

Tele-healthcare Pharmacy Leader

“I have a strong inclination to work in healthcare organizations. I am passionate about the health state of people in my locality.

I am very good at building organizations that offer pharmacy services to patients. These include:

- Discharging the role of a pharmacist
- overseeing the day-to-day operations of the pharmacy.

I am entrepreneurial. That is,

- at one moment, I could do the above tasks;
- at another moment, I could arrange the office, prepare charts and documents, develop business plans;
- yet at another moment, I could clean the hospital, arrange food for patients and relatives, console patients and their relatives, walk a patient to its home, liaison with village transport facilities and government officials, calm down irate relatives and friends of patients.

I am one of them. **If I do not have any one or more of these elements, I can develop them fairly quickly.**

I am intricately knowledgeable about the entrepreneurial workings of early stage ventures.

- I have the passion for transforming a segment of the industry.
- I have the empathy to listen, adopt and commit to fast-growth objectives through my:
 - drive to contribute something significant that leaves a legacy behind.
 - insatiable hunger and commitment for achievements.
- I am willing to pay the price for this opportunity due to my:
 - stamina to sustain for a long period.
 - willingness to learn and grow.
 - motivation for significant personal and career growth, along with financial rewards. The rewards would be incomparably and significantly higher than other opportunities.”

Do you claim the above?

This leader would run the day-to-day pharmacy operations of the company and enable its rapid growth. This leader will merge leadership and business growth and performance, with the higher purpose of transforming the industry.

Not every leader would have every element of the description below, but they would have significant overlap with it. If a candidate does not have any one or more of these elements, he / she should be able to pick things up fairly quickly.

Responsibilities

The executive will be responsible for all aspects of management including, but not limited to:

- **Pharmacy managers make the pharmacy run smoothly**
Have you ever noticed that when you go to the pharmacy with your prescription, they usually fill your order within half an hour? Because I have been known to struggle with planning a menu, we often find myself fascinated that my pharmacy has whatever medication my doctor has prescribed, no matter how random it may seem to me. Even the small family pharmacy we go to almost always has whatever medication we need. How do they manage to have every medication?
- **Ordering and Maintaining Records**
The pharmacy manager manages the ordering and maintains records. This is a huge responsibility. They have to know which medications are most likely to be prescribed and make sure they have those that are less often prescribed on hand as well. The stock can't be kept sitting on the shelf indefinitely because it will go bad. Pharmacy managers must also make sure that their choices are not too infrequently dispensed. If one of their clients is taking a medication that is not on the usual rotation, they must maintain that medication so refills are not delayed. In addition to this, which to me is the most complex and fascinating aspect of their job, they also must complete managerial tasks as well.
- **Schedules, QA and Employee Management**
Schedules must be made for pharmacy employees, new documentation on medications and drug interactions must be read and distributed, quality assurance goals must be met, and employees must be monitored and evaluated. They must also handle customer complaints, maintain contact with doctors' offices, and be familiar with their customers. Essentially, they must do what any manager does while at the same time ensuring that life-saving medications and information are available.

Skills

A demonstrated track record of proven results in building organizations. The successful candidate will be a trusted leader with an exceptional track record of developing pragmatic strategy and then executing it in a disciplined, urgent and competitive manner, leading to outstanding financial performance. In general, this successful leader would have:

- Experience being part of a standalone healthcare services business with full profit and loss responsibilities. Demonstrated success leading complex operations with accountability for the selection, motivation and development of the leadership team.
- Relevant experience gained in sales, marketing, business development, customer operations and corporate functions. Good understanding and experience implementing best practices throughout an organization.
- Relevant experience gained in acquiring companies. He/she must have played a key role in past acquisitions – both in due diligence and integration. This includes a demonstrated financial acumen, a 'best athlete' with very strong leadership capability, acumen and attention to detail.

Additionally, this leader would have experience in an entrepreneurial organization and prior responsibility for development of day-to-day operational process and structure. Experience putting in process/discipline as well as building a strong team-based culture. This will ensure

- understanding and guiding the big picture to manage and lead the nurses, pharmacy and doctors teams, and
- the hard skills to understand and oversee business operations including revenue growth, expense, cost and margin control, monthly, quarterly and annual financial goal management.

General skills include:

- Bright, competitive, resourceful, general management experience.
- A strong communicator and with strong business development skills who instills confidence in the customer.
- Tough minded. Sound decision maker. Strong analytical and planning skills. Organized, detailed. Natural leader.
- Previous healthcare experience a plus. Proven work experience as a pharmacist, pharmacy leader or relevant role
- Knowledge of healthcare regulations and medical law
- Understanding of medical terminology
- Experience with administrative and accounting procedures
- Familiarity with databases and spreadsheets (especially MS Excel)
- Strong organizational and time-management skills
- Communication skills with a problem-solving attitude

Education

A bachelor's or master's degree in pharmacy.