

## Pharmacy Operations Manager

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Company: Cleveland Clinic Abu Dhabi

Location: Abu Dhabi

Category: other-general

Accountable to oversee multiple service areas ambulatory pharmacy, including operations, home delivery, discharge, and specialty services. Identifies opportunities for service improvement, develops and implements strategies to enhance the overall patient experience and streamlines pharmacy operations. Under the general direction of the Ambulatory Pharmacy Director, and in close collaboration with other stakeholders, develops and implements policies, and standard operating procedures (SOPs) specific to each service line. Monitors service line performance and key performance indicators (KPIs), analyzing data and implementing corrective actions as needed. Optimizes the operational workflow of each service line, ensuring timely and accurate processing, preparation, and dispensing of medication orders. Collaborates with relevant departments, such as supply chain, inventory management, to optimize inventory levels and ensure efficient medication distribution. Develops and put into action plans to capture all of the distributed revenue and stop financial loss. Develops and implemenst strategies to enhance the efficiency of home delivery and discharge processes, ensuring seamless transitions and timely medication delivery to patients.

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