

POSITION DESCRIPTION

Department: Pharmacy Title: Director of Pharmacy	
Date Created: 3/11/2026 Next Review Date: 3/11/2028	Reports to: Chief Operating Officer Approved by:  Shawn Otley (Mar 11, 2026 14:50:56 PDT) (Administrative Dept. Signature)

POSITION STATUS: ☐ Hourly ☒ Salaried

POSITION SUMMARY

The Director of Pharmacy provides strategic, operational, and clinical leadership for all pharmacy and medication-use services across Lake Chelan Health. This role ensures safe, effective, and compliant medication practices while enabling LCH's clinical growth as a Critical Access Hospital. The Director serves as the system's medication-use expert, clinical partner to medical staff leadership, and steward of pharmacy resources.

DUTIES & RESPONSIBILITIES

The job duties listed below are essential functions of the position. However, other duties may be assigned, and may also be considered essential functions of the position. The caregiver must be sufficiently fluent in the English language to satisfactorily perform the essential functions of the position. The degree of fluency required will vary depending upon the nature of the position.

- Ensure regulatory readiness across applicable frameworks: CMS Conditions of Participation, Washington State Board of Pharmacy, DEA, and USP standards (<797>/<800>) as applicable.
- Lead medication safety and quality improvement programs: high-alert medication safeguards, adverse event review, and corrective action closure tracking.
- Manage pharmacy operations, staffing, budgeting, and drug spend stewardship.
- Lead automation strategy: ADC optimization and evaluation of conditional technology investments (ED kiosk, after-hours pickup automation) with required ROI analysis.
- Partner with COO, CMO, and nursing leadership to enable safe clinical growth as hospitalist services, specialty services, and infusion volume expand.
- Represent pharmacy on leadership, quality, and medical staff committees.
- Lead medication-use system governance: P&T Committee activation, formulary management, and protocol and order set standardization.
- Provides oversight and direction for safe medication practices within the organization.
- Supervise the activities of personnel within the pharmacy. This involves interviewing prospective employees, orienting new employees, evaluating performance, training and development.
- Dispense and direct the dispensing by others of medications. Manage Pyxis across the organization.
- Supervise the orders for supplies and process vendors' invoices for payments, participate in group purchasing program, maintain appropriate inventory levels. Responsible for sizeable inventories.
- Organize and direct pharmacy staff meetings.
- Lead the Pharmacy and Therapeutics Committee and set the agenda for the medical staff.

- Ensures that the pharmacy is in compliance with professional standards, state and federal law and hospital policies.
- Maintain drug formulary and serve as a resource person for drug information.
- Provide orientation and in-service to personnel from other departments on pharmacy related topics.
- Represent pharmacy at management and committee meetings.
- Ensure adequate controls over dispensing of narcotics. Run reports as requested.
- Plan future departmental goals and objectives to ensure compliance with standards established within the profession.
- Prepare and monitor departmental budgets.
- Maintains daily contact with nursing units and clinical departments regarding patient care.
- Contact vendors of equipment and supplies as appropriate.
- Provides medication counseling to patients on discharge.
- Works independently. Requires considerable innovation in developing new programs for service delivery.
- Responsible for developing pharmacy policy and procedure. Assists other departments in developing their policies and procedures in relation to medication and IV's.
- Supervises the pharmacy technician. Gives on-the-job direction including appropriate delegation, input and coaching to members of patient care team.
- Other duties as assigned.

QUALIFICATIONS

Minimum Qualifications (Required)

- Doctor of Pharmacy (PharmD) from an ACPE-accredited School of Pharmacy.
- Active pharmacist license (or ability to obtain licensure) in Washington State.
- Completion of an ASHP-accredited PGY1 Pharmacy Residency OR active Board Certification (e.g., BCPS, BCACP, BCSCP, or other relevant BPS certification).
- 5–7 years of progressive hospital or health-system pharmacy experience.
- Demonstrated experience in medication safety, regulatory compliance, and pharmacy operations in a resource-constrained environment.

Preferred Qualifications

- PGY2 residency in leadership, administration/management, or business development (preferred, not required).
- MBA or MHA (preferred, not required at this time).
- Experience with 340B program oversight and compliance.
- Experience optimizing Automated Dispensing Cabinets (ADCs) and EHR medication use workflows.
- Experience in Critical Access Hospitals, rural health systems, or integrated delivery systems.

Working Conditions

- Combination of administrative office work and clinical/operational presence in pharmacy areas.
- Ability to respond to urgent medication-use issues and operational emergencies.
- Occasional evening or weekend availability as operational needs require.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Pharmacy

Job Title: Director of Pharmacy

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☐	☒	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☐	☒	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☐ Heat/Cold

☐ Dim

☐ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☒ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: Director of Pharmacy v2 March 2026

Final Audit Report

2026-03-11

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