

# JOB DESCRIPTION

<b>JOB TITLE:</b> Senior Director of Clinical Operations	<b>JOB LEVEL:</b>
<b>LOCATION:</b> Milford	<b>FLSA STATUS:</b> Exempt
<b>DEPARTMENT:</b> Operations	<b>REPORTS TO:</b> Vice President of Operations

**Brand Promise:** *True Patient Centric Care*. This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

**Brand Character:** *Friendly, Accessible, and Credible*. Every patient. Every encounter. Every employee. Every conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

**JOB SUMMARY:** Provides management, facilitation, education, and data analysis support for the improvement of Operational systems and processes within Patient Registration, Scheduling, Electronic Health Record, etc. Drives the use of information and measurement by management in decisions at operational, tactical, and strategic levels. Leads and guides Centers through assessment and intervention (improvement) activities. Focus will be to reduce registration errors/omissions (accurate UDS data, etc), facilitate optimal patient flow and maximize accuracy of data entry at point of registration, scheduling and facilitate optimal provider work flows with the Electronic Health Record.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Coordinates information to be used by HSO leadership in day-to-day management of Patient Access, Patient Registration and Electronic Health Record to help drive decision making processes.
3. Oversee and manages all aspects of the Patient registration and scheduling functions in the centralized site and collaborate with the Practice Managers at the decentralized sites to ensure Center is meeting all goals pertaining to quality, accuracy, and service timeliness in accordance with the established standard operating procedures.
4. Prioritizes with VP Clinical Operations the facilitation, coordination, and project management support for improvement projects, re-engineering groups, and strategic planning across HSO.
5. Implements processes to assess the accuracy of financial information that is directly related to the registration and insurance verification processes.
6. Utilizes operational expertise and EHR knowledge to analyze EHR software and has advanced interpersonal skills to provide effective consultation and collaboration to physicians, practice managers and center staff.
7. Participates in improving organizational performance. Designs and completes projects to improve the delivery of patient care, EHR, standards of care/protocols, based on current organizational priorities.
8. Recommends areas or approaches for improvement activities and provides input to discussions by HSO Leadership on Optimization of the EHR.
9. Develops and implements policies, procedures, and audits, along with other assessment tools for registration, insurance verification and EHR processes.
10. In collaboration with the VP of Operations and Sr. HR Director, identify management and staff training and development needs; coordinate with VP of Operations and HR to make sure needs are met.
11. Ensure that internal service processes for Call Center meet the needs of Centers, promote customer service goal attainment.
12. Acts as a liaison with the HSO departments such as Finance, Marketing, and outlying Centers to facilitate optimal patient access, EHR data capture across the system and accuracy of data used by HSO.
13. Assumes responsibility for communication with Physicians and Centers to ensure information about Patient

- Access, Registration and Electronic Health Record is shared for effective operations.
14. Oversees the enhancement and management of the patient phone system to optimize call flow and effective clinical messaging, etc.
  15. Coordinates with the VP of Clinical Operations to determine representation at HealthSource meetings and committees.
  16. Exhibits brand characteristics of Friendly, Accessible, and Credible.
  17. Other duties as assigned

**SUPERVISORY RESPONSIBILITIES:**

1. Practice Managers & Practice Coordinators

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Minimum 10 years’ management experience working with organizational leadership and teams. Clinical experience with a healthcare entity, medical teams, and or physician groups required. Extensive operational experience and hands on expertise in hospital or physician practice registration, scheduling, electronic health record and clinical operations experience required.

**LANGUAGE SKILLS:**

- Excellent ability to communicate on an interpersonal level
- Excellent ability to communicate and present to groups

**MATH SKILLS:**

- Excellent Math Skills

**COMPUTER SKILLS:**

- Highly proficient with Microsoft Office products, esp. Excel
- Ability to learn and utilize HSO Account Software
- In depth knowledge EHR

**Education and Experience:** Check the **Minimum** requirements for education and experience for this position.

**Education:** *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min.6 mos. - 2yrs.*)
- Associate Degree in:
- Bachelors Degree in:
- Master’s Degree in:
- PhD
- M.D./DO

**Experience Required:** *Check appropriate box*

- Entry Level
- 3 months – 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

**Type of Experience:**

**TRAVEL REQUIREMENTS:** Must be willing to travel on behalf of the organization

**ENVIRONMENTAL CONDITIONS:** The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Potential exposure to blood and body fluid:**

- Category I** – Performs tasks which involve exposure to blood, body fluid, or tissue.
- Category II** – Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.
- Category III** – Performs tasks that involve no exposure to blood, body fluid or tissue.

**PHYSICAL DEMANDS:** The physical demands described here 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 essential functions.

Physical Activity: **(Check all that apply)**

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**ACKNOWLEDGEMENTS:**

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

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Employee Signature Date

\_\_\_\_\_  
Supervisor Signature Date