JOB DESCRIPTION

POSITION TITLE: Senior Director, Pharmacy Services

REPORTS TO: VP, Corporate Planning

FLSA STATUS: Exempt

ESI HEALTHCARE BUSINESS SOLUTIONS is a healthcare informatics company focused on connecting clinical and financial data to drive operational performance, achieve financial growth and improve quality of care. ESI applies proprietary technology with solid industry expertise to parse and analyze data and deliver healthcare intelligence to make sound business decisions.

ESI has the experience and expertise to produce solutions that facilitate communication between your organization and your patients, aggregate prescription formulary data to optimize procurement, sharpen the claims adjudication process to enhance revenue generation, and account for all clinical activities performed by medical staff.

ESI’s motto is simple. “One size doesn’t fit all”. Because no two clients’ business needs are alike, we customize solutions that logically align with your business processes and seamlessly integrate with existing technology infrastructure providing client’s immediate and verifiable savings.

Founded in 1989, ESI started as an eligibility advocacy program, successfully enrolling over 1.5 million patients in various third-party eligibility programs. ESI’s focus on preserving the viability of charity care services through financial and administrative solutions for public hospital qualified over 3.5 million patients for third-party assistance and generated more than $8 billion in additional revenue for its clients. ESI has been a pioneer for patient eligibility advocacy programs since the company’s inception and laid the ground work to establish the first accountable and transparent hospital payment model for charity care.

ESI’s Pharmacy offerings include:

ESI Rx History™: An online medication history solution that instantly delivers patient prescription history, identification of controlled substance abuse and risk of readmission at the point of care.

ESI Rx Claim Advisor™: A real-time pre/post editing service that automatically reviews each prescription claim for omissions, errors and compliance and provides guidance on corrective action before submitting to payers.

ESI RX Procurement Optimization™: A web-based procurement solution to identify the lowest spread between 340B and non-340B drug prices, providing the “best fit” within your formulary.

POSITION SUMMARY:
The Sr. Director of Pharmacy Services is responsible for directing and developing the Pharmacy product and service offerings, and establishing new pharmacy customer relationships.
MINIMUM REQUIREMENTS:

- A Pharmacy degree with valid license to practice Pharmacy in the state of Texas. A minimum of 7-10 years of pharmacy experience in a high volume hospital setting. Experience with at least one (1) pharmacy automation system as well as one (1) implementation of an electronic health record system. Experience in hospital pharmacy operations, to include: 340B Management, Claims Adjudication, Pharmacy system automation and medication reconciliation.
- Competent and knowledgeable in matters concerning current laws and regulations. Proficient in the Microsoft Office Suite, specifically Outlook, Word, Excel and PowerPoint
- Experienced and skilled in contract negotiations. Strong problem solving skills and critical thinking skills.
- Excellent public relations and interpersonal skills with effective oral and written communication.
- Based in Dallas, TX.

ESSENTIAL FUNCTIONS & JOB DUTIES:

Product Development

- Develop and maintain relationships with strategic partners to ensure a highly functional tool for the client and client end users.
- Responsible for production, product development, and company Pharmacy intellectual property.
- Maintain a high level of industry awareness in order to identify potential new features and enhancements to Pharmacy.
- Ensure the development and maintenance of end user documentation (guides, job aides, quick tips and training criteria) to facilitate training and operational activities for all aspects of Pharmacy.

Operations

- Work effectively with Client Executives to meet client needs, resolve product line issues and ensure overall customer satisfaction.
- Design and provide training in support of Pharmacy.
- Responsible for the budgeting/forecasting process, expense control, capital planning, operating budget, Profit and Loss for the product line.
- Create templates of baseline/benchmark reports for Pharmacy to monitor performance improvement.
- Establish, document and adhere to quality controls to ensure timely and accurate deliverables.
- Work with ESI accounting to develop standardized invoicing criteria and provide data for the invoicing process.

Client development

- Serves as the ESI subject matter expert for the Pharmacy product line(s) Provide assistance to Sales on the creation of all sales material related to Pharmacy.
- Provide education to the Company to ensure understanding of current and future product line issues, regulations, and functionality.
• Perform on-site assessments related to Pharmacy.
• Coordinate with other product line teams when multiple products are being sold to the client.
• Produce documentation, to be shared with the client, indicating all areas of opportunity.

Implementation
• Appropriately utilize Pharmacy business partners and ESI resources to ensure implementation and enhancement projects are successfully completed on time and on budget
• Ensure appropriate liaison activities between customers, ESI and partners occurs during the implementation process, including facilitating meetings, documentation of requirements, and timely follow up.

Leadership
• Recruit, retain, develop and motivate staff.
• Clearly define and communicate team performance goals for each area of responsibility and assure delivery of those goals.
• Coordinate and present to ESI executives the current status of all ongoing Pharmacy implementations, live production and escalated issues.
• Stay informed of health care guidelines, HIPAA compliance, and other State and Federal guidelines or mandates.
• Explore avenues and implement initiatives for continuous process improvements of Pharmacy and the customer experience.
• Lead internal and external meetings related to the Pharmacy product line.
• Coordinate with other Product Line and Operations Leadership to design and implement standard reports, documents, policies and procedures across product lines.
• Perform all duties as necessary to ensure the success and growth of the Pharmacy product line and ESI as a whole.

ADDITIONAL DUTIES AND RESPONSIBILITIES
• As assigned by the Company Senior Leadership