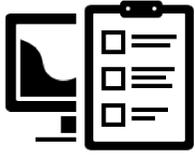


# Developing a Role for a Pharmacy Data Manager

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## BACKGROUND

In 2014, an internal audit report recommended improving procedures in relation to stock control, minimising financial risk associated with stock variances and segregating duties associated with inventory management tasks. A need for an internal i.Pharmacy systems administrator was also identified.

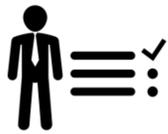


## AIM

To develop a role for a Pharmacy Data Manager

## METHODS

- ❖ A business case and job description was developed for a 1.0 FTE ASO4 Pharmacy Data Manager to improve inventory data integrity, perform the duties of a systems administrator and produce a range of financial reports and financial reconciliations
- ❖ The position was also required to take over the functions relating to receipt of stock and invoice processing, formerly undertaken by the Purchasing Officer
- ❖ The business case was approved in 2014 and an applicant with previous experience in purchasing and stock management, experience using a Pharmacy Inventory Management System and who had proficiency with relevant computer applications was appointed

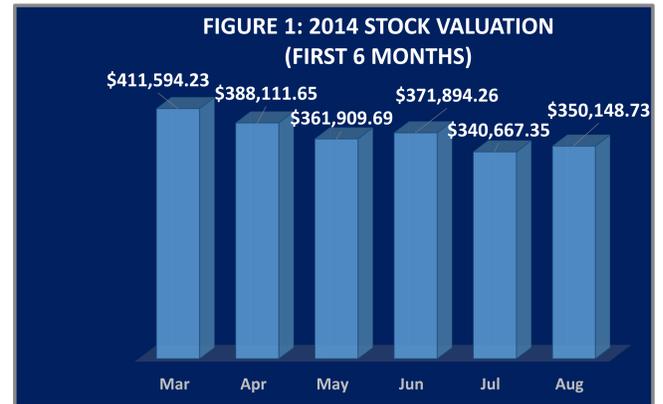


## DATA MANAGER: SUMMARY OF DUTIES

- Receipt daily deliveries in i.Pharmacy and process invoices
- Undertake daily stocktakes and investigate and correct variances
- Establish the most appropriate minimum and maximum stock levels based on usage data
- Produce imprest stock turnover reports and recommend appropriate changes
- Develop and review procedures relating to inventory management
- Produce end of month and ad-hoc financial reports
- Enter data such as workload statistics, drug usage review results and use of high cost drugs
- Train staff in managing inventory data integrity and minimising variances
- Maintain the master formulary list

## RESULTS

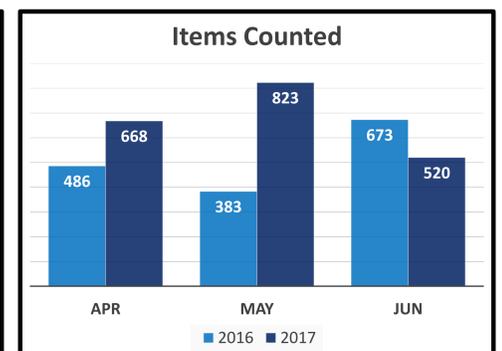
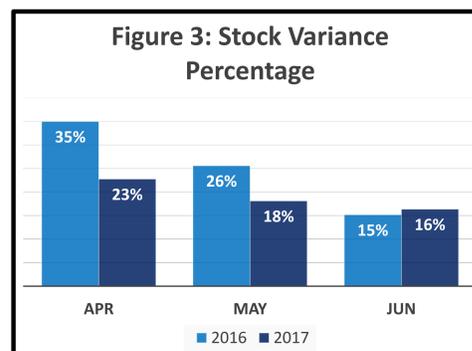
Monthly stock valuation decreased from \$410K to \$350K in the first six months of the position due to revision of minimum and maximum stock levels and improved accuracy of entries by Pharmacy staff (Figure 1 below).



From 2014 to 2016, the number of expired products (other than life saving drugs) decreased from an average of 511 to 346 and the value of the expired products decreased by \$12K (Figure 2 below).



Comparing the same three month period in 2016 and 2017 the stock variance between the stocktake count and iPharmacy showed a significant improvement (Figure 3). Items counted in rolling stocktakes also increased (Figure 4). This reflects the training of pharmacy staff by the Data Manager in accurate data entry.



## CONCLUSION

A new role was developed for a Pharmacy Data Manager and successfully implemented. Specific measurable improvements were demonstrated in:

- ✓ Amount and value of expired stock and variation in stock balances
- ✓ Stock management and savings in relation to the establishment of appropriate minimum and maximum stock levels and just in time ordering principles
- ✓ Skills and knowledge of pharmacy staff in relation to accurate data entry
- ✓ Number of items counted on a daily basis
- ✓ Timely drugs usage reports and generation of relevant financial reports and reconciliations
- ✓ Access to an up to date master formulary list

The requirements of the audit report recommendations in relation to segregation of purchasing functions and receipt and invoicing of goods has also been achieved.

