

Clinic Manager

POSITION DESCRIPTION

Job Title: Clinic Manager
Prepared by: Human Resources
Date: 1/2/18

Supervised by: Chief Medical Officer
Approved by: CEO **Date:** 1/2/18

Job Summary: Responsible for all clinic operations, consulting with CMO concerning clinic operational flow. Manage nursing clinical staff of all Priority Health Care clinics. Maintain performance improvement activities within the department and lead Clinic Quality Improvement (CQI) activities. Oversee care team and serve in the absence of the Care Coordinator. Responsible for the inclusion of management for high risk populations as determined by the CMO

DUTIES AND RESPONSIBILITIES:

- Provide oversight of the clinical team and the coordination of patient care according to PHC policies and procedures.
- Coordinate with CMO, providers, staff and outreach workers to eliminate barriers to care for patient populations.
- Day-to-day management and leadership of Medical/clinical team, also responsible for management of clinical areas of operation such as ordering supplies and maintaining necessary contracts such as Labcorp, Stericycle, McKesson etc.
- Stay up to date on community resources that are available to patients to promote holistic health and promote patient involvement in plan of care.
- Ensure clinical staff participation and completion of daily huddle. In the absence of the Care Coordinator facilitate huddle. Effectively build and manage partnerships/relationships with outside sources to promote continuity of care.
- Be flexible, organized and function effectively under stressful situations.
- Direct Patient Care to ensure patients' needs are met and clinical policies are followed.
- Meet with Managed Care Organizations representatives to review Gap in Care Reports and HEDIS measures.
- Use EHS to adequately assess and reassess chronic disease. Utilize appropriate disease management techniques as described in EHS. Educate patient and family regarding disease processes.
- Knowledge of medications and correct dosing and administration, based on age of patient and the patients' clinical condition.
- Follow the five (5) medication rights and reduce the potential for medication errors.
- Management of promoting healthy behaviors, patient education, disease prevention and self-management in patient population.
- Ability to review and evaluate individualized plan of care effectiveness.
- Formulate patient teaching plans, based on identified patient learning needs, and evaluate effectiveness of learning. Family is included in teaching, as appropriate.
- Regularly assist providers and team members with procedures in the absence of direct care staff.

- Organize and manage nursing activities at each site reflecting due consideration for patient's needs, facility and staff.
- Lead team members and coordinate member activities to assure continuity and monitoring of patient care on Patient Centered Medical Home (PCMH) model.
- Identify and address psychosocial needs of patients and family members.
- Manage and perform all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.
- Consult with other departments as appropriate, to collaborate in patient care and performance improvement activities.
- Provide education to clinical staff on performance improvement at each site. Plan and organize orientation and in service training for clinical staff; participate in guidance and educational programs.
- Maintain a good working relationship and effective communication both within the department and with other departments for the benefit of the patient.
- Develop, revise and implement policies and procedures that are vital to patient care and care management.
- Delegate specific duties and tasks and assure completion of assigned tasks to personnel.
- Continuously supervise staff to ensure quality of nursing care, and lead/participate daily in site huddle per protocol.
- Perform management activities, including interviewing and performance evaluations.
- Provide recommendations and/or complete evaluations as indicated and submit timely to the CMO.
- Participation with care team and the coordination of patient care according to PHC policies and procedures.
- Oversight of tracking all patient testing and referrals for assigned location in accordance with PHC policies and procedures.
- Education of patient population about community resources and ensures proper coordination with CMO, providers, staff and outreach workers to eliminate barriers to care for the patient population.
- Perform waived testing (point of care testing), interpret results and take appropriate action as required.
- Maintain accurate and continued nursing documentation including patient history, condition, treatment and responses and assessment of changes.
- Demonstrate knowledge of the principles of growth and development over the life span and the skills necessary to provide age appropriate care to patients served. Interpret data about the patient status in order to identify each patient's age specific needs and provide care needed by the patient group.
- Maintain ongoing tracking and appropriate documentation on referrals to promote team awareness and ensure patient safety. Ensure referral tracking is completed (within 2 days) electronically through the electronic medical record while still utilizing a manual log.
- Assemble information concerning patient's clinical background and referral needs. Per referral guidelines, provide appropriate clinical information to specialist.

- Contact review organizations and insurance companies to ensure prior approval requirements are met. Present necessary medical information such as history, diagnosis and prognosis. Provide specific medical information to financial services to maximize reimbursement to the hospital and physicians.
- Review details and expectations about the referral with patients.
- Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance).
- Be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns. May assume advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely fashion.
- Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.
- Ensure that patient's primary care electronic chart is up to date with information on specialist consults, hospitalizations, ER visits and community organization related to their health.
- Responsible for all staff clinical training such as, OSHA Competency, HIPAA Compliance, Bloodborne Pathogens etc.
- Responsible for the continued development of clinical policies and procedures.
- Responsible for all clinical QA/QI testing and standards.
- Responsible for clinical staffing, patient complaints, and Risk Management for all PHC clinical areas.
- Ability to complete bi-annual clinical staff competency training for support staff development.

PROFESSIONAL REQUIREMENTS:

- Adheres to dress code, appearance is neat and clean.
- Completes annual education requirements.
- Treat patients and their families with respect and dignity.
- Communicate appropriately and clearly with all staff.
- Maintains regulatory requirements, including all state, federal and National Committee for Quality Assurance (NCQA) regulations.
- Maintains and ensures patients' confidentiality at all times.
- Reports to work on time and as scheduled.
- Wears Identification while on duty.
- Attends annual review and performs departmental in-services.
- Maintain a good rapport and cooperative working relationship with all staff.
- Represents organization in a positive and professional manner.
- Lead CQI and management meetings, as appropriate.
- Resolves personnel concerns at the department level, utilizing the grievance process as required.
- Ensures compliance with policies and procedures regarding department operations.
- Effectively and consistently communicates administrative directive to personnel and encourage interactive departmental meetings and discussions. Such as daily huddles or similar procedure per PHC procedure/protocol.

- Comply with all organizational policies regarding ethical business practices.
- Utilizes clinical expertise, communication and problem solving skills to achieve optimal clinical and resource outcomes.
- Promotes cost-effective care by minimizing fragmentation, maximizing coordination, and facilitating patient/family movement through the health care organization.
- Performs patient needs assessments at regular intervals; facilitating referrals and providing linkages to health, wellness, and post-acute care resources across the health care continuum.
- Promote interdisciplinary collaboration and teamwork to progress the plan of care and discharge plan.
- Oversees tracking of cost, variances, and resource management.
- Comply with all federal and state regulations surrounding the discharge process.

REGULATORY REQUIREMENTS:

- Graduate of an accredited school of nursing with care management/ambulatory care experience preferred.
- Current RN license within the state of practice.
- Current BLS certification.

PROFESSIONAL PREFERENCES: Instructor

- Aha Certified BLS/CPR

LANGUAGE SKILLS:

- Able to communicate effectively in English, both verbally and in writing.
- Additional languages preferred.

PHYSICAL DEMANDS:

- PHC will comply with the Americans with Disabilities Act, including the Americans Act Amendment Act, and all other federal, state, and local legislative requirements.
- PHC will ensure that reasonable accommodations are made to enable a qualified individual with a disability to perform the essential functions of that position.

SKILLS:

- Effective utilization of Electronic Medical Record system.

BENEFITS:

- Excellent benefits and solid paid time off structure.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

- This job description includes the major duties and responsibilities of the job but is not inclusive of every task inherent to the job. In addition, it may be occasionally necessary for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor
- The work environment includes working both clinic locations and some outreach as needed.

Priority Health Care is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws