

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Department Management					
TSC	Pharmacy Information Technology Management					
TSC Description	Maintain and enhance pharmacy information technology systems and workflows to ensure optimum performance					
TSC Proficiency Description	Level 1	Level 2	Level 3 HCE-DMH-3006-1.1	Level 4 HCE-DMH-4006-1.1	Level 5	Level 6
			Manage the performance of pharmacy information technology (IT) systems and workflows to ensure efficiency in operations	Review pharmacy information technology (IT) systems and processes		
Knowledge			<ul style="list-style-type: none"> Types of IT systems and their processes within departments Methods of operating pharmacy IT systems Procedures of safe pharmacy IT systems operations Troubleshooting techniques and processes Pharmaceutical Society of Singapore's guidelines for Tele-pharmacy Standard Operating Procedures (SOPs) relating to pharmacy IT systems Organisational IT workflows Procedures for setting up and inspecting pharmacy IT systems Approaches to manage IT workflows and processes Types of pharmacy software Organisational standards, policies and procedures for system maintenance 	<ul style="list-style-type: none"> Organisation's overall direction, policies and procedures related to IT Technology trends and requirements in the healthcare industry Models and methods for evaluating the effectiveness of pharmacy IT systems and workflows 		
Abilities			<ul style="list-style-type: none"> Assist pharmacists in bug investigations, reporting, tracking and testing of bug-fix releases Maintain master lists within IT systems to 	<ul style="list-style-type: none"> Identify gaps found in existing IT systems, equipment and processes Recommend improvements to organisational IT processes, systems and 		

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			<p>ensure master lists are accurate and up-to-date</p> <ul style="list-style-type: none"> • Report IT security anomalies to supervisors • Prepare pre and post-IT implementation workflows • Monitor performance of pharmacy IT systems and processes • Report errors identified to pharmacists • Perform interface checks between different pharmacy information systems to resolve errors associated with IT systems, processes, and equipment to improve pharmacy operations 	<p>equipment in relation to pharmacy operations</p> <ul style="list-style-type: none"> • Resolve errors associated with IT systems, processes, and equipment to improve pharmacy operations • Evaluate solutions and inputs based on impact and risks involved in changing pharmacy operation processes • Assist in IT budgeting for new enhancements and equipment relating to improving pharmacy operation • Identify user requirements in relation to pharmacy IT systems and equipment • Assist to solve automation issues and interface and master setup errors 		
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