

Join a team who cares about excellence

BHB ensures the highest quality health care through service excellence, education and leadership. We seek qualified, highly motivated and experienced professionals to work in a supportive but demanding environment.

PATIENT ADVOCATE MANAGER *QUALITY & RISK MANAGEMENT*

Key responsibilities include:

- Creates and maintains a Patient Advocate Office report database, tracking all complaints and compliments and report monthly and/or as required to the VP of Quality & Risk Management
- Collaborates with unit leadership to meet customer service and clinical quality outcomes in accordance with BHB Dashboard and the Patient Satisfaction Survey.
- Documents patient/visitor concerns to include patient demographic data, synopsis of incident, actions taken to resolve. Composes letters or e-mails to patients, visitors, BHB Staff, physicians and leadership, according to the policies of the Bermuda Hospitals Board.
- Provides information to new employees about hospital expectations regarding staff-patient relations. May sit on standing and adhoc committees at the request of the VP of Quality & Risk Management.
- Creates, strategizes, and promotes patient-focused services/initiatives which meet the current and future needs of BHB's workforce

Qualifications &/ Registration required:

- Associates Degree in healthcare related field required; Bachelors Degree in Healthcare preferred.
- 3 - 5 years' experience in healthcare or healthcare setting (preferably as a RN) or with clinical experience with at least 2 years of supervisory/management experience, preferably in a health care setting is an asset
- Analytical ability, expertise with data and computer applications and strong quantitative skills required and demonstrated customer service skills and experience and sound command of spoken and written English.
- Capable of communicating effectively verbally and in writing throughout the organization and with stakeholders and experienced and comfortable in public speaking

Closing date for applications is: August 15, 2013. Pre-employment substance abuse screening is mandatory for all successful candidates

CLINICAL PHARMACISTS *PHARMACY DEPARTMENT*

Key responsibilities include:

- Receives, interprets and evaluates all medication orders for patient specific drug-related problem, following established policies and procedures. Consults with medical staff/nursing as the need arises
- Dispenses narcotics and assists with maintaining the perpetual inventory records
- Checks all manufacturing, packaging and dispensing of the technical staff
- Adheres to all IV Room policies and procedures (e.g. storage, dispensing, cleaning schedule). Prepares all IV requirements for inpatient and outpatient needs.
- Provides drug information/counseling as needed to patients and to other healthcare professionals
- Provides liaison services to designated areas as directed by the Clinical Pharmacist Coordinator. Performs profile checks and medication area inspections. Participates in multidisciplinary rounds and consults as required
- Enhances professional growth and development through participation in educational programs, in-services, current literature reviews
- Participates in departmental rotation of duties and responsibilities. Performs technical functions as the need arises

Qualifications &/ Registration required:

- Graduate of a recognized School of Pharmacy
- Post Graduate Clinical Qualifications – UK recognized M Clin or US recognized Pharm.D. Clinical residency
- Minimum of two years of pharmacy experience in a similar hospital position
- Ability to meet continuing education requirements to retain Registered Pharmacist License with the Bermuda Pharmaceutical Association and with the Allied Health Professions Act
- Experience in supervising professional and technical staff
- Must have a working knowledge of aseptic technique and the ability to prepare sterile IV products and chemotherapeutic agents

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If you want to make a difference, and if your experience and qualifications match the above criteria,

visit www.bermudahospitals.com, and apply through BHB Jobs NOW.

Select "Work at BHB" and follow the steps.



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www.bermudahospitals.com

Bermuda Hospitals Board