

Job Title: Director of Clinic Operations
Department: Clinic
Reports To: CNO

JOB SUMMARY

Responsible for overseeing operations of all medical practices and outpatient clinics.

ESSENTIAL DUTIES and RESPONSIBILITIES

The statements below reflect the general duties considered necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

- Responsible for developing and implementing the clinic's mission and strategic vision.
- Provides leadership in developing planning and implementing the clinic's business plans to the Physicians.
- Recommends, develops and implements improvements for the practice.
- Informs CNO about current trends, problems and medical activities to facilitate policy making.
- Establishes, secures approval and oversees clinic operating policies and procedures.
- Participates and assists in coordination of the physician recruitment.
- Oversees efforts for recruitment, development, performance evaluations of employees.
- Oversees the business and financial affairs of the clinic and fiscal management in conjunction with the CNO.
- Collaborates with billing and coding.
- Enhances operational effectiveness, emphasizing cost containment without jeopardizing important innovation or quality of care.
- Ensures clinic compliance with all regulatory agencies governing health care delivery and the rules of accrediting bodies. Continually monitors operations, programs, physical properties. Initiates appropriate changes.
- Encourages community education by initiating participation in health fairs and events to promote awareness. Collaborates with the marketing department regarding overall marketing activities of the practice.
- Represents the clinic in its relationships with other health organizations, government agencies and third party payers.
- Resolves any medical-administrative problems and keeps lines of communication open with staff to ensure high employee morale and a professional, healthful clinic atmosphere.
- Maintains professional affiliations and enhances professional development to keep current in the latest health care trends and developments.
- Assists physicians with credentialing paperwork and licensing renewals.
- Reviews provider recommendation of terminated patients.
- Attends required in-service training programs and organizational meetings.
- Chairs the monthly provider meeting to include clinic stats
- Responsible for MRO program to include invoicing, audit, blinds, certifications and supervision of MRO staff.
- Maintain confidentiality regarding patients, families, and the organization.
- Maintain a professional demeanor and rapport with providers, patients, visitors and staff.
- Utilize established channels of communications and lines of authority in the chain of command of the system for problem solving.
- Report all incidents/accidents in accordance with established System Risk Management policies.
- Participate in fire, safety and disaster preparedness drills.
- Actively participate in the Quality Assurance program.

SUPERVISORY RESPONSIBILITIES

Provides supervisory oversight of all clinic related employees.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

Preferred: RN license and experience in business or health related field.

LANGUAGE SKILLS

Excellent interpersonal skills, including the ability to communicate professionally, both verbally and in writing.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide.

REASONING ABILITY

Ability to solve problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to talk or hear. The employee is frequently required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. The employee is regularly required to view a visual display terminal/computer screen.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Majority of the time work is performed in a pleasant, interior, well lighted, air-conditioned/heated and ventilated area. The employee may occasionally be exposed to fumes or airborne particles. The employee may be exposed to infectious wastes, diseases and conditions, including the Aids and/or Hepatitis B virus.

ACKNOWLEDGEMENTS

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of Medical Practice Administrator and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that my employment is at will and thereby understand that my employment can be terminated at will by the facility or myself and that such termination can be made with or without notice.