

# PHARMACY CLINICAL COORDINATOR'S HANDBOOK

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The Resource Group, LLC

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St. Louis, Missouri



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# Dedication

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This book is dedicated to all of the pharmacy clinical coordinators who have worked tirelessly to develop and provide high-quality pharmacy services. Keep up the great work and strive for your best.

Thank you to my extremely supportive husband, Stephen, and my caring and loving children, Audrey, Madison, and Sloane. You encourage me and inspire me to be the best that I can.

Thank you to ASHP for providing so many opportunities for leadership and to advance our profession to provide the best care possible for our patients. All patients deserve a pharmacist as part of their care, and we need to continue to demonstrate our ability to impact patient care and advocate for our involvement.

*Lynn Eschenbacher*



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# Preface

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The pharmacy clinical coordinator is a valuable member of the healthcare team. If you are an experienced clinical coordinator, this book will help enhance your practice. If you are just starting on your journey as a pharmacy clinical coordinator, this book can be your step-by-step guide to succeeding in this essential and demanding position. There is much to learn and master to be an effective and high-performing pharmacy clinical coordinator. First, *clinical* is just the start. You have discovered, or soon will discover, that you are also a coach, mentor, innovator, and visionary as well as an expert in human resources, operations, logistics, finance, safety, and risk management. Use this book to help you generate the ideas you will need as a pharmacy leader to impact your staff in a positive way and ensure optimal patient care outcomes.

The *Pharmacy Clinical Coordinator's Handbook* will be your guide for practical tools and tips on just about everything related to being a pharmacy clinical coordinator or clinical manager. We have brought together top experts from our profession to provide you with real-life, practical information. The tone of the book is conversational, as if you had one of these experts sitting right with you all the time providing knowledge and expertise just for you. We hope this book will be the go-to resource for coordinators or managers who want to take their practice to the next level and make a difference in healthcare and patient care.

Have you ever asked these questions as a clinical coordinator?

- How does pharmacy provide value to the healthcare team?
- Who should I get to know in my organization so that if I need something I have already developed that relationship?
- How do I build my team and inspire them to achieve high-quality outcomes for patient care?
- What can I do to advance practice?
- There is so much to do. Where do I start, and how do I even know what to do?
- I have been a coordinator for many years. Is there more that I can do?

We have provided answers to all of these questions and many more. The book includes many charts, checklists, protocols, processes, diagrams, references, and websites for you to generate ideas on how you can improve what you are doing and how you can impact your team.

You should enjoy what you do as a clinical coordinator or manager. You are in a position in which you can positively impact the lives of your staff as well as the patients that you serve. Being in middle management can be tough, but if you have a clear vision and strategy and set clear expectations for your team members and hold them accountable, you can achieve anything!

If your actions inspire others to dream more, learn more, do more and become more, you are a leader.

—John Quincy Adams

I shall pass this way but once; any good that I can do or any kindness I can show to any human being; let me do it now. Let me not defer nor neglect it, for I shall not pass this way again.

—Stephen Grellet, Quaker Missionary

These two quotes will help you remember the great power that you have as a clinical coordinator to do your best and to lead others to do their best. Our patients count on us as pharmacists to touch their lives in such a way that they either stay healthy or get better as a result of our involvement.

Go forward, and do great things for yourself, your employees, and your patients.

*Lynn Eschenbacher*

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