The Hospital of the University of Pennsylvania Health has retained Tyler & Company to conduct an exciting search for a Director of Inpatient Pharmacy.

**Mission:** At Penn Medicine, we are dedicated to discoveries that advance science, to outstanding patient care throughout the world, and to the education of physicians and scientists who carry on our legacy of excellence. We are a world-renowned academic medical center, and strive to improve the health and well-being of people through research, education, clinical care and community service. We are proud of our commitment to service and strive to use discovery and rigorous research to benefit our neighborhoods, our city and our world. We embrace the opportunity to teach others, to learn from our partners, and to care for patients with skill and dignity.

**Values:** Penn Medicine's core values define what we stand for as an organization and how we will continue the work of helping others that began here more than 240 years ago.

- **Excellence** – We will strive for excellence through creativity and innovation.
- **Integrity** – We will be truthful, equitable and committed to intellectual honesty.
- **Diversity** – We will foster intellectual, racial, social and cultural diversity.
- **Professionalism** – We will achieve the highest standards of professionalism through ethical behavior, collaboration, self-education and respect for all members of Penn Medicine.
- **Individual Opportunity** – We support equal opportunity and individual creativity and innovation.
- **Teamwork and Collaboration** – We will support each other and promote collaboration with our colleagues and thoughtful stewardship of University and Penn Medicine resources.
- **Tradition** – We will learn from our history, take responsibility for the future and promote the unique nature of the Penn environment.

**THE CLIENT:** Penn Medicine hospitals are ranked #1 in Pennsylvania and #10 in the nation by *U.S. News & World Report*. Penn Medicine is a $6 billion enterprise with 41,000 employees; it includes five hospitals: Hospital of the University of Pennsylvania (HUP); Pennsylvania Hospital; Penn Presbyterian Medical Center; Chester County Hospital; and Lancaster General Hospital; as well as 10 multispecialty centers and several additional services, including Good Shepherd Penn Partners, Penn Homecare and Hospice, outpatient imaging, laboratory and pharmacy services.

In 1874, the Hospital of the University of Pennsylvania was established as the nation's first teaching hospital. Over the past 30 years, Penn physicians and scientists have participated in many important discoveries, including the first general vaccine against pneumonia, introduction of total intravenous feeding, development of magnetic resonance imaging (MRI) and other imaging technologies and
the discovery of the Philadelphia chromosome, which revolutionized cancer research by making the connection between genetic abnormalities and cancer.

In addition to being at the forefront of many outstanding discoveries, Penn Medicine’s success as a progressive, world-leading health system are some of the finest physicians, scientists, nurses and healthcare professionals in the nation, whose goal is to provide exceptional healthcare and support services to the communities that they serve. Penn Medicine’s commitment to discovery, innovation and quality has been recognized by their peers, throughout the Delaware Valley and across the nation, including:

- HUP is consistently ranked as one of the top hospitals in the U.S. by *U.S. News & World Report*;
- The University of Pennsylvania Perelman School of Medicine (PSOM) is among the top three research-oriented medical schools in the nation according to *U.S. News & World Report*;
- Penn Medicine physicians are prominently listed each year in *Philadelphia* magazine’s Top Doctors with more individual recognitions than all other teaching hospitals in the Delaware Valley combined;
- HUP and Penn Presbyterian Medical Center have achieved Magnet status, the highest institutional honor awarded for nursing excellence from the American Nurses Credentialing Center (ANCC);
- Penn Medicine’s hospitals and patient-care facilities are an eight-time recipient of *Hospitals & Health Networks* Most Wired Healthcare Facilities; and
- PSOM is consistently among the top five medical schools in the country in funding from the National Institutes of Health (NIH).

**The Hospital of the University of Pennsylvania** (HUP) is the 750-bed flagship hospital of Penn Medicine. HUP’s world-class faculty and staff are dedicated to superior patient care, education and research for a better, healthier future. Innovative research coupled with responsive, hands-on care allows HUP to tailor treatment specifically to individual patient needs. HUP is located in University City, West Philadelphia.

Penn Medicine has embarked on building a new hospital across the street from HUP’s current location which will open in 2021. The new, $1.5 billion state-of-the-art facility will include 504 private patient rooms and 50 procedural rooms to treat high-acuity patients.

**Pharmacy Services at HUP**

The pharmacy department at HUP dispenses prescriptions for patients and Penn Medicine employees. The pharmacy department includes a dedicated team of fully implemented unit-based pharmacists and pharmacy technicians who work side-by-side with physicians and nurses in a fast-paced and rapidly growing environment. The HUP Pharmacy provides comprehensive medical management, patient education and consultation to all patients. The system utilizes the Epic electronic health record and the pharmacy department operates a centralized robotic system with unit-dosed dispensing.
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MyPennPharmacy (MPP) was established in 2013 at HUP to deliver prescribed medications to inpatients at the time of discharge, eliminating the need to stop at a local pharmacy on the way home and ensuring patients have the correct medications and understand how to use them. Dedicated unit-based pharmacists work with technicians and a billing coordinator to ensure the correct prescriptions are delivered to the correct patient prior to discharge. Working with nurses, the unit-based clinical pharmacist, social workers, other providers on the unit and an MPP technician identify eligible patients. The unit-based pharmacist performs the final steps in the process, including medication reconciliation and educating patients about each prescription and answering questions.

Penn Medicine and PSOM are among the nation’s leading research institutions and rank in the top 5 percent in the nation among academic medical centers for research awards granted. This allows Penn Medicine to be at the forefront of the latest medical breakthroughs, translating scientific and clinical trial discoveries to transform patient care.


THE POSITION: Reporting to Carolyn Jackson, Chief Operating Officer, the Director of Inpatient Pharmacy provides leadership to more than 200 FTEs and manages an operating budget totaling $250 million.

The Director has overall responsibility for the development of strategy, growth, operations and financial planning for inpatient pharmacy, and provides leadership for all aspects of HUP pharmacy services, including the facilitation of relationships between the medical staff and nursing. He/she will work collaboratively with HUP senior leaders, as well as Penn Medicine pharmacy leadership to develop strategic, operating and financial plans for inpatient pharmacy services at HUP. The Director will provide a vision and pathway for innovative approaches to pharmacy practice to ensure the best patient care. He/she will foster a patient-focused environment in support of the delivery of the highest quality care, as well as a vision for pharmacy services across the continuum of care within HUP.

The Director will be involved in the implementation of the new state-of-the-art pharmacy within the new hospital. Under the direction of the COO of HUP, the Director will serve as the HUP representative on the system Pharmacy Integration Team. Furthermore, the Director will serve as a member of the Case Management, Ethics, Organizational Excellence, Hospital Operations and Patient Flow Committees.
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Additional responsibilities of the Director of Inpatient Pharmacy include:

➢ **Patient/Client Focus**
  • Understand the needs and expectations of patients, referring physicians, faculty and staff across the hospital.
  • Personally spend time with pharmacy leadership, managers and staff to build partnerships, and identify opportunities that will drive performance.
  • Work with pharmacy leadership in developing programs, services and products to anticipate future business needs, build strength and generate growth.
  • Ensure pharmacy management and staff satisfaction through comprehensive and continuous measurement utilizing available resources and strategies for employee engagement.
  • Continuously communicate with pharmacy leadership the importance of patient and client satisfaction, and establish priorities for improving departmental performance in meeting and exceeding health system expectations.

➢ **Operations**
  • Support the creation of clinical effectiveness targets, improvement plans and reporting systems to ensure the delivery of high quality, effective and efficient patient care.
  • Ensure that teams and individuals have the clinical, information and organizational tools to serve patients and customers effectively and efficiently.
  • Drive key success elements of access, quality, service and value.
  • Establish clinical effectiveness targets and strategies annually (part of budget process).
  • Ensure compliance with all federal, state and local regulatory standards and requirements, including The Joint Commission, Department of Health, funding agencies, FDA, HIPAA and others.
  • Ensure that regulatory requirements are met and maintained.
  • Identify and facilitate agreement of major messages that are consistent regardless of audience, and are credible and reflect Penn Medicine core values.
  • Partner with the controller, ambulatory pharmacy and the finance leadership team in developing and implementing common financial systems and standards in a coordinated and efficient manner.
  • Work closely with director of business operations, for all decisions that materially impact inpatient pharmacy’s financial performance and ensure the effective delivery of systemwide shared services.
  • Consult with Penn Medicine leaders in the assessment and evaluation of ongoing programs, clinical commitments and businesses.
  • Partner with the controller, ambulatory pharmacy, to ensure that operations fully utilize appropriate financial controls and remain in compliance with federal, state, professional and local financial requirements.

➢ **Staff Development**
  • Recruit the best people based on capabilities and commitment to Penn Medicine core values.
  • Retain and reward people based on high performance and demonstrated behavior consistent with Penn Medicine core values.
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- Ensure that employees are motivated, enabled and empowered to meet clear performance expectations.
- Ensure that employees have the opportunity to continually develop their skills, learn and grow.
- Foster mutual respect and teamwork with ambulatory pharmacy operations, corporate finance and across Penn Medicine.
- Establish appropriate workforce strategies to meet organizational performance objectives inclusive of succession planning.
- Leverage human resources systems to accomplish results such as team and individual performance management; reward, recognition and compensation systems; selection and development systems; and organization health improvement process.

This is an outstanding opportunity to join one of the top 10 hospitals in the country, lead a large pharmacy program, significantly shape the future of inpatient pharmacy operations and play a role in opening a brand-new hospital.

THE CANDIDATE: The selected candidate will possess a minimum of five years of inpatient pharmacy management leadership experience within an academic medical center or a large and highly matrixed hospital environment. He/she will be an accomplished pharmacy leader who can work effectively in a highly matrixed and relationship-driven culture. The chosen leader will have a strong knowledge of pharmacy operations and the 340B drug-pricing program. He/she will have the ability to quickly learn the nuances of the enterprise and understand the implications for successfully navigating through a varying culture across all areas. Furthermore, the preferred candidate will have the ability to influence, build strong relationships and communicate at all levels of the organization.

The highly qualified candidate will have demonstrated success negotiating contracts, developing and implementing strategic plans and process improvement. He/she will have the ability to instill a rigorous approach to financial management within the pharmacy department, as well as introduce new perspectives to determine the best solutions and understand how to evaluate effectiveness of these initiatives. The ideal candidate will also be willing to take necessary risks. He/she will possess outstanding project leadership and management skills, and have the ability to hold a diverse constituency accountable for implementing transformative change. The preferred candidate will possess strong verbal and written communication skills, and maintain high standards for his/her team. The selected candidate will hold a PharmD from an accredited institution and will be licensed or eligible for licensure in Pennsylvania.

Key attributes for success in the position include:
- Team-oriented leadership style.
- Visible and approachable.
- Collaborative.
- Results oriented.
- Coach and mentor.
- Good listener.
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- Strong interpersonal skills.
- Politically astute.
- Strong analytical skills.
- High emotional intelligence; ability to focus and work well under pressure.

THE COMMUNITY: Philadelphia is the second largest city on the East Coast and ranks sixth in the nation, with a metropolitan population of six million. Located 100 miles south of New York City, 133 miles north of Washington, D.C., and 55 miles from the Jersey Shore, the greater Philadelphia area is well positioned as one of the major centers of business activity and has evolved to meet the growing needs of its nearby communities. Philadelphia has an excellent transit system that includes trains, buses and subways serving the city and surrounding counties. Philadelphia International Airport is located eight miles from Center City and Amtrak’s 30th Street Station is a major East Coast train hub that runs along the northeast corridor serving Boston, New York, Baltimore and Washington, D.C.

From historic Philadelphia neighborhoods to quiet suburban streets, the area offers an array of styles and locations. Education is also an important focus, as the region offers countless excellent educational choices. Both private and public schools are equipped with state-of-the-art technology and staffed with dedicated teachers who possess a strong commitment to learning. With 49 colleges and universities, the Philadelphia region has the second largest number of colleges in the nation.

In the Philadelphia region, recreational activities are numerous and readily accessible. Philadelphia’s 8,700-acre Fairmount Park and the nation’s first zoo provide fun for all ages. Plan a visit to historic landmarks such as Independence Hall, the National Constitution Center, Museum of the American Revolution, the Liberty Bell and Valley Forge. Enjoy the symphony at the Kimmel Center for the Performing Arts or outdoor concerts at the Mann Center for Performing Arts. Sports are a key part of Philadelphia life where fans can cheer on teams such as the Eagles, Phillies, Flyers and 76ers, all of which provide a great source of family fun. From the famous Philadelphia Museum of Art to The Franklin Institute, Boat House Row to the excitement of city life, the Greater Philadelphia region offers something for everyone.

For more about Philadelphia and the region, please visit: [http://www.visitphilly.com](http://www.visitphilly.com).

COMPENSATION: A comprehensive compensation, relocation and benefits program, which includes one of the finest prepaid tuition assistance programs in the region, will be offered. HUP believes that the best care for its patients starts with the best care for its employees. The employee benefits programs help employees get healthy and stay healthy.
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