



**Department of Health and Human Services
Indian Health Service
Clinton Indian Health Center**



**Statement of Work (SOW)
Contract Pharmacist Services**

1. PURPOSE OF THE PROJECT

The purpose of this contract is to provide contract pharmacist services for the Clinton Service Unit (CSU) that is comprised of the Clinton Indian Health Center (CIHC), El Reno Indian Health Center (EIHC) and Watonga Indian Health Center (WIHC). The Indian Health Services (IHS) requires pharmacist services without interruption during the term of this contract. The CSU facilities are outpatient federal facilities that provide ambulatory care for eligible Native American patients that are registered for services. To meet the CSU's mission, CSU requires contractor support to provide pharmacist services.

The Chief of Pharmacy or designated representative will conduct the evaluations of the contractor's performance. The contractor shall advise the Chief of Pharmacy or designated representative of any problem(s) encountered in connection with meeting the needs of patients served by the pharmacy department. The pharmacy is open Monday through Friday 7:30 AM to 6:00 PM and Saturday 9:00 AM to 1 PM. The pharmacist contractor is expected up to 40 hours a week. Overtime (hours exceeding 40 hours a week) may be required if deemed necessary by Chief Pharmacist. The contractor's schedule will be determined and may be changed to fit the staffing needs of CSU by the Chief Pharmacist or their designee.

2. DETAILED DESCRIPTION OF THE TECHNICAL REQUIREMENTS

The contractor primary site to perform services will be at the Clinton Indian Health Center with occasional travel to El Reno and Watonga IHS sites when necessary. Using the RPMS package and Electronic Health Record, the contractor shall provide all required pharmacist duties and services for the Clinton Indian Health Center and other duties as assigned within the Clinton Service Unit Pharmacy to include the following:

1. Processing of daily prescription orders from providers, filling of prescriptions, dispensing of new prescription medications and refills and extensive patient counseling. Assures patient understanding of medications, potential side effects, drug interactions and expected outcomes, contractor completes all necessary documentation in pharmacy records.
2. Processing, receiving and reconciling daily vendor medication orders, monitoring of the pharmacy window and pharmacy phone calls.
3. Perform daily maintenance on pharmacy automation equipment, refilling of drug cassettes, prescription vials and labels.
4. Assist in daily pharmacy mail-out program as needed.
5. Management of the pharmacy call-in refill line and processing refill call-in prescriptions as indicated. Inventory management shall include controlled drug perpetual inventories and "return to stock" medications.
6. Greets and directs patients, families, and visitors utilizing public relations principles and practices.
7. Provide oversight of the procurement of pharmaceuticals and supplies.
8. Provide integrated clinical pharmacist services as necessary.
9. Provide chart reviews and reporting as directed.
10. Complete other tasks and duties assigned by Chief Pharmacist in a timely manner.
11. Contractor shall confer to the Chief Pharmacist and abide to all duties assigned.

Clerical Support

Contractor shall provide clerical support and apply typing proficiency in the use of such equipment as personal computers to type memoranda, correspondence, etc. for the pharmacy department and providers as requested to include the following:



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1. Prescription authorizations faxed and received as needed.
2. Maintain the pharmacy area in a clean and orderly manner, compliant with The Joint Commission (TJC), Safety and Infection Control standards and Environment of Care.
3. Assist in department, facility and Service Unit TJC programs as assigned.
4. Support and promote the department, facility and IHS' vision and mission objectives.
5. Participate in all required HIPAA functions.
6. Maintain current licensure; attend required facility and department in-service and training. Respond correctly to all safety codes (mock or real).
7. Assist to maintain pharmacy waiting area as a safe environment, free of hazards.

Inventory Management Support

Contractor shall provide oversight of the procurement of pharmaceuticals and supplies as assigned. This shall include, but not be limited to:

1. Ensuring appropriate stock levels and stock is rotated to assure freshness according to Service Unit inventory management strategies.
2. Providing oversight of the preparation of purchase orders and request via Prime Vendor and other wholesalers/businesses.
3. Ensuring adjudication of order upon receipt to purchase order and invoice and file appropriately.
4. Coordinating an annual inventory of pharmacy medications and supplies.
5. Ensuring appropriate storage of medications (i.e. refrigeration, temperature and light control) and recording of daily temperatures of medication refrigerators; ensuring replenishment of floor-stock in clinic areas (medical clinic, dental, podiatry, etc.) on monthly basis and upon request.
6. Ensuring monitoring for expired medications on monthly basis and coordination of return through Reverse Distributor.
7. Ensuring appropriate labeling of medications on storage shelves.
8. Ensuring proper pharmaceutical procurement is maintained and orders limitations are followed.

Other duties

The contractor shall perform special assignments as requested to fulfill objectives of the department, facility or service unit.

Schedule of Work

The contractor shall notify the Clinton Service Unit Chief Pharmacist and/or the Chief of Pharmacy Services as soon as possible if unable to work during said hours. Pharmacist contractor provide full-time pharmacist service during pharmacy working hours. The Chief of Pharmacy may alter day schedule as work requires.

3. PERIOD OF PERFORMANCE

The requirement's need is for 12 months. Start date of award will be decided after background and clearance are completed.

4. LEVEL OF EFFORT

4.1. The contractor shall provide Pharmacist contractor services and report to Clinton Indian Health Center at 10321 N. 2274 Rd., Clinton, OK 73601 and willing to travel occasionally as the need arises to El Reno and Watonga IHS sites.

4.2. Oversight Controls:

The contractor shall work under the oversight of the Pharmacy Supervisor who defines the objectives, priorities, deadlines, and informs the contractor about changing priorities, unusual deadlines and objectives.



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- 4.3. The contractor shall complete all assignments and tasks assigned.
- 4.4. Training: Contractor shall complete all IHS and CSU required training prior to deadline
- 4.5. The contractor shall provide pharmacy services with hours and schedule being determined by the Chief Pharmacist or designee. The Chief of Pharmacy may alter day schedule as work requires. The contractor shall notify the Chief Pharmacist as soon as possible if unable to work during scheduled hours.

5. SPECIAL REQUIREMENTS

- 5.1. In accordance with HHSAR 304.1303, To ensure compliance with Homeland Security Presidential Directive-12: Policy for a Common Identification Standard for Federal Employees and Contractors (HSPD-12) It is the IHS policy that all staff and contractors who require physical access to federally controlled facilities and logical access to the IHS Information Technology (IT) networks and systems must obtain an HSPD-12-compliant access card. Individuals will be issued an access card upon meeting the HSPD-12 requirements and a favorable background investigation.
- 5.2. The USPHS Clinton Indian Health Center is a tobacco/smoke free environment (buildings and grounds). No tobacco/smoking use will be tolerated during service.
- 5.3. Security Requirements: Contractor personnel will be required to contact the government designated point of contact upon arrival when reporting for service calls or delivery supplies. The contractor shall be responsible for the security of all organizational information. Current rules and regulations applicable to the premises, where the work shall be performed shall apply to the contractor and its employees while working on the premises. These regulations include but are not limited to, escort by Clinton Indian Health Center official, presenting valid identification, smoking restriction and any safety procedures.
- 5.4. The contractor shall not disclose or cause to disseminate any information concerning operations of Clinton Indian Health Center. Such action(s) could result in violation of the contract and possible legal actions.
 - 5.4.1. All inquiries, comments, or complaints arising from any matter observed, experienced or learned of as a result of or in connection with the performance of the contract, the resolution of which may require the dissemination of official information, shall be directed to the government's designated representative.
- 5.5. Indemnity and Insurance: The government assumes no responsibility of negligent acts of the Contractor. Therefore, the Contractor is responsible for personal insurance. The Contractor will hold harmless and indemnify the government against any or all loss, cost, damage, claims, expense or liability whatsoever as a result from the performance of the Contractor. The Contractor will hold the Federal Government and its agents including but not limited to the Pharmacy Supervisor, IHS, CSU, and the Governing Body immune from civil or professional liability for all acts related to quality care management and enforcement of this contract.
- 5.6. Contractor Qualifications:
 - 5.6.1. The contractor shall:
 - 5.6.1.1. Have a valid unrestricted Oklahoma Pharmacist license.
 - 5.6.1.2. Have a current professional liability insurance.
 - 5.6.1.3. Have a valid Basic Life Support (BLS) Training Certificate.
 - 5.6.1.4. Resume demonstrating at least 1 year pharmacy experience with references (including internship).
 - 5.6.1.4.1. Experience with Resource and Patient Management System (RPMS) / Electronic Health Records (EHR), Pharmacy Robotic dispensing automation and will call systems.



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6. DELIVERABLES AND REPORTING REQUIREMENTS

- 6.1. Delivery: The contractor will coordinate the delivery and training dates of service schedule with the designated government employee.
- 6.2. Contractor Point of Contact: The contractor shall furnish one designated point of contact (POC) to the government's designated representative for coordination of supplies, delivery, and/or maintenance. The POC will be empowered to make daily decisions to ensure that the contract implementation and day-to-day maintenance meets the terms and conditions of this contract.
- 6.3. Contractor's Phone Numbers: The contractor shall provide a toll-free telephone number for service calls, which must be answered during at least eight working hours, between 8:00 am and 4:30 pm, Monday through Friday.
- 6.4. Personnel Qualifications:
Must obtain and keep current all of the following:
6.4.1. unrestricted Oklahoma Pharmacist License
6.4.2. BLS
6.4.3. Professional Liability Insurance.
- 6.5. Reporting Requirements:
The contractor shall report to the Pharmacy Supervisor upon arrival and report to the Pharmacy Supervisor before leaving duty station.
Timecards/Time worked must be reported to the Pharmacy Supervisor bi-weekly for approving signature.

7. GOVERNMENT FURNISHED PROPERTY, FACILITIES AND SERVICES

- 7.1. The Government shall supply facilities and equipment to carry out services.

8. CONTRACTOR FURNISHED PROPERTY, FACILITIES AND SERVICES

- 8.1. The contractor shall furnish contract pharmacist services.

9. CHANGES TO THE STATEMENT OF WORK (SOW)

Any changes to this SOW shall be authorized and approved only through written correspondence from the Contracting Officer. Costs incurred by the contractor through the actions of parties other than the Contracting Officer shall be borne by the contractor.



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10. DELIVERABLES/PERFORMANCE MATRIX

Measureables to be evaluated at the conclusion of awarded contract:			
Performance is acceptable	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Responsibilities of contractor have been fulfilled, including reports submitted on time.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Upheld Standards & Guidelines of accrediting organizations, national, state, and local regulating agencies, and CSU Policy and Procedures	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Quality Control met and provided when required	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Quality Improvement information provided when required.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Customer Service was provided to CSU Vision "Exceed the Need".	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Additional Measureables to be evaluated for awarded contract providing temporary employees (excluding medical staff).			
License / BLS were maintained, current at all times and provided to CSU Human Resources prior to expiration	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Evidence of staff competency provided when requested & required prior to expiration (Q3 years).	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Staff competency conducted by contractor is acceptable and submitted prior to expiration (Q3 years).	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> N/A

Comments:

Department Supervisor Signature: Narcisso Soliz -S Digitally signed by Narcisso Soliz -S
Date: 2024.04.24 12:51:59 -05'00'

Administrative Officer Signature: Tina M. Scott -S Digitally signed by Tina M. Scott -S
Date: 2024.04.24 17:28:16 -05'00'