

JOB DESCRIPTION

JOB TITLE: Practice Manager	JOB LEVEL: 8
LOCATION:	FLSA STATUS: Exempt
DEPARTMENT: Clinical Operations	REPORTS TO: Senior Director 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: Manage daily operations in the practice. Demonstrate leadership qualities and critical thinking through self-direction, initiative, effective interpersonal skills and oral/written communication skills. Must be highly focused on customer service and possess the ability to troubleshoot multifaceted problems in a systematic manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Oversee day-to-day operations of HSO Center. Continually assess current workflows in the administrative and clinical areas, evaluating effectiveness and modifying activities as necessary for more efficient operations.
3. Support and uphold established policies, procedures, objectives, quality improvement, safety, environmental and infection control, and codes and requirements of accreditation and regulatory agencies.
4. Responsible for direct supervision of HSO center staff, including interviewing, selection, and orientation of team members; evaluates their performance relative to job goals/requirements; coaches staff and recommends additional training as necessary.
5. Manages the assignments of all associates ensuring that the office is staffed appropriately.
6. Works in collaboration with the leadership team, fostering provider and staff participation in continuous improvement activities such as, Meaningful Use and Quality Improvement initiatives such as Patient Centered Medical Home (PCMH), Patient Satisfaction, and Operational Dashboards, etc.
7. Enhances HSO's reputation by fostering ownership and personal responsibility for exceeding patient service expectations.
8. Supports financial operations of HSO including but not limited to, budget oversight, accurate registration, co-pay/self pay collections, UDS data collection, sliding fee program, and billing follow-up.
9. Creating a professional environment, which promotes satisfaction and pride among staff.
10. Maintain strict confidentiality in compliance with HIPAA federal and state regulations.
11. Exhibits brand characteristics of Friendly, Accessible, and Credible.
12. Completes all other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

1. All Clinical Support Staff

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:



LANGUAGE SKILLS:

- Strong communication skills (written and verbal) for presentations and developing working relationships with, providers, peers and all HealthSource team members.

MATH SKILLS:

- Basic Math Skills

COMPUTER SKILLS:

- Strong computer skills, including electronic medical records, Microsoft Word and Excel

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 preferred
- Master’s Degree in:
- PhD
- M.D./DO

Experience Required: *Check appropriate box*

- | | |
|--|--|
| <input type="checkbox"/> Entry Level | <input checked="" type="checkbox"/> 3 to 5 years |
| <input type="checkbox"/> 3 months – 1 year | <input type="checkbox"/> 5 to 7 years |
| <input type="checkbox"/> 1 to 2 years | <input type="checkbox"/> 8 to 10 years |
| <input type="checkbox"/> 2 to 3 years | <input type="checkbox"/> > 10 years |

Type of Experience:

TRAVEL REQUIREMENTS: Travel to all HealthSource Centers may be required on an intermittent basis

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.

1. (List specific conditions for the position if any)

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.

Employee Signature Date

Supervisor Signature Date