MAVERICK COUNTY HOSPITAL DISTRICT
JOB POSTING

JOB TITLE: **CLINICAL OPERATIONS DIRECTOR**
DEPARTMENT: **PHYSICIAN SPECIALTY GROUP**
STATUS: **EXEMPT**
REPORTS TO: **CEO**

SUMMARY:

This position is responsible to manage and supervise the operational and administrative functions, activities, and projects of a clinic. Responsibilities include planning, directing and coordinating various aspects in a medical facility. The manager will be on top of current laws and regulations that govern clinics and ensure that the clinic is operating in compliance with existing laws and regulations. Clinic operations manger will also be responsible for developing goals and objectives, training and supervising staff. Monitors medical practice efforts to ensure compliance with internal and external QA/QI standards. Delivery of patient services, planning for space allocation, acting as liaison with patients, hospitals, administration and physicians.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist the CEO on guiding and directing the clinic in the development, promotion and financial aspects of the Maverick County Hospital District‘s services.
2. Plans, organizes and controls activities related to the functioning of the clinic.
3. Implements programs that meet the board of director’s goals and objectives.
4. Ensures that the responsibilities, authorities and accountability of all direct subordinates are defined and understood.
5. Implements a strategy and plans for a quality improvement function within the facility in collaboration with the administrative and clinical leaders.
6. Directs and/or conducts appropriate research into methods to improve utilization of clinic and medical resources and methods to improve patient care.
7. Develops and implements procedures and controls to promote communication and adequate information flow within the Maverick County Hospital District.
8. Develops implements and coordinates quality management and utilization review programs including EHR.
9. Works with staff to ensure compliance with appropriate coding and ensuring that staff are trained and educated in all government, national and medical coding and billing regulations.
10. Analyze financial information (revenues, expenditures & cash management) to ensure all operations are within budget.
11. Suggest spending improvements that increase bottom line.
12. Assist CFO in developing annual operations and capital budget.
13. Works with physicians for optimal patient care and implement new medical treatments.
14. Monitor delivery of patient services to include reviewing physician activity data, forecast and prepare for all changes needed or impacted by patient load, billing/collecting procedures and government regulations and policies.
15. Complete various special projects, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports.
16. Manage space planning, renovation, and allocation.
17. Supervise medical support personnel, recruit and direct staff to ensure the clinic operates in an efficient manner and that the patients receive high quality customer service.
18. Review internal policies and procedures and update as needed.

19. Function as the clinic liaison with patients, business, hospitals, administration and physicians.
20. Maintains on-site Medical Records administration and ensuring that all state and federal regulations governing the release of information is followed.
21. Consult with medical staff on patient care or nursing problems and interpretation of clinic policies to ensure patient needs are met.
22. Evaluates the results of the overall operation regularly and systematically and reports these results to the C.E.O.
23. Responsible for SRA's (Security Risk Assessments).
24. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES: This is a supervisory position. Directly supervises employees, carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include interviewing, hiring, training employees, planning, assigning, directing work, appraising performance, rewarding and disciplining employees addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Registered Nurse with at least 8+ years of experience, including one year of supervisory experience. Experience with QA/QI EHR preferred. Must have extensive knowledge of HIPAA and patient privacy.

KNOWLEDGE OF: Have knowledge of budget process, ability to make sound financial decisions. Knowledge of ICD-10-CM and CPT coding classification systems, guidelines and rules. Have knowledge of medical terminology. Knowledge of billing procedures and guidelines. Ability to proceed on own initiative using independent judgment and discretion. Knowledge of digital filing systems, computerized records systems, and knowledge of charge formulas. Ability to work with personal computers, databases and practice management programs. Possess excellent communication skills to interact with physicians, patients, and staff. Ability to read and interpret documents such as safety rules, privacy and security rules, operating manual instructions and the ability to write routine correspondence and maintain patient confidentiality. Have knowledge of office management and administrative procedures. Possess leadership and organizational skills, and interpersonal and time management skills. Have knowledge of policies, and procedures of Maverick county Hospital District.

SKILL/ABILITY TO: Operate computers, including word processing and spreadsheet software; operate basic office equipment, including copy machine and fax machine; speak and understand both English and Spanish; communicate effectively, both orally and in writing; knowledge of proper grammar usage, spelling and punctuation; good typing skills; appreciation for confidentiality; and maintain effective working relationship with co-workers and the public.

CERTIFICATES, LICENSES, REGISTRATIONS: A minimum of RN license is required, and must have current driver's license with acceptable driving record and insurance.

PHYSICAL DEMANDS

The physical demands described herein 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; reach with hands and arms; bend and kneel; and talk and hear. The employee must frequently lift and/or move objects weighing more than 5 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein 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.

The noise level in the work environment is frequently loud and distracting. The employee is constantly required to perform tedious, exacting work; and to work closely with others as part of a team. The employee will be working with children of all ages and adults of all ages in the office setting. The employee is frequently required to perform multiple tasks simultaneously, and to counsel and assist individuals from a variety of ethnic and socioeconomic backgrounds.