Management: The Role of the Pharmacy Supervisor
Chad Ullom, Pharmacy Supervisor – District 317
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Agenda

• Career path to Pharmacy Supervisor
• Reporting to management
• Building and maintaining relationships with other departments
• Major job responsibilities
  • Pharmacy Operations
  • Human Resources
  • Professional development
  • Work-life balance
Career Path to Pharmacy Supervisor

- Intern
- Graduate Intern
- Pharmacist
- Pharmacy Manager
- Pharmacy Supervisor

Emerging Leader Program
Career Path to Pharmacy Supervisor

- My Personal Career Path

  - Intern
  - Floating RPh, 1 year
  - Staff RPh, 1 year
  - Pharmacy Manager, 8 years
  - Pharmacy Supervisor, 7 years
Reporting to Management

- Pharmacy Supervisor Relationships
  - Reports to:
    » District Manager
    » Market Pharmacy Director
  - Supervises:
    » Pharmacy Manager
    » Other pharmacy personnel
Building and Maintaining Relationships with Other Departments

Job Description

- Major Relationships:
  - Drug Store Operations
  - Health Services
  - Employee Relations
  - Insurance and Risk Management
  - Loss Prevention
  - Finance, Personnel
  - Corporate and Regulatory Law
  - Government and Community Relations
  - Other company and outside associates
Major Job Responsibilities

- Four Major Areas of Focus
  - Pharmacy Operations
  - Human Resources
  - Professional Development
  - Work-Life Balance

- Areas discussed in upcoming slides are all primary responsibilities assigned to the Pharmacy Supervisor position
Major Job Responsibilities: Pharmacy Operations

• Pharmacy Operations

1. Supervises the operation of the pharmacy departments within assigned district.
2. Improves district prescription sales, profit, and image through ensuring the accurate filling of prescriptions and the courteous and efficient service to customers.
3. Recommends, plans and coordinates sales and promotional programs for district pharmacy departments.
4. Recommends, plans, and coordinates competitive shop programs and recommends pharmacy pricing based on the results.
5. Analyzes and recommends loss prevention procedures and assures proper implementation of internal controls. Conducts regularly scheduled inventories and checks pharmacy security procedures, and performs mini-audits.
7. Utilizes the pharmacy manager workbench metrics to improve department performance.
8. Monitors Walgreens’ and competitors’ advertising, and recommends additions or modifications to Company programs.
9. Audits and recommends procedures for processing third party prescriptions and claims. Monitors and instructs pharmacy personnel in third party procedures to lessen payment rejections and chargebacks, and handling of third-party partial prescriptions.
10. Reviews pharmacy department policies, procedures and inventory to ensure compliance with federal and state pharmacy regulations.
11. Ensures compliance with DEA and state Board of Pharmacy regulations regarding maintenance of records and documents. Monitors compliance in stores within district by regular audits and verifying that the proper records, including controlled substance records, are kept on hand and readily available.
Major Job Responsibilities: Pharmacy Operations

• Pharmacy Operations (continued)

12. Manages the transfer of controlled substances from closed or acquired locations, and ensures that records are available in receiving stores, to include inventory of transferred controlled drugs, taken on the day transferred, and all records for transferred controlled drugs, to include invoices, claims, and prescriptions
13. Ensures generic intervention is practiced
14. Prepares and submits, as authorized by appropriate Company personnel, records and reports required by the Company and governmental and/or local authorities concerning burglaries, drugs to be surrendered, and reports concerning compliance to regulations
15. Prepares and submits, as authorized by appropriate Company personnel, records and reports required by the Company and governmental and/or local authorities concerning burglaries, drugs to be surrendered, and reports concerning compliance to regulations
16. Recommends and audits an inventory level based on pharmacy prescription volume, maintaining satisfactory days of supply, monitors, the SIMS-Rx ordering system, and reviews jobber purchases
17. Recommends major requisition expense items, equipment, and materials for district pharmacy departments to include new cabinets, counters and refrigerators, counting machines, fillmasters, conveyor systems, and phone equipment
18. Assists in acquisition of new stores and Rx files through coordination of pharmacy activities
19. Analyzes and recommends improved pharmacy department maintenance procedures and appearance standards; recommends changes in physical layouts
20. Plans and coordinates the opening, closing and remodeling of pharmacy departments
21. Informs all appropriate personnel of plans, programs and operations that affect their areas, and encourages feedback from all employees so as to increase productivity

• Pharmacy Operations

• Improves district prescription sales, profit, and image through ensuring the accurate filling of prescriptions and the courteous and efficient service to customers
• Recommends, plans, and coordinates sales and promotional programs for district pharmacy departments
Major Job Responsibilities: Pharmacy Operations

- Pharmacy Operations
  - Audits
  - Loss Prevention
  - Third party prescriptions, claims, and business
  - Pharmacy compliance with law
    - Company policies
    - DEA
    - State Board of Pharmacy

Major Job Responsibilities

Human Resources
Major Job Responsibilities: Human Resources

• Human Resources

1. Supervises pharmacy managers to ensure pharmacy employees are developed through proper orientation, training, establishment of objectives, communication of rules and constructive discipline, while building employee morale, motivation and loyalty.

2. Supervises the recruitment of district pharmacy personnel, manages payrolls/scheduling, overtime, and improves labor cost per Rx

3. Oversees training of district pharmacy personnel on the use of Intercom Plus System and assists in the resolution of questions and problems pertaining to the system. Ensures use of ICP workflow model

4. Ensures controlled drug policy is read and signed by all individuals that handle pharmacy products

5. Reaffirms with all pharmacists, on a regular basis, their obligations regarding the dispensing of prescriptions in good faith

6. Maintains the ethics and policy statement, ensuring that all pharmacy staff read and sign them yearly

7. Assists in solving and/or mediating union problems between the Walgreen Company and union pharmacists, when applicable

8. Resolves customer complaints regarding all aspects of pharmacy department operations (service, price, personnel, etc.)

9. Resolves customer inquiries relative to prescription errors; authorize settlements up to approved levels

10. Performs pharmacy manager evaluations and assists in the development of management candidates

11. Implements organization structure through proper recruitment, hiring, and placement; scheduling of work; assignment of responsibility; delegation of authority to include consideration for achieving and maintaining diversity among the pharmacy personnel in the district
Major Job Responsibilities: Human Resources

- Human Resources
  - Supervise pharmacy personnel
  - Train and develop Pharmacy Managers
  - Performance evaluations of Pharmacy Managers
  - Resolve customer complaints
  - Recruitment, hiring, and placement
  - Scheduling of work
  - Assignment of responsibility
  - Delegation of authority to include consideration for achieving and maintaining diversity among the pharmacy personnel in the district
  - Manages payroll/scheduling of overtime
Major Job Responsibilities: *Professional Development*

- Professional Development
  - Represents the Company through membership and active participation in pharmaceutical professional groups, associations, and organizations
  - Recommends and coordinates special professional and community programs to enhance and improve the professional image of pharmacists and the Company

This job description is to be used as a guide for accomplishing Company and department objectives, and only covers the primary functions and responsibilities of the position. It is in no way to be construed as an all encompassing list of duties.
Major Job Responsibilities: Work-Life Balance

- Work-Life Balance

  - Work-life balance is a person’s **control** over the conditions in their workplace. It is accomplished when an individual feels dually satisfied about their personal life and their paid occupation.

  - It **mutually** benefits the individual, business and society when a person’s personal life is **balanced** with his or her own job.
Major Job Responsibilities: *Work-Life Balance*

- Working in the United States
  - 40% of Americans get less than 7 hours sleep each night on weekdays
  - 60% are rushed at mealtimes, 1/3 eat lunch at their desks
  - Americans work 3.5 more hours per week than they did 20 years ago

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**7 Tips to Better Achieve Balance**

1) Slow Down
2) Learn to Better Manage Your Time. Avoid Procrastination
3) Share the Load
4) Let Things Go (Don’t Sweat the Small Stuff)
5) Explore Your Options. Get Help
6) Take Charge - Set Priorities
7) Simplify

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Questions?