



## POSITION DESCRIPTION

**Position Title:** Clinical Practice Manager/Popoff Family Health Center

**Date:** January 2023

**Reports To:** Chief of Staff

**Department:** Administration

**Type:** Administrative – Exempt

### POSITION PURPOSE:

Under general supervision of the Chief of Staff, the Clinical Practice Manager is responsible for the effective and efficient operation of the clinical practice. This includes but is not limited to: scheduling, staffing, provision of accurate and timely financial data, development and maintenance of organizational systems to maximize productivity in the workplace, maintenance of the assets of the practice and continuous review of the operational environment of the practice.

### QUALIFICATIONS:

Bachelor's degree or Registered Nurse with a minimum of 2 years management experience in a primary care or specialty physician office or eight years of clinical practice management in a primary care or specialty physician office required.

Experience with the Athena Electronic Medical Record preferred. Must be well-versed in interdisciplinary practice environments, with knowledge and experience in patient registration, billing, and management of front-end staff in settings that provide medical, and behavioral health services.

Excellent attention to detail and organization; effective speaking and writing skills. Ability to effectively coordinate the efforts of professional and support staff. Knowledge of applicable federal and state laws and regulations related to the healthcare industry. Skilled in strategic planning, program development, project management, and group process. Demonstrates effectiveness in staff development, team building, conflict resolution and group interaction. Proficiency with Microsoft office (i.e., Excel, Word, PowerPoint).

### ESSENTIAL RESPONSIBILITIES AND DUTIES:

- Administrative oversight of Medical Assistants and all clinical staff

- Manages the business operations of the practice in accordance with organizational goals and objectives
- Collaborates and communicates effectively / efficiently with the attending physicians and resident physicians to ensure an excellent patient experience and efficient and cost-effective operations
- Assist in timely credentialing of providers
- Ability to fill in all areas of clinical operations that does not require certifications or licenses as needed
- Assist in timely / accurate billing charge capture and submission
- Assist in recruiting to address current and future clinical openings
- Collaborates with Physician Leader and Quality Department to standardize best practices and processes throughout clinical practice
- Ensures compliance with regulatory agencies governing healthcare delivery by regularly communicating with clinical providers
- Reviews patient satisfaction surveys with clinical providers and front office staff
- Works with management and administration to address issues promptly and to achieve targets for patient volume and meets strategic objectives
- Acts as primary liaison between hospital, practice employees and contractors
- Maintains overall responsibility for scheduling to provide adequate coverage for the practice in collaboration with the Chief of Staff, the Medical Director, and the attending physician
- Participates in the interview process for new clinical providers and conducts on-site orientations for all new clinicians with assistance of scheduling team
- Conducts annual surveys in accordance with established guidelines
- Review and approve time sheets for payroll processing
- Address performance and/or behavior issues appropriately and complete annual performance evaluations
- Work closely with administration, finance, human resources, and quality departments to communicate and execute practice-wide policies and procedures
- Attend and participate in all required meetings and training sessions
- Work closely with finance regarding monthly financial statements and site financial performance
- Manages inventory, purchasing and operating expenses that adheres to budget
- Ensures clinic compliance with all regulatory agencies governing health care delivery and the rules of accrediting bodies. Continually monitors operations, programs, physical properties
- Maintains CMS guided payment programs at the practice level
- Serve as a resource for physicians and staff with regard to EMR systems
- Maintain patient confidentiality and adhere to HIPAA regulations
- Leads daily operational huddles

**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

The above job description is for informational purposes only and is not intended to be all inclusive or limiting as to specific duties.

**EXEMPT STATUS:**

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

APPROVAL:

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DATE:

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