



## Healthcare Management Group

### The company:

#### Imaging Healthcare Specialists

Over the past three decades, Imaging Healthcare Specialists has earned an outstanding reputation for the most advanced imaging technology, highly specialized expertise and exceptional customer service for physicians and patients. But that's only scratching the surface.

What we offer is something rare among diagnostic imaging providers, and it's something we call the Big Picture

The Big Picture goes beyond simply providing high-quality diagnostic imaging services to physicians and patients of the San Diego area. It's about having a much more important and influential role in the health of our citizens, and a greater contribution to the healthcare community that serves them.

We consistently earn high marks from patients for exceptional customer service. Unlike many healthcare facilities, we are patient-focused. We demonstrate respect for your time, your privacy, your safety and your budget.

At Imaging Healthcare ~~Specialists Services~~, we believe that imaging should be affordable, whether or not you have insurance. What's more, we've broken the price barrier on previously expensive tests such as breast MRI and prostate MRI. In short, we have made affordable pricing a priority.

<https://www.imaginghealthcare.com/>

### The Job:

#### Associate Director of Outpatient Imaging & Interventional Radiology

The Associate Director is responsible for ensuring excellent patient care through effective leadership and management techniques. The Associate Director will effectively own the business and lead a team of administrative and clinical staff while upholding the Company's mission, policies, and procedures. The Associate Director will be responsible for two or more sites with one or more center-managers ~~supervisors~~ reporting to her or him.

Corporate Duties: Hands-on engagement in understanding and applying Lean. Maintains an unrelenting focus on improvement and providing customer value. Makes learning and practicing of Lean principals a daily priority.

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**Director Duties:** Drives business results and increase patient satisfaction through active performance management of staff to ensure consistent achievement of patient care and operational goals based on key performance indicators and metrics. Effectively manages employee performance by consistently providing constructive feedback, taking a collaborative approach to employee development, and administering necessary training, including evaluations and performance improvement plans. Holds teams accountable and ensures the Company's policies, procedures, and performance standards are met. Communicates, implements, and reinforces organizational goals, policies, initiatives, and workflow in a way that ensures the team understands their contribution and accountability to the success of the organization. Manages and analyzes daily/weekly/monthly operational statistics related to patient volume, modality volume, front desk productivity, TOS/Billing accuracy. Identifies methods to continuously improve internal processes and increase patient satisfaction efficiently with employee engagement. Takes an active part in listening to the voice of the customer by periodically making waiting room rounds. Identifies and maintains the physical appearance of the facility and to ensure a quality appearance. Ensures all staff on site are compliant with company policies, procedures, state and federal regulations. Manages labor audits and reviews staff scheduling to maximize efficiency.

Serves as a liaison with the referring physicians to strengthen physician and patient relationships by active listening with quality assessments, making office visits, and taking calls. Actively manages budgets at assigned centers through the effective management of volumes, inventory, and labor hours. Leads a team of one or more Center Managers Mentors and coaches those supervisors in the Areas of Excellence with the goal of building self-sufficient leaders.

**Qualifications:**

Successful individuals who perform the responsibilities of this position must perform their essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and abilities required. Reasonable accommodations may be made to assist individuals with disabilities to perform the functions required of the position.

**Education:**

- Required: Bachelor's degree from a four-year college or university.
- Preferred: Master's degree (M. A.) or equivalent.

**Experience:**

- Required: Minimum of four years Project Management and in Medical Imaging Operations.
- Language Skills: Must possess the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Writes routine reports and correspondence and speaks effectively before groups of customers or employees of the organization.
- Mathematical Skills: Must have the ability to calculate figures and amounts. Ability to apply concepts of basic algebra and geometry. Ability to report on Financial and relevant data.
- Reasoning Ability: Must possess the ability to apply common sense understanding to carry out detail without written or oral instructions. Must possess the ability to deal with problems involving a few concrete variables in standardized situations. Healthcare Business Acumen: Must have the knowledge and be well-versed in the nuances and complexities of the business aspects of healthcare, including Protected Health Information (PHI) procedures and safeguarding other identifiable information regarding patient data.

- **Business Acumen:** Must understand the business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- **Computer Skills:** Must have knowledge of Internet software, Spreadsheet software and Word Processing software.

### **The Ideal Person**

The ideal person will have leadership experience with a customer facing mindset. This role supports the patients and makes them top priority at all times.

Must be agile, flexible and have the ability to work hard in a fast-paced environment. Must have the ability to make changes according to what the patient's needs are and satisfy the patient's request in a timely manner.

The Associate Director will help to build and lead the culture for this center location. This is a strong team environment where everyone helps out to provide the patient with the best experience. There is no real hierarchy other than the patients come first and the rest is made of up of the staff members in the organization.

This leader will be responsible for setting boundaries and providing the direction for the center location. This role has a matrix reporting structure with the clinical staff therefore will need to work well with the clinical leaders to support the clinical staff.

Lean background is highly preferred for this leader. Must be a data / fact-based leader who is well read and takes the time to research and understand best practice and how to deliver continuous improvement to the patients.