System Managers role descriptions

Pyxis MedStation™ system

Overview

A critical determinant of a successful Pyxis MedStation™ system implementation and the effective ongoing management of the system is the appointment of System Managers. System Managers have responsibilities integrated across many departments in your hospital. The most successful hospitals using Pyxis® products have three System Managers:

Objectives

- Identify System Manager candidates.
- Define System Manager roles and responsibilities.
- Outline training opportunities for System Managers.

System Managers

The overall System Manager goals are to:

- Design workflow to optimize efficiency and safety of patient care in the medication use process.
- Improve customer satisfaction—nursing staff is a pharmacy customer and patients are both nursing and pharmacy customers.

- Form a multidisciplinary team to dynamically review processes, develop and revise Pyxis product policies and procedures, develop pre- and post-quality indicators for nursing and pharmacy, and develop a meeting schedule for implementation (recommended weekly) and ongoing system maintenance (recommended monthly).
- Monitor quality assurance metrics such as workload, discrepancies, etc.
- Develop a Pyxis products standardized training program, including orientation training for pharmacy and nursing staff, as well as annual competency testing.
- Develop a method for disseminating Pyxis MedStation system information to staff on a regular basis (e.g., “Pyxis Product Points” in an existing staff newsletter).

Pharmacist System Manager

The Pharmacist System Manager (typically the Pharmacy Operations Manager, IT Pharmacist or Director of Pharmacy) functions as the clinical manager and focuses on efficient distribution processes and medication safety issues. The Pharmacist System Manager is responsible for the overall system design and supervision of the Technician System Manager. Job requirements include: good communication skills, computer literacy, experience as a decision maker in the pharmacy and a commitment to stay at the facility for at least 6-12 months.
Typical responsibilities include, but are not limited to:

- Attend Pyxis product planning and implementation meetings
- Coordinate the setup of the Pyxis MedStation system
- Oversee clinical management of the Pyxis MedStation system, such as determining override standards, implementing Clinical Data Categories and developing policies and procedures
- Design quality assurance and process improvement studies to monitor and utilize the Pyxis MedStation system
- Act as liaison between pharmacy and nursing on Pyxis product issues
- Develop the department’s inventory strategy for the Pyxis MedStation system
- Develop training checklists and competency for pharmacy staff
- Review interface design and ongoing activity
- Participate in policy and procedure development and review
- Redesign and monitor workflow pertaining to Pyxis MedStation system activities, including override activities
- Review and revise the Pyxis MedStation system as a member of the multidisciplinary team (comprised of pharmacy, nursing, IT, HR, RT, QA, etc.)
- Maintain records as required by applicable laws and regulations
- Review and edit the Pyxis MedStation system formulary
- Manage the Pyxis MedStation system formulary for new medications

NOTE: Important that only one to two people are responsible for managing/changing the PIS formulary and Pyxis MedStation system formulary.

- Manage the Pyxis MedStation system user database
- Assist in resolving Pyxis MedStation system issues as a member of a multidisciplinary team

Pharmacy Technician System Manager

The Pharmacy Technician System Manager functions as the operational manager and focuses on the day-to-day operation and monitoring of the Pyxis MedStation system. The Pharmacy Technician System Manager is also responsible for the day-to-day maintenance of the Pyxis MedStation system. This individual will be considered the expert in the use of the system. Job requirements include: good communication skills, willingness to work closely with nursing, computer literacy and a commitment to stay at the facility for at least 6-12 months. The Pharmacy Technician System Manager acts as the primary contact with the CareFusion implementation team and Technical Service Center. Two technicians should be knowledgeable in these roles and responsibilities to maintain continuity of system management.

Typical responsibilities include, but are not limited to:

- Attend Pyxis product planning and implementation meetings
- Coordinate the setup of the Pyxis MedStation system
- Coordinate the installation or expansion of Pyxis MedStation systems
- Communicate the status of Pyxis product projects/activities/issues to pharmacy and nursing staffs
- Routine troubleshooting
- Manage inventory of Pyxis MedStation systems
- Monitor medication expiration dates in Pyxis MedStation systems
- Review reports of nursing activities and discrepancies, and refer to pharmacist or nurse manager according to policy and procedure
- Establish daily batch reports
- Monitor ADT activities flowing to the Pyxis MedStation system console
- Facilitate and monitor pharmacy staff training (new and current staff)
- Participate in policy and procedure development and review
• Assist in resolving Pyxis MedStation system issues as a member of a multidisciplinary team

• Inform CareFusion of any upcoming ADT/interface software changes, nursing unit moves, etc. that may affect the proper operation of the Pyxis MedStation system

• Collect data for studies defined by the Pharmacist System Manager

• Train an additional technician on the role of System Manager to cover in case of absence (e.g., vacation, resignation, etc.)

• Check and refill printer with paper as needed to print all Batch reports

• Review all Batch reports (e.g., Refill, Stock-out, All Station Events, Charges and Credits, Discrepancies, Overrides, Ordered Meds Not Loaded, etc.)

• Refer all pertinent reports to a pharmacist as needed

• File reports for future reference as appropriate

• Archive data to desired medium routinely

• Monitor Pyxis MedStation system activities for timely refill and load

• Review and adjust inventory max and min levels

• Follow up on discrepancies needing proper resolution with the appropriate nurse managers

• Review Override report and refer removals with no orders for pharmacist review

• Basic system troubleshooting

**Nursing System Manager**

The Nursing System Manager (typically a nurse educator, nurse informaticist or staff nurse interested in taking on leadership responsibilities) functions as the clinical nursing manager and focuses on direct patient care issues and nursing process challenges. Job requirements include: good communication skills, involvement with daily medication practices and patient care, a commitment to stay at the facility for at least 6-12 months and an interest in working more closely with automation. The Nursing System Manager acts as the primary contact for all nursing questions and issues regarding the Pyxis MedStation system and funnels appropriate in-house concerns to the Pharmacist and/or Technician System Managers.

**Typical responsibilities include, but are not limited to:**

• Attend Pyxis product planning and implementation meetings

• Coordinate the setup of the Pyxis MedStation system

• Participate in policy and procedure development and monitoring

• Facilitate selection of resource nurses (super-users), typically one to two super-users per nursing unit per shift

• Plan and participate in super-user training with the CareFusion implementation team

• Develop standardized training plan, checklists and competencies for nursing and respiratory therapy staff

• Plan, schedule and monitor Pyxis product training for nursing (new and current staff)

• Plan and schedule yearly Pyxis product competency testing

• Address Pyxis MedStation system issues and processes as a member of a multidisciplinary team

• Act as nurse liaison for the Pyxis MedStation system

• Assess, monitor and address nursing workflow issues related to Pyxis products (e.g., medication administration policies, transporting medications, etc.)

• Facilitate and monitor QA studies

• Share information with nursing staff on new features and policies concerning the Pyxis MedStation system

• Assist in resolving Pyxis MedStation system issues as a member of multidisciplinary team
Web-based training for Pyxis System Managers

1. CareFusion offers web-based training for Pyxis product users. These are standalone, multimedia courses that contain overviews of key product features and functions, and demonstrate tasks for Pyxis System Managers.

Below are some examples of the web-based courses offered on the CareFusion Learning Portal for Pyxis MedStation system System Managers:

(five modules, approximately two hours each to complete)

- Pyxis MedStation system overview and station basics, system setup, data backup and archive
- Pharmacy configuration, formulary management, defining Clinical Data Categories, areas and nursing units
- How to create and modify users, manage patient information and devices and station troubleshooting
- Pharmacy workflow and the Pyxis MedStation system workflow
- About reports and report management, nursing reports and planning

2. Other resources

- Detailed information on equipment functionality is available in the console and Pyxis MedStation system User Guides.

- Best practice documents can be found on the Customer Connection website at: pyxis.com/CustomerConnection.aspx

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