



# Cow Creek Government Office

## Position Description

**Position Title:** North/South Clinic Operations Manager **Department:** CCH&WC

**Reports To:** Clinic Director

**FLSA Designation:** Non-Exempt

**Date Written/Revised:** 7/2020

### **POSITION PURPOSE:**

Manages the operations of primary care in an outpatient tribally owned and operated clinic. Responsible for the operational performance, financial goals, quality, service environment and regulatory compliance. Facilitates an interdisciplinary, collaborative approach in the delivery of care and programs; partnering with physicians, nurse practitioners, providers and administrative leadership to provide effective and proactive management of clinic operations/programs. Manages all staff within the North/South Clinic – providers, medical assistants, lab, and patient care coordinators.

### **ESSENTIAL FUNCTIONS:**

- Full oversight of daily operations including but not limited to monitoring and prioritizing workflow, planning, developing, organizing and controlling activities.
- Establish and maintain clinical standards of care for clinic nursing team. Manages and oversees the delivery of exceptional and compassionate care to all patients within the areas of responsibility.
- Analyzes, organizes and manages clinical and non-clinical operations of assigned areas.
- Maximizes access to care by proactively managing the schedules.
- Partners with Clinic Director on contracts for visiting providers that are not employees of CCH&WC. Coordinate all visiting provider schedules and support to see patients.
- Partners with all staff to ensure overall success of areas of responsibility. Engage staff, providers and clinic administration in developing and implementing action plans to meet annual operating goals that are in alignment with strategic plan and to resolve clinic and/or program issues in a timely manner.
- Overall accountability and oversight of assigned clinic(s), services and programs including financial and operational performance, provider practice efficiency; timely and accurate documentation, service excellence, budget development and management; staffing, talent/performance management. Engages appropriate stakeholders in the review and dissemination of area financial and productivity performance.
- Manage the selection, training, coaching, mentoring, development and evaluation of assigned staff.
- Provide first line response to physician/provider and assigned support staff issues (behavioral and clinical). Responsible for problem resolution in collaboration clinic administration.

- Support/influence strategic initiatives, grant initiatives and public health directives. Provides solutions and strategic direction for addressing the operational issues.
- Involved with planning and grants as well as implementation of new service lines and collaborations.
- Leads process improvement initiatives. Analyzes situations, identifies problems, evaluates alternative courses of action and implements improvement plans through utilization of Quality Improvement (QI) and Process Improvement (PI) principles.
- Leads clinic following Strategic Plan, and annually plan goals and objectives.
- Participates in Quality Assurance activities, data analysis and review to make improvements within the clinic.
- Ensures that legal and regulatory standards as well as clinic and/or program and department policies and procedures are implemented, applied consistently and monitored.
- Other duties as assigned.

Additionally, the Clinic Manager's position will include the following responsibilities that will involve approximately 20% of the work hours:

- Work with the CCH&WC systems (billing, lab, x-ray, administration, etc.) to aid in the development of business strategies that provide opportunities that: 1) enhance, expand and continuously improve health care delivery, and 2) increase revenues and/or contain costs. This will be accomplished through the development of annual work plans that target and include proposed patient outcomes, implementation costs and timelines, proposed revenues, etc. when applicable.
- Assist Clinic Director with administrative projects, as requested.
- Assure the EHR system is fully implemented; member of the management team and will be assigned to other committees/teams.

#### **SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:**

- Ability to manage all aspects of an ambulatory clinic. Clinic or clinical operations experience.
- Supervision experience managing clinic personnel.
- Knowledge of PCMH standards or other accreditation standards.
- Strong problem solving, decision making, team building, process improvement, leadership and time management skills required.
- Excellent interpersonal communication skills both written and verbal.
- Proficient use of computers including electronic medical records, MS Office applications.
- Knowledge and experience in QI/QA. Data analytics.
- Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.
- Ability to develop and evaluate policies and procedures.
- Skill in planning, directing, and administering efficient departmental procedures and to professionally direct staff in day to day activities, including tracking multiple projects.
- Skill in establishing and maintaining cooperative working relationships with other employees.

- Ability to communicate professionally and effectively in written or verbal form and work effectively with staff, managers, and administrators. This person should be able to express themselves in a clear and concise manner for the purposes of correspondence, reports, and instructions, as well as for obtaining and conveying information.

## **QUALIFICATION STANDARDS:**

### **Education:**

Bachelor's degree in related field or combination of education and experience that provides the employee the knowledge, skills and abilities to perform the required job. BSN preferred.

### **Experience:**

- Experience in working with Native American/Alaskan Native populations.
- Minimum of two years' experience in an ambulatory care setting in a leadership position (supervisor, manager).
- Experience with electronic medical records. Required to be a super user when trained.

### **License or Certificate:**

- ACLS certification required or ability to obtain within 90 days of employment

