

JOB OPENING – POSITION AVAILABLE

Position Title: VICE PRESIDENT OF CLINICAL OPERATIONS
Type: EXEMPT
Employment Status: Full-time /Open
Salary: COMMENSURATE WITH EXPERIENECE
Date Requested: September 29, 2020
Available: IMMEDIATE

POSITION PURPOSE:

The Vice President of Clinical Operations will lead efforts to improve quality outcomes and clinic operations in a way that contributes to an enhanced experience for staff and patients. S/he will oversee the functioning of key systems vital to clinic operations, including efficient systems for scheduling; management of clinic flow; referral tracking and panel management. The Vice President of Clinical Operations will play a central role in the clinic's goal to achieve and maintain Authority Health's Family Health Centers recognition and optimizing electronic health records (EHR) and other Health Information Technology. S/he will lead and facilitate key process improvements in patient access measures, clinic flow, population-based quality improvement, and patient experience.

QUALIFICATIONS:

Master's degree from an accredited college or university in health services or related field required. A minimum of 5 to 10 years related experience required. Experienced at managing and executing multiple programs, contracts, and projects. Ability to foster relationships to generate potential revenue for the organization. Familiarity with quality and process improvement methodology, such as Lean. Working knowledge of federal state regulations that impact clinic operations, including HIPAA, and HRSA. Ability to accurately and efficiently use Health Information Technology (HIT) Systems, including running reports. Familiarity with EMR is preferred. Ability to work flexible and extended hours and travel between sites as needed. Ability to strategically think, problem solve, negotiate and make decisions. Ability to work well with other support staff, executive staff and Board and Committee members. Demonstrated ability to lead a team member, as well as, independently. Computer literacy, along with the ability to develop and present presentation materials. Knowledge of Medicaid and Medicare programs required. Valid driver's licenses required. Reliable transportation required.

SUPERVISION RECEIVED

The Vice President of Clinical Operations reports to the President and CEO and collaborates closely with other members of the Clinical Management Team. It is expected that the Vice President of Clinical Operations work independently, checking in with the President and CEO as necessary and having regular meetings to coordinate and discuss goals and work issues.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

CLINIC ADMINISTRATION (40%)

1. Responsible for oversight of clinical operations across Authority Health's family health Centers. This includes direct oversight of day-to-day management of medical records, call center, front desk and clinic coordinators, and security areas.
2. In collaboration with Site Managers, responsible for directing, planning, organizing, supervising and coordinating the services of Clinical Operations across all sites for Front Desk and Clinic Coordinator work areas, including:

- Patient registration
 - Patient Check-out
 - Population Management
 - Referral Tracking and Coordination
3. Monitors and ensures clinical and operational performance goals are maintained across the Clinics. Works with clinical management to optimize staffing, appointment schedules, workflows policies and procedures, as needed to meet goals.
 4. Responsible for ensuring an excellent patient experience and that patient complaints and grievances are addressing and resolved in a timely and responsive manner.
 5. Participate and provides leadership in the Clinics and ensure effective implementation and maintenance of concepts, principles and processes across the Clinic.
 6. Develop, review and update policies, procedures, process improvement, training, and evaluation that help support efficient clinic workflows, productivity, quality improvement and customer services.
 7. Ensure adherence to Authority Health's policies, procedures, and standards regarding quality improvement, customer service, patient access, productivity, confidentiality, management of electronic medical records, billing, clinic receipts and deposits, and facility.
 8. Serve at Site Manager at assigned location(s), as needed. Monitor and ensure clinical and operational performance standards are maintained at the assigned sites(s). Lead site efforts to achieve established goals for productivity and quality goals, collaborating closely with the Site Clinical Lead.

ADMINISTRATION (35%)

1. Create, analyze and present data and reports as relevant to clinical operations.
2. Develop and monitor program goals and objectives, including clinical visits, outreach numbers, and referrals from outreach to clinical services.
3. Responsible for creating, updating and maintaining policies and procedures related to clinical operations.
4. Responsible for ensuring compliance with rules and regulations that impact clinic operations, including participation in audits and the development and implementation of Corrective Action Plans.
5. Track and approve operational expenses within budget guidelines.
6. Collaborate with the CEO and other management to develop program and organizational goals and budgets.
7. Provide oversight and leadership for clinical and operational projects.
8. Participate in the formulation of clinic objectives, policies and procedures, working closely with members of the Clinical Management team.
9. Evaluate processes and systems of clinic in accordance with clinic policies and procedures.
10. Collect, organize and summarize data for performance measurement, internal and external reporting and decision-making.
11. Represent Authority Health in outside committees and/or collaborations as necessary.

SUPERVISION AND TRAINING (25%)

1. Directly supervises Site Managers/Supervisors, Security Manager, Call Center Supervisor, Vision Services Coordinator, and Medical Records Supervisor.
2. Co-lead monthly Coordinating Team meetings with the CEO.
3. Completes subordinate's performance evaluations in a timely manner.
4. Ensure communication of goals, objectives, policies, and procedures both up and down the chain of command through meetings, huddles and other forms of communication.
5. Develop, conduct and ensure compliance for all staff for required training related to clinical operations compliance.

WORKING CONDITIONS:

1. Must be able to work a flexible schedule including some evenings and weekends (per agency requirements).

2. Able to complete duties under stress, deadlines, and while attending to multiple duties simultaneously.
3. Work assignments will involve travel throughout the Detroit, Wayne County area to multiple locations, including government and private agencies and partners, as well as out of the State of Michigan.

EXEMPT STATUS: This position is exempt from overtime pay provisions of the Federal Fair Labor Standards Act.

All employment decisions are made based on an individual's qualification for a particular job. Consistent with the principles of equal employment opportunity and are administered without regard to race, color, religion, sex, age, national origin, disability, height, weight, marital status, genetic information covered veteran status, sexual orientation or any category protected by applicable law.

Internal Candidates Must Apply to Human Resources by:

How to Apply:

Email Resume to

Contact Info

Human Resources Department

Contact Email: humanresources@authorityhealth.org

Include Salary Requirement and References

EOE M/F/VET/DISABLED