

## Getting Started

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### **KEY TERMS**

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**Credentialing**—Credentialing is used by organizations to validate professional license, clinical experience, and other preparation for a specialized practice; qualifications documentation expected and/or required for a healthcare provider to practice in a specific setting.

**Delegation**—Delegation is entrusting a task or responsibility to another person, typically one who is less senior than oneself.

**Practice Model**—A practice model describes how pharmacy department resources are deployed to provide patient care.

**Privileging**—Privileging is a process to define specific services provided by a pharmacist practitioner; ensures the individuals that are granted privileges to perform said activities can demonstrate competency and have ample experience providing services.

## Introduction

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Congratulations on your decision to become a clinical coordinator! The first feeling you may be experiencing after the initial excitement is fear. If you experience a crisis of confidence when taking on new challenges, be assured it is a normal feeling. I have two pieces of advice to help you fight your way through it:

1. **Trust yourself and those around you.** If you have been offered a position as a clinical coordinator, chances are you have already proven you can be successful doing a portion of what will be required of you. This means you know more than you think you do! Additionally, positions are not typically offered unilaterally, so there were likely several people that made the decision to choose you. Trust your own experiences and their knowledge and wisdom to put you in a coordinator position. Your success is directly tied to theirs, so do not be afraid to consult them or other experts for advice, and follow your instincts.
2. **Learn from your mistakes, and let them make you better.** Remember when you first got your pharmacist license? You were really excited to be a “real” pharmacist, but then somewhere along the line you made your first error. You were terrified because the reality of your responsibility and power hit home in a very real way. Hopefully, we all take the errors we make and use them to transform ourselves into better pharmacists. Having a coordinator position is no different. You have a new level of authority and power that is exciting! You are actually going to make changes that improve the overall care of patients in a more wide-reaching way than before; however, like everything else in life, you should consult manuals, handbooks, and experts to help you through common issues and prepare you for circumstances that lie ahead. As humans, we are prone to error; we may communicate ineffectively or miss a deadline. Take your misstep, handle it graciously, and learn from it.

In this chapter, we will explore transitioning into the clinical coordinator role, evolving into an effective leader, and maintaining balance. This

chapter is meant to provide you with a road map for success by introducing you to some of the concepts developed throughout the book. Buckle your seatbelt!

## The First 90 Days (5-point vehicle check)

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Before you go on a road trip it is important to make sure your oil has been changed, the tires are aligned and at the right pressure, your lights and windshield wipers are in working order, and your gas tank is full. The last thing you want is to get partially through your trip and need a tow truck because your tires blew out. Starting out as a clinical coordinator is similar; all of the pieces must be in working condition to get you to your destination.

### Vehicle Walkaround

When you rent or purchase a new vehicle, you are usually required to walk around the car to make sure every dent or scratch is taken into account. Until this point, I have assumed you have done the appropriate preparatory work to be an effective clinical coordinator. Make sure you have the information you need to start the journey and have assessed your new situation appropriately. Write down the answers to the following questions to ensure you have all the information you need to set personal goals.

**Know your institution.** Have you taken the time to familiarize yourself with your environment and its culture? What is your patient population? Does your institution serve a wide variety of patients with various clinical services, or does it have a narrower focus? For example, if you work at a large academic medical center, your clinical scope is going to differ from a mid-sized institution that primarily treats cancer or cardiac patients. Additionally, what is important to your institution? What is the vision and mission and specific goal(s) the institution is trying to achieve? This will become important as you set your personal goals to help to create a common language.

**Know your department and staff.** As a clinical coordinator you will be leading the clinical charge of the department. This is a key element for success. What is the **practice model** of the pharmacy? How does the department work with physicians, nurses, and other