
OPERATIONS DIRECTOR

REPORTS TO: Chief Operating Officer
FLSA CATEGORY: Full-Time, Exempt
EEO CATEGORY: First/Mid-level Officials and Managers

POSITION DESCRIPTION

The Operations Director will be responsible for management and oversight of the day-to-day operations of the HealthWorks' patient wrap-around services. This position will be accountable for the effective and efficient function of wrap-around services including patient intake, eligibility screening, medical records, referral coordination, care and case management services.

Assumes responsibility for ensuring that staffing is adequate to cover workflow; provides coaching and feedback to staff; ensures that staff is adhering to company policies and procedures and that they have the understanding, knowledge and tools needed to perform their jobs.

ESSENTIAL FUNCTIONS

1. Oversees daily operations of patient wrap-around services. Identifies, analyzes, and resolves workflow issues. Responsible for supply orders and inventory management as assigned.
2. Supervises all non-medical clinic staff. Provides or arranges orientation of new staff. Ensures the ongoing training of all staff. Performs annual evaluations of direct reports.
3. Responsible for ensuring staffing schedules are appropriate to meet the patient needs, clinic productivity expectations, and to maximize clinic flows.
4. Involved in planning, implementing, and evaluating services. Collaborates with the COO and CFO regarding improvement and assurance processes. Analyzes and recommends changes in organizational systems, policies, and procedures to ensure patient satisfaction, clinic flow and maximize productivity. Develops guidelines for prioritizing work activities, evaluating effectiveness and modifying activities as necessary.

5. Serves as primary point of contact for patient satisfaction issues. Communicates directly with patients, staff, and administration to resolve patient concerns. Responsible for patient satisfaction survey process.
6. Understands and effectively uses the EPIC electronic health record system.
7. Reviews and approves employee time sheets for accuracy, provides timely documentation to payroll for processing.
8. Conducts inter/intra departmental meetings across reporting entities. Participates in administrative and all staff meetings.
9. Tracks data and provides staff support and input as directed to the various HealthWorks committees and provider/care management meetings.
10. Participates in professional development activities to keep current with trends and practices in health care management, community health center guidelines, Primary Care Medical Home (PCMH) and other federal and state requirements.
11. Compliance Coordinator: Responsible for implementing, monitoring, and coordinating such action as is necessary and appropriate to facilitate an effective compliance program. Coordinates and assists the monitoring of HIPPA privacy activities throughout the organization. Participates in training activities and provides guidance with compliance with HIPPA privacy policies and procedures. Reports status of goals and helps to identify and correct organizational risks to the Chairperson of the quarterly Safety & Risk Committee and CEO.
12. Enhances health center visibility through community involvement by participating in service and professional organizations.
13. Other duties and activities as assigned.

RESPONSIBILITIES

Other Duties/Responsibilities: As assigned

Supervision Received: Reports directly to the COO.

Supervisory Responsibilities: Directly supervises Patient Advocates and Eligibility Specialist staff, Medical Records, Referral Coordinator, Community Coordinator, Case and Care Management.

Budgetary/Fiscal Responsibility: Works with other members of the Senior Management Team to define budgetary requirements, and works within established budgets.

Policy and Procedure Interpretation and Development: Drafts clinic-specific policies for review by the Policy and Procedure Committee, Quality Assurance Committee, and Board of Directors; responsible for assistance in the development of clinic-wide policies, knowledge of and adherence to all HealthWorks' policies and procedures.

Contact with Others: Daily contact with healthcare providers and support staff; daily contact with patients, their families and caregivers. Maintains a cooperative working relationship with Cheyenne Regional Medical Center physicians and staff; routine contact with University of Wyoming Residency Program residents and staff; and ongoing communication with community and health-related resources throughout Laramie County.

JOB REQUIREMENTS/EXPERIENCE

Education: Bachelor's degree in nursing, health administration or business, preferred

Knowledge, Skills, and Abilities:

Thorough understanding of HIPAA compliance required; knowledge of basic medical terminology preferred; knowledge of reimbursement and program eligibility requirements preferred.

Knowledge of current best practices related to the following are required:

- Medical clinic policies and procedures
- Medical practices, terminology and reimbursement policies
- Computer systems and applications as required for clinic processes, including word processing, spreadsheet creation and modification, electronic medical records, email, etc.

Demonstrated skill in the following areas is required:

- Planning, organizing, delegating and supervising
- Exercising initiative, sound judgment, problem-solving and decision-making
- Gathering, interpreting and analyzing data
- Establishing and maintaining effective working relationships with patients, medical/dental staff and the public
- Effective time management and coordination of multiple demands

Ability to provide leadership and modeling in the following areas:

- Creating a clinic atmosphere of encouragement, motivation, innovation and high performance
- Delegating responsibility and authority to staff when appropriate
- Communicating clearly and effectively

- Working effectively with difficult people
- Functioning well within a team
- Interacting professionally with patients, clinic staff, administration and the public
- Analyzing and modifying operations for effectiveness and efficiency
- Working independently, taking initiative and using good judgment in prioritizing work

Experience:

- Minimum of two (2) years administrative/supervisory experience required
- Minimum of three (3) years healthcare setting experience required

Licenses/Certifications:

- Covid-19 vaccination is a condition of employment. Proof of vaccination by a third party must be provided to HealthWorks by the date of hire. Per HealthWorks policy, requests for medical or religious belief exemptions may be submitted for consideration and approval.

BEHAVIORAL EXPECTATIONS

Clinical Quality and Patient Safety

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

Service Excellence and Employee Engagement

- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to improve performance. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to HealthWorks' mission, vision, and values.

Physician & Community Relations

- Works in partnership with Cheyenne Regional Medical Center, clinic physicians and other community providers.

Financial Performance

- Demonstrates flexible and efficient time management and the ability to prioritize workload.

PHYSICAL REQUIREMENTS

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, understand and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in a normal office environment conditions using various office equipment including (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks' facilities are tobacco-free.

EXPOSURE TO HAZARDS

Housekeeping products utilized in the care and maintenance of the facility.

HOURS OF WORK / ATTENDANCE REQUIREMENTS

Hours of work may vary, regular attendance is required.

TRAVEL

Occasional travel will be required for training, conference participation and offsite visits.

BLOOD/FLUID EXPOSURE RISK

Blood/Fluid Exposure Risk: (Check the appropriate category)

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Signature

Date

Supervisor Signature

Date