

Job Description

Job Title: Director of Clinical Services
Department: Clinic
Reports To: Practice Administrator
FLSA Status: Exempt
Manages: Clinical Manager, Triage, Sr. Clinical Assistant
Work Schedule: Generally Monday-Friday 8:00 A.M. - 5:00 P.M. Will be expected to ensure appropriate staffing in evenings and on weekends as operations require and to periodically work those hours.

Summary:

The Director of Clinical Services is responsible for the delivery of clinical services for all clinic staff and operations. The Director has managerial responsibility for the quality of care and service, risk management, and financial management of clinical operations and overall performance of clinical staff.

Essential Duties and Responsibilities:

Quality of Care and Service / Risk Management

- Ensures standards of care are followed and documented.
- Develops and ensures compliance with policies and protocols and other methods to improve quality of care, operational efficiency, and patient, provider, and staff satisfaction.
- Assures effective monitoring of clinical processes, workload and patient outcomes.
- Actively participates in the delivery of care and services in the clinic.
- Works with others to ensure the efficient movement of patients throughout the office, to reduce avoidable delays in service and minimize patient throughput through the office.
- Works with other entities for our operative patients to ensure the efficiency and quality of patient care.
- Assists with giving verbal orders over the phone as required and within the scope of practice.
- Manages worker's compensation program to ensure its effectiveness in serving patients, employers, and providers and helps to grow WC business.
- Responsible for driving the OEI culture through values and customer service standards.
- Accountable for outstanding customer service to all external and internal customers.
- Develops and maintains effective relationships through effective and timely communication.
- Ensures patient complaints are responded to promptly, identifies root causes for customer service issues and works to eliminate.
- Ensures a safe environment of care for all staff, patients and families.
- Ensures crash carts, defibrillators, and other equipment are appropriately stocked and/or maintained.

Quality

- Ensures capture of information necessary to be successful in quality payment program initiatives, in the measurement of patient reported outcomes, and in case management activities.
- Leads and participates in quality monitoring, clinical record reviews, observations, quality improvement, regulatory and compliance activities and audits.
- Works with other medical offices to facilitate coordination of care.
- Implements system for contacting operative patients following surgery.
- Ensures the quality of documentation and ensures the integrity of the data entered into the EHR.
- Ensures systems utilized by the practice are optimally used for efficiency.
- Helps manage provider schedules when patients need to be moved from one provider to another to facilitate patient flow and satisfaction.
- Ensures paperwork is accurately completed and on a timely basis and that documentation in the EHR is completed and done timely.
- Ensures the adequate orientation and training of personnel assuming roles.

Financial Management

- Ensures appropriate ordering, utilization, and inventory management of medical supplies, DME, orthotics, medications, and linen utilized in clinical operations to maintain adequate stock and minimize out of date stock and leakage.
- Ensures appropriate utilization of staffing resources and manages staffing costs appropriately.
- Ensures charges are appropriately captured and required paperwork regarding charges is obtained.
- Anticipates and plans staffing commiserate with office/surgery demands.
- Facilitates the cross training of staff in key positions to assist in coverage of clinical operations and ensures back-up support in all clinical roles.

Leadership

- Adheres to the policies and procedures of Orthopaedics East and ensures clinic compliance with all regulatory requirements governing the clinic, (HIPAA, OSHA, etc.).
- Overall management responsibility including hiring, scheduling, staffing, and performance for all clinic personnel.
- Works collaboratively with other departments and personnel to achieve common goals.
- Communicates clearly our Mission, Vision, Values and expected behaviors, and holds staff accountable as necessary for service failures.
- Conducts routine meetings/huddles with staff to facilitate communication.
- Maintains strong working relationships with other managers to ensure concerns that cross departmental lines are managed effectively and that the needs and expectations of our patients remain in the forefront.
- Leads and drives change to ensure effectiveness of operations and that we stay current.
- Benchmarks performance internally and externally.

- Leads the development of a patient centric culture that ensures a positive patient experience in our operations.
- Assist providers with concerns and works with other managers or clinical personnel to resolves issues.
- Serves as a clinical resource and support for staff and peers, keeping them informed and soliciting ideas.
- Supports and collaborates with other departments, vendors and community partners
- Serves as primary contact for working with other facilities/offices for the coordination and safety of patient care.
- Promotes diversity in the workplace.
- Responsible for strong physician relationships and facilitating staff relationships with physicians.

Supervision

- Supervises and acts as a resource to direct reports.
- Ensures an effective processes for recruitment, retention and staff development.
- Overviews and assesses staff competency, productivity, and adherence to policies and procedures.
- Ensures that staff has resources (equipment, supplies, etc.) needed to perform their jobs.
- Conducts and/or oversees performance appraisals.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the 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

- Graduate of an accredited School of Nursing (RN).
- Current appropriate state licensure.
- Advanced education preferred.
- BLS instructor certification preferred.
- Demonstrated leadership competencies and skills for the position, including excellent communication, customer service, continuous quality improvement, relationship development, results orientation, team building, motivating employees, performance management, and decision making.
- Demonstrated management skills necessary to provide leadership in the supervision of personnel and to ensure the delivery of maximum quality care to all patients.
- 4 years' experience in a supervisory capacity in a high volume clinic setting strongly preferred.
- Demonstrates the knowledge, skills and competencies necessary to provide and oversee clinical services.

- Orthopaedic knowledge preferred.
- Working with Surgeons and surgical patients preferred.

Physical Demands

- Periods of standing and walking throughout the department to observe and support the work of staff members.
- Occasional lifting and/or moving up to 25 pounds.
- Day to day work includes use of computer and other office equipment.
- Occasional reaching above shoulder level.