

Quality Assurance Technician Job Description [Example 2]

Reporting to the Assistant Director of Quality, Compliance, and Regulatory Affairs, the Quality and Compliance Technician Specialist position will have a 70% focus on Compounding Quality, Compliance and Education and 30% focus on Medication Management Compliance and Controlled Substance Surveillance. We are seeking an individual who will work with the direction of the Compounding Quality and Compliance Coordinator and can continue to help advance and optimize our efforts for continuous improvement in medication compounding (sterile and non-sterile), participating in staff education and training, competencies, audits and quality improvement activities, facility maintenance, documentation, and vendor management. The technician specialist will also be an integral member of team, responsible for auditing medication storage sites (inpatient, ambulatory, and procedural) in accordance with established Joint Commission Standards, Policies and Procedures, and Department of Public Health standards, and providing guidance and direction to area leadership and clinicians.

Additionally, the technician specialist will utilize new controlled substance surveillance software to assist in the hospital's ongoing surveillance of controlled substance accountability. The individual must display leadership skills by demonstrating accountability, initiative, and responsibility as it relates to the care areas and the clinical and operational staff served. Reference standards include the Pharmacy Policy and Procedure Manual, the U.S. Pharmacopeia Convention (USP), The Joint Commission accreditation standards (TJC), and state and federal regulations.

Principle Duties and Responsibilities

- Compounding Quality and Compliance (with direction from Compounding Quality and Compliance Coordinator): Participate in quarterly audits of pharmacy compounding areas, inclusive of facility review, technician observation, and employee interview to assure compliance with regulatory requirements and departmental policies.
- Assist managers and supervisors on plans after audit results, identifying opportunities for process improvement efforts, facility changes, or additional employee education.
- Provide compounding orientation and training of new staff, including competency checklists and media fill / glove fingertip testing.
- Ensure compounding staff are rescheduled for biannual or annual competency assessments on time
- Provide any group and individual training on techniques and departmental procedures as the need arises.
- Participate in the incubation, assessment, and read of media samples
- Assist with vendor scheduling and onsite management of monthly environmental monitoring, biannual room and hood certifications, building and grounds personnel, and any additional vendors as need arises.
- Review vendor invoices to ensure services match invoiced payment requested, and file in appropriate shared drive location.
- Alerts area leadership to known inconsistencies and follows up with vendors.
- Review all documentation (EM reports, certification reports, etc.) and file in appropriate shared drives for each pharmacy area.
- Track compliance of metrics on the Pharmacy Compounding Compliance Dashboard.
- Assist in the review or creation of compounding policies and procedures for the organization.
- Participate in pharmacy committees to review compounding standards and processes across sites and ensure standardized process are used across practice sites.
- Travel to offsite compounding areas is necessary for audits, and may be required as other opportunities arise.

- Medication Management Quality and Compliance Along with the additional Quality and Compliance Technician Specialist, develops a schedule and performs medication management audits for automated and non-automated medication storage locations to ensure compliance with hospital and regulatory established policies and procedures.
- Represents the Pharmacy on the Hospital Interdisciplinary Excellence Everyday Tracer Team and Coordinating Committee.
- Participates in medication management process improvement initiatives, working collaboratively with targeted pharmacy and hospital areas as needed.
- Trains clinicians on matters of medication management, including storage, handling, and administration regarding established hospital and regulatory agency requirements.
- Assists in educating Pharmacy staff in quality assurance techniques, medication compliance standards and Quality Assurance Process Improvement (QAPI) activities.
- Develops and enforces policies and procedures related to quality and compliance and ensures they are updated, understood, and followed by staff.
- Additional duties as assigned and/or as opportunities arise.

Required

- High school diploma
- Registration with the Board of Pharmacy as a pharmacy technician PTCB National Technician Certification
- 3-5 years of experience in a pharmacy setting
- 1-2 years' experience in a compounding pharmacy setting
- Proficient with standard PC software: Microsoft Excel, Word, PowerPoint
- Outstanding attention to detail High level of communication skills (written and verbal) and ability to work effectively with individuals at all levels within the organization

Preferred

- PTCB Advanced Certification as a Certified Compounded Sterile Preparation Technician (CSPT®), or other advanced certifications or training in compounding
- Associate degree or equivalent combination of education and experience in a health-system pharmacy setting
- Working knowledge of automated dispensing machine (ADM) systems (e.g. Omnicell, Pyxis, or similar), computerized provider order entry systems, experience with EPIC ®
- Knowledge of regulatory standards (Joint Commission, USP 797, USP 800, Board of Pharmacy standards, Department of Public Health standards)

Skills/Abilities/Competencies Required

- Demonstrates effective interpersonal and communication skills
- Performs professionally and courteously, and maintains excellent working relationships with all personnel
- Numeracy: must be comfortable aggregating and reporting numbers, data, and analytics.
- Problem-solving: must be capable of drawing conclusions and formulating actionable plans based upon a synthesis of quantitative and qualitative data.
- Interpersonal skills: must communicate effectively with leadership and colleagues
- Independent decision-making: must be self-supervised and motivated.
- Job knowledge: must command a thorough knowledge of Pharmacy Department policies and procedures.

- Organizes and maintains efficient work areas and services
- Flexibility: must be able to manage several priorities and deadlines simultaneously.
- Must have a strong desire to continually learn and a progressive mindset of continual process improvement.

Working Conditions

- Must be able to lift up to 20 lbs.
- Must be able to stand or sit for extended periods of time. Must be able to travel to offsite as needed