

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

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

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.

OUR VISION IS
TO BE THE FIRST
CHOICE FOR HEALTH
AND WELLNESS



Bermuda Hospitals Board

Human Resources, Craig Appin House
8 Wesley Street, Hamilton HM11, Bermuda

Tel: (441) 239-2955

www.bermudahospitals.com