

SITE MANAGER

SUMMARY: Manages the operations and business management of assigned medical sites supporting multiple clinicians and care team members. Supervises staff, site, and operational complexities at a level assigned for this position. Working in conjunction with the COO and the clinical lead, bears overall responsibility for the day-to-day activities, including but not limited to: employee selection, training, discipline and termination; management of medical site patient accounts, including accounts receivables; and overall compliance and regulatory processes in the medical site. Provides coverage to the practice as needed. Supports the coordination of care through Patient-Centered Medical Home (PCMH), Comprehensive Primary Care Ohio (CPC OH) methodologies, as applicable.

SUPERVISOR: Chief Operations Officer (COO)

DUTIES AND RESPONSIBILITIES:

The following key results and accountability areas will be carried out in a manner fully consistent with API's mission, values and philosophies.

1. Financials

- In conjunction with the CFO and the fiscal department; plans, prepares, implements and monitors area's operational and capital budgets to ensure sound fiscal management consistent with organizational goals.
- In conjunction with the CFO and the fiscal department, develops and implements accounts receivable management process.
- Manages productivity within specified department(s); minimum target is 100%; meets targets set in assigned area.

2. Managing & Leading People

- Manages performance and ensures 100% of all required performance appraisals are completed.
- Ensures all staff members complete all mandatory training; Healthicity, Relias, etc.
- Ensures all staff members adhere to established Internal Branding Standards.
- Monitors and manages staffing, turnover and vacancy in assigned department(s).
- Ensures continued development and education of self and staff.
- Ensures excellent open communications within the department through regular staff meetings, preparation and distribution of minutes, and other means to keep the department informed on a timely basis.
- Trains staff in various areas via huddles, staff meetings and/or structured training sessions on topics such as care coordination, self-management, population management, performance management, and quality improvement. Attends in-services and departmental meetings as scheduled.

3. Internal Branding

- Identifies the direct and indirect customers served by assigned department, determining appropriate products and/or services based upon customers' needs, measuring customers satisfaction and developing actions that continually improve services.
- Ensures staff and self-follow Internal Branding Standards of Behavior, including standards for Appearance and Environment, Attitude and Courtesy, Communication, Teamwork, Customer Service, Confidentiality, Safety and Etiquette.

4. Planning & Organizing

- Plans and organizes all activities under his/her control in an effective manner.
- Prepares departmental tactical and strategic plans as well as designing appropriate organizational structures for areas of responsibility.
- Organizes and delegates work in an effective manner, establishes appropriate time frames for completion of work, and provides the necessary leadership to ensure effective work results.

5. Performance Improvement

- Ensures that his/her department(s) adopts a Total Quality Improvement approach to its work that includes employee empowerment, managing with data, a philosophy of continual improvement, a customer driven attitude and a work methodology that maximizes error prevention.
- Develops and maintains a complete quality monitoring system throughout their department. Sound knowledge and understanding of SBAR, PDSA, RCA, ACA, FMEA.

6. Relationships with Managers, Peers, etc.

- Develops and maintains open, honest and mutually beneficial relationships with their manager, fellow managers, staff and the departments to which he/she provides service.
- Relationships will be maintained in a manner consistent with API's mission, values and philosophies.
- Maintains relationships with contracted vendors and billing companies.

7. Support Diversity

- Ensures a work environment that promotes and embraces diversity.
- Works to support and strengthen API's service to the community.

8. Regulatory Compliance

- Complies and requires staff to comply with regulatory and accreditation requirements through completion of API's mandatory organizational education, HRSA, NCQA, Code of Conduct and compliance training
- Responsible for adherence to applicable regulations in daily activities and work processes inclusive of investigating and reporting incidents.
- Participates in compliance plan development and implementation; including employee orientation and training

Note: The above stated duties are intended to outline those functions typically performed by the incumbent in this position. This description of duties is not intended to be all-inclusive nor to limit the discretionary authority of supervisors to assign additional tasks of a similar nature or level of responsibility.

MINIMUM QUALIFICATIONS:

1. Formal Education Experience & Training Required:

- Associate degree required, bachelor's preferred, plus four (4) years medical office experience OR High School diploma/equivalent plus twelve (12) years medical office experience including three (3) years direct supervisory experience with employee recruitment and discipline responsibilities
- Three (3) years medical practice management experience. Five (5) years' experience in a health care setting.
- Demonstrated ability to successfully develop and maintain operational budgets.
- Exposure to managing medical practices in disparate locations preferred.
- Demonstrated time management skills and ability to successfully implement operational programs and manage change resulting in a productive long-term solution.
- Hands on clinical experience preferred.

2. Other Skills, Competencies and Qualifications:

- Population Specific Competency: Ability to effectively interact with patients/customers with the understanding of their needs for self-respect and dignity
- General financial analysis skills, including but not limited to: budget development, financial report analysis, payor-mix analysis and analysis of receivables to writes offs required.
- Excellent Communication skills, both verbal and written.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to work with mathematical concepts such as addition, subtraction, multiplication, division, probability, statistical inference and basic geometry.
- Ability to apply concepts such as fractions, percentages, ratios and other related clerical/clinical mathematical calculations.
- Ability to communicate clearly and effectively.
- Establishes and maintains effective working relationships with patients, co-workers, patient's families, sales representatives, and the general public.
- Ability to read and interpret medical documents, which are commonly found in a clinic or physician office environment.
- Ability to write basic reports and correspondence.
- Proficient operation of office equipment (i.e., computer, fax, copier, 10-key adding machine, postage meter, etc.), Medical equipment and supplies necessary to carry out duties for patient care (i.e., autoclave, blood pressure device, thermometer, centrifuge, etc.)
- Ability to work flexible hours as needed

LICENSES OR CERTIFICATIONS REQUIRED:

None

COMPLIANCE:

This position requires compliance with API's written standards, including its Compliance Program and Standards of Conduct and policies and procedures. Such compliance will be an element considered as part of the regular performance evaluation.

Failure to comply with API's Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or API's Written Standards or, for managers and supervisors, fails to detect non-compliant conduct where reasonable efforts would have resulted in detection, will be met by the enforcement of disciplinary action, up to and including possible termination, in accordance with API's Compliance Program Policy and Procedure: Addressing Instances of Non-Compliance through Appropriate Disciplinary Actions.

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.

