescribing in CCiS.
* Responsible for ensuring robust business continuity and contingency plans are in place concerning the CCiS.
* Represent the Critical Care Technology and Transformation Programme.
* Develop a suite of reports relating to drug utilisation and consumption in CCiS with clinical and financial outputs as required.
* Work with key stakeholders- pharmacists, prescribers, business users and the ePrescribing team to develop and implement the program and realise its benefits.
* Participate in multidisciplinary working groups and committees as required.
* To supervise and manage any pharmacist and other staff who may be assigned to him/ her.
* Provide updates and reports to the Programme Board and other key stakeholders to improve performance and address specific issues raised including post Go-live optimisation.
* Assess and plan the integration between any new informatics projects and existing systems to promote the availability of comprehensive information as required for both clinical and administrative staff.
* To conduct two-way communication with all system users and stakeholders to:
* assess how digital implementations are supporting hospital staff in planning and providing safe, efficient patient care and staff interaction and satisfaction with hospital systems
* assess and plan for improvements and new developments to ensure the continued adoption of digital implementations
* Inform hospital staff on the work carried out as part of the CCiS project.
* Maintain links with external stakeholders re reporting on projects and keeping abreast of National strategies and developments.
* Contribute to National strategies and guidelines.

**Risk Management, Infection Control, Hygiene Services and Health & Safety*** The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
* The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility.
* The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:
	+ Continuous Quality Improvement Initiatives
	+ Document Control Information Management Systems
	+ Risk Management Strategy and Policies
	+ Hygiene Related Policies, Procedures and Standards
	+ Decontamination Code of Practice
	+ Infection Control Policies
	+ Safety Statement, Health & Safety Policies and Fire Procedure
	+ Data Protection and confidentiality Policies
* The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the HSE’s Risk Management Incident/Near miss reporting Policies and Procedures.
* The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment.
* The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services.
* The post holders’ responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* It is the post holder’s responsibility to be aware of and comply with the HSE Health Care Records Management/Integrated Discharge Planning (HCRM / IDP) Code of Practice.
* Every employee must use safety equipment or clothing in a proper manner and for the purpose intended
* Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
* Every employee must work in accordance with any health and safety procedures, instructions or training that has been given.
* No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Eligibility Criteria – Qualifications and/or experience** **Essential Criteria**1. **Professional Qualifications, Experience etc.**
2. Eligible applicants will be those who on the closing date for the competition:
3. Be a registered Pharmacist with the Pharmaceutical Society of Ireland (PSI) or be entitled to be so registered.

**And**1. Have at least five years’ satisfactory post registration hospital experience

**And**1. Possess a high standard of administrative, managerial or business ability

**And**1. Possess the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Post specific Requirements** | Please demonstrate at least two of the following post specific requirements as relevant to the role:* Depth and breadth of experience working in the area of critical care and/or Acute Medical.
* Knowledge and experience of critical care clinical information systems and/or electronic prescribing systems.
* Knowledge and Experience in Pharmacy Informatics
* Depth and breadth of experience of working collaboratively with multiple internal and external stakeholders.
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role. The successful candidate will be required to travel to multiple hospitals sites throughout the implementation and for pre and post go live support.
* Flexibility in relation to working hours is required to meet any urgent service needs that may arise.
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| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience***Demonstrate:** Depth and breadth of experience in managing and implementing change in a complex environment.
* Depth and breadth of experience in the use of Pharmacy ICT systems and/or ePharmacy as relevant to the role.
* A good understanding of key literature relating to the development of electronic prescribing nationally and internationally.
* A strong understanding of healthcare interoperability underpinned using national datasets.
* Informatics and terminology experience or knowledge of implementing clinical information systems and the understanding of acute pharmacy requirements.
* Previous excellent performance in a senior pharmacy role.
* A high level of pharmaceutical knowledge and experience relevant to the role.
* The requisite clinical and professional knowledge to carry out the duties and responsibilities of the role.
* Experience in managing clinical and operational staff.
* Excellent interpersonal skills including the ability to empathise with and treat patients, relatives and colleagues with dignity and respect.
* Able to interpret, implement and develop policies and guidance.
* Awareness of the security and confidentiality considerations involved in working in this role.
* Knowledge of relevant legislation, GDPR and standards and HSE policies and standards.
* Evidence of computer skills, including Microsoft Word, Excel, PowerPoint, Visio and Outlook.

**Building and Maintaining Relationships including Leadership skills***Demonstrate:** Excellent analytical and organisational ability.
* A proven ability to be highly self-motivated and innovative.
* A track record of building and maintaining key internal and external relationships in furtherance of organisational goals.
* Experience of working across and leading organisation-wide projects and initiatives.
* The ability to manage people by influencing people and events, managing individual performance, creating team spirit and supporting personal development.
* Leadership and team management skills including the ability to work with multi-disciplinary team members.
* Decisiveness, using sound judgement in decision making in a timely and confident manner.
* The ability to work both independently and collaboratively within a dynamic team and multi-stakeholder environment.

**Evaluating Information, Problem Solving and Decision Making***Demonstrate:** Extensive experience of meeting operational performance targets.
* Effective problem-solving strategies, the ability to evaluate information and judge situations including the ability to be flexible and innovative in these challenging times.
* Planning and implementing significant service developments and organisational change in a complex environment.
* Experience of successfully leading and implementing service improvement and change projects.
* Experience of business planning and service development.
* The ability to evaluate information, make effective decisions and solve problems.
* Initiative and innovation in identifying and acting upon areas for improvement.
* The ability to plan and manage resources, handle multiple tasks and adhere to project deadlines.

**Planning and Managing Resources***Demonstrate:** Evidence of project management skills and the ability to manage a range of projects simultaneously, with attention to detail and delivery of results.
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation.
* The ability to embrace change and adapt national, regional and local work practices accordingly by finding practical ways to make policies work.
* Strong personal emphasis on achieving high standards of excellence and willingness to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* Commitment of a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisational goals.

**Commitment to providing a quality service***Demonstrate:** Evidence of incorporating the needs of the service user into service delivery.
* Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation.
* Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers.
* A commitment to continuing professional development.

**Communication & Interpersonal Skills***Demonstrate:** Ability to identify a vision, effectively communicate it to a diverse audience and provide direction for medicine related aspects of CCiS development.
* Ability to effectively chair meetings.
* Excellent negotiating and influencing skills.
* Effective communication skills including the ability to present information in a clear and concise manner and deliver complex information in understandable terms to diverse audiences.
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| **Campaign Specific Selection Process****Ranking/Shortlisting/ Interview** | A ranking and or short-listing exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or short-listing are based on the requirements of the post as outlined in the eligibility criteria and skills, post-specific requirements, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Code of Practice** | The Health Service Executive / Public Appointments Service will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, information for candidates”.Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie) |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

 **Pharmacy Informatics Lead, Chief II Pharmacist– Full Time, Permanent**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent, full time. A panel may be created for **Pharmacy Informatics Lead, Chief II Pharmacist**, from which permanent and specified purpose vacancies of full or part time duration may be filled Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration**  | **The Salary scale for the post is: Pharmacy Informatics Lead, Chief II Pharmacist**€81,168, €86,657, €89,864, €93,829, €98,064, €102,447 (01.10.24)New appointees to any grade start at the minimum point of the scale.  Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011).  Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is 35 hours HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer stage |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act.  You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)